

C3 AI Center of Excellence

Govern and Scale the C3 AI Suite Development

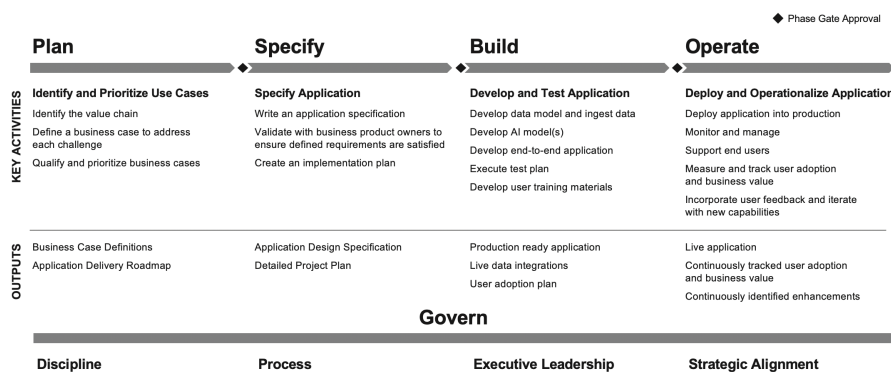
The C3 AI® Suite offers a powerful, high-impact environment to create enterprise applications that drive new opportunities for digital transformation. Complex digital transformations require a governance program and an appropriately staffed team to deliver optimal value for the enterprise. The C3 AI Center of Excellence provides a governance structure that applies the C3 AI Application Development Methodology with dedicated C3.ai resources to identify high-value use cases, build an application roadmap, specify and build applications within the C3 AI Suite and run and optimize them over time. The C3 AI Center of Excellence ensures that resources with the needed expertise are available to provide hands-on guidance and experience throughout the program lifecycle.

The C3 AI Center of Excellence addresses the following objectives:

- Leverage the C3 AI Application Development Methodology to drive consistent and repeatable project development efforts
- Provide flexible and elastic just-in-time expertise in use case selection, solution architecture, data integration, data science, and application development
- Drive standardization and predictability
- Provide advice and guidance on C3.ai products and technology
- Train customer personnel to develop and operate applications independently of C3.ai
- Support and address development issues faced by project teams

C3 AI Application Development Methodology

The C3 AI Application Development Methodology reflects C3.ai’s comprehensive approach to identifying AI-addressable business challenges, specifying, developing, and deploying AI-based applications, and operating them at scale. Its guidelines and best practices have been refined throughout C3.ai’s 10+ years of industry-leading experience.



Benefits of the C3 AI Center of Excellence

- **Expertise**
Provide access to expert resources able to deliver skills required to complete any given project.
- **Scale**
Remove roadblocks that would otherwise impede successful completion of a project as it moves from trial to full deployment.
- **Sustainability**
Ensure the ongoing operation of the “software development factory,” from identifying needs and opportunities to maintenance and analytics.
- **Reducing Risk**
Mitigate any factors that could impede timely implementation or robust ROI.
- **Maximizing Value**
Drive incremental value at every phase of the development process, including planning, specifying, building, and operationalizing.
- **Knowledge Transition**
Transfer skills as efficiently as possible from C3.ai personnel to customer personnel.
- **Self-Sufficiency**
Empower customers to become self-sufficient in driving an ongoing and scalable process of digital transformation, from roadmap to deployment to maintenance and analytics.

C3 AI Center of Excellence Key Activities

The C3 AI Center of Excellence provides the governance wrapper surrounding development efforts to ensure that they function with high-performing teams and strong leadership, while following best-practice development processes.

The C3 AI Center of Excellence team provides the experience and expertise a customer team needs to:

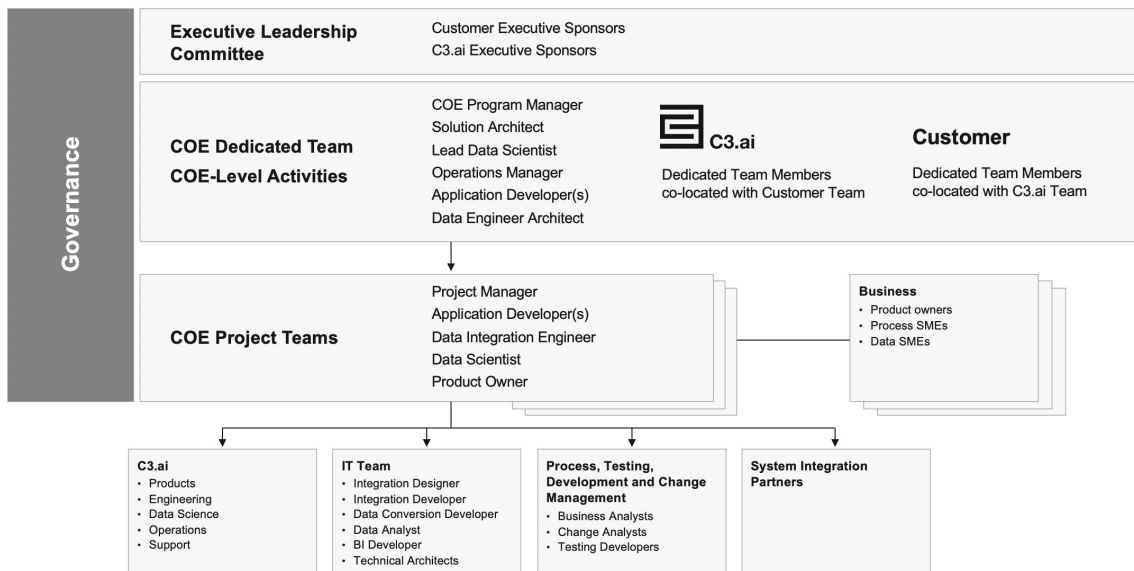
- Identify high-quality candidate use cases and build a project roadmap
- Define architecture standards
- Deploy and maintain development, QA, and production environments
- Conduct training
- Support individual projects on the C3 AI Suite
- Create and implement communications plans
- Develop optimal tools and processes
- Define meaningful metrics-based success tracking

Staffing and Organizational Structure of the Center of Excellence

The C3 AI Center of Excellence is staffed with a combination of full-time C3.ai resources with expertise covering all aspects of developing and deploying AI-driven enterprise applications, including data science, application development, solution architecture, data integration, and business analysis. Customer resources are aligned with C3.ai resources for on-the-job training and knowledge transition. Individual project teams are staffed with a combination of customer and C3.ai team members with an eye toward greater self-sufficiency within the customer organization.

Critical Success Factors for Your Investment in the C3 AI Suite

- **Business Sponsorship**
Cascading sponsorship across all levels with aligned objectives.
- **Process Discipline**
Clearly defined development process and activities with coaching on best practices for key activities.
- **Use Case Prioritization**
Prioritized use cases emerge from analyzing business value, defining selection parameters, and assessing quick wins that demonstrate viability.
- **Resourcing**
Trained, dedicated resources including an end-to-end product solution owner accountable for vision, development, change management, value tracking, and delivery.
- **C3 AI Center of Excellence**
Secure the resources and governance structure needed to ensure successful application development and deployment.



Proven Results in 8-12 Weeks

Visit c3.ai/get-started