SAMPLE DELIVERABLE · ILLUSTRATIVE

Calibrane

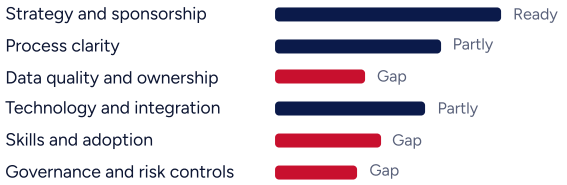
Strategy. Transformation. Intelligence.

AI use-case assessment and readiness summary

How candidate AI and automation ideas are scored for value, feasibility, data readiness and risk before anything is built. It continues the fictional services organisation from our other samples and is not a client deliverable.

CANDIDATE USE CASE	BUSINESS VALUE	FEASIBILITY	DATA READINESS	RISK (5 = LOW)	SIMPLER OPTION CONSIDERED	DECISION
Automated completeness and credit checks at onboarding Rules plus workflow, human reviews exceptions	5	5	4	4	Rules-based automation is enough; no AI needed	Proceed
AI assistant for staff policy and product questions Answers grounded in approved documents only	4	4	3	4	Better search tested first; AI adds summarised, cited answers	Proceed to pilot
AI triage of customer complaints Classify, route and draft first response	4	3	2	3	Standard categories and routing rules first	Fix data first
Invoice dispute prediction Flag invoices likely to be disputed	3	2	2	4	Root causes are in the process, not detection	Do not pursue
Automated credit decisions without review Fully automated approve or decline	4	3	3	1	Significant decisions about people need human oversight	Do not pursue

Readiness across six areas



Guardrails for the two pilots

- Human review of every exception and low-confidence answer
- Least-privilege access to customer data
- Every action logged and reversible
- Accuracy and value measured against a baseline
- Data protection impact assessment under UK GDPR and the Nigeria Data Protection Act

Recommendation

- Proceed with the onboarding automation: no AI needed
- Pilot the staff assistant with approved documents only
- Name a customer data owner before revisiting complaint triage
- Agree an AI use policy and owner before scaling