



BEXTIO — Business AI Diagnostic V1.0

Diagnostic

Move from “Where can we use AI?” to “Which problem should we improve, and what evidence will prove it?”

BEXTIO

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1. Purpose

The diagnostic turns general AI interest into explicit, comparable and actionable priorities.

It starts from business objectives and real work. It assumes no vendor, model or automation in advance, and it can conclude that a non-AI solution is the better choice.

- Clarify the most costly or constraining problems.
- Identify the processes, users, data and documents involved.
- Identify 3–5 priority AI use cases.
- Prepare a measurable pilot or roadmap.

2. Assessment scope

Eleven areas are reviewed at a depth appropriate to the organization.

- Strategy and objectives.
- Sales and marketing.
- Operations and customer service.
- Finance and support functions.
- HR and learning.
- Knowledge and documentation.
- Data readiness and data quality.
- Tools, integrations and security.
- Governance, accountability and adoption.

3. Method

A focused approach combining interviews, observation, available documents and data.

- Scope: objectives, boundaries, sponsors and constraints.
- Observe: current processes and friction.
- Assess: data, documents, tools, risks and skills.
- Use-case discovery: turn problems into AI hypotheses.
- Prioritize: compare value, feasibility, data, risk, adoption and measurability.
- Read out: choose the next rational action.

4. Prioritization

Each opportunity is compared using explicit criteria.

- Value: expected impact on time, quality, capacity, revenue or risk.
- Feasibility: technical and operational complexity.
- Data readiness: availability, access, quality and governance.
- Risk: sensitivity of decisions, data and affected users.
- Adoption: ability of teams to integrate the new use.
- Measurability: ability to compare before and after.
- Time to evidence: how quickly useful proof can be generated.

5. Deliverables

The diagnostic should lead to a decision, not a report without a next step.

- Executive summary.
- Priority problem and process map.
- Knowledge/data readiness view.
- AI use-case portfolio.
- Prioritization matrix.
- Risks, prerequisites and dependencies.
- 1–3 recommended priorities.
- Next-step roadmap: prepare, test, defer or discard.

6. When to use it

The diagnostic is particularly useful before a first investment or when several AI ideas compete for attention.

The desired outcome is not “more AI.” It is a better decision about what to test, in which order, with which data, which users and which success criteria.

- Before a first AI pilot.
- Before buying a solution or launching procurement.
- After fragmented experiments.
- When a business unit needs to prioritize several use cases.
- When ROI or risk remains unclear.

NEXT STEP

Start a Business AI Diagnostic: </en/businesses/ai-diagnostic/>

NOTE

This document is a non-contractual methodological overview. Any engagement must be adapted to the sector, applicable law, data, security requirements and organizational context.