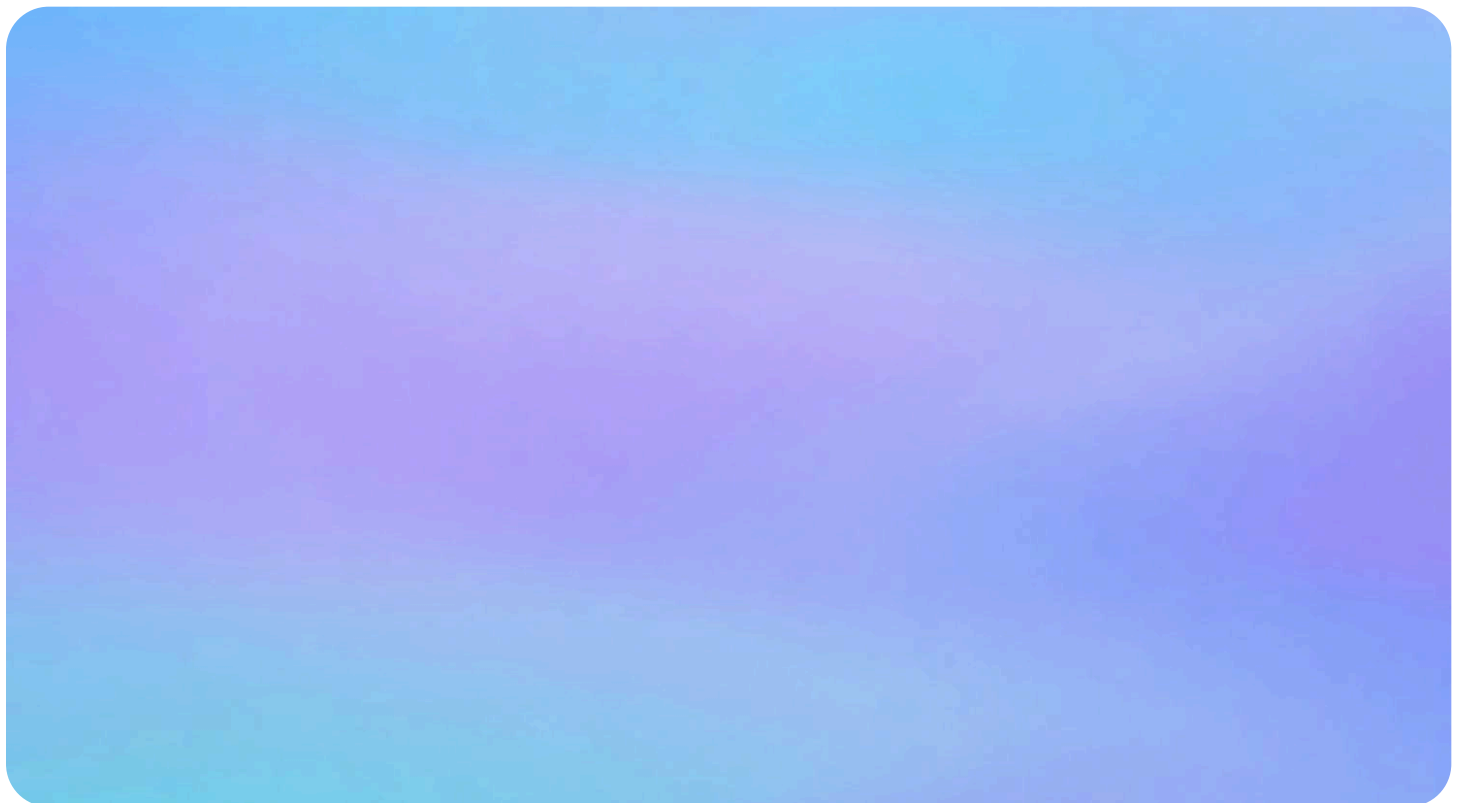


matilda

From AI Ideas to Enterprise Workflows

We help enterprise teams identify, design, build and scale governed AI workflows across the systems they already use.



Enterprise AI Services

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The Problem

AI agents are everywhere. Production outcomes are rare.






AI has moved from autocomplete into agents that can search, reason, draft, recommend and act across business systems.

But for most organisations, the challenge is no longer proving AI works. It is turning AI into trusted, governed workflows that create measurable business value.

The real challenge

AI does not fail in the enterprise because people lack ideas. It fails when those ideas are not connected to real workflows, system access, human approval, governance and measurable business outcomes.

Common problems:

-  AI pilots that never scale beyond a demo
-  Business teams, IT, data and security working in separate lanes
-  AI outputs that users cannot easily review, approve or audit
-  Automation risk where agents act before controls are agreed
-  Difficulty proving ROI because outcomes were not defined upfront

The organisations that succeed will be the ones that turn the right workflows into safe, measurable and repeatable AI-enabled capability.

Why Enterprise AI Stalls

The gap is not the model. The gap is the workflow.

Most AI initiatives do not stall because the technology is not powerful enough. They stall because the business process is unclear, the data is fragmented, the approval path is undefined, and no one has agreed how AI should safely fit into day-to-day work.

 **Enterprise AI needs an operating model, not just a model.**

To move from experiment to production, organisations need to define the workflow, connect the right systems, set approval boundaries, and measure business value from the start.

Why projects get stuck

Blocker

What it creates

Unclear workflow

AI demos that do not connect to real work

Fragmented data

Outputs that feel incomplete or unreliable

No approval model

Risky automation and low trust

Weak success metrics

Difficult ROI conversations

Security concerns

Slow movement from pilot to production

No scale plan

Pilots that never become capability

Where AI creates value

The workflow opportunity

The biggest opportunity is not using AI as a standalone chatbot. It is embedding AI into the everyday workflows where teams already make decisions, manage requests, update systems and coordinate work.

Workflow area	Example opportunity
Support	Triage tickets, summarise issues and recommend responses
Sales	Draft follow-ups, update CRM records and identify next steps
Procurement	Review requests, check policy and route approvals
Finance	Analyse exceptions, prepare reports and reduce manual checks
HR	Answer employee queries and support onboarding workflows
Operations	Turn updates, reports and messages into tracked actions

**The value of AI is not the answer it generates.
The value is the work it helps complete.**

Our service

We design and deliver governed AI workflows

We help organisations move from AI ideas to working business capability. Our focus is on practical workflows that connect people, systems, data and approvals — so AI can support real work safely.

That means understanding the current process, finding where AI can create value, and designing the controls needed for production use.

How we help

Stage	What we do
Discover	Identify high-value workflow opportunities
Design	Map the future state, approvals and user experience
Build	Configure agents, workflows, integrations and guardrails
Pilot	Test with real users and measurable success criteria
Scale	Review outcomes and define the roadmap for broader rollout

**We do not start with a chatbot.
We start with the workflow.**

AI architecture

Enterprise AI needs more than a model

AI turns enterprise data, knowledge, and systems into business outcomes by combining models, agents, tools, workflows, and human approval.

Business Outcomes & Artifacts



📊 Decisions

✓ System Actions

📄 Reports

🎫 Resolved Tickets

📖 Knowledge Created

User Interface



💬 Chat

🧩 Embedded Apps

🔧 Dynamic UI

✉️ Approval Inbox

Workflow Orchestration



📅 Events

🔄 Routing

🔄 Workflows

🤝 Handoffs

🔄 Retries

📄 Approvals

Agent Runtime



🔮 Models

📋 Instructions

📦 Skills

🧠 Memory

🔗 Planning

🔧 Tools

Enterprise Search & Context



🔍 Retrieval

✂️ Chunking

{ } Metadata

📄 Citations

🔗 Ranking

🔑 Permission Filters

Enterprise Data, Knowledge & Systems



📁 Systems of Record

📊 Data Platforms

📄 Documents

☁️ Apps

🔗 Connectors

<> APIs

Governance & Feedback



🔒 Security

🔑 Identity & Access

🛡️ Audit

🧪 Evals

🗣️ Guardrails

🔗 Observability

💰 Cost

Deliverables

Clear outputs at every stage

Our work is designed to give your team more than advice. You get practical artefacts, working capability and clear decisions that help move AI from idea to operational use.



No vague strategy decks. No disconnected demos.

Every engagement is built around tangible outputs your business, IT, data and security teams can review, approve and use.

Example core deliverables







Deliverable	What it gives you
Opportunity assessment	A clear view of where AI can create value
Current-state workflow map	Visibility of the existing process, pain points and handoffs
Future-state workflow design	A practical design for how AI, people and systems work together
Requirements and controls	Defined data, integration, security, approval and guardrail needs
Working AI workflow	A configured pilot that supports a real business process
Test and evaluation plan	A way to check quality, safety, accuracy and business performance
Pilot outcome report	Evidence of what worked and what value was created
Scale roadmap	Recommended next steps for broader rollout

Enterprise Control

AI should not bypass governance. It should make governed work faster.

Enterprise AI needs clear boundaries. Before AI can recommend, draft or update work across business systems, teams need confidence that permissions, approvals, risks and audit requirements are built into the workflow.

What we design for

-  Human approval — Keep people in control of important decisions.
-  Permission-aware access — Respect existing user, role and system permissions.
-  Action boundaries — Define what AI can and cannot do.
-  Audit trail — Record what was recommended, approved and changed.
-  Guardrails and escalation — Route risk, exceptions and uncertainty to the right person.
-  Evaluation and monitoring — Track quality, safety, adoption, performance and cost.

A safer path to enterprise AI adoption, where teams can move faster without losing control of the process, data or decisions.

Engagement Models

Start small, prove value, then scale

We offer flexible engagement models depending on where your organisation is in its AI journey — from a focused pilot to a broader enterprise rollout.



Pilot — one workflow, one team, light integration

A focused engagement to prove value quickly with a controlled AI workflow, clear success metrics and a practical recommendation for next steps.



Department rollout — one business function with several related use cases

A broader engagement to expand AI across a department, connecting multiple workflows, users, systems and approval paths into a governed operating model.



Enterprise programme — Multiple functions, workflows and systems

A structured programme to scale AI capability across the organisation with reusable patterns, governance, integration strategy and benefits tracking.






Next step

Start with one workflow

The fastest way to create value with enterprise AI is to focus on one high-impact workflow, prove the outcome, and use that evidence to decide what to scale next.

[Book a 30-minute AI workflow assessment](#)

In 30 minutes, we'll cover

-  Your workflow or business goal
-  Where AI can create operational value
-  Workflow change, AI workflow, or agent fit
-  Risk, impact, priority, and suitability
-  Recommended next steps

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