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TEKSYSTEMS | SUMMER 2026

AI

**BUILDING AN AI
ECOSYSTEM STRATEGY:**

HOW LEADERS CULTIVATE VALUE IN AI INVESTMENTS

Features

01 | THE CHANGE AGENT

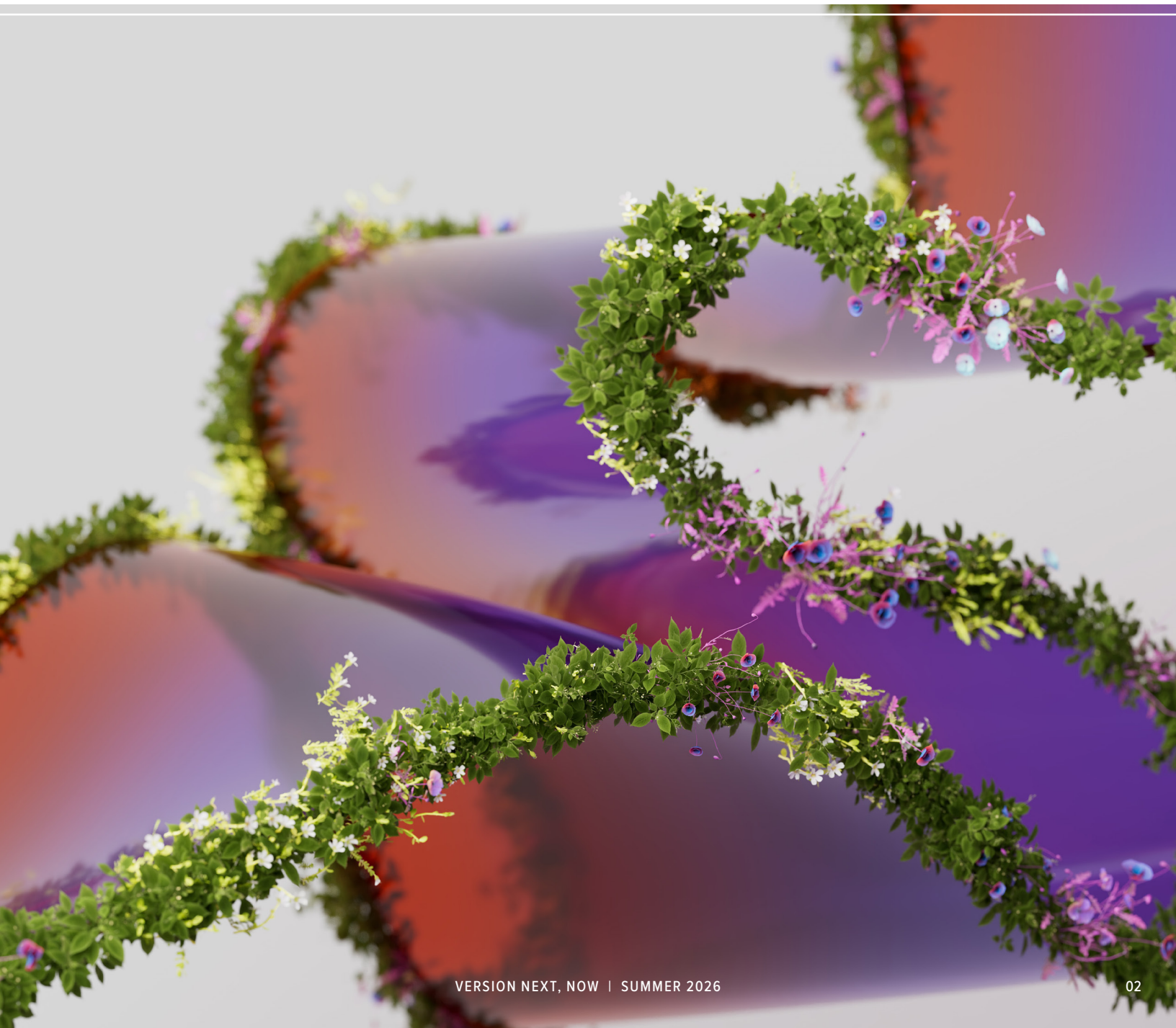
Technology leaders are looking ahead with a holistic AI ecosystem strategy, investments and governance initiatives to facilitate AI adoption, value and business success.

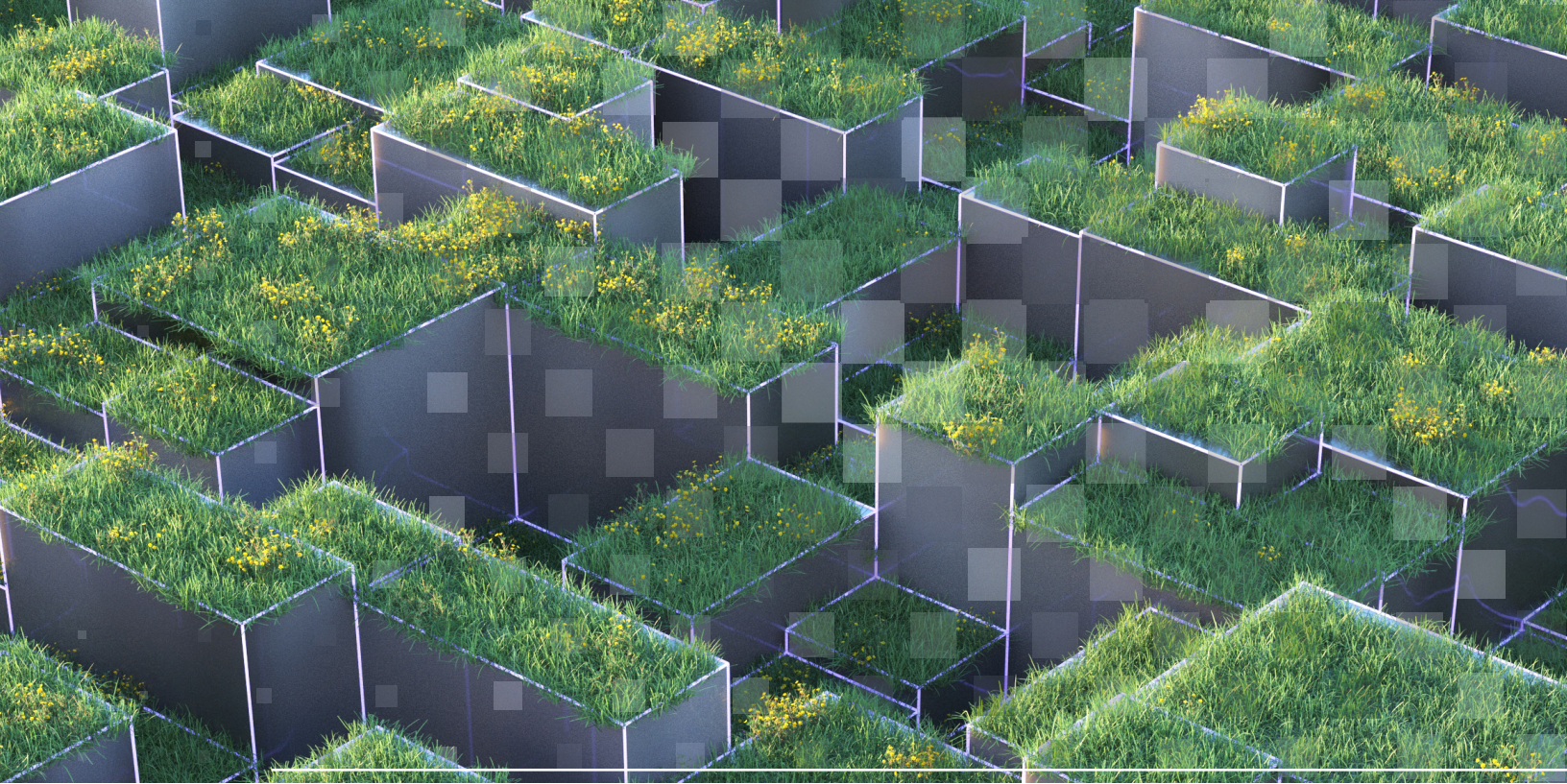
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02 | TEKSYSTEMS' PERSPECTIVE

Discover how businesses develop and maintain an AI ecosystem strategy and governance to build customer confidence, drive ROI and continue forging ahead of the competition.

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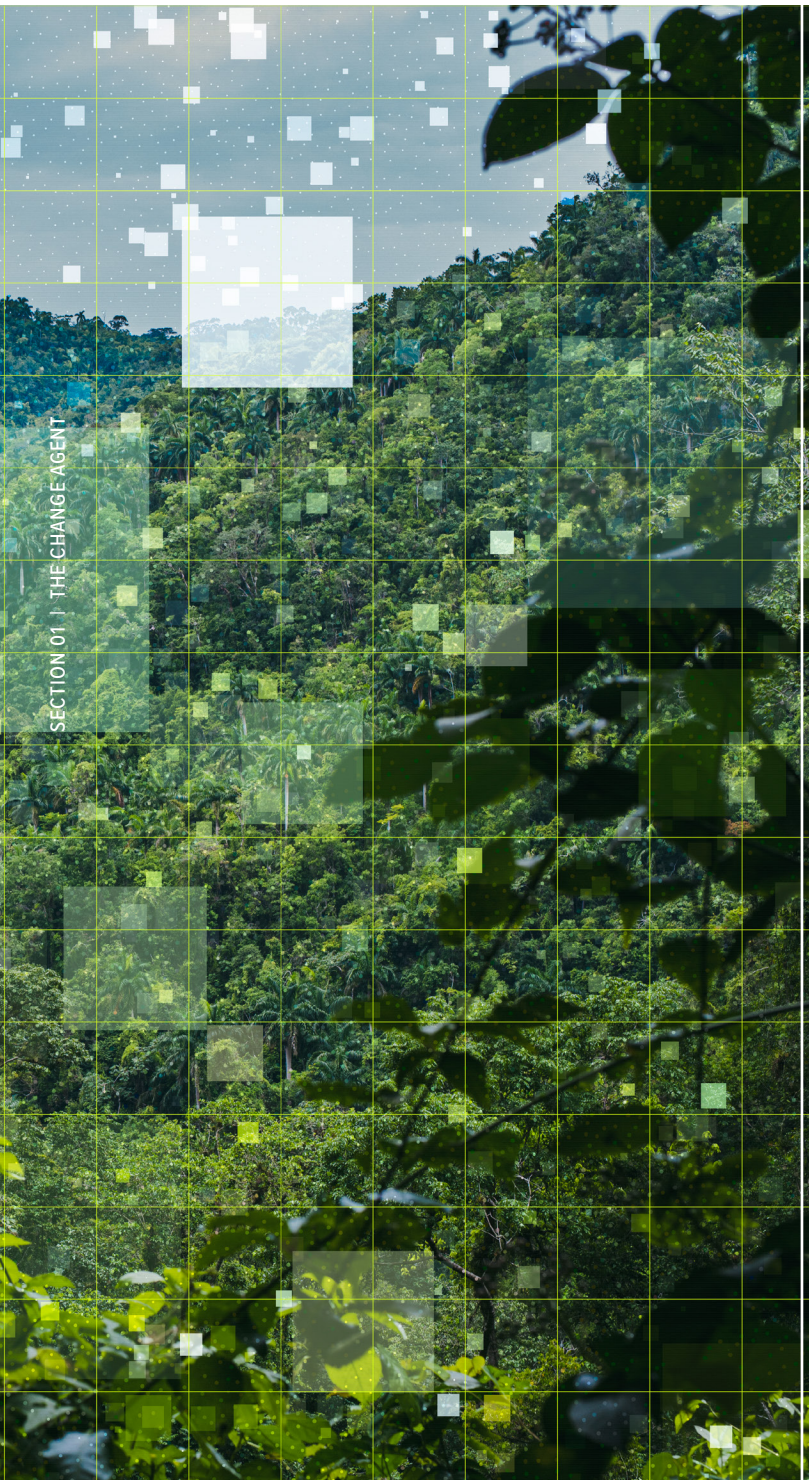
SECTION 01

The Change Agent

Technology leaders are looking ahead with a holistic AI ecosystem strategy, investments and governance initiatives to facilitate AI adoption, value and business success.



How Do Technology Leaders Grow a Governed AI Ecosystem Strategy?



An AI ecosystem strategy is a coordinated, organization-wide framework that aligns AI investments, governance structures, enterprise architecture and operating models. This strategy ensures people, processes and technology work in sync to deliver measurable business value at scale.

Converting AI's potential into tangible business value is challenging, but leading adopters who have stayed ahead are delivering measurable business value from their AI investments. They accomplish this with a strategy that centers on discipline, governance and intentional experimentation. AI investments need alignment with the organization's business transformation goals to create value and drive ROI.

Rather than unleashing the latest AI tools with ungoverned AI solutions, enterprises should develop an ecosystem that supports a synchronized strategy, meaningful governance, a modern enterprise architecture and a thoughtful AI operating model. Anchoring a holistic strategy to appropriate governance measures can ensure adoption across the workforce remains safe and secure.



Becoming an “AI-native” organization requires intentional strategy grounded in modern enterprise architecture, synchronizing people, processes and technology. Technology leaders initiate this by thoughtfully assessing how the organization can implement AI with a streamlined operating model for various roles (product owners, data leaders, enterprise architects, etc.). In addition, they consider how portfolio processes govern intake and manage scaling and how platform choices support standardization, reuse and compliance. Cross-functional collaboration, beyond localized success and optimization, is critical to keeping the ecosystem permanently tethered to business value.

Organizations report that 88% of digital transformation initiatives failed to achieve the desired business goals. They invested millions in transformations, and only 12% achieved the original ambition.¹ Organizational alignment and big-picture planning are the keys to avoiding this mishap, especially with technology like AI. Companies that align AI investments with business goals, technology strategy and disciplined governance will be best positioned to rapidly adopt AI at scale, realize the targeted ROI, and grow quickly and significantly.



TEKsystems’ State of Digital Transformation 2026 found that 71% of organizations plan to increase AI spending this year, yet only 24% have achieved full enterprise-wide implementation. This gap between intent and execution is precisely where a structured AI ecosystem strategy proves its value.



BUILDING A SCALABLE AI ECOSYSTEM:

- Identify domains and value streams in which AI can bring the most value to the organization.
- Establish an AI operating model that balances modernization and risk management (AI council, CoE/CoP, federated delivery).
- Strengthen data, technology foundations and accelerators to make AI outcomes rapid and repeatable.
- Balance governance and risk to maintain velocity and innovation without compromising compliance.
- Prioritize use cases based on measurable business impact; every pilot must map to ROI and a go/no-go value gate.
- Invest in people and their adoption of tools using lean change management techniques: Discover, launch, establish and scale.



Customer confidence in any service or technology rests on trust, accountability and value delivery. By tackling these issues holistically, designing the infrastructure and operating model to adapt to the rapidly changing business and technology environment, organizational leaders are more likely to achieve long-term success.

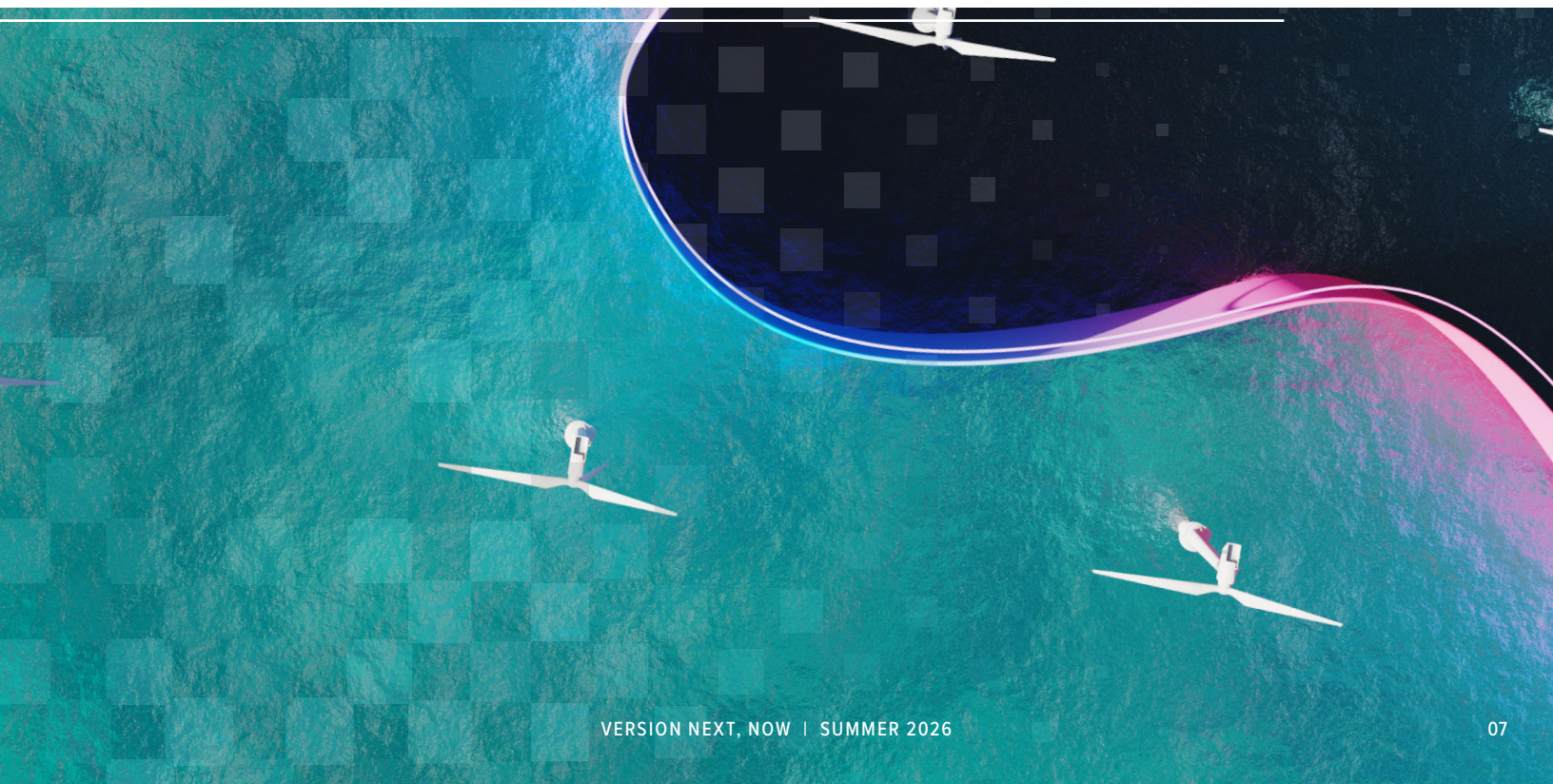
Their approach isn't about fear but preparation that enables organizational systems to adapt as rapidly as AI technology and solutions evolve. A well-aligned strategy and governance model supports and mobilizes the AI ecosystem, translating discipline and intentionality into measurable business outcomes and real ROI.



SECTION 02

Our Perspective

Discover how businesses develop and maintain an AI ecosystem strategy and governance to build customer confidence, drive ROI and continue forging ahead of the competition.



Expanding Value Streams With Effective AI Adoption

Rather than incremental improvement, the goal of AI adoption is a 10x organization. A force multiplier, AI transforms what a business does and how, creating new operating models, reshaping customer experience and compressing delivery from years into months. Organizations that adopt AI with a clear enterprise architecture behind it won't just keep up with the market. They'll pull ahead.

THE 10X ENTERPRISE

Every value stream. Every role.
One compounding outcome.

1. Sales and Presales
2. Service Delivery
3. Engineering
4. Operations
5. Services and Innovation
6. Data and Analytics
7. People and Talent
8. Finance and Planning
9. Client Success
10. Strategy and Growth



THE ENTERPRISE MULTIPLIER



AI augmentation isn't instant—it compounds. The right technology stack and change strategy at each stage is what separates 10x organizations from the rest.

Rooting AI Strategy in Organizational Alignment

CREATE AN AI STRATEGY TO ACCESS VALUE— THE ENTRY POINT TO ECOSYSTEM STRATEGY:

- Determine where AI truly creates enterprise value to focus your efforts.
- Ensure AI investments align to strategic goals and have a clear business case with measurable ROI.
- Emphasize efficiency gains, bottleneck reduction, accelerated decision-making and time to value.
- Reinforce the importance of governance in driving the right decisions across security, technology and business value.
- Stress the need for a strong center of excellence, defined standards and foundational readiness to support adoption.
- Recognize that organizational and process changes are critical to enabling AI at scale.

PILLARS FOR AI ADOPTION, ENABLEMENT AND VALUE REALIZATION

Advance in parallel tracks for rapid and sustained value realization from AI.

- 1 AI-Driven Business and Ops Transformation Strategy
- 2 Data Strategy and Readiness
- 3 Tech and Infrastructure Platforms
- 4 Technology and Risk Governance
- 5 Talent, Culture and Adoption
- 6 Business Process Transformation
- 7 Experience Transformation
- 8 Value Realization and Performance Management



How To Regenerate Business Processes With AI

Business process transformation gives organizations a clear path to examine how work actually gets done, enable efficiency, and unlock the right opportunities for AI and automation. The result is less time spent on manual tasks and more energy focused on what drives productivity and growth.

“The organizations that win will be the ones that look at what drives their business and how they operate, eliminate what slows it down, and use AI to optimize the rest, creating real ROI and lasting competitive advantage.”



LINDSEY REVIER

Practice Director, BTS

Organizations can leverage process intelligence to evaluate performance, uncover hidden inefficiencies and continuously optimize how work gets done, compounding value over time.



MAP THE JOURNEY

Visualize customer and operational workflows to uncover friction points.



DIAGNOSE INEFFICIENCIES

Use data-driven analysis to identify bottlenecks and waste.



REIMAGINE WITH AI

Apply agentic AI and automation to redesign smarter, faster processes.



DELIVER TRANSFORMATION

Implement scalable solutions that improve speed, efficiency and experience.

Redesign With AI: Integrate Automation and Intelligence

We design orchestration models that infuse AI agents, agentic workflows and generative AI (Gen AI) services, ensuring the right balance of automation and human oversight.

AI ENABLEMENT STRATEGY

ACCELERATE AGENT DEVELOPMENT

Rapidly prototype agentic workflows to test and refine automation.

STREAMLINE WITH GEN AI

Use Gen AI to simplify complex processes and reduce manual effort.

BUILD THE AUTOMATION ROADMAP

Define phased implementation aligned to business goals.

INTEGRATION PLANNING

CONDUCT ACTIVITY STUDY

Analyze tasks for automation potential.

DEVELOP A TOOL PLAN

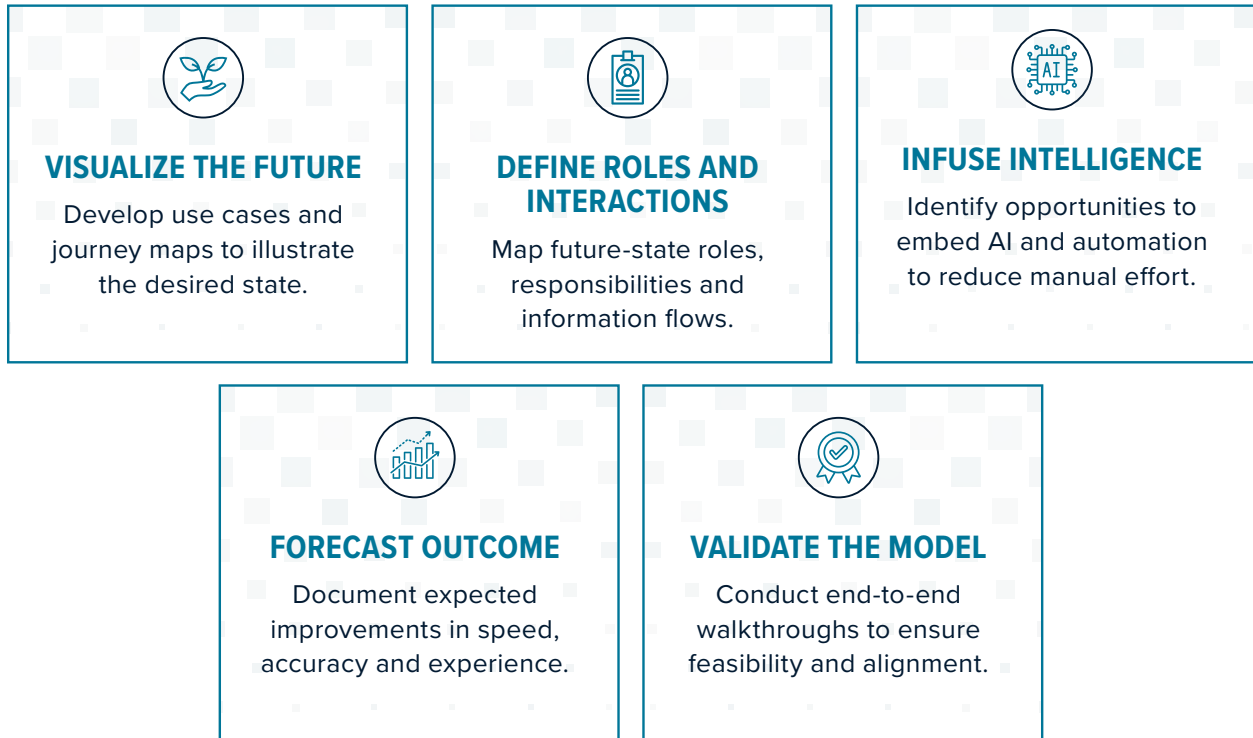
Select and configure automation platforms.

IDENTIFY INTEGRATION POINTS

Map connections across systems, RPA and IoT.



What Does Governing a Sustainable Future-State, AI-Powered Organization Look Like?



Strong governance isn't optional. It's the foundation that makes business transformation possible. As AI adoption scales, unmanaged complexity compounds risk and kills performance. Without it, enterprise architecture breaks down, advanced tools lose their impact, and productivity stalls when it should be accelerating.

Business leaders are now expected to adopt AI and Gen AI programs to accelerate efficiency, provide customers new capabilities and ensure the business remains competitive. As AI programs scale, so does the complexity of managing and governing them. Cutting corners on governance while volume and complexity continue to grow creates risk and diminishes ROI.

According to TEKsystems' State of Digital Transformation 2026, 38% of organizations cite complexity and siloed behaviors as their top barrier to successful transformation. Strong governance is what keeps that complexity from becoming a liability.

Once the governance approach is established, business process strategy can follow to implement AI across an organization.

EFFECTIVE AI GOVERNANCE STRATEGIES OFTEN INVOLVE FIVE CORE AREAS:

- **Monitoring bias:** Continuously evaluating AI outputs to detect and correct discriminatory patterns that could harm individuals or groups
- **Ensuring efficacy:** Validating that AI systems are consistently delivering the intended outcomes and performing to the expected standard
- **Maintaining system robustness:** Building AI systems that remain stable, reliable and accurate even as data inputs, environments and business conditions change
- **Protecting privacy:** Ensuring that sensitive data used to train and operate AI systems is handled in full compliance with regulatory requirements and organizational policy
- **Verifying explainability of AI outputs:** Confirming that AI-driven decisions can be clearly understood, interpreted and justified by the humans responsible for them



Successful adoption of AI depends on thoughtful orchestration. Leaders who simplify environments and strengthen accountability build organizations that are more resilient and adaptable and better positioned for long-term impact.

An AI council, composed of leaders from across the organization, can play a critical role at every stage of the AI life cycle. The council can identify and control risks while ensuring AI systems remain compliant with company policies and applicable regulations.

AI initiatives must be approved as needed by legal, ethics, security and architecture experts, including the use of data sets and AI models. AI governance oversees testing of the AI system to ensure its compliance with its policies. Once in production, the steward monitors for accuracy and fairness, checking for any drift. To maintain a complete system of record for the project, all details must be captured regarding the use case, data lineage, model details, testing and evaluation results, updates, approvals, and system performance metrics. When governance and management are done right, AI stops being a risk to manage and becomes a driver of significant enterprise value.



TEKsystems' Tips To Unlock Value-Driven AI Strategy



ACQUIRE ACTIVE SPONSORSHIP

Sponsors champion the change, remove blockers and model new behaviors for the organization.



SPONSOR ALIGNMENT TO GOALS

Unified goals accelerate adoption and boost employee engagement.



ALLOCATE CAPACITY FOR KEY ACTIVITIES

Clear roles and aligned priorities enable focused execution.



ALIGN ETHICS AND INNOVATION

Build ethics directly into the AI development life cycle for confidence, accuracy and efficiency.



FOLLOW A GROWTH MINDSET

Embracing setbacks as learning opportunities fosters development and resilience.



ALLOW OPEN COLLABORATION

Trust and domain expertise drive effective partnerships and shared success.

REAL-WORLD APPLICATION:

Bosch

Scaling AI Through Structure, Governance and Enablement

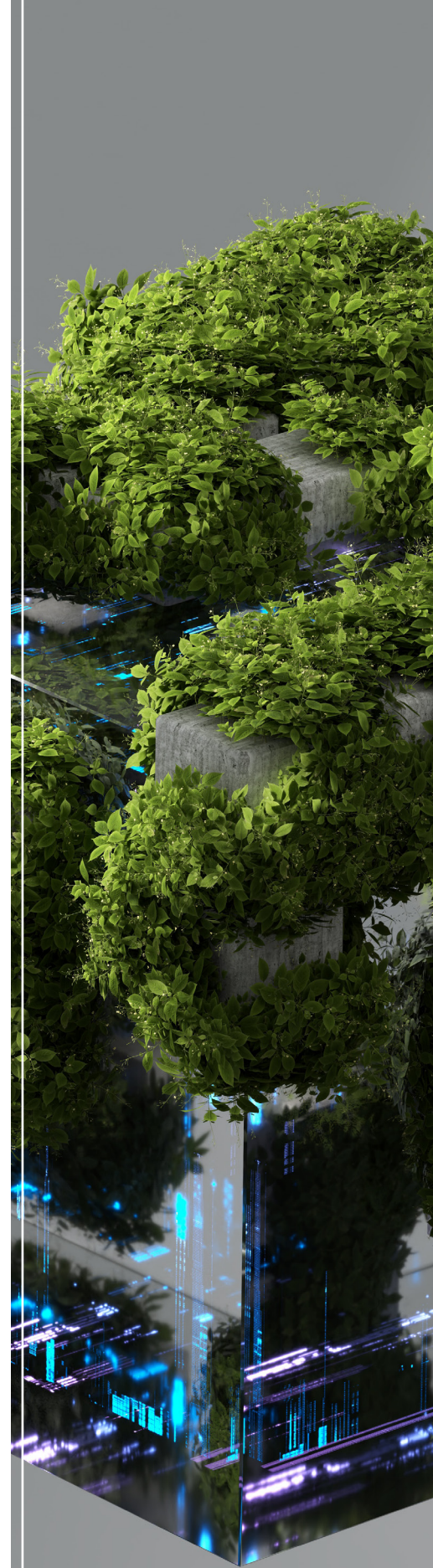
Bosch made artificial intelligence a core pillar of their corporate strategy, with an explicit goal for all products to incorporate AI by 2025. To operationalize this ambition, the company launched the Bosch Center for Artificial Intelligence (BCAI) in 2017 to serve as a centralized engine for AI innovation and scale.

Rather than isolating AI in a single lab, Bosch adopted a global hub-and-spoke operating model with teams across Germany, the U.S., India, China and Israel. These hubs embed data scientists, engineers and domain experts directly into product and business teams, ensuring AI solutions are developed with strong operational context and rapidly integrated into manufacturing, mobility and consumer systems. A shared AI technology stack and data infrastructure, anchored by Bosch's Nexeed industrial platform, enables reuse and enterprise-wide scaling. By standardizing tools, data and best practices across 240 production plants, Bosch has consistently accelerated the transition from pilots to production.

Strong executive sponsorship and disciplined portfolio governance underpin this model. As board-level leaders actively champion AI, BCAI conducts rigorous annual portfolio reviews to prioritize high-value initiatives and discontinue underperforming ones. Executive steering committees oversee major programs, enforcing enterprise-wide standards for model quality, safety and return on investment while treating governance as a catalyst, not a constraint, for scale.

Bosch's investment in workforce enablement further differentiates their approach. An internal AI academy has trained more than 65,000 employees, supported by a core group of approximately 5,000 AI specialists. This broad diffusion of skills ensures AI adoption extends well beyond a central team.

The results have been significant. BCAI recouped their initial investment within three years, delivering roughly \$300 million in measurable value, with AI-driven manufacturing initiatives projected to save \$1 billion by 2025. Bosch's experience demonstrates how structure, governance and enablement can convert AI ambition into repeatable, enterprise-scale impact.





Frequently Asked Questions: AI Ecosystem Strategy and Governance

What Is an AI Ecosystem Strategy?

An AI ecosystem strategy is a coordinated, organization-wide framework that aligns AI investments, governance structures, enterprise architecture and future-state operating models, ensuring that people, processes and technology work in sync to deliver measurable business value at scale. Rather than deploying AI tools in isolation, a true ecosystem strategy connects every layer of the organization—from executive sponsorship and data governance to platform standardization and workforce adoption—to form a single, unified approach.

Why Is AI Governance Important for Enterprise Organizations?

AI governance ensures that AI adoption remains secure, compliant and aligned with business objectives as programs grow and scale. Without it, unmanaged complexity introduces greater risk, reduces ROI and erodes stakeholder trust. An effective governance framework covers bias monitoring, privacy protection, system robustness, explainability and accountability, giving organizations the structure they need to move quickly without compromising on compliance or security.

How Do You Build a Scalable AI Ecosystem?

Building a scalable AI ecosystem starts with identifying the domains where AI can create the most business value and then establishing an operating model that balances innovation with risk management. This includes setting up an AI council and center of excellence, strengthening data and technology foundations, and prioritizing use cases based on measurable business impact. Every initiative should map to a clear ROI target and a defined go/no-go value gate to ensure resources are focused where they matter most.

What Is the Difference Between AI Adoption and AI Transformation?

AI adoption refers to deploying AI tools within existing workflows to improve efficiency and productivity. AI transformation goes further, fundamentally reimagining how a business creates value, serves customers and operates at scale. Transformation requires alignment across people, processes and technology, a shift in culture and operating model, and a long-term strategy that evolves alongside the technology. It is the difference between incremental improvement and an organization capable of compounding AI value over time.

How Does AI Governance Support ROI From AI Investments?

Strong AI governance protects ROI by ensuring every initiative has a defined business case, an approved data strategy and a compliance framework before it scales. It eliminates costly misalignment between AI programs and business goals, reduces rework from ungoverned deployments, and provides the accountability structures needed to measure and report on performance consistently. Organizations that govern well move faster, not slower, because they spend less time correcting course and more time delivering value.

TEKsystems Partner Portfolio

As an [Amazon Web Services \(AWS\) Premier Tier Services Partner](#), we cover the full spectrum of AWS initiatives. From design, migration and implementation to adoption, improvement, and continuous integration and delivery (CI/CD) to infrastructure as code, Lean-Agile and more—we're there.

As a [Google Cloud Premier Partner](#), we support the full spectrum of delivering Google Cloud initiatives, from design, migration and implementation to adoption and improvement, covering CI/CD, infrastructure as code, Lean-Agile, data analytics, AI, ML and Gen AI.

As a [Microsoft Solutions Partner](#), we bring qualified expertise and deep experience to help you maximize ROI and achieve real value. From discovery and design to adoption and improvement, we'll tailor our solutions to meet your needs and help you stay ahead of what's next.

As a [Red Hat Premier Business Partner](#), we provide qualified technical leadership, open source expertise and scale to help you get the most out of your Red Hat products—no matter where you are in your modernization journey.

With our large team of certified SnowPro architects, our [Snowflake Elite Partner](#) status highlights our proven skills and experience to help you leverage Snowflake's innovative technology and achieve data-driven results.

As a [ServiceNow Elite Partner](#), we bring experience and subject matter know-how to help you drive your ServiceNow initiatives. From implementation to optimization, we'll tailor our services to help you stay ahead of the curve and accelerate the adoption of ServiceNow solutions.

As a [Salesforce Summit Partner](#), our experienced team can help you maximize the value of the platform to harness each opportunity. With technical insight, delivery excellence and the deepest bench in the game (500-plus Salesforce-certified pros), we can help you transform your sales, service and communities into true power players.

[In Good Company](#)

Transformational technologies demand equally transformative partnerships. We offer full-stack capabilities coupled with depth and diversity of experience in leading platforms that help organizations grow, innovate and thrive.

The views and opinions expressed in this publication are those of the authors and do not necessarily reflect the views of TEKsystems Inc. or its related entities.

MEET OUR CONTRIBUTORS



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With 22 years in IT, Lindsey is an expert in business and technology strategy, guiding customers on value creation and realization, strategy alignment, cost optimization, innovation, revenue generation, and more. She began her career focused on business planning and strategy, leading enterprise transformational initiatives. She has worked for seven years as a transformation executive at TEKsystems Global Services, followed by a year and a half heading up the business and technology strategy practice.



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With 25-plus years of experience holding multiple roles in IT, Hari's expertise spans planning, leading and delivering technology-enabled business and IT transformations. Hari started his consulting career with PwC's management consulting services and then at IBM before joining a Fortune 100 financial services firm in leadership roles in technology strategy and enterprise architecture. Hari has been with TEKsystems Global Services for the past two years, contributing to the establishment of the business and technology strategy practice.



ABOUT TEKSYSTEMS AND TEKSYSTEMS GLOBAL SERVICES®

We're a leading provider of business and technology services. We accelerate business transformation for our customers. Our expertise in strategy, design, execution and operations unlocks business value through a range of solutions. We're a team of 80,000 strong, working with over 6,000 customers—including 80% of the Fortune 500—across North America, Europe and Asia Pacific, who partner with us for our scale, full-stack capabilities and speed. We're strategic thinkers, hands-on collaborators, helping customers capitalize on change and master the momentum of technology. We're building tomorrow by delivering business outcomes and making positive impacts in our global communities. TEKsystems and TEKsystems Global Services are Allegis Group companies. Learn more at [TEKsystems.com](https://www.teksystems.com).

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SOURCES

1. [88% of Business Transformations Fail To Achieve Their Original Ambitions; Those That Succeed Avoid Overloading Top Talent](#), Bain & Company

