

AI Ready Operations

Human-first AI lifecycle for IT Ops



Business Challenge

Most organisations are constrained by mature but rigid I.T. Service Management (ITSM) processes, increasing operational complexity, and growing risk exposure.

With AI capabilities advancing faster than organisational readiness, this leads to fragmented adoption, over-automation, shadow AI usage, and erosion of accountability. Traditional ITSM models struggle to absorb AI without disrupting governance, compliance, and the human experience of IT work. The result is operational fatigue, reduced trust between IT and the business, and AI investments that fail to scale beyond pilots.

IT Leaders need to take steps to streamline and accelerate the sustainability of AI solutions in a safe, pragmatic, and confidence building way.

How We Help

Organisations are at a critical inflection point: AI is no longer optional, but ungoverned adoption introduces material operational, security, and reputational risk. AI Ready Operations exists to help customers navigate that moment with confidence.

Insight is uniquely positioned to deliver this because we combine:

- Practical AI governance and risk management
- Deep I.T. Service Management and service operations expertise
- Enterprise and business architecture capability
- Organisational change and workforce transformation experience

We focus on **how IT efficiently supports AI solutions**, not vendor promises or abstract intelligence.

Key Challenges

1. Scaling beyond pilots

Difficulty moving from isolated AI proofs-of-concept to consistent, enterprise-wide adoption that delivers measurable value and operational stability.

2. Establishing trusted governance

Ensuring sufficient human-in-the-loop oversight so AI outputs are validated, trusted by stakeholders, and continuously improved over time.

3. Building AI-ready foundations

Gaps in data quality, platforms, security, and governance that limit the ability to deploy reliable, secure, and scalable AI services.

4. Evolving the IT operating model

Challenges embedding AI into redesigned roles, skills, and processes to enable continuous, AI-driven service delivery rather than ad-hoc use.

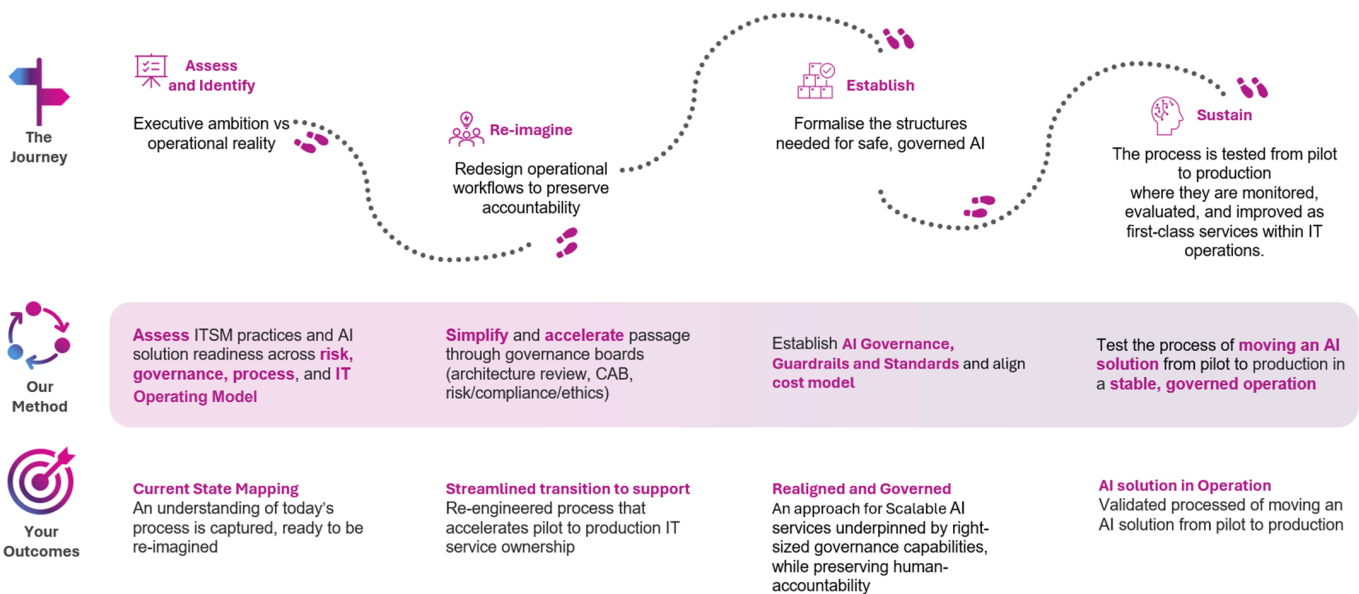
What We Do

Our work focuses on helping organisations safely and effectively adopt and manage AI within IT operations by establishing the foundational governance, operating models, and human-in-the-loop controls required for trustworthy, scalable AI. We assess current ITSM practices, identify opportunities to enhance flow and decision-making, redesign workflows and accountability for an AI-enabled future, and guide organisations from pilots to sustainable, production-grade AI services.

Our goal is to enhance IT Operations, allowing for scalable AI delivery, that can be AI-augmented, enabling operations that feel calmer, clearer, and more predictable for both IT teams and the business.



Safely and pragmatically support AI solutions from inception to reality



Few can compare with our relationship with Microsoft. Partners for 30 years and counting, we are the largest Microsoft global partner with more than 5,000 consultants and 1,000 dedicated Microsoft resources globally. Our best-in-class capabilities, unmatched expertise, and ability to successfully deliver solutions built across all areas of Microsoft technology.

22 Specialisations, including:

- AI Operations
- Adoption and Change Management
- Organisational Design
- Enterprise Architecture

About Insight

Insight Enterprises, Inc. is a Fortune 500 solutions integrator with more than 11,500 teammates worldwide helping organisations accelerate their digital journey to modernise their business and maximise the value of technology. We enable secure, end-to-end transformation and meet the needs of our clients through a comprehensive portfolio of solutions, far-reaching partnerships and 33+ years of broad IT expertise. Rated as a Forbes World's Best Employer and certified as a Great Place to Work, we amplify our solutions and services with global scale, local expertise and a world-class e-commerce experience, realising the digital ambitions of our clients at every opportunity.