



Are you ready for AI?

A practical guide on readying your organization for AI

Do what matters

Key AI Challenges

Click on the orange banners to explore challenges and discover ways to solve them:



Introduction



Imagine what's possible with artificial intelligence: in your job, for your team, across your industry. You could solve more problems, delight more customers, and leave behind business-as-usual. The era of pervasive AI is arriving, and innovative organizations are already using AI to achieve things never before possible.

The latest generation of AI tools, including generative AI, have ushered in a new era by democratizing artificial intelligence. In the past, AI was accessible only to a select few companies with access to immense computing resources and substantial annual budgets. Now, AI is within reach for everyone, allowing customization and widespread utilization as always-on "copilots" that can enhance our productivity, consumption habits, and even human well-being overall.

However, [Avanade Trendlines research](#) reveals that business leaders are concerned about multiple challenges related to AI, including trust, regulatory governance and compliance, costs, and its overall safety.

How do you prepare your people? How do you ensure your digital core is strong, efficient and secure enough for AI? How do you deal with the limitations of legacy technologies? What is the best way for organizations to get ready for AI?

As the leading global provider of services and innovation across the Microsoft ecosystem, Avanade is uniquely positioned to safely navigate uncertainty and thrive in an AI-first world. We can help you unlock more value and growth and transform your business.

We can help you:



Shape your AI vision.



Ready your people, processes, platforms and budgets for AI.



Adopt and scale AI responsibly, transforming your business.

The AI era is here. Get ready.

Ready your organization for AI



Organizational readiness

As generative AI technology continues to transform the way we work, live and conduct business in every part of the world and in every industry, expectations are growing exponentially. [Avanade's Trendlines research](#) reveals that 85% of organizations expect AI to increase revenue growth by 2025, with more than two-thirds anticipating AI to be responsible for up to 16% growth in global annual revenue.

All this points to lucrative rewards for those that seize the growth opportunities of AI now. However, the research also indicates organizations are not ready. Trendlines shows that only 36% of business and IT leaders are completely confident that their organization currently has sufficient checks and balances in place to mitigate the potential risks and harms of AI. Meanwhile, nearly half (48%) admit to not having specific guidelines and/or policies put into effect yet for responsible AI.



The solution

It's critical that leaders enable their organizations and people to responsibly work and innovate with AI through continual change. Establish these fundamentals now to accelerate business value from AI and adopt an [AI-first mindset](#).

So, how do you get started?

- **Take a multidisciplinary approach** - Leaders need to consider more than the technology implications of AI. To get ready for AI, organizations require a multidisciplinary approach spanning business and IT.
- **Support your teams as they trial AI** - Preparing your workforce for AI will require change management to get them comfortable and capable. Copilots can help your employees and should not replace them.
- **Infuse trust across the enterprise with guidance** - Craft specific guidance and policies so that your employees can understand where, when, and how to use generative AI responsibly.
- **Prioritize use cases** – depending on your industry, focus on those use cases of highest value.

AI Organizational readiness

The Avanade AI Organizational Readiness Framework provides a comprehensive assessment of an organization's business and IT areas. It offers detailed insights into AI readiness across people, processes, and technologies, enabling leaders to prioritize responsible actions for leveraging AI's benefits.

The service includes executive coaching, tailored employee training, and an innovative "AI control tower" with cloud-based tools, dashboards, and knowledge resources. This ensures continuous AI readiness and empowers leaders to monitor and take real-time actions.

Find out more about [Avanade's generative AI strategy workshops](#), with options ranging from a 2-hour workshop to a 6-week strategy Proof of Concept engagement.



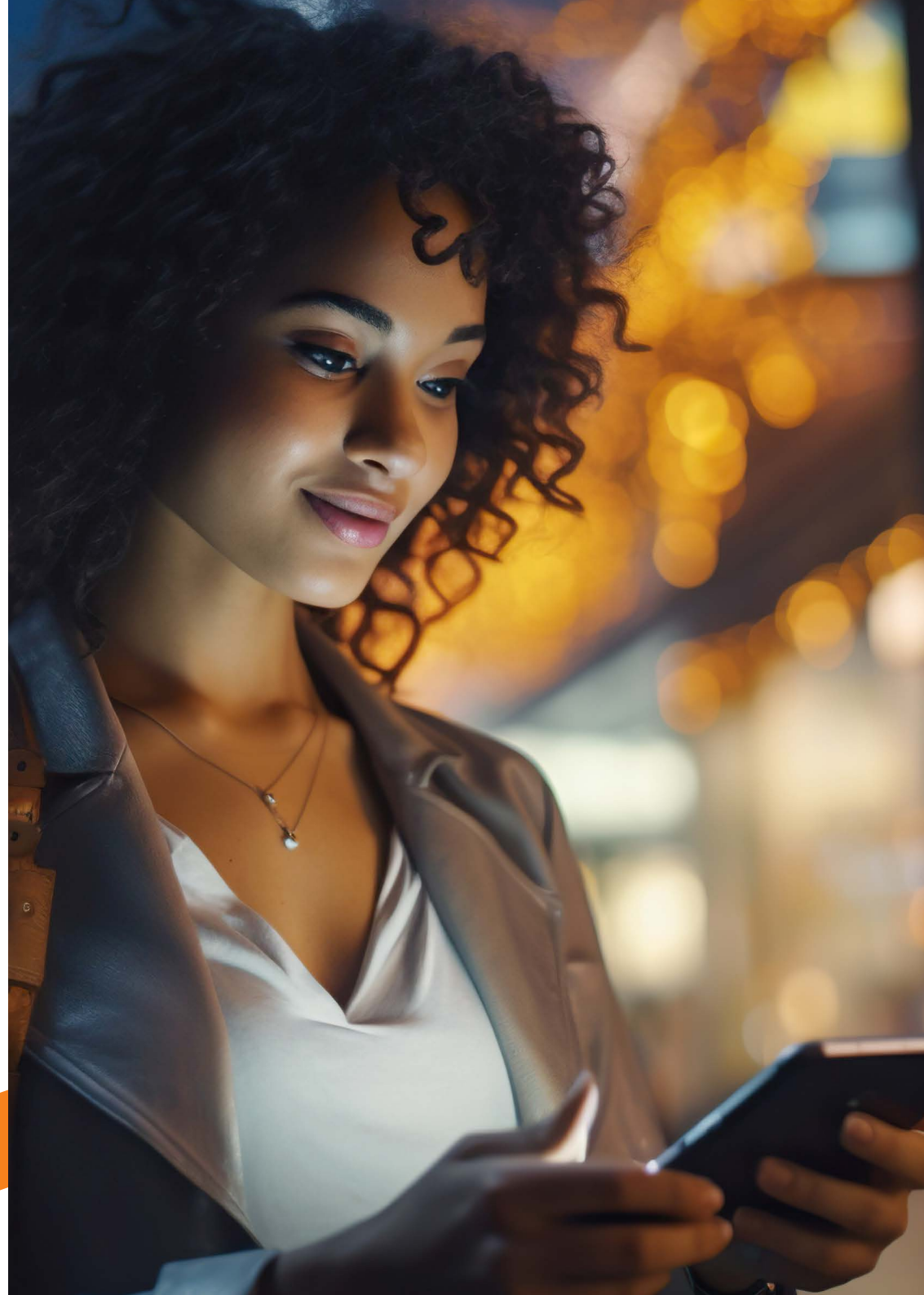
Related solutions



The Avanade AI Governance Quick Start service

This service addresses the crucial requirement for responsible AI governance. It enables leaders to translate corporate values into guidelines and practices for governing the ethical use of AI. With a strong framework and methodology, organizations can proactively assess risks in AI projects and enhance their existing business and IT governance processes, policies, and behaviors to effectively manage and reduce AI risks across all functions.

Get started with a 2-hour introductory workshop





Avanade is helping SSE Renewables to use AI to ensure their wind turbines and hydroelectric installations aren't having a negative impact on the bird and marine life.

SSE Renewables is the UK's premier green company, with sustainability at the heart of its business. Together, we've created multiple solutions to protect the health and safety of the people and wildlife around SSE Renewables' wind farms and hydroelectric installations. By embracing new technologies to help fight climate change, employees are expediting innovation to make renewable energy sources more widely available while ensuring the surrounding ecology continues to thrive. The company has transformed the way it delivers renewables as it works toward its net-zero goals.



Business Situation

The need to accelerate our shift toward renewable energy sources is more important than ever, and the increasingly crowded energy market means that leaders at SSE Renewables need to constantly rethink the way they operate to solve problems and stay ahead. They want to ensure the organization's assets are safe for the people working on or around them and the wildlife habitats nearby. This includes both the puffin colonies on Scotland's Isle of May and the salmon population at Pitlochry Dam in Perthshire.

Public sector viewpoint:
how to implement Generative AI

Solution

We worked with the team at SSE Renewables to help connect them with Microsoft technologies that are outside their traditional ways of operating. Together, we created a "flying squad" to quickly bring solutions to life across multiple areas of the business. These include:

- A species monitoring solution that uses Microsoft Vision AI to protect local wildlife, including counting puffin populations and assessing the migration patterns of salmon to ensure they're headed in the right direction
- An ecological digital twin concept, powered by Microsoft Azure, to collect data and visualize the ecosystem around SSE installations
- The GeoSafe field service application to protect worker health and safety at wind farms
- A fleet decarbonization proof of concept to help recycle and reuse wind turbine components

For the team at SSE Renewables, sustainability isn't just on the agenda – it is the agenda. They believe that there's no bigger privilege or obligation than to make a difference for future generations around the world.

Is your cloud ready for AI?



AI-Ready Cloud

The rapid development and maturity of AI, coupled with high market expectations and potential business transformation opportunities, have created a sense of urgency among organizations to embrace AI. However, an important first step is to ensure that cloud deployments are ready to support the unique demands of this technology and tailored to the different requirements of the various industry sectors, especially if they are highly regulated.

IT and business leaders are rapidly realizing that cloud readiness is the foundation for AI success. It provides the basis to manage data faster in a constantly changing business environment. It is imperative for companies to develop a strong digital core before pursuing AI applications. A strong digital core performs, scales, and rapidly enables data to power digital transformation. Budget for AI is also clearly a concern for many organizations.



The solution

AI readiness involves assessing and aligning your cloud infrastructure, applications, data management practices, networking, storage, skills, culture, and support processes. That's not easily done and there are many critical details to consider.

So, how do you get started?

- **Focus on your digital core** - Before diving headfirst into an AI development effort, set your foundation first. Your cloud platform needs to be AI-ready to support the successful implementation of AI initiatives.
- **Select priority apps and data to modernize**
 - Make sure your key applications and data are fine-tuned to manage the demands of AI. Datasets need to be high-quality and diverse for training AI models and making accurate predictions. Applications are better able to exploit AI if they are modernized.

Avanade Cloud Impact – do more with your digital core

To help you establish a resilient and AI-ready digital foundation, while in parallel unlocking investment for innovation, Avanade has introduced a new cloud adoption insights platform called Avanade Cloud Impact.

Delivered as a workshop or as an ongoing service, Cloud Impact combines Avanade's deep Azure experience with AI and machine learning to analyze your cloud environment against industry and other cloud benchmarks. We evaluate your hybrid Azure estate through different lenses, including technical debt, business risk, sustainability and cloud cost savings, helping you evolve to a leaner, more powerful cloud.

In the process, we've been able to unlock up to 50% of cloud spend for clients, allowing them to re-allocate existing spend on other IT priorities, such as AI.

To get started, Avanade provides a free, 2-hour virtual workshop focused on cost optimization.

Learn more about Avanade Cloud Impact and [click here to sign up for our free workshop](#)

Related solutions



App modernization with Avanade

Business and IT leaders are constantly being asked for increasing agility, innovation and results from their application teams to stay ahead of major market drivers, the rapid development of AI and the ever-present need to re-invent their products and services. Many sectors struggle with legacy systems that need updating in order to modernize their applications portfolio. See challenge 5 for more details.

Avanade can help you modernize your applications, delivering cost savings, extra innovation and significant reductions in time to market.

Find out how we can work together to make modernization a success for your business contact us.

[Click here for our new App Modernization Trends Report](#)





Johns Hopkins and Answer ALS offer new hope to ALS patients

Find out how Avanade worked with Johns Hopkins and Answer ALS, to update their cloud implementation to enable AI, leading to faster research results.



Business situation

A group of 1,000 ALS patients are participating in Answer ALS, a revolutionary medical research program founded and run by Johns Hopkins and the Robert Packard Center for ALS Research. Answer ALS is bringing together global research centers, leading technology companies, world-class researchers and ALS patients for one goal: leverage cloud computing, machine learning, an enormous amount of patient data, and a powerful, interactive data infrastructure with the ability to harness artificial intelligence, all to help determine what causes ALS and identify potential treatments.

Non-profit viewpoint:
using Microsoft Cloud and AI for fundraising

Solution

Once the Answer ALS consortium selected Azure as the backbone for the data research infrastructure, Azure expert Avanade was selected to lead phase one of the project. We began with a design-led workshop that focused largely on deciding the functionality required. Once objectives were prioritized, a roadmap was developed. Using agile methodology, we built a powerful, secure data query engine that allows researchers to use tools they are already familiar with, one that is ready by design to expand as the project continues to build momentum.

Results

A few key advantages of the new collaboration system include:

- Participating researchers are able to query a database of thousands of petabytes of new ALS-specific information.
- For quicker insights, queries can now return results within minutes or hours vs. weeks.
- Researchers hope the new insights will serve as the foundation for new clinical trials, which may lead to the development of successful treatment protocols.
- The project is already producing results. Sharing the Answer ALS data with a research group based in the Netherlands, scientists have identified a gene linked to ALS.

Modernize your data to achieve AI aspirations



Ensure your data is ready for AI

To achieve your AI aspirations, you need to ensure you turn data into action and value. But you can't find the patterns and extract all the insights if your data is locked in disparate siloes and disconnected clouds.

To achieve digital transformation at scale, you need to unlock the value of all your data, finding every insight, efficiency and opportunity to put your data to work. To achieve your AI aspirations, organizations will need to harness even more of their data. But according to [Avanade research](#), 63% of business and IT leaders do not completely trust the data their company uses today.

You can't build value if your data is inaccessible, poorly organized, low-quality, siloed, or unsecure. The average organization loses millions every year due to poor data quality.

Data breaches can cost far more, from fines to permanent loss of customer trust.

The solution

There's never been a more critical time to ensure your data, analytics and AI (DAAI) platform can deliver trusted insights at the speed of today's business. And you need to ensure your DAAI platform can manage the most demanding analytics and AI workloads, across machine learning processes, data science and analytics initiatives.

Using data intelligently allows businesses to drive personalization at scale, support customer service staff with relevant prompts and provide sales opportunities for client conversations, based on client insights. It can even automate responses to regulators' requests and help mitigate risk more effectively.

So, how do you get started?

- **Make your data accessible** - To achieve your AI aspirations, you need to build the platform that can turn data into action and value. Ensure your entire data landscape is accessible and addressable by migrating data to [Azure cloud](#).
- **Harness AI in the cloud** - Leverage the power of the [Azure ecosystem](#), including [Azure Synapse Analytics](#) to harness insights with machine learning.
- **Modernize your data** - use [data management and governance](#) methods to modernize your data and transform your business. With a stronger data foundation, you can find the insights, efficiencies, and opportunities that differentiate and grow your business.

Build the data platform and unleash AI

With modernized data on a unified platform, you can scale data science and applied intelligence across your organization. Avanade can help shape your data strategy and roadmap, and we can help you harness data modernization to deliver high-value innovation use cases.

One approach: our strategic partner, [Databricks](#), is the leader in unifying data engineering and data science on the lakehouse platform. Avanade helps clients leverage the Azure Databricks platform to develop a customized enterprise data strategy to harness more value from data and ensure their data estate is AI-ready.

You can also learn more about [Microsoft Fabric](#), the emerging unified data platform that brings together the intelligent data platform and Power BI into a single SaaS solution, infused with generative AI capabilities.

Need help determining which approach is best for your organization?

Download our [data platform buyers guide](#) to evaluate and prioritize the features most relevant to your data challenges.

Learn more about Avanade's data modernization capabilities and book a data strategy session to get your data ready for AI.

Related solutions



Generative AI

Generative AI is poised to help businesses reinvent productivity, business processes and human experiences. With the wrong approach, and without critical ethical guardrails and governance, organizations face generating greater business risk than business value.

Avanade can help you rise above the hype and discover the use cases that will help you deliver business value with generative AI -- responsibly. We offer everything from a 2-hour workshop or 2-month proof of concept build.



Intelligent Automation

Avanade has a [range of workshops](#) that show you how to use automation to lower total cost of ownership (TCO), from the front office to processes deep within your operations. Learn how to eliminate (or reduce) rote and repetitive tasks so your employees can focus on higher-impact and more rewarding work. Our consultations and workshops are tailored to your industry priorities.



Hachette UK enables employees with machine learning-driven contract searches

Learn how the publisher [Hachette UK](#) partnered with Avanade to unify its data in an upgraded knowledge management platform, improving accuracy and saving countless hours formerly spent searching for data.

Results

Now that Hachette UK has brought all its information together in a single source of reliable data, employees feel an ownership that encourages them to act decisively and immediately, within roles managed in the bespoke solution. Early successes include:

- Immediate, self-service location of information
- 90% accuracy in data extraction and key entity identification
- Direct connectivity and daily updates from the company's bibliographic database
- Reclaimed employee hours formerly spent searching for and labeling data

Business situation

Hachette UK - the second largest book publishing company in its country - is required by the term of the UK copyright to retain legal and vendor agreements for the life of an author, plus 70 years. The company needed to have continuous access to those documents and it also wanted to replace manual paperwork and existing software that was limiting.

Retail industry viewpoint: the journey to becoming a data driven consumer goods firm.

Solution

Familiar with Avanade from engagements developing intelligent automation solutions, Hachette UK selected us to validate automated identification and cataloging of key entities. We created a scalable architecture that ingests, prepares and transforms large volumes of data from a variety of sources and machine learning models that identify patterns across contracts. Our London Digital Innovation Studios team listened to Hachette UK employees before developing a web app that enables contextual search and visualization in Microsoft Azure cloud.



Harness generative AI and build business value



Explore what generative AI can do for your organization

Avanade [believes](#) that artificial intelligence is the next wave of computing, a technology that will influence nearly every area of business. Generative AI – the newest generation of AI Generative Pre-trained Transformer (GPT) models from OpenAI and Microsoft, built on Microsoft supercomputers, and based on incredibly massive data sets – will help businesses reinvent productivity, customer service, business process, sales engagement new business models, and possibly new industries.

But how do we get there? With the wrong approach, and without a solid Responsible AI framework, including ethical guardrails and governance, – you may face greater business risk rather than business value.

The solution

Avanade is ready to help you learn, explore, build and create with generative AI. For years, Avanade has helped our clients infuse [artificial intelligence](#) to streamline [business process](#), personalize experiences, optimize supply chain and much more. We have been early testers, adopters and builders with Azure OpenAI and other AI technologies. And we've been at it for years, not weeks. No other Microsoft partner can match our depth of [Microsoft expertise](#), from [data and AI](#) to [Azure](#) and beyond.

Our teams are ready to fast-track your AI journey so you can start building business value with generative AI today. We offer a range of engagements and solutions to help you accelerate AI. With our approach, you can ensure responsible and reliable safeguards to protect your people and your business as you accelerate your AI journey.

So, how do you get started?

- **Explore the latest generative AI tools** and get inspired for your organization. The technologies are evolving rapidly, ensure you understand the latest capabilities and use cases.
- **Embrace responsible AI** to ensure you're using AI safely and ethically – and not generating more risk for your business.
- **Shape a use case and starting building.** Approach a project to solve a unique business problem, engage your stakeholders, and prove ROI. When you're ready, scale to more parts of your business.

Learn and build with us

We can help you explore what's possible with the latest AI tools. In a 2-hour session at no cost, Avanade specialists can:

Introduce generative AI concepts and capabilities, including ChatGPT, [GPT-4](#) and Azure OpenAI.

- Showcase advantages of Microsoft's Generative AI technologies and partnership with OpenAI.
- Help you understand why ethical and [Responsible AI frameworks](#) are critical to success.
- Explore use cases and best practices to realize value fast with Generative AI.
- Answer your team's questions about getting started or scaling up.

If you're further along, consider registering for a 2-day, hands-on workshop, where we'll dive deeper into your generative AI use cases, and map out how to rapidly deliver ROI at your organization. The workshop will deliver a plan to get started with a quick-win proof-of concept, robust MVP – or even a 2-month strategy engagement. [Learn more.](#)

[Read our guide](#) on how to ready your business for generative AI. We work with our industry specialists to adopt tailored approaches depending on the characteristics of your sector.

Learn more about Avanade's generative AI capabilities and book a workshop or data strategy session.

Related solutions



Data platform modernization

To achieve your AI aspirations, you need to ensure you turn data into action and value. But you can't find the patterns and extract all the insights if your data is locked in disparate siloes and disconnected clouds. Explore what's possible when you partner with Avanade to strengthen your data strategy, modernize your data platform, and ensure you're ready to achieve AI outcomes.



Intelligent Automation

Avanade has a [range of workshops](#) that show you how to use automation to lower total cost of ownership (TCO), from the front office to processes deep in the operations side. Learn how to address rote and repetitive tasks so your employees can focus on higher-impact and more rewarding work. Our consultations and workshops are custom-fit to your needs, your organization, and your priorities.

Finance Industry viewpoint:
The 6 adoption essentials for Gen AI

Banking industry viewpoint:
Three things Banks should know about Gen AI

Healthcare industry viewpoint:
How AI and machine learning are dominating the conversation

Remove legacy limitations



Unlock the full potential of data in your systems

Advanced technologies such as AI, machine learning and intelligent automation are only available through the cloud. For organizations that wish to leverage the incredible power and opportunity of the AI era and the ever-pressing demand for innovation, the move to cloud has never been more urgent.

Legacy ERP and mainframe platforms hold huge volumes of data that are critical to your organization's operations. By nature, these systems are likely complex, highly customized, difficult and costly to maintain, challenging to adapt to business changes, and often approaching end of life support. As long as your data is locked away in legacy, the AI opportunity cannot be realized.

Legacy platforms are not suited to transformation. While making the transition to cloud is more urgent than ever, it's important to understand that technology is the means to the end - a tool to enable business transformation. When implemented with that in mind, the cloud will enable significant growth across your enterprise, and ensure your readiness for AI opportunities.

The solution

Shifting from legacy ERP or mainframe systems and other on-premises platforms to a cloud-based digital platform unlocks the full potential of data, and in most cases reduces TCO, simplifies business processes and enables agile business transformation & growth.

Selecting the right tools, such as Microsoft Dynamics 365 and Azure, powered by AI insights, enhances data visualization and cross-functional sharing, boosting business agility and accelerating goal achievement.

So, how do you get started?

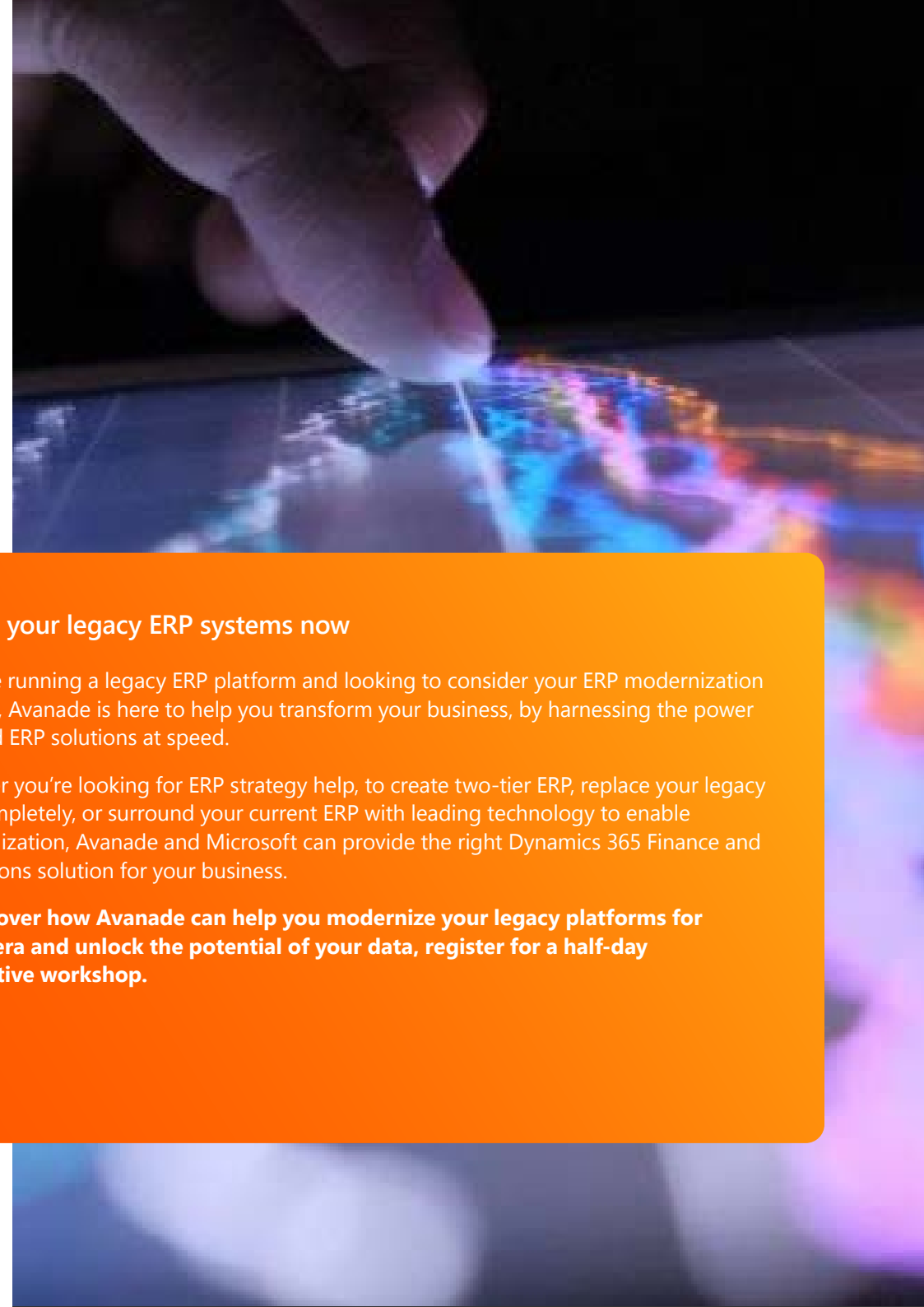
- **Confirm your goals** – Think across your entire organization rather than one isolated business unit for organization-wide impact. This approach helps you to focus on the business case for change.
- **Assess business value** by identifying process harmonization, simplification and improvement opportunities and AI-driven use cases. Don't get caught in the trap of replicating the complexity of old systems.
- **Prioritize, act and repeat** – Start with a proof of concept (POC) focused on a critical area. Then, build a roadmap, define key parameters and deliver incremental value.

Evolve your legacy ERP systems now

If you're running a legacy ERP platform and looking to consider your ERP modernization options, Avanade is here to help you transform your business, by harnessing the power of cloud ERP solutions at speed.

Whether you're looking for ERP strategy help, to create two-tier ERP, replace your legacy ERP completely, or surround your current ERP with leading technology to enable modernization, Avanade and Microsoft can provide the right Dynamics 365 Finance and Operations solution for your business.

To discover how Avanade can help you modernize your legacy platforms for the AI era and unlock the potential of your data, register for a half-day interactive workshop.



Related solutions



ERP assessment

If you are running a traditional on-prem ERP system, you probably know you need to modernize but you might not be sure of your next move. Our [quick online assessment](#) can help – just answer 5 simple questions based on what matters for your organization and we'll provide our recommendations to help you understand what your next steps should be.



Mainframe migration and modernization

For organizations reliant on mainframes, these systems continue to constrain business, make up a significant proportion of technical debt and restrict innovation. Discover with Avanade how you can [transform legacy mainframe](#) constraints into business value with a clearly defined, value-oriented approach to migration and modernization.



Power Platform

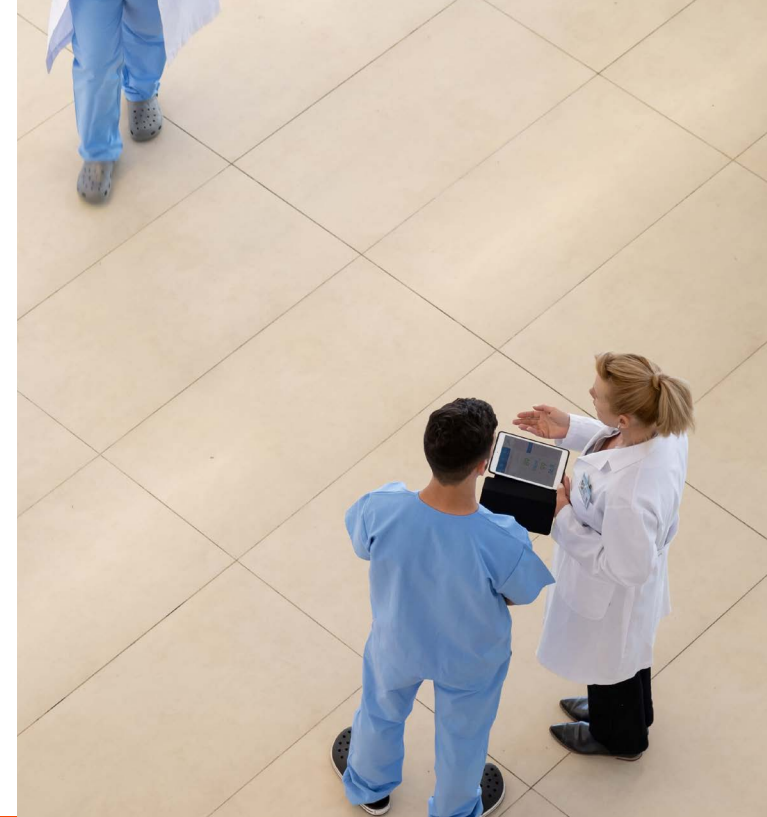
Unlock value from other platforms such as SAP with the [Power Platform's](#) unrivalled low-code AI capabilities and our pre-built integration patterns. Our solutions and packaged Power Apps enable clients to interact with SAP and other business data via low-code applications.





UNICEF Netherlands inspires the nonprofit world with its life-changing donor engagement solution

UNICEF Netherlands is on a mission to create a more hopeful future for millions of children in need. With employees' expanded visibility into donor activity, they're able to boost fundraising to deliver more life-changing services for children. In just two years, the organization has doubled its funds raised through digital channels with its new donor engagement platform to do what matters more effectively.



Business situation

Delivering on UNICEF Netherlands' mission means engaging as many people as possible and encouraging them to become lifelong supporters of the nonprofit's work. To grow its donor base and income, leadership wanted to replace traditional fundraising methods with a single digital solution for data, finance and marketing. Staffed with a small IT team, they also needed a partner to provide ongoing management of the platform, including handling system updates and employee requests.

Manufacturing industry viewpoint: is this a now or never moment for ERP cloud migration?

Solution

Working with Microsoft through our Tech for Social Good program, we helped design and implement an integrated ERP and CRM solution with Microsoft Dynamics 365 Customer Insights, specifically customized for nonprofits. Machine learning and fast analytics give employees real-time insights to better engage donors, enabling UNICEF Netherlands to secure and expand its programs for children.

To support the nonprofit's IT team, we designed a tailored managed services offering. Now, Avanade's full-service team is available on call around the clock, allowing UNICEF Netherlands' employees to focus on their other important work rather than spending time actioning support tickets or waiting for help.

Security Readiness for generative AI



AI is fundamentally reshaping the cybersecurity landscape and as these technologies become increasingly prevalent, businesses need to adapt their strategies accordingly.

This evolution calls for a comprehensive re-evaluation of risk profiles, investment strategies, and control mechanisms. Security leaders will need to stay abreast of AI's ever-changing capabilities but also define their risk appetite for AI adoption.

While the benefits of generative AI are virtually unlimited, like any technology, there are security challenges to its adoption. This challenge needs to be addressed across two primary dimensions - how to secure generative AI and using Gen AI to improve security.

The solution

To unlock value and build trust, organizations need to use AI securely, responsibly and cost-effectively. When looking through both dimensions of securing generative AI and enhancing security with AI, there are several considerations.

So, how do you get started?

- **Explore and test** Consider how generative AI for Security capabilities, such as Microsoft Security Copilot could improve your ability to detect and respond to cyber risks, and how it may help you address cyber skills shortages you may be facing.
- **Identify risk areas**, that can drive generative AI security use cases and that are of highest value to your business and employees, such as advanced fraud detection, or generative AI and Large Language Model powered security assistants for your employees.
- **Adopt a secure by design approach** for any AI or generative AI project, factor in security and privacy from the start, so that you can ensure your generative AI project is trustworthy and resilient against compromise or unintended data leakage.

Use generative AI to respond to emerging threats faster.

Avanade can help you harness AI and Gen AI securely and help you realize faster adoption with confidence by ensuring that it is secure by design.

Our services include:

- Security design for any generative AI project and secure adoption of Microsoft Copilot capabilities
- Implementation of cybersecurity measures to protect your AI systems and data.
- Risk management capabilities to help you identify and mitigate risks as well as compliance with data privacy regulations.

We can also help you transform and improve your security operations so that you can defend and respond to emerging threats faster. These services include:

- Rapid adoption and embedding Security CoPilot into your detection and response capabilities.
- Increased capability within your Security Operations Centre across multiple areas including vulnerability management, threat hunting, reporting and security guidance.
- Leveraging Open AI to power new security capabilities tailored to meet your business needs, such as enhanced fraud detection.

Avanade will join your team to explore the business value of generative AI Security, the

technical architecture and use cases that can be realized today.

We'll then workshop to identify the business scenario that drives the most benefit and move to a build phase to showcase the value of this new technology for your business.

Avanade has been working with clients across industries to help them discover the business value of Generative AI security.

For example, we are working with a financial institution on building a Power Virtual Agent for their Security Information Team and helping a large manufacturer to secure their data while leveraging the capabilities of Chat GPT.

[Click here to find out more about who we work with](#)

Banking and Cybersecurity viewpoint: Register for our guide to help you stay secure against major cyber threats and attacks

Avanade is the leading provider of innovative digital, cloud and advisory services, industry solutions and design-led experiences across the Microsoft ecosystem. Every day, our 60,000 professionals in 26 countries make a genuine human impact for our clients, their employees and their customers. Avanade was founded in 2000 by Accenture LLP and Microsoft Corporation. Learn more at www.avanade.com

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Hit the ground running with a responsible AI framework



We are shaping a future where trust is embedded at the core of everything we do with and through technology. And once trust is lost, it is nearly impossible to regain. As AI becomes as pervasive as the mobile phone and the Internet, organizations need to rethink how they can – and should – do what matters.

Trends are indicating that organizations are shifting from an isolationist mindset and instead prioritizing trust and ecosystem cooperation to use resources more responsibly. Equity, safety, and transparency will be built into all aspects of AI, the network, cloud and devices. It's possible to start building that trust now with an intentional approach to responsible AI.

48%

Nearly half (48%) of organizations do not have specific guidelines and/or policies put into effect yet for responsible AI

AI Organisational Readiness Framework

Tips to start responsibly innovating with generative AI

IT leaders may be concerned about how to start training AI on their proprietary data safely and to embed transparency throughout the process and usage of AI. These are practical ways to get started.

1

Start with the most important question – “Why?”

Generative AI, as with all other technology trends, will only bring value if you truly understand why you are using it. What problem are you solving? Does the business case stack up? What outcomes and benefits do you really want to achieve? Being clear as to why this is good for your business and not just a thing to implement is fundamental to embracing generative AI.

4

Appoint responsible AI ambassadors

Select for specific use cases and consider the availability of quality, diverse data for the domain, and the ability to incorporate human subject matter expertise feedback for rapid, iterative re-training of the model(s).

2

Set the right foundation

Start simple in areas where you may have already deployed capability, like an existing chatbot. Select the use cases where introduction and integration of OpenAI capabilities can be done in a modular and scalable way with continuous evaluation of the model's performance.

5

Establish governance

Consider a centralized function to investigate, validate, refine and channel AI across your business. There needs to be a robust approach of transparency to and communication with customers, partners and employees on risks, limitations and uncertainties. Risk control and mitigation plans need to be aligned with the affected stakeholders and legal requirements.

3

Prepare your people

Generative AI is not all about cost cutting and automation. Change enablement will help users work iteratively from generated concepts that need to be tweaked, refined, enriched and approved. AI is your employees' productive assistant, not their replacement.

[Click here to sign up for Avanade's AI Organizational Readiness Framework workshop.](#)

Seek an experienced partner you can trust

With more Microsoft MVPs, Microsoft Accreditations and Microsoft Partner Awards than any other organization on the planet, Avanade can meet you where you are on your AI journey and help you take advantage of all it can offer while maximizing returns on your technology investments. Our professionals have been working with OpenAI since its early integration with Microsoft and can leverage the collective knowledge we've cultivated across technology, people enablement, and responsible AI.

Need help? We're here for you.

Wherever you are on your AI journey, Avanade offers workshops and assessments that can help. Contact us with your specific needs.



Avanade is the leading provider of innovative digital, cloud and advisory services, industry solutions and design-led experiences across the Microsoft ecosystem. Every day, our 60,000 professionals in 26 countries make a genuine human impact for our clients, their employees and their customers. Avanade was founded in 2000 by Accenture LLP and Microsoft Corporation. Learn more at www.avanade.com

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Do what matters

Appendix

Industry viewpoints and client stories:

Public sector viewpoint:
how to implement Generative AI

Finance Industry viewpoint:
The 6 adoption essentials for Gen AI

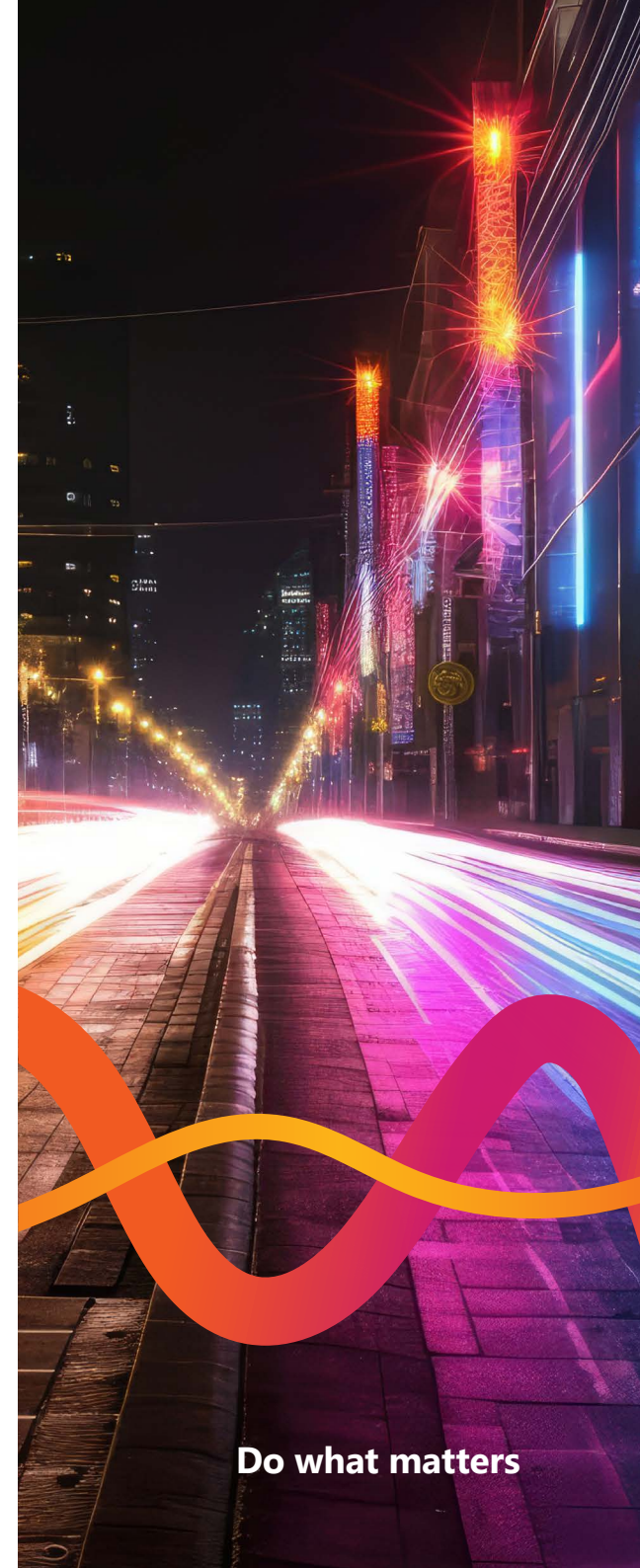
Non-profit viewpoint:
using Microsoft Cloud and AI for fundraising

Banking industry viewpoint:
Three things Banks should know about Gen AI

Retail industry viewpoint:
the journey to becoming a data driven
consumer goods firm.

Healthcare industry viewpoint:
How AI and machine learning are dominating
the conversation

Manufacturing industry viewpoint:
is this a now or never moment for ERP
cloud migration?



North America

Seattle
Phone +1 206 239 5600
America@avanade.com

South America

Sao Paulo
AvanadeBrasil@avanade.com

Asia-Pacific

Australia
Phone +61 2 9005 5900
AsiaPac@avanade.com

Europe

London
Phone +44 0 20 7025 1000
Europe@avanade.com

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