SUCCESS STORY

Transforming ERP Delivery with a Governed AI Workforce

Leading Technology Software Provider

VALUE DELIVERED

- ✓ Moved beyond **proof-of-concept** discussions to create a commercially viable and governed AI delivery framework aligned with the customer's strategic goals.
- ✓ Secured OSF's first AI-enabled **revenue engagement** through executive collaboration and transformation expertise.
- ✓ Created a controlled delivery model that **transforms fragmented knowledge,** requirements, and decisions into consistent and traceable implementation outputs.
- ✓ Established a **reusable foundation** for scaling implementation delivery across multiple business units and future deployments.

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Customer Profile

Our customer is a **leading technology software provider** that delivers enterprise business management solutions across multiple industries and geographies.

Challenge

Sought to **standardize and scale ERP** implementation delivery while maintaining quality, governance, and oversight:

- ✓ Needed a **scalable, governed delivery** model for ERP implementations.
- ✓ Sought to **standardize delivery** across multiple micro-verticals while maintaining consistency and quality.
- ✓ Wanted to **accelerate onboarding** and reduce time-to-value without compromising traceability and control.
- ✓ Traditional ERP implementations required **significant consultant involvement**, lengthy deployment cycles, and manual configuration, migration, and testing activities.

Outcome-Driven Solution

- ✓ Designed a governed **AI-assisted onboarding** and implementation framework rather than a collection of disconnected AI assistants.
- ✓ Developed a **blueprint for 26 AI agents** supporting requirements gathering, solution design, validation, documentation, and implementation activities.
- ✓ Introduced strategic AI capabilities focused on workshop automation, configuration-by-conversation, and **data migration acceleration.**
- ✓ Built an **independent review** capability that validates outputs and recommendations rather than allowing agents to assess their own work.
- ✓ Combined specialized delivery agents, governance controls, quality checks, knowledge management, and human approval points into a **single operating model.**

26 AI agents
Designed during discovery and blueprinting

180-page proof of concept
Created to define the governed implementation framework

50+ subsidiaries identified
For following deployments

PRODUCTS

AI-governed operating model

Customer Adoption

- ✓ Executive stakeholders participated in AI **workshops and discovery** activities to define the future delivery model.
- ✓ The organization adopted a **governed framework** that embedded approvals, validation, and traceability throughout the implementation lifecycle.
- ✓ Initial implementation focused on a first build phase with contracted AI capabilities and a **roadmap for additional functionality.**

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