**DIGITAL HUMAN ASSISTANTS**

# Ready, Go, Set!!!
Helping Australian SMEs Navigate the Age of AI and Automation

Contact: support@digitalhumanassistants.io
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# Ready, Go, Set!!!!

## START YOUR AI ADVENTURE TODAY!

"I just want to empower my people to have the best tools to do the best possible job"

Phu Nguyen, CEO, City of Onkaparinga

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# Unlock value using AI and Automation

## Ready

We will work with your team to get your organisation ready for AI and Automation.

We will draft agendas, host meetings and consultations, run discovery sessions, perform needs and cost analysis, and help your team make informed risk-based decisions so they can present their case for innovation.

*The team will be ready to win*

## Go

We will build, or work alongside your team to build, minimum viable products (MVPs), focusing on high-value but low-risk use cases that deliver tangible benefits to your organisation.

*You will be ahead of the pack and winning*

## Set

We will work with your leadership team to build governance structures and processes to ensure you can execute the delivery of your pipeline of AI and IA solutions.

We will work with you to embed a culture of continuous learning and upskill your staff so you can have repeat success.

*You will be able to win over and again*

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# In the Age of AI…

1. How do we reduce risk, cost, and waste?

2. How do we become more productive while enhancing the quality and accuracy of services?

3. How do we create competitive advantage?

4. How do we reduce burnout, increase job satisfaction, and become an employer of choice for the best humans?
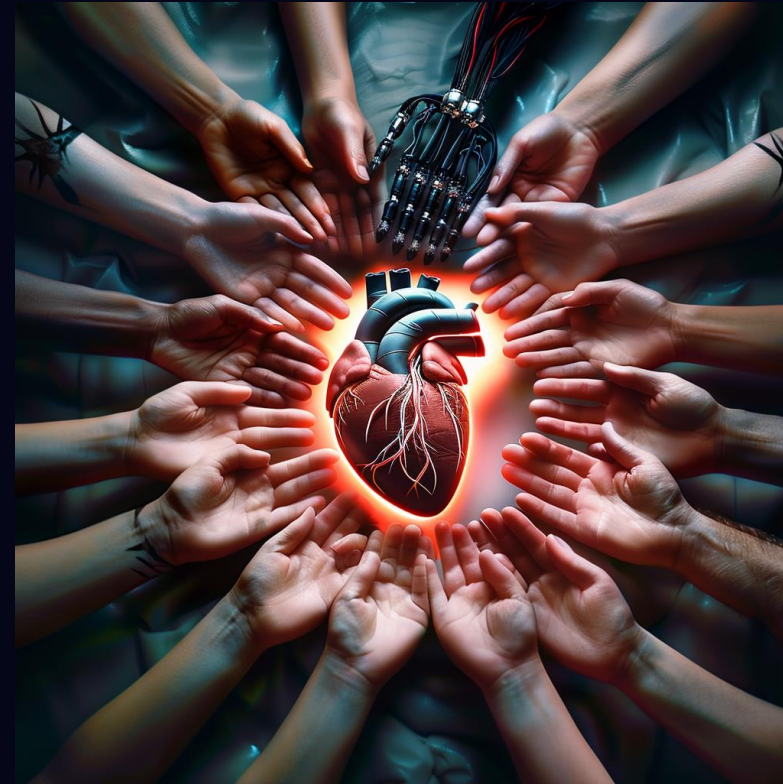
# Can I use AI to be kinder to my staff and help them win more often?

What if your organisation used AI for:
Happier staff
A lower attrition rate
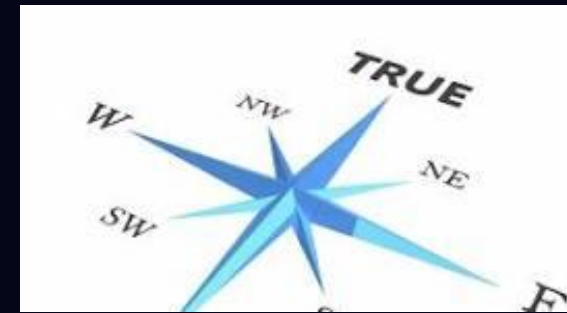Improved productivity
Better customer interactions

Humans trained in using AI will sell more, spend less, and generate more ideas

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# True North

- The people who work in your business are your most important asset.

- Your business should continually strive to help them work smarter and deliver higher quality by giving them the best tools.

- AI and IA tools will help you achieve this.

" Organisations that do not prioritise LEARNING, UNLEARNING, and RELEARNING will find their staff become overwhelmed, burnt out, and afraid of change, making them vulnerable to disruption."

Paul Edginton, Co-Founder & MD of Digital Human Assistants

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# Ready, Go, Set!!!!

1. The world has entered the Age of AI – like the dawn of the internet, this won't be a short cycle. Technology is speeding up (not slowing down), so keep up-to-date.

2. Don't go straight to building solutions! It will be expensive and ineffective – talk to your people, look at your processes and the outcomes you need, and THEN look at the technology.

3. Boards and Executive Teams should see this as a journey; start with high-value but low-risk use cases before scaling to more complex ones. Choose the best tool for the job; not everything needs AI.

4. Don't overthink it! Leaders must create a culture of innovation, experimentation, and shared learning; if you fail, fail fast and learn fast!!

5. AI use cases will come and go, but the requirement for education and training to upskill your teams will be vital to thrive. Keep your people engaged.

6. Do the boring stuff first. AI and IA work best where there is standardisation. Focus on the strategic trifecta of People, Process, and Technology for successful implementations.

7. Manage AI risks like you would manage any ongoing corporate risk.

Is your team struggling with where to start? Our team will help you to get READY to **Go!!!**

# Our Leadership

We are a service development and technology firm. Our focus is to help our clients unlock value by optimising and redesigning workflows or processes using our proven end-to-end methodologies that leverage the power of AI and Intelligent Automation.

**Chris Foster-McBride,**
**Co-Founder & CEO**

Founded AI companies with ethical purposes, 10 years at the Big4, and a former UK government policy advisor.

**Ricky Sydney,**
**Co-Founder & CTO**

A Solution Architect and Data & Analytics leader, with 15 years of experience. Ricky has a specialisation in automation, GenAI, ML, RPA, and a comprehensive skill set spanning cloud-based solutions, project leadership, and digital transformation initiatives.

**Paul Edginton,**
**Co-Founder & MD**

CEO and Directorship roles for more than 25 years. An award-winning social entrepreneur who has an extensive public and private sector network.

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**Our offerings:** We understand how to deliver value, providing end-to-end services, from ideation, to solution creation, to enduring support

### Artificial Intelligence

We strategically embed AI into your operations, maximising value while minimising risk.

Our comprehensive approach covers:
- Risk assessment and cost-benefit analysis
- Tailored strategies, policies, and action plans
- Current and future state roadmaps
- Custom AI solution development
- Ongoing support and optimisation

### Intelligent Automation

We revolutionise your operations by seamlessly integrating people, processes, data, and technology through intelligent automation.

Our services include:
- Comprehensive IA strategy development
- Custom IA-powered solution design and implementation
- Continuous optimisation and support

### Advanced Data & Analytics

We harness cutting-edge techniques to transform your raw data into powerful insights and strategic assets.

Our services include:
- Custom data strategy development
- Comprehensive reporting solutions
- Advanced data modelling and predictive analytics
- Data visualization and dashboarding
- Data governance and quality management

### Digital Humans

We can help you create lifelike digital avatars that transform customer experiences and elevate your service offerings.

Our expertise includes:
- Custom digital human design and development
- AI-powered conversation and emotion modelling
- Seamless integration with existing systems
- Multi-platform deployment (e.g, web, mobile)
- Continuous learning and improvement

Training and Education

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# What problems do we see organisations grappling with?

In today's rapidly evolving digital landscape, intelligent technology adoption is a key factor in achieving sustainable competitive advantage.

**Customer Loyalty**

**Communication Barriers**

**Lack of consistency**

**Staff and Skill shortages**

**Adapting to the Age of AI**

**High Costs**

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# Strategic Implementation Trifecta

Digital Human Assistants focuses on three areas to ensure
our clients get a quick return on their investments

## People

Your workforce is your biggest asset. In the Age of AI and Automation, they will need to learn new skills and require ongoing support.

Focus areas:
- Transparency
- Engagement
- Training
- Change Management

## Processes

The goal of AI is automation and enhanced productivity and quality. We support organisations to standardise processes so they can reap the benefits today and build businesses to thrive in the future.

Focus Areas:
- Standardisation
- Optimisation
- Risk Management

## Technology

We select the right tools for the job, focusing not only on best meeting your outcomes but also on how systems will be maintained and updated.

Focus Areas:
- Create, Test, Evaluate, Iterate Deploy
- Integration
- Support and Maintenance

**Outcomes:** Enhanced Productivity and Quality, Greater Margins and Profits, Happier Staff Focusing on Value-Adding Work

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# Our clients stories

If AI and Automation is the answer...then what was the question?

As a not-for-profit organisation providing training, employment, and community services, we operate in a competitive and tough commercial environment with thinning margins. Our focus is on delivering exceptional quality services to our students and clients while ensuring we run a sustainable organisation. AI and IA can certainly help us remain competitive.

We collaborated with the Digital Human Assistants team on a variety of strategically important projects, from Reporting to harnessing AI and Automation tools. We value their methodical and technical expertise, but even more important is their culture of listening to clients, working collaboratively, and starting with a 'People First' mindset.

Carmel Crouch, Managing Director, STEPS Group Australia and Chair of Jobs Australia

As a start-up in Healthcare, our priority is to ensure our work delivers maximum value to our customers.

Partnering with the Digital Human Assistants team was a great cultural fit. They helped us identify automation opportunities in key business processes, highlighting pain points and potential ways to deliver higher-value work earlier in our engagements to generate more revenue.

We also explored an interactive Digital Human solution for patient interviews. While it wasn't the perfect fit for our immediate needs, the DHA team's 'Fail Fast' approach enabled us to swiftly pivot and focus on other high-impact areas.
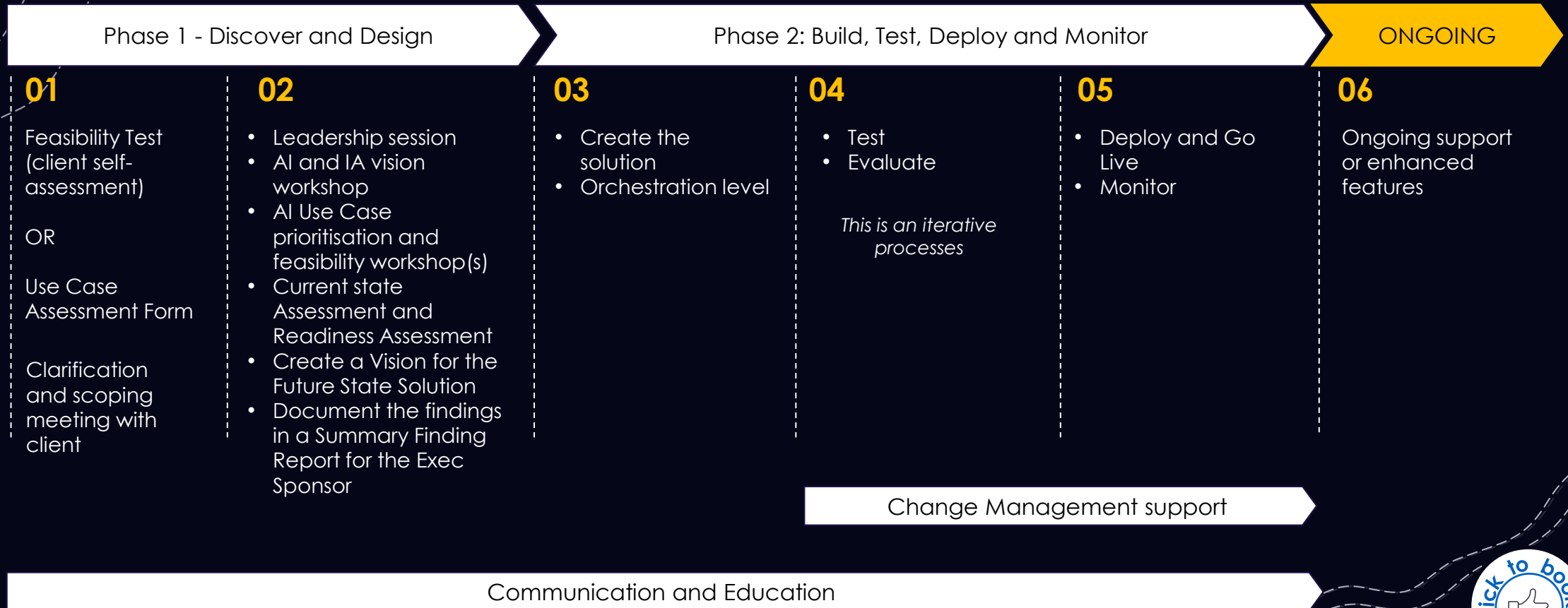
Dana Ronan, Co-Founder, Director, Patient Experience Agency

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# Our initial focus: Low-barrier and low-risk engagements in small to medium-sized business

Below is an example and the types of work that is undertaken at key stages of engagements

| Phase 1 - Discover and Design | | Phase 2: Build, Test, Deploy and Monitor | | | ONGOING |
|---|---|---|---|---|---|

**01**

Feasibility Test (client self-assessment)

OR

Use Case Assessment Form

Clarification and scoping meeting with client

**02**

- Leadership session
- AI and IA vision workshop
- AI Use Case prioritisation and feasibility workshop(s)
- Current state Assessment and Readiness Assessment
- Create a Vision for the Future State Solution
- Document the findings in a Summary Finding Report for the Exec Sponsor

**03**

- Create the solution
- Orchestration level

**04**

- Test
- Evaluate

*This is an iterative processes*

**05**

- Deploy and Go Live
- Monitor

**06**

Ongoing support or enhanced features

Change Management support

Communication and Education

Our projects are more accessible to the customer while achieving higher margins compared to our competitors driven by cheaper day rates, lower overheads, and a love of what we do!

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# We have an offering for every SME no matter where you are on your AI journey!

**How to read our table**

✅ Included    ❌ Not Included

| Product | Bronze – Explorer Package | Silver – Navigator Package | Gold – Pioneer Package |
|---|---|---|---|
| Leadership Session | ✅ | ✅ | ✅ |
| Leadership 1-1 mentoring session: Board member or C-Suite Executive | ❌ | ✅ | ✅ |
| Cost Benefit Analysis of AI and IA opportunities | ✅ | ❌ | ❌ |
| AI Risk Assessment | ✅ | ✅ | ✅ |
| AI and IA Action Plan and Roadmap | ❌ | ✅ | ✅ |
| AI and IA MVP low-complexity build | ❌ | ✅ | ❌ |
| AI and IA MVP medium-complexity build | ❌ | ❌ | ✅ |
| 3 x 2.5-hour AI Market Updates and Demo Training and Education sessions | ✅ | ✅ | ✅ |
| Executive Plan: 1-1 bespoke productivity service – COMING SOON | | | |

**These are DHA's standard packages, but we work with clients on bespoke requests.**

**Start your journey:** We have made this table to make it simpler for our clients, we are looking to partner with like-minded organisations to support them in growing their businesses.

Product tiers for our services include the same minimum level of services. However, we appreciate that organisations may be at different stages of their AI and IA journey.

Who are DHA's perfect clients?
- Values aligned
- Have had some exposure to using AI and IA or technology change programs
- MSFT environment
- Have a curious exploratory mindset

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# Our solutions

## Skills Management Solution



- Skilled individuals are the greatest asset to any business, yet many organisations fail to effectively identify and leverage their internal talent and end up in a cycle of ongoing expensive recruiting campaigns.

- Our AI-powered Skills Management Solution, enables efficient resource allocation, skill tracking, and certification management, empowering HR managers, project leads, and executives to make data-driven decisions about their workforce.

- **Key features**: AI-assisted skill matching, customisable employee profiles, certification tracking, and powerful analytics through PowerBI integration. Deployed within a secure Microsoft environment without ongoing third-party tool fees.

Video

## Project Management Solution



- Project Management Solution offers a comprehensive and customisable approach to tackle complex project management challenges, leveraging Intelligent Automation and AI to streamline processes and enhance project execution.

- This innovative platform enables deep project insights, efficient resource allocation, and effective risk management, empowering Program Directors, CEOs, and Project Leads to make informed decisions and drive successful project outcomes.

- **Key features:** AI-generated status updates, automatic task generation, seamless integration with Microsoft tools, and powerful analytics through PowerBI, all deployed within a secure Microsoft environment without ongoing third-party tool fees.
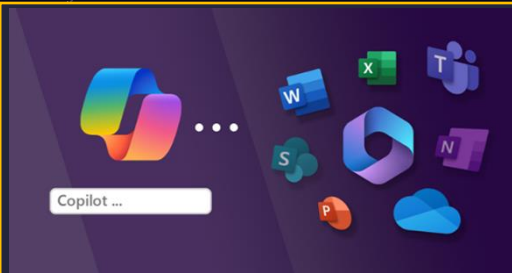
Video

## Meeting Management Solution



- Revolutionises organisational meeting practices by addressing key challenges in preparation, execution, and follow-up, leveraging Microsoft technology and AI-powered tools like Copilot.

- The comprehensive Meeting Management platform streamlines meeting workflows, enhances note-taking accuracy, and improves action item tracking, catering to the needs of meeting coordinators, executives, and managers across departments.

- **Key features:** AI-powered note-taking, customizable meeting templates, seamless integration with Microsoft tools, and advanced meeting analytics, all designed to boost efficiency and accountability in meeting management processes.

Video

A full list of DHA's AI and IA solutions on available on our website.
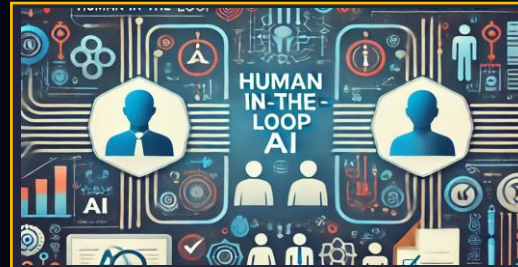
# Thought Leadership



## Microsoft 365 Copilot: Maximising Return on Investment for Australian SMEs

In the rapidly evolving landscape of business technology, it's all too common for organisations to adopt new tools without fully harnessing their potential.

Read our latest blog on how Digital Human Assistants can help leverage the strategy of People, Process, and Technology to execute the implementation of Copilot properly so you quickly reap the benefits and upskill your staff to deliver greater productivity and quality.

Read the full Blog here.



## The AI Certainty Paradox: Why Human-in-the-loop is Necessary

Absolute certainty remains an ideal rather than an achievable goal in AI - all knowledge is ultimately provisional, including that used to train models (and consequently their output).

As part of our strategy, Digital Human Assistants focus on Human-in-the-loop (HITL) approaches, where AI agents and humans work alongside each other to iteratively complete tasks. We see AI as a helpful assistant that shapes content, guided by humans rather than replacing them. Read why this approach is vital for executives to derisk AI implementation projects.
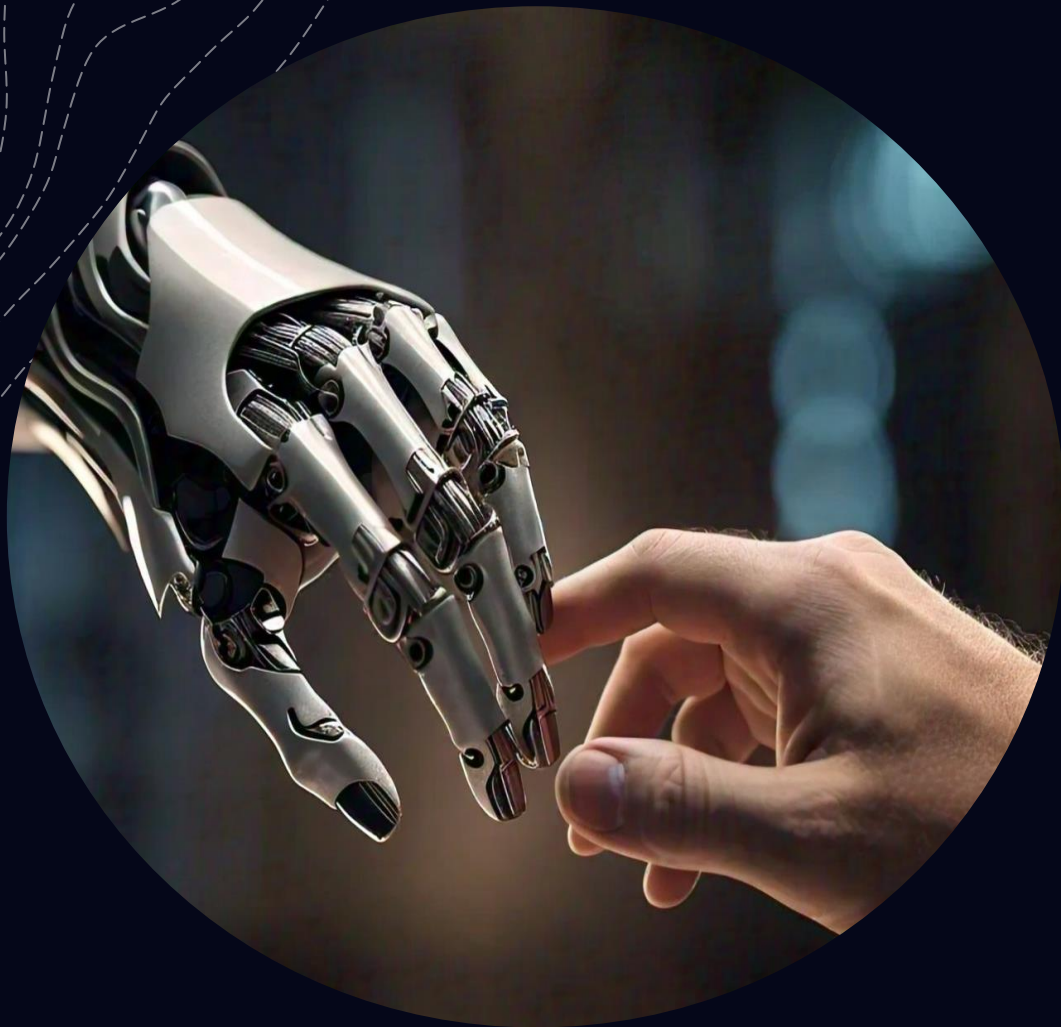
Read the full Blog here.



## Navigating Microsoft AI Solutions: Azure AI Studio, Copilot Studio, and Bot Framework

A detailed comparison to help you understand these platforms, their uses, and how to choose the right one for your specific AI and IA use case.

Whether you prioritise flexibility, control, or ease of deployment, understanding these metrics will guide you in selecting the right solution for your organisation.

Read the full Blog here.

# Thank you

Revolutionise your customer interactions with AI and Intelligent Automation, and create a future that delivers real value to your businesses

Let's chat
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BOOK A MEETING NOW