

GenAI Adoption Roadmap for Internal Analytics and Operations

Types of Data Needed

- **Employee Data** – skills, utilization, project history, bench status, attrition data. (The data can be sourced from Internal App Team)
- **Financial Data** – P&L, revenue, cost/FTE, subcontractor spend, hiring budgets.
- **Project/Jira Data** – ticket volumes, completion times, compliance, delays.
- **Internal Ops Data** – RMG, DAG, allocation requests, fulfilment delays.
- **Incedo Hub / Email & Communication Data** – approvals, HR queries, escalation tracking.
- **Performance & Review Data** – manager/peer reviews, compliance to KPIs, OKRs.
- **External Data** – job boards, LinkedIn, GitHub, portfolio scraping for potential hires.

Execution Plan

Pilot → Training sessions for HR, RMG, Finance teams -> Scale → Hybrid phase where human + AI work side-by-side (Testing & Integration) -> Org-wide rollout

Hardware Resources Needed

Stage 1–2 (Analytics + Reporting + Insights)

- On-premise / Cloud data warehouse (Snowflake, Redshift, Databricks)
- GPU-enabled servers (T4/V100 sufficient; A100/H100 optional)
- ETL/Orchestration tools (Airflow, dbt, PySpark)

Stage 3–5 (Chatbot, Execution, Employee Performance AI)

- Larger GPU clusters (A100/H100) for multi-modal GenAI (chatbot, resume parsing)
- Vector database (Pinecone, Weaviate, FAISS, Milvus)
- Kubernetes cluster for enterprise-grade model serving
- LLMOps tooling (LangSmith, MLflow, Weights & Biases)

Transformation Stages

Stage 1 – Automated Reporting + Insight Generation

- **Problem:** Reports delayed by 1–1.5 months; insights/manual → reactive execution
- **Solution:**
 - GenAI summarization for PSC KPIs, Bench/Buffer, P&L margins
 - Automated insights (trends, anomaly detection)
- **Impact:** Real-time insights; faster leadership actions

Stage 2 – Execution Automation (RMG, DAG, P&L)

- **Problem:** Execution (allocation, bench mgmt., DAG) fully manual
- **Solution:**
 - GenAI execution engine → action recommendations
 - Human-in-loop approvals for compliance
 - Q&A interface for margin/what-if analysis
- **Impact:** From insights → actions with minimal manual intervention

Stage 3 – Employee Assistant Chatbot

- **Problem:** HR queries, approvals, onboarding/offboarding = manual delays
- **Solution:**
 - GenAI chatbot integrated with HR systems
 - Handles FAQs, approvals, onboarding steps, training recos
 - Multilingual (English/Hindi/Nepali if needed)
- **Impact:** HR bandwidth freed; faster employee support

Stage 4 – Talent Sourcing via GenAI

- **Problem:** Candidate sourcing = manual & slow
- **Solution:**
 - GenAI scraper for LinkedIn, GitHub, job boards
 - Structured profiles (skills, exp, location)
 - Candidate ranking for open roles
- **Impact:** faster sourcing; improved candidate quality

Stage 5 – AI-driven Performance & Compliance Evaluation

- **Problem:** Reviews subjective, localized, slow
- **Solution:**
 - Aggregate manager/peer reviews, Jira, utilization data
 - GenAI-driven performance evaluation org-wide
 - Compliance check against KPIs
 - Summarized reports for leadership
- **Impact:** Fairer reviews; faster cycles; early intervention for at-risk teams

Expansion Ideas

- Predictive Attrition Model (who is at risk of leaving, why, and preventive actions).
- GenAI-powered Project Estimation (time & cost prediction using historical Jira/ticket/project data).
- Org-wide Knowledge Assistant (search across policies, SOPs, old reports with natural language Q&A).
- Scenario Planning (e.g., “What if demand spikes 20% in Telecom vertical?” → GenAI simulates impact on resources + margins).

Security and Compliance

1. Data Governance & Security Layer

Since this involves employee, financial, and email data.

2. LLM Ops & Monitoring

So that models will not become a “black box.”

- Include LLM Ops pipeline for monitoring accuracy, bias, drift.
- Show human-in-loop checkpoints for sensitive tasks (resource allocation, performance review)