



CORE Financial
Systems

aitheria
partners

Making AI Work

Patrick Ward
25 March 2026



Patrick Ward

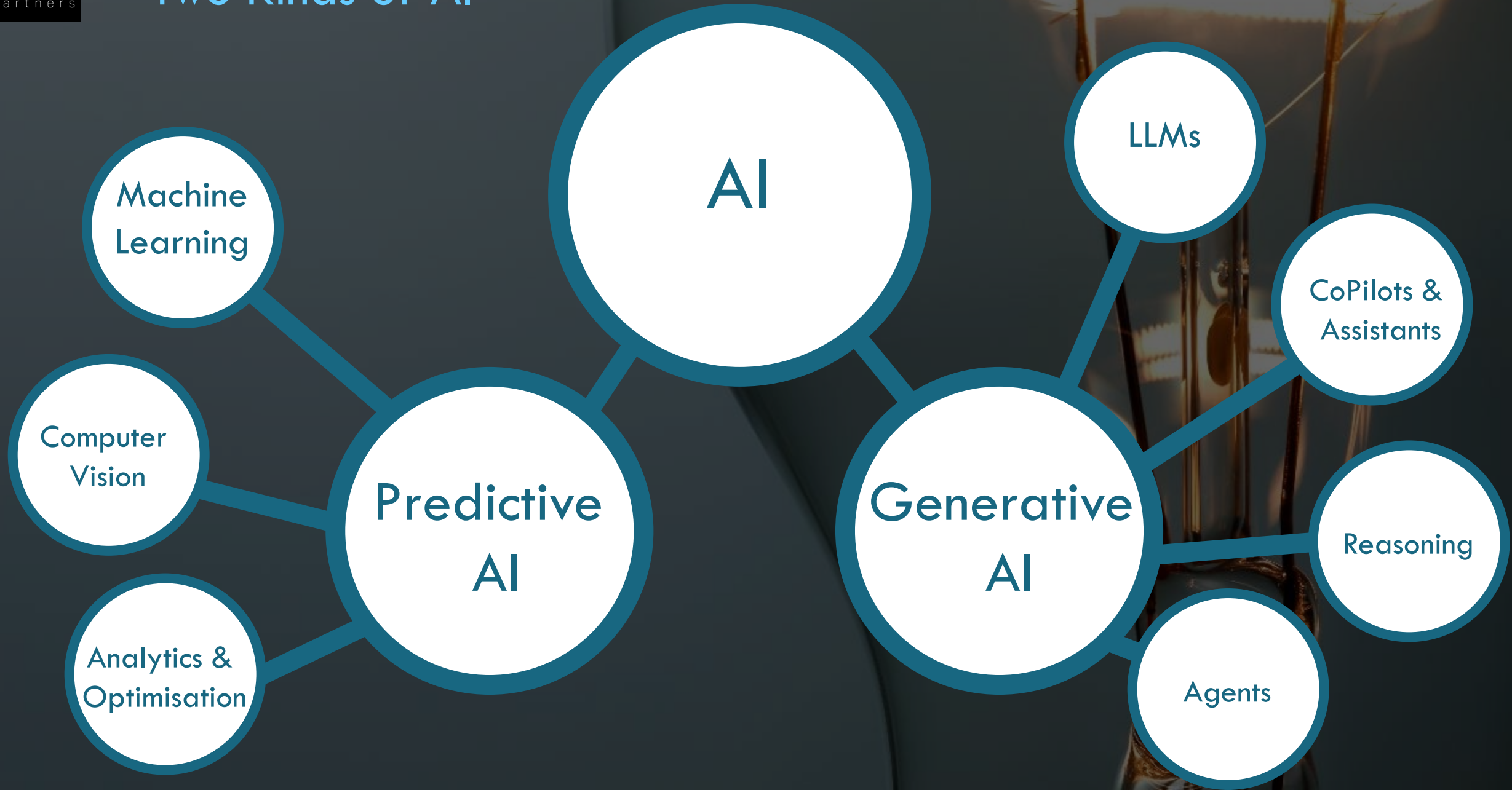


UCD Michael Smurfit
Graduate Business School



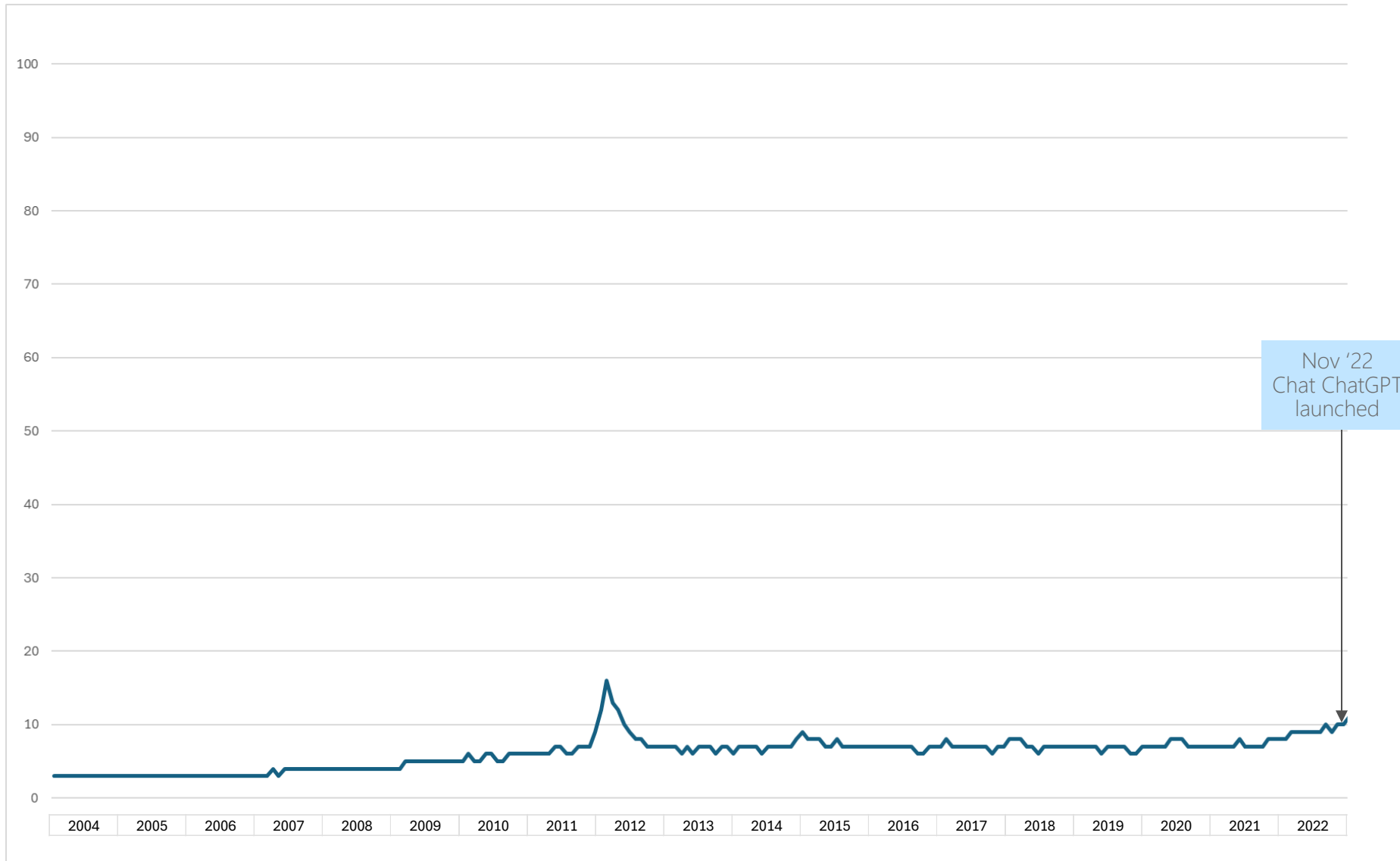
EDGEAI™
FOUNDATION
CONNECTING AI TO THE REAL WORLD

Two Kinds of AI



Google searches for "AI" since 2004

Sept 2025 = 100



Adopting Gen-AI in Businesses: 6 Approaches

①

LLM
Tools

Your team uses Claude,
ChatGPT or Gemini
directly

②

SaaS
CoPilots

AI built into your ERP,
CRM and productivity
suite

③

AI
Agents

Autonomous multi-step
workflows across systems

④

GenAI
via API

AI capabilities integrated
into your in-house
applications

⑤

Fine-tuned
models

Open-source models
adapted to your data
and domain

⑥

Custom
Foundation
Model

Built from scratch for
breakthrough R&D

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AI capabilities increasingly integrated into software packages



Intuit Assist



Infor GenAI Assistant



CoPilot



Sage CoPilot



Joule



Oracle Digital Assistant (ODA)



Agentforce



Workday Assistant



Breeze

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Typically, large companies

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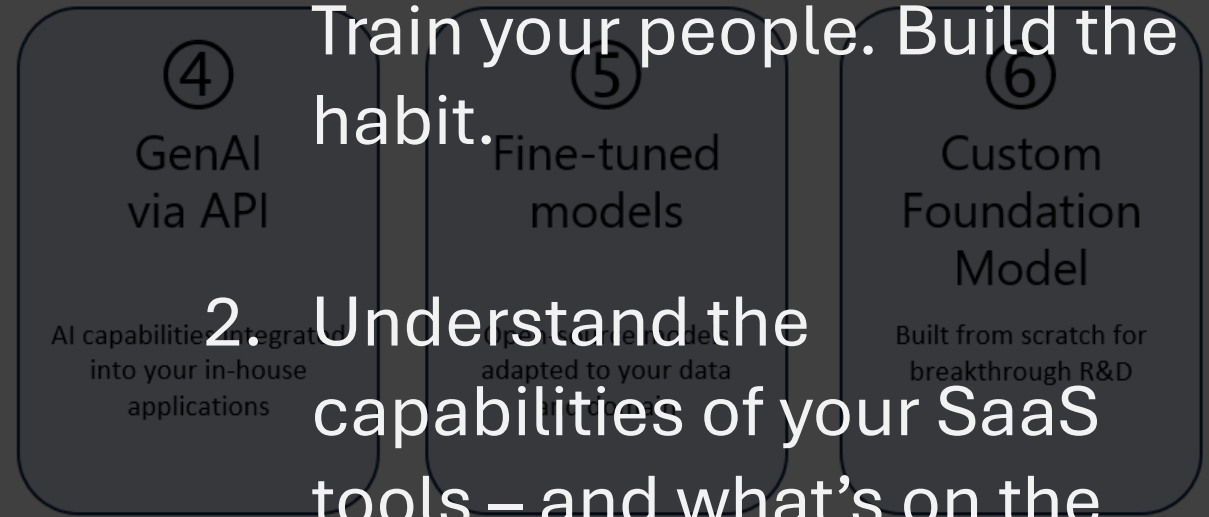
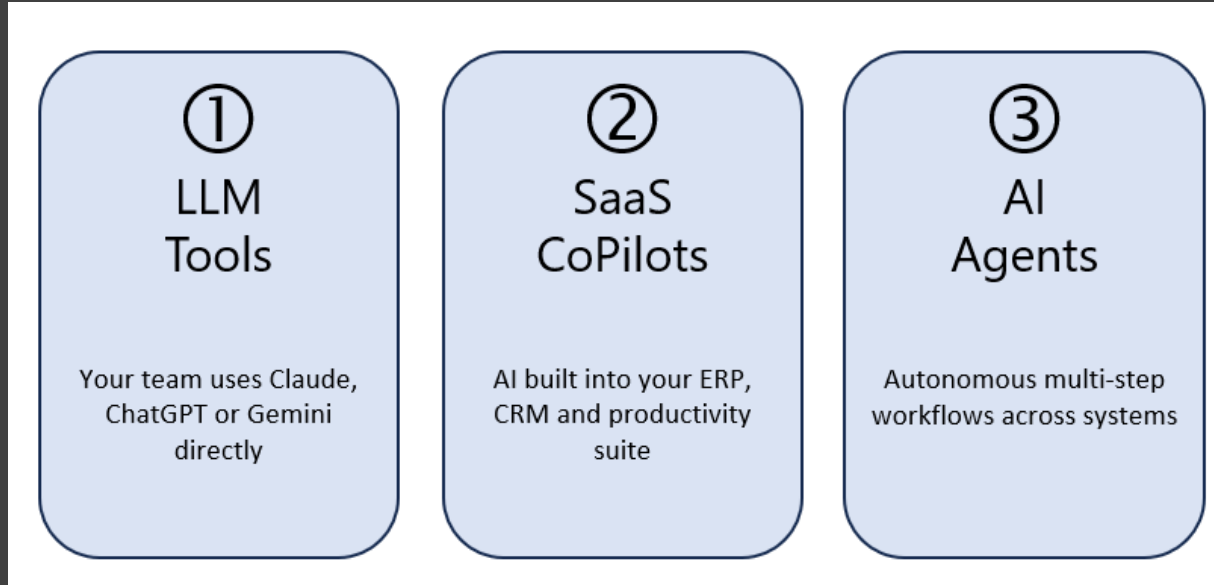
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Recommendation for SMEs getting started



1. Adopt an LLM platform.
Train your people. Build the habit.

2. Understand the capabilities of your SaaS tools – and what's on the roadmap.

3. AI Agents: not yet. (Rush in and you risk workflow spaghetti).

Mind The Gap?



88%

Organisations globally using AI¹



91%

Irish companies using AI²

61%

Not yet seeing EBIT impact¹

50%

See little/no productivity gain yet²

¹ [The State of AI in 2025](#) McKinsey, Nov 25 (n = 1,993 / 105 countries)

² [The AI Economy in Ireland 2025](#) Trinity Business School & Microsoft Ireland, Mar 25 (n = 300)

What's working?

Start with the business outcomes you need (not an AI Strategy)

Then ask how AI capabilities can accelerate them.

AI transformation is led from the (very) top

Not delegated to middle management.

Invest in people, not just technology

70% of AI value comes from people and process change. Leaders upskill more than 50% of their workforce¹.

Get your data AI-ready

Start with the data your priority use cases need - then build outward under a clear governance framework.

Redesign how work gets done

Don't layer AI onto existing processes. Focus on the outcome and rethink the workflow around what AI makes possible.

AI Adoption Roadmap

Lay the Foundation

- Cross-functional governance (even lightweight)
- AI Inventory
- Define priority use cases
- Assess data quality, access & sensitivity (for use cases)
- AI Usage Policy; Training
- Understand vendors' AI roadmaps

Build the Muscle

- Train your people - AI literacy, tools, risks, policy
- Define your oversight model - which outputs need human review?
- Learn, share, iterate - best use cases will come from your people, not your strategy deck

Keep Evolving

- Document decisions and usage - maintain an audit trail
- Schedule periodic reviews - are tools still fit for purpose?
- Evolve governance as you scale
- Approach AI Agents with discipline and capability

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Thank you!

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Discuss AI readiness and responsible adoption