

The Roadmap to AI Readiness: A Case Study in Secure Enterprise AI Adoption

OVERVIEW

A biotechnology company recognized a growing challenge: employees across the organization were experimenting with external AI tools, creating potential security, compliance, and data-privacy risks. At the same time, demand for AI-powered productivity support was rapidly increasing across scientific, operational, and corporate teams.

Although the company had internal IT resources and vendor support, they needed a partner with specialized expertise at the intersection of **AI technology**, **enterprise security**, **change management**, and **scientific workflows**. They sought guidance not only to validate Microsoft Copilot through a controlled pilot, but also to prepare the organization for a secure, scalable, and high-adoption rollout.

Kalleid partnered with the client to lead a 6-month Copilot pilot, assess readiness, and ultimately support a full enterprise deployment. This included branding, communications, training, community engagement, and the creation of an AI Center of Excellence to sustain long-term adoption.

The client needed a partner with deep expertise in AI adoption, change management, and enterprise security.



BUSINESS CASE

The client faced several challenges that made a secure, enterprise approved AI solution essential:

- **Security & Compliance Risks:**
Employees were using external AI tools, creating potential exposure of proprietary scientific data and confidential business information.
- **Lack of Centralized AI Governance:**
No unified strategy existed to guide responsible use, manage risk, or ensure alignment with corporate policies.
- **Growing Organizational Demand:**
Teams across R&D, clinical, manufacturing, and corporate functions urgently needed AI support to improve productivity and accelerate workflows.

■ **Need for Workforce Skilling:**

Leadership identified AI proficiency as a strategic capability for the future, requiring structured training and enablement.

■ **Pilot Validation Requirements:**

Before rolling out Copilot broadly, the company needed a controlled pilot to test security alignment, user experience, and business value.

These challenges underscored the need for an experienced partner capable of guiding both the technical and organizational aspects of enterprise AI adoption.

SERVICES PROVIDED

Leveraging deep experience in scientific informatics, digital transformation, and enterprise change management, Kalleid provided a comprehensive suite of services to support the client's AI initiative.

AI Pilot Management:

- Led a 6-month Microsoft Copilot pilot with a select user group, validating security posture, identifying high-value use cases, and assessing organizational readiness.

Enterprise Rollout & Change Management:

- Supported the full organization-wide deployment of Copilot, including launch planning, communications, onboarding strategy, and adoption acceleration.

Branding & Awareness Campaign:

- Developed a cohesive AI brand identity and messaging framework to unify communications and build excitement across the company.

AI Center of Excellence (CoE):

- Created and maintained a centralized CoE site containing governance, best practices, training materials, FAQs, and updates to support longterm adoption.

Community Engagement:

- Built and actively engaged a Microsoft Teams community, fostering collaboration, sharing of use cases, and peer-to-peer learning.

Weekly Byte-Size Communications:

- Delivered digestible weekly messages featuring quick tips, new Copilot capabilities, colleague success stories, and reminders of available resources.

Training & Enablement:

- Promoted and supported hosted training sessions as new Copilot features became available, ensuring employees continuously expanded their AI proficiency.

Adoption Insights & Strategy:

- Conducted a 6-month survey to measure awareness, usage, satisfaction, and barriers, providing leadership with data-driven insights to guide next-phase planning.



RESULTS DELIVERED

By bridging the gap between technical governance and human adoption, Kalleid enabled a seamless transition to enterprise AI while safeguarding proprietary scientific data. These contributions significantly advanced the client's AI strategy and organizational readiness:

- **Enhanced Security:** Reduced reliance on external AI tools by providing a secure, enterprise-approved solution aligned with corporate policies.
- **Accelerated Adoption:** The pilot validated value quickly, enabling a smooth and timely rollout to the entire organization.
- **Workforce Enablement:** Training, communications, and community engagement equipped employees with the skills needed to use AI confidently and responsibly.
- **Culture of Innovation:** Weekly Byte-Size content and active Teams engagement fostered curiosity, collaboration, and shared learning across departments.
- **Scalability:** The AI Center of Excellence, branding, and governance framework positioned the company for future AI expansion and capability growth.
- **Data-Driven Decision Making:** Survey insights provided leadership with clear direction on where to focus next to maximize adoption and impact.



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