

Navigating the AI Maturity Journey

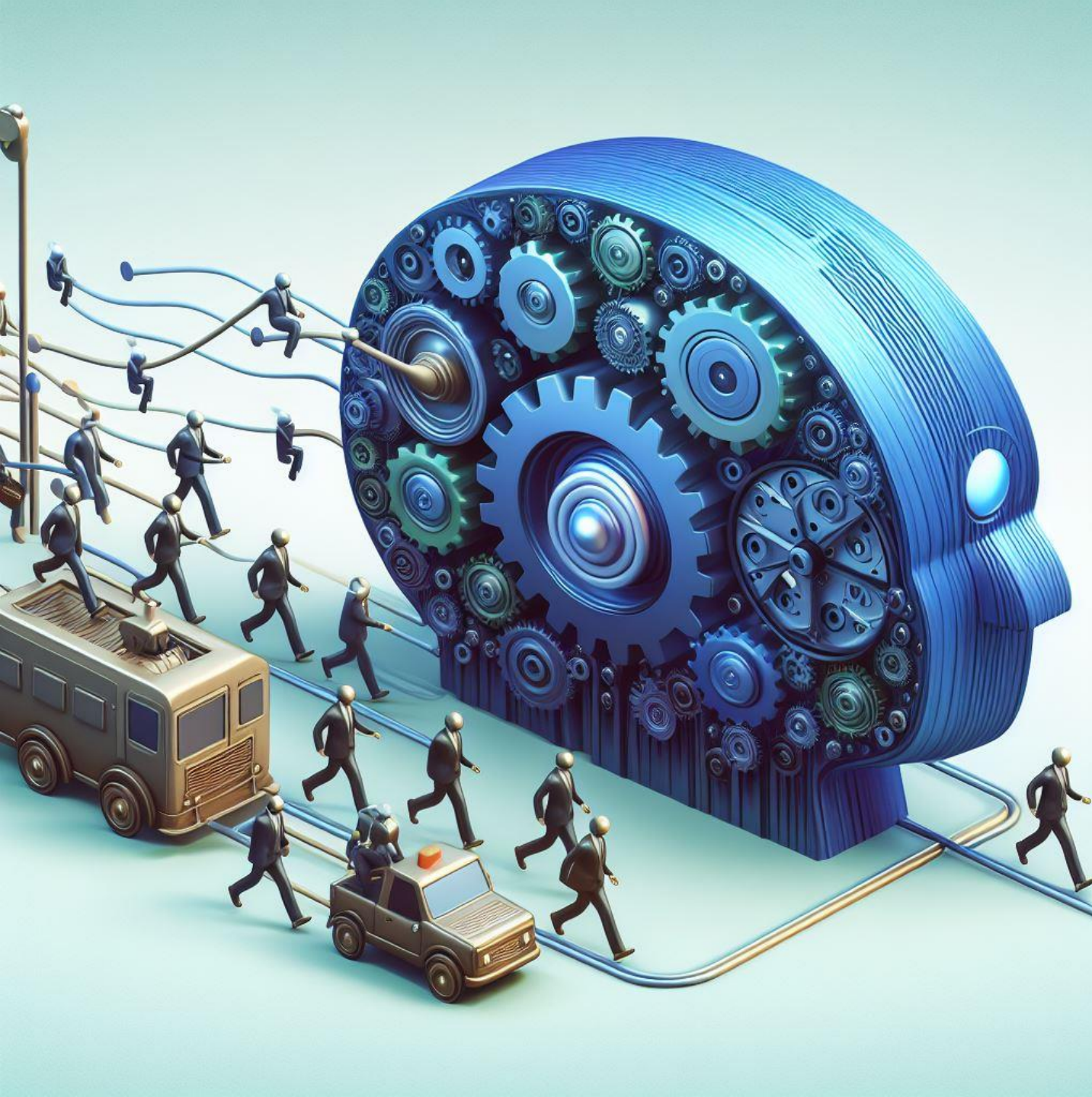
–Sachin Sharma



Content

1. Understanding AI Maturity
2. Challenges in AI Implementation
3. AI Journey – Key Considerations





AI Maturity refers to the extent to which financial institutions integrate AI into their **operations, strategy, and culture** for benefits such as

- Enhanced Customer Experience
- Operational Efficiency
- Risk Management and Compliance
- Innovation and Competitiveness
- Data-Driven Decision Making

Key Factors Leading to AI Maturity

Foundation

Data

High-quality, diverse and compliant data easily discoverable and accessible.

Platform

Platform and tools that streamline the development and deployment of AI solutions.

Talent

Attracting and developing AI expertise to ensure constant innovation.

Alignment

Use Cases

High-impact, business-driven AI applications with measurable outcomes.

Leadership buy-in

AI initiatives alignment with strategic goals with strong leadership support

AI Governance

Strong governance frameworks to ensure ethical and compliant AI usage.

Execution

Operating Model

Strong collaboration with clear structure and scope for different departments

Operational Integration

Seamless integration of AI applications into operations to maximize value and efficiency.

AI Development Methodology

Streamline process and methodology for developing and Deploying AI applications

AI Implementation Challenges

Foundation

Data



- Data Quality and Privacy
- Data Silos
- Data Discoverability and Accessibility

Platform and Tools



- Integration with legacy systems
- Scalability for compute
- Design for federation
- Technology selection

Talent



- Talent Acquisition and Retention
- In-house knowledge / skill gaps

Challenges in AI Journey

Alignment



Use Cases

- Identification, definition and prioritization
- Balancing short-term and long-term AI projects.
- Value articulation for projects with non-financial or indirect benefits.



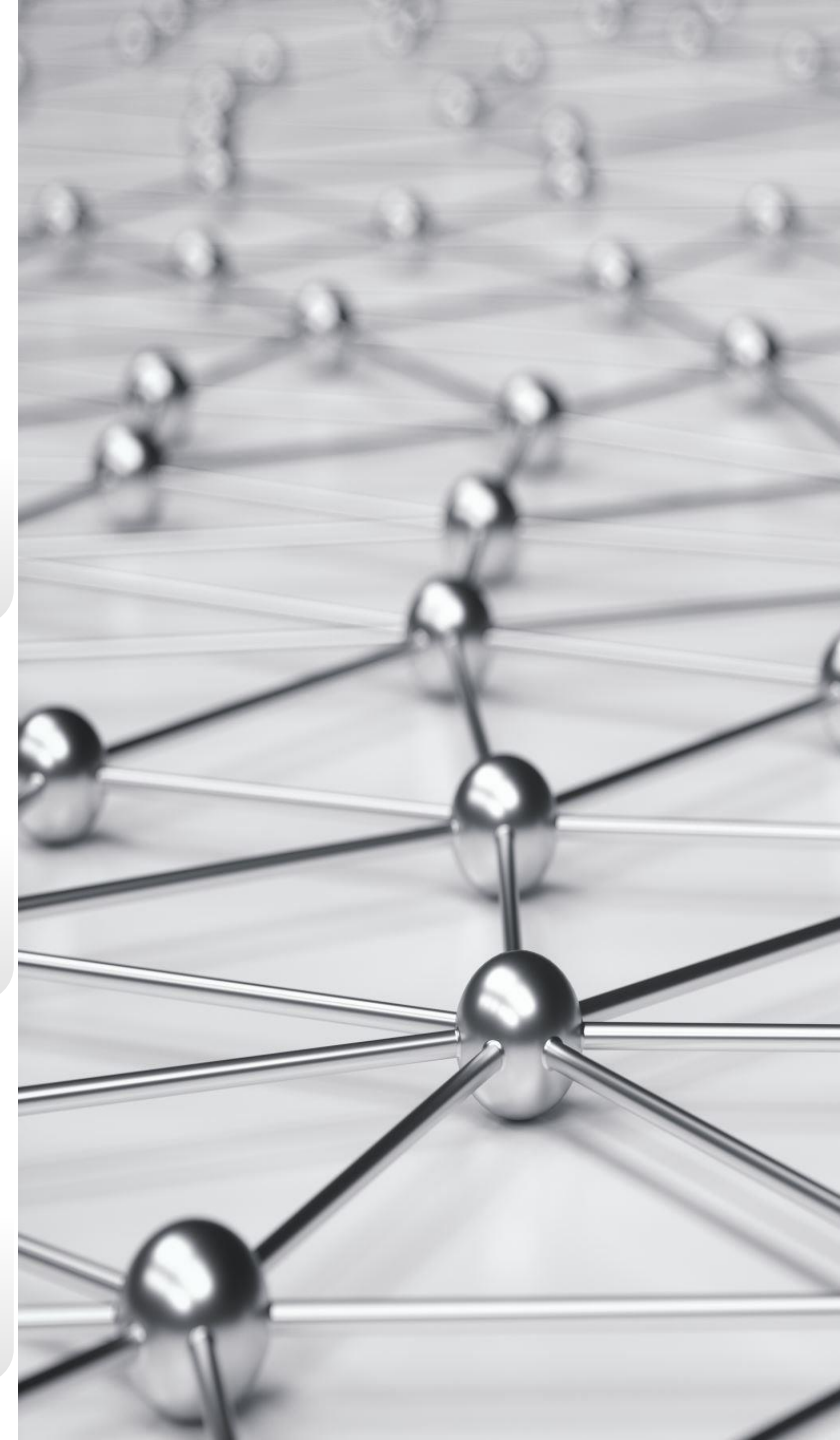
Strategic Alignment and Leadership Buy-in

- Breaking down strategic vision and linking to AI initiatives
- Securing mandate and investment from senior leadership.
- Overcoming resistance to change within Organisation



AI Governance & Compliance

- Ethical concerns and limited consensus in organisation
- Complex regulations governing AI and data use.
- Accountability for AI decisions and outcomes.



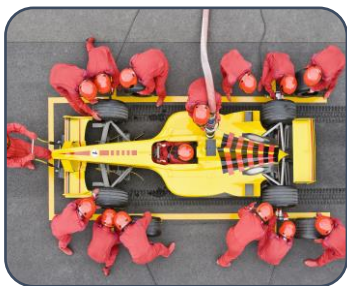
Challenges in AI Journey

Execution



Operational Integration

- Business process workflow disruption
- User adoption and support for explainability /interpretability
- Maintenance for performance/ relevance
- AI Integration with 3rd party applications



Operating Model

- Centralized vs Federation for developing AI applications
- Central governance vs autonomy for driving AI initiatives.
- Collaboration with other departments

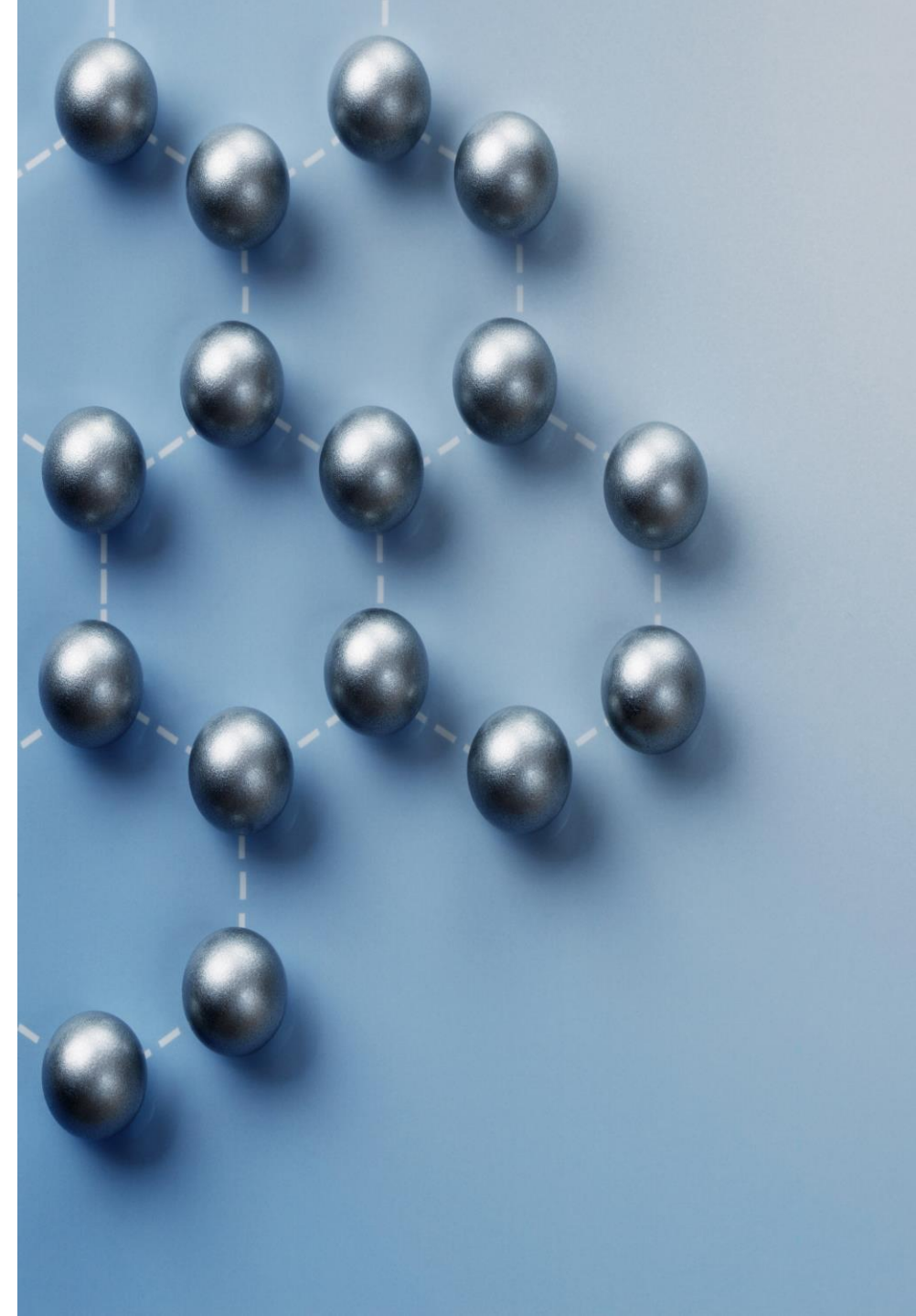


AI Development Methodology

- Inconsistent development practices
- Validation and technical governance of AI application
- ML/AI Ops capabilities

AI Journey–Key considerations

- 1 Leveraging **Data Products** to ensure data quality, compliance and comprehensive metadata along with clear ownership
- 2 **Data Marketplace** to ease data discoverability, usability and accessibility.
- 3 **Platforms Capabilities** with Real time data integration, API based consumption, scalability and multi tenancy to support organization
- 4 **Talent Strategy** in alignment with organization's AI maturity and focus on upskilling internal staff
- 5 **Use Case Front door** with structured frameworks to define, design, evaluate and prioritize AI projects
- 6 **AI projects linkage** with strategic business goals, socialize benefits and expected outcomes will all stakeholders
- 7 **Conduct Executive briefings** to drive AI Awareness and to maintain executive sponsorship
- 8 **AI ethics and compliance committee** to define AI governance standards and review / approve AI project
- 9 Comprehensive **change management strategy** including communication, training, to support AI adoption
- 10 **CoE for AI Product Development** to define methodology, technical engineering toolkit, templated artefacts and AI / ML Ops capabilities





Future Trends and Opportunities

01

AI-Powered Advisory Services

Exploring the potential for AI-driven financial advisory services to provide personalized and proactive guidance to customers.

02

Regulatory Technology (RegTech)

Embracing AI for regulatory compliance and risk management, ensuring adherence to evolving financial regulations.

03

Ecosystem Collaboration

Leveraging AI to foster collaboration within the financial ecosystem, creating new opportunities for partnerships and innovation.



AI journey from maturity stage
Awareness to Transformational
demands commitment and discipline.

What do you think?

*Keen to hear your
thoughts and questions...!!*