



80% WYSIWYG

20% Magic

WHO WE ARE

Meet the **tools, skills, and people** you need to achieve digitalization goals and build resilience for the future.

Why we?

Team as a service

Align your IT initiatives with your business goals and skyrocket your delivery by our seasoned developers, architects, analysts, testers, DevOps engineers or agile facilitators.



DevOps

We drive enterprise digital transformation with agile, DevOps and cloud native solutions.



Zenith DXP

Zenith is a customizable, secure, and modular digital experience platform (DXP).



Atlassian

Transform shared work into smooth workflows with a tool designed for your development, operations, and support teams.



Pulze Digital

Level up digital capabilities together to shape the future.



Custom Solutions

When boxed solutions fall short, custom software development provides the flexibility to bridge digital workflow gaps –even using LC/NC environments.



Who will be the winners of the AI age?

Beyond AI playground

Searching for viable business and IT use cases



AI is also a channel / interface like website, mobilbank or branch



Current AI features are a huge stepback in functionality



Do NOT lift & shift processes!

Evolution of enterprise grade AI implementation is a journey of exploration full of traps and dead ends.

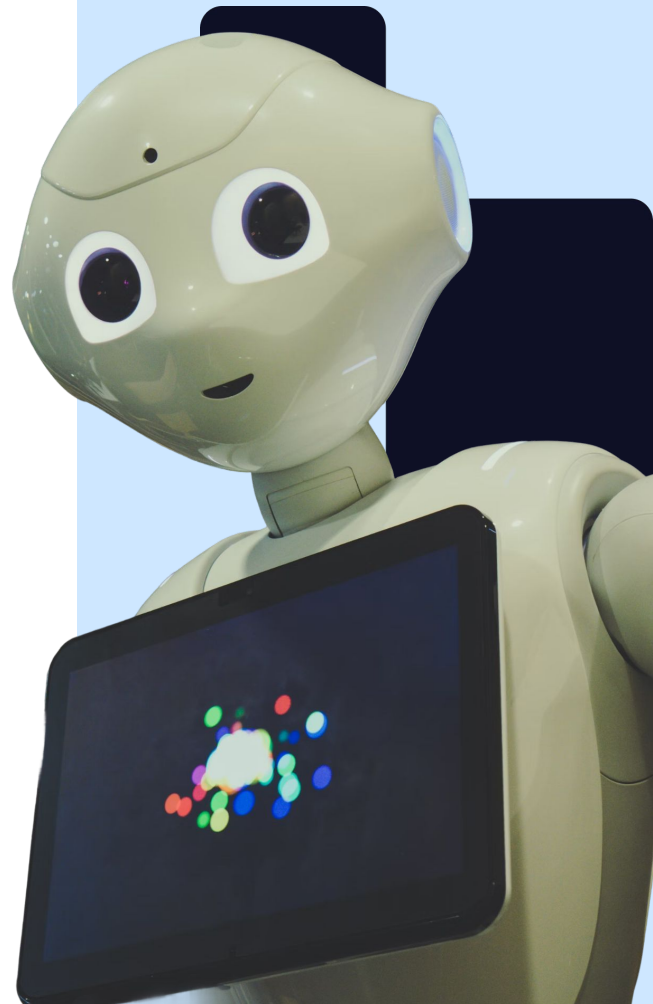




Phase 1: AI Washing

AI solutions for marketing purposes without real value

Creating scripted chatbots masquerading as true AI while lacking genuine implementation knowledge or vision.





Phase 2: AI Islands

Isolated developments of artificial intelligence

Business-driven, but limited use cases emerge with in-house competency development and conscious vendor selection, creating targeted solutions like effective customer profiling systems.



Phase 3: AI Backbone

Scaleable AI solutions capable to solve complex problems

Organizations that developed internal competencies earlier gain significant advantage over those attempting to shortcut with off-the-shelf solutions.





Phase 4: AI Black Mirror

Blurring the lines between human and AI

AI agents evolved from basic labor to valued experts. Supporting both customer service and internal processes, while collecting data, making decisions, executing tasks.

Reframing the question: "Which process steps truly require humans?"

AI Evolution Phases in Enterprise Environments

Where does your organization stand today?



Phase 1:
AI Washing

Organizations
deploy superficial
AI solutions



Phase 2:
AI Islands

Business-driven
use cases emerge



Phase 3:
AI Backbone

Hundreds of
workflows and
multi-agent systems



Phase 4:
AI Black Mirror

AI evolve from
basic labor to
valued experts

Gartner forecast!

By 2028, Gartner predicts that 33% of enterprise software applications will include agentic AI, up from less than 1% in 2024, with at least 15% of day-to-day work decisions being made autonomously through AI agents.

On which side do you see yourself in the AI-driven landscape of 2028?

Digital leaders must understand how to effectively implement this technology to innovate business models and drive growth.





BigTech already replaced their workforce with AI

Speaking with Meta CEO Mark Zuckerberg at the LlamaCon 2025, Meta's first-ever AI developer conference, Microsoft Chairman & CEO Satya Nadella noted that

20-30% of Microsoft's code is now generated by AI, while Zuckerberg predicted that AI will handle half of Meta's software development in a year

MIT, Gartner & McKinsey **warning!**

Despite \$30–40 billion in enterprise investment into GenAI 95% of organizations are getting zero return.

(MIT, 2024)

85% of all AI models/projects fail because of poor data quality or little to no relevant data.

(Gartner, 2024)

70% of AI projects fail to meet their goals due to issues with data quality and integration.

(McKinsey & Company, 2023)

MIT

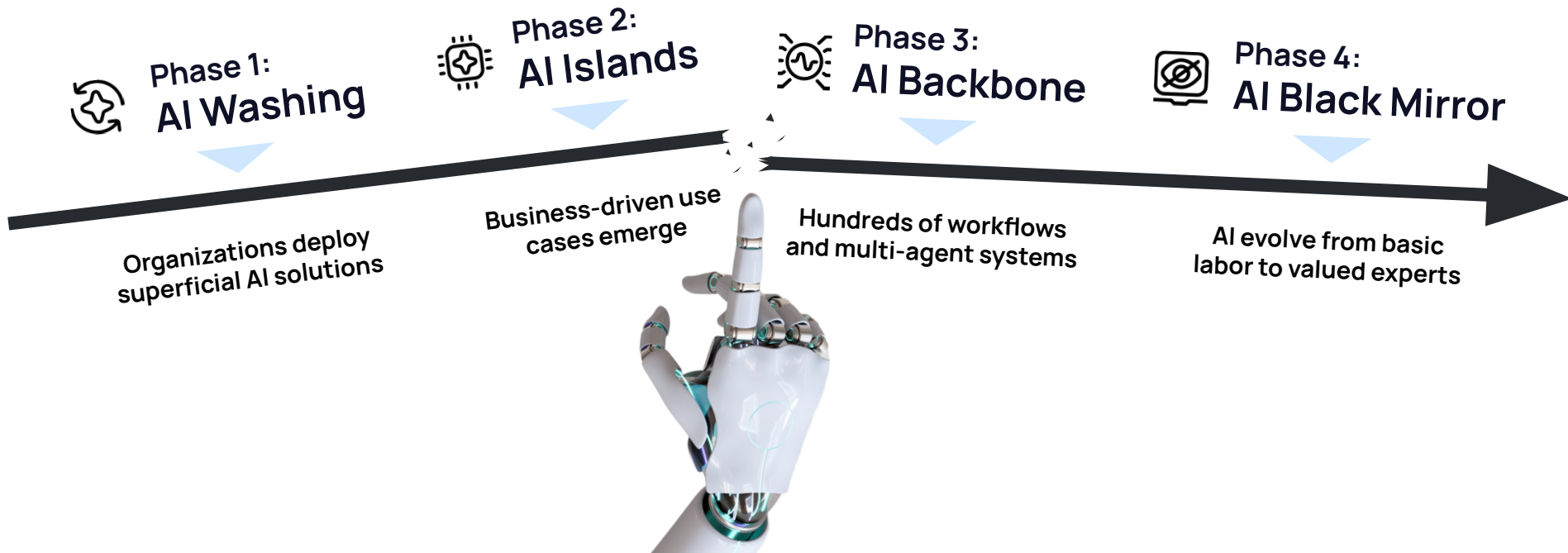
McKinsey
& Company

Gartner®



Where the AI Projects Fail?

95% failure rate



What dead ends?

McKinsey says 95% of AI projects fail, but maybe they haven't wait long enough



AI initiatives, even if technically successful, often do not deliver value



Organizations feel their AI efforts are “stuck”



PoC projects don't scale, translate into measurable impact or turn into usable business solutions



Cloud and bigdata costs can easily blow out budgets - before ROI - killing even viable business cases



What's behind the failures?

Risk aversion leads to “safe” pilots no real stakes

Experiments often start in low-impact areas

“Let’s not break anything”

Dummy data is used instead of real, meaningful data

“Let’s keep us safe”

Huge budgets get spent

“Let’s pour cash to ensure success and year-end bonus”

**Result: Expensive, non-scalable, useless tools
that are nearly impossible to implement—
and ultimately fail**



Human in the loop!



Creative Agencies

AI agents are used to support copywriting, image and content generation, and brainstorming.



Manufacturers

AI-based quality control systems that filter out defective products.



Customer Service

Real AI chatbots that handle some questions also helping in information exchange and content filtering.



Healthcare

AI-based diagnostic tools that provide recommendations.

One common factor in these examples is that AI-generated content, decisions, or suggestions are reviewed by humans before being put into actual use ('human in the loop'). While this increases security and quality, it also requires significant resources and can slow down processes.

McKinsey
& Company

According to a McKinsey **only 27% of corporate respondents globally reported that all content generated by generative AI is reviewed by employees before use—**

This review helps avoid mistakes and legal risks. At the AI Island stage, human control remains crucial, which may hinder scalability in the long term.

Are we, humans, ready?

Pulse of a company: Knowledge, Skills, and Attitude. Usually, changing attitude is the issue.

Phase 1: AI as a **Tool** - just like a hammer

AI treated purely as a tool. Starts in a “trainee” role, much like an intern in your organization. If it is only given repetitive, narrowly defined tasks—such as sorting documents—without guidance or process context, it will execute exactly what is asked but never evolve or contribute strategically. Like an intern who is never trained, it remains limited, and its work must be constantly checked.

Phase 2: AI as a **Worker** - go with the (work) flow

AI works like a factory worker. You introduce it to the workflow, explain the purpose of each process, and entrust it with executing tasks. It must follow defined steps and rules, but you don't micromanage every action. While it can handle the workflow efficiently, it does not have the autonomy to change the process—it ensures consistency and reliability rather than innovation.

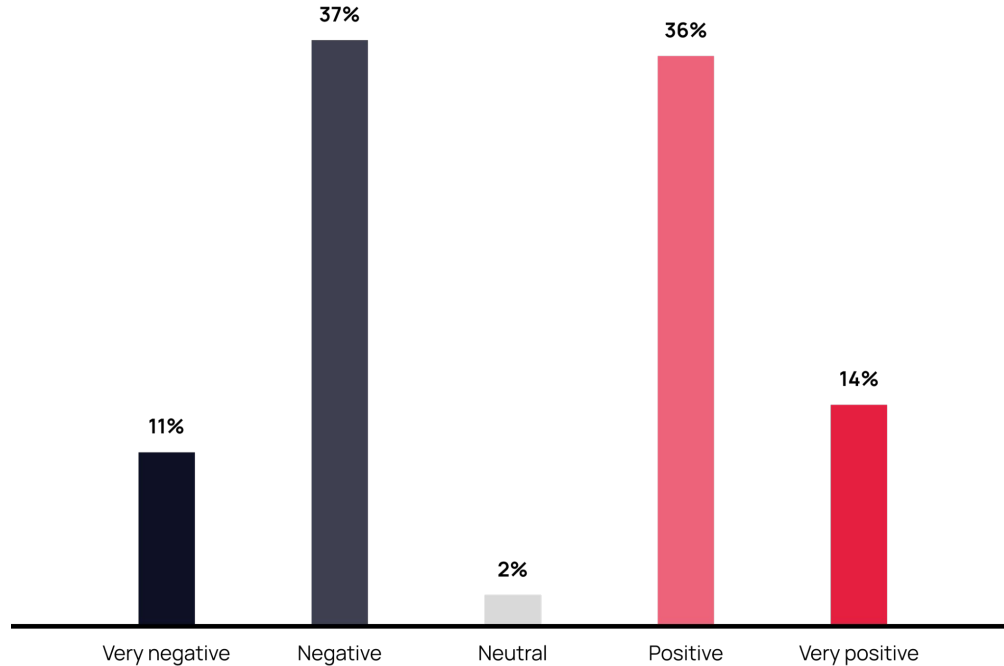
Phase 3: AI as an **Autonomous System** - hidden utility

At the autonomous agent stage, AI can operate independently, make decisions, and adapt to new situations. Its potential is virtually limitless, but how far it can go depends on the organization's strategy, processes, and guidance. Properly nurtured, it becomes a strategic contributor, driving value beyond routine tasks.

Trust in AI is highly polarized

Impact of AI on Trust (Democracy, misinformation & intellectual property)

What do you think will be the impact of AI on the chosen subject? (AI & Trust)



Source: The Good Hack survey 2024





Where do we need humans, where AI?

AI Backbone covers the entire value stream

AI Agents extends across all areas of the business.

Regulation, habit, and the cultural maturity of users limit the authority of AI Agents. In many cases, humans unnecessarily remain involved in certain processes, preventing genuine value creation.

Service sector players have been experimenting with fully automated customer service now, like Bolt or Uber, we already see fully algorithm-driven processes.

Fully autonomous vehicles are still a distant concept, but autonomous corporate processes and services in a standardized environment could become a reality within 5-15 years.

Proven Use Cases for AI Agents

1

Customer Service Automation

Provides **personalized**, proactive support

- Remembers past interactions
- **Resolves issues** or **escalates complex cases** automatically

2

Personalised Education

- Acts as a **virtual tutor** or mentor
- Adapts lessons to student needs
- Provides **real-time feedback** and **exercises**

3

Personal assistant

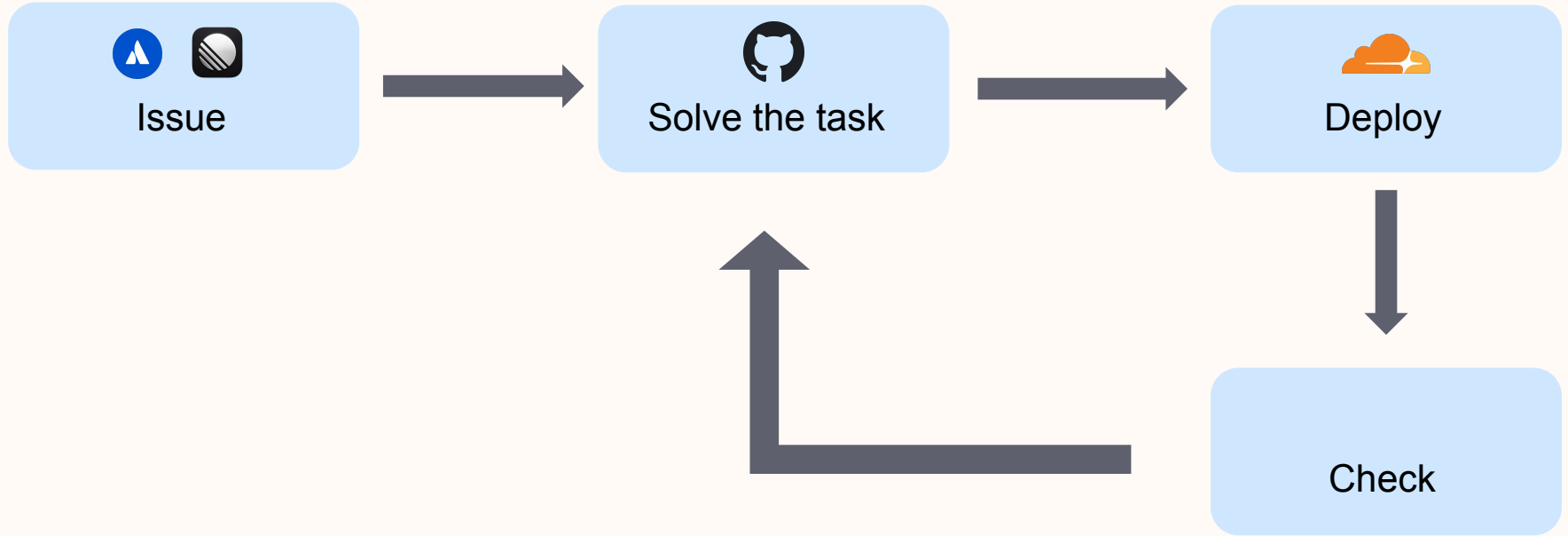
- **Manages** schedules, reminders, and appointments
- Provides quick answers and personalized recommendations
- **Integrates** with apps for seamless daily productivity

4

And...

- Research Agent
- HR Recruiter
- Travel Planner
- Legal Assistant
- Marketing Analyst
- Many more ...

MCP: AI Agents In the flow





AI Doctors or Doctors with AIs?

Easier than you think

Doctors face overload because many **patients arrive with the irrelevant issues** or see the wrong specialists.

This leads to **wasted time and unnecessary** steps in the process.

As a result, there is not enough capacity left for truly important cases.

Pre-screening, automation of standard cases, and prioritization ensure critical cases receive the attention they need.

Human to human jobs

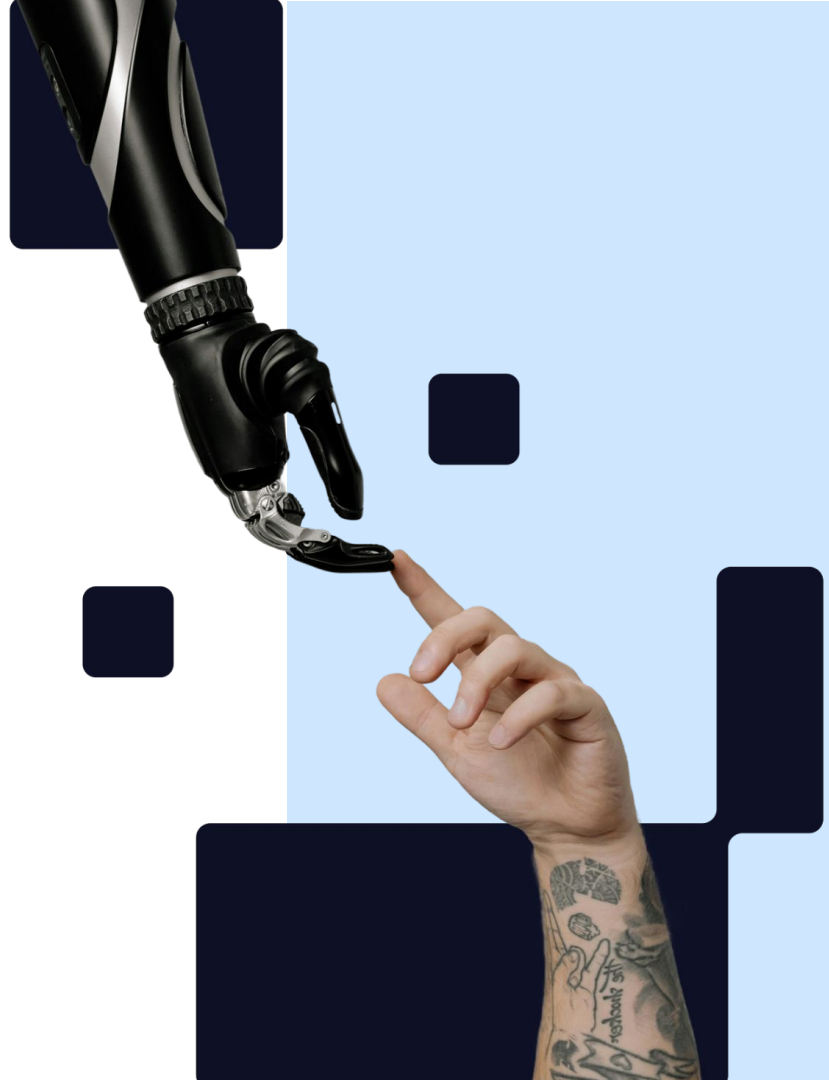
Just because something is technologically possible
doesn't mean people will accept it culturally.

"I don't want a robot psychologist."

But with technology, everyone can have access to a psychologist — even those without the money or time.

Premium: human psychologist

Mainstream: AI psychologist



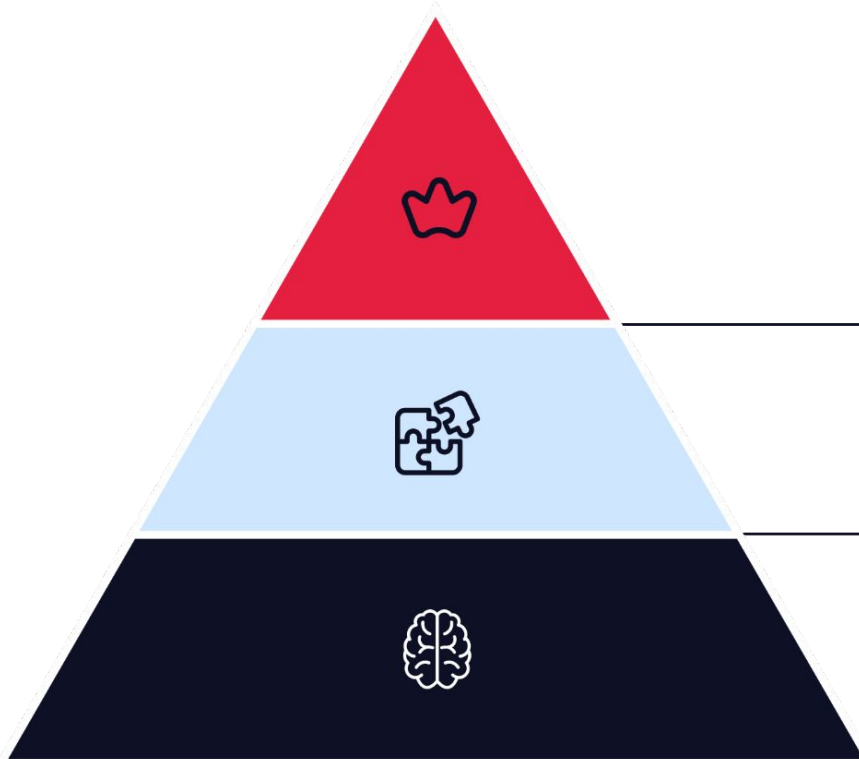


AI in management?

An exciting and daring vision: THE CAO

Chief Agentic Officer

To-do list for humans: Empower, Elevate, Accelerate, Transform



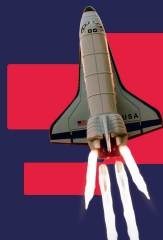
- Holistic Approach
 - Knowledge + Skill + Attitude
-
- Modular build to ensure flexibility
 - Based on industry standards
 - Additional customized content
-
- Persona based development plans
 - Role and level specific learning journeys
 - Tailored to company characteristics

We need to Level Up!

Assessment



Implementation



Upskilling



Governance Strategy



Agentic AI Backbone Setup



Integration with legacy



Shiwaforce Agentic AI Enterprise Evolution Guide 2025



[Grab your AI checklist eBook now,](#)
[and level up your AI journey!](#)





Let's talk

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