Deloitte.

Helping a high-tech company harness the power of AI and bridge internal capability gaps

Operate | AI, Data and Insights

The challenge

Our client, a leading high-tech company, was looking to drive more advanced data-led decision-making. Their internal AI Center of Excellence team was challenged by operational inefficiencies due to working with a complex multi-technology and service vendor ecosystem.

Executive insights were based on outdated information due to manual data irregularity detection and analysis processes. The client needed real-time AI capabilities and top-tier skills, to track performance of their market offerings, identify trends and handle high-complexity calls.

Our solution

ReadyAI™, a Deloitte AI-as-a-Service solution, was used to help the client scale their operations with highly skilled AI practitioners on-demand.

Our multidisciplinary team of strategy and analytics practitioners focused on data modernization, turning the company's data into a strategic asset. They operationalized the client's internal teams, transitioning their operating models to an agile data assimilation environment for improved data quality and transparency.

Our AI-as-a-Service model acted as an outcome accelerator, providing flexible AI capabilities across the client's multiple business functions, such as advanced analytics and machine learning development for customer segmentation and data anomaly detection.

The outcomes

Increased data-led decision-making

✅ Achieved a fourfold increase in the volume of newly created and analyzed artifacts within six months.

✅ Accessed greater analytical capacity for successful and timely product launches—creating an industrialized roadmap including data, analytics, and actionable insights embedded from early design stages.

Enhanced MI

✅ Executives received insights on their mobile devices, replacing monthly reports with near real-time delivery.
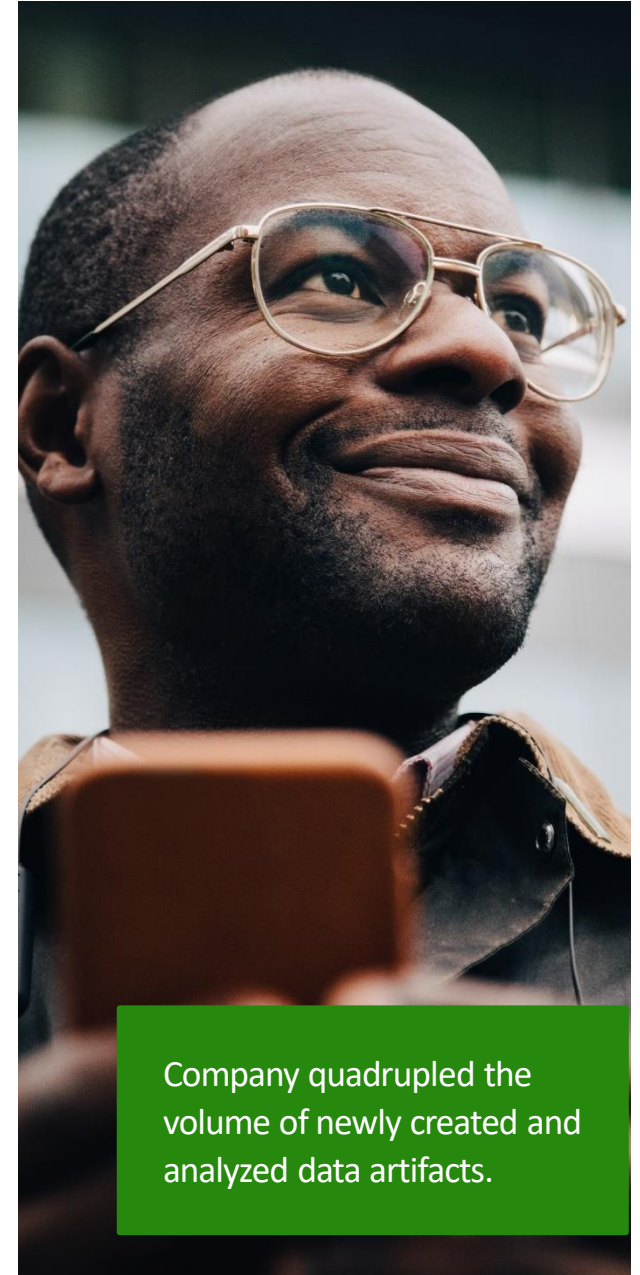
Single source of truth

✅ Established a single source for analytics and decision support across the business.

Access to leading talent

✅ Flexible and scalable access to Deloitte's AI, Data, and Insights resources in a tight labor market helped the client execute a backlog of AI projects from day one and scale up and down based on business demand.

Secured operations

✅ Helped prevent fraud through data integrity checks and pattern analysis, facilitated by ML.

> Company quadrupled the volume of newly created and analyzed data artifacts.

Deloitte.com/operate

Deloitte.