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WHITEPAPER · AI

# Generative AI in the Enterprise: From Pilot to P&L

Use-case selection, grounding architecture, governance and the metrics that turn demos into business value.

2026 Edition · [digiwareconnect.com](https://digiwareconnect.com)

— THE PATTERN

# Why most GenAI pilots stall — and yours doesn't have to

Two years into the generative AI era, the divide is clear: enterprises running **portfolios of narrow, measurable use cases** are compounding value, while moonshot-chasers remain in pilot purgatory. The playbook that works is boring, repeatable and fast.

— STEP 1 — PICK USE CASES WITH A BASELINE

| USE CASE                        | BASELINE METRIC              | TYPICAL RESULT              |
|---------------------------------|------------------------------|-----------------------------|
| Intelligent document processing | Hours per document batch     | -80% manual handling        |
| Internal knowledge assistant    | Time-to-answer, search hours | -70% search time            |
| Customer-service augmentation   | Handle time, deflection rate | 24/7 instant first response |
| Engineering acceleration        | Cycle time per change        | 20–40% faster delivery      |

**Selection rule:** if you cannot state today's cost of the task in hours or errors, it is not your first GenAI project.

— STEP 2 — GROUND EVERYTHING

# RAG is the difference between a demo and a system

Production systems answer from **approved enterprise knowledge with citations** — not from a model's general memory. That means retrieval-augmented generation over your governed content, role-based access control, and source links on every answer. It is what turns an impressive demo into something compliance signs off.

— STEP 3 — GOVERNANCE AS AN ENABLER

## Approve once, scale twenty times

- **Data boundaries** — what content classes may reach which models, documented once.
- **Human-in-the-loop checkpoints** — defined per risk tier, not per project.
- **Output monitoring** — sampled quality reviews and feedback loops from day one.
- **Cost telemetry** — per-use-case token budgets so finance sees value, not surprises.

— STEP 4 — MEASURE LIKE A CFO

| QUARTER | WHAT TO SHOW                                                                  |
|---------|-------------------------------------------------------------------------------|
| Q1      | One use case live; baseline vs. actual hours; adoption %                      |
| Q2      | Payback demonstrated; second and third use cases launched on shared platform  |
| Q3+     | Portfolio view: value per use case, platform cost amortized, governance reuse |

— HOW DIGIWARE RUNS THIS

Our AI practice delivers the full loop: use-case discovery workshops, grounded RAG architectures, AI agents that execute real workflows, and production MLOps with responsible-AI controls. We build our own AI products — that product rigor is what your program inherits.

### Ready to move?

Bring one process and one metric — leave with a scoped GenAI pilot plan in 45 minutes.

[www.digiwareconnect.com/contact](https://www.digiwareconnect.com/contact) · [info@digiwareconnect.com](mailto:info@digiwareconnect.com)