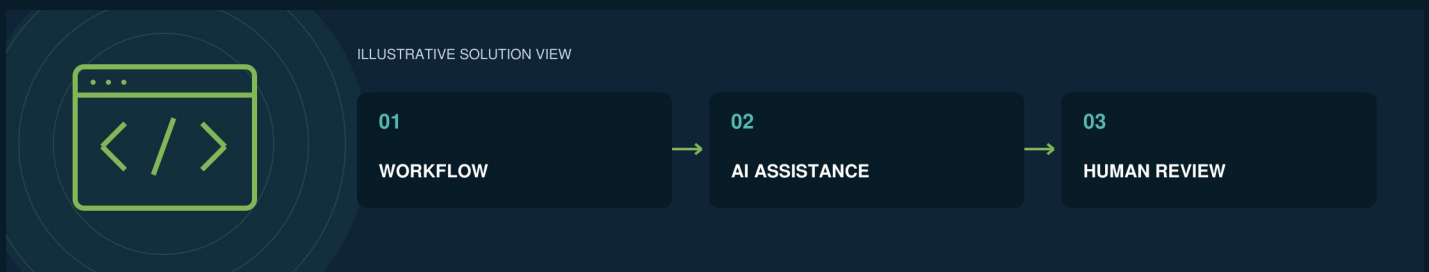


# AI-enabled Custom Development

## Applications designed around your work

### Purpose-built software with accountable AI

We design web and mobile applications around your workflows and management priorities. Where useful, AI can assist with documents, knowledge, analysis and conversations, with human review and clear responsibility built into the agreed scope.



### CONNECTED CAPABILITIES

01

#### Web and mobile applications

Purpose-built interfaces and workflows shaped around the people, processes and information your organization needs to manage.

02

#### Workflow and documents

Scope workflow automation and intelligent document processing around agreed inputs, review steps and operating responsibilities.

03

#### Knowledge and conversation

Explore search, knowledge assistance and conversational interfaces for selected information sources and user needs.

04

#### Analytics and decisions

Plan predictive analytics, decision support and management dashboards around suitable data and clearly defined questions.

05

#### Human accountability

Keep review responsibilities visible and apply security and privacy considerations throughout solution design.

06

#### Integration and delivery

Use API-first integration and incremental delivery, progressing from a minimum viable product to broader enterprise scope.

### BUILT AROUND YOUR OPERATIONS

For organizations whose workflows, information needs or management priorities require a purpose-built application.

# Application delivery and implementation

Start with a defined business problem, then test a practical application with the people who will use it.

## A TYPICAL OPERATING JOURNEY

### 01

#### DEFINE

Business problem, users, information and intended outcomes

### 02

#### DESIGN

Workflow, controls, interfaces and human review

### 03

#### VALIDATE

Incremental build, user testing and agreed acceptance

### 04

#### EXTEND

Review results and prioritize the next delivery scope

Illustrative workflow. Final sequence follows the agreed scope.

## BUSINESS BENEFITS

### Workflow fit

Shape the application around actual work and the responsibilities of its users.

### Practical AI use

Focus assistance on defined tasks with appropriate human review.

### Controlled growth

Use incremental delivery to evaluate priorities before extending the application.

## Integration and deployment

Design APIs and information flows around your current platforms. Confirm data sources, access permissions, hosting, security and operational ownership before implementation.

Select AI capabilities only where the use case and available data justify them. Agree evaluation criteria and the role of human review during solution design.

### Scope to confirm

AI features, models, data access, licensing and production acceptance depend on the approved use case and delivery scope.

## The iThink approach

### ASSESS

Business workflows, user needs, data readiness and management priorities.

### DESIGN

Application scope, interfaces, safeguards and review responsibilities.

### BUILD AND VALIDATE

Incremental releases, user feedback and agreed acceptance checks.

### DEPLOY AND SUPPORT

Rollout, user preparation and ongoing operating responsibilities.

## Discuss your application requirements

Let us identify a practical starting point and the scope for a useful first release.

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