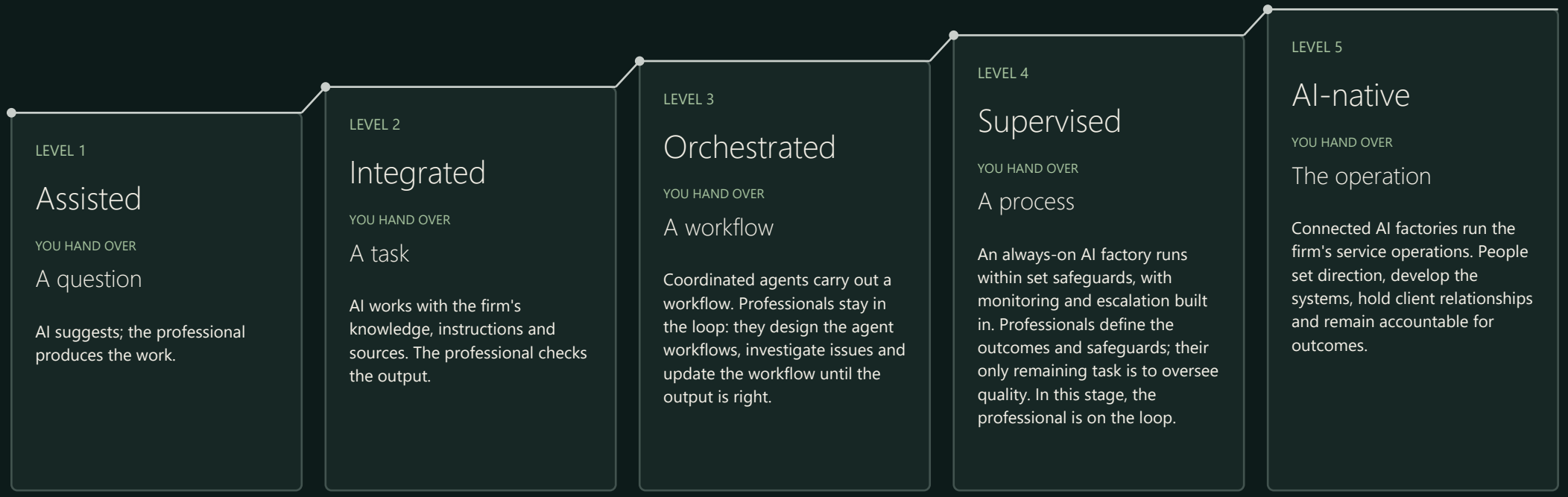
How do you become AI-native?

There is no elevator to AI-native service success: you have to climb the ladder. The AI maturity ladder has five levels. At each level you hand more work to AI, because you have learned how to direct it, how to check it and when to trust it. Each level is earned in practice, with safeguards that work.



LEVEL 1

Assisted

YOU HAND OVER

A question

AI suggests; the professional produces the work.

LEVEL 2

Integrated

YOU HAND OVER

A task

AI works with the firm's knowledge, instructions and sources. The professional checks the output.

LEVEL 3

Orchestrated

YOU HAND OVER

A workflow

Coordinated agents carry out a workflow. Professionals stay in the loop: they design the agent workflows, investigate issues and update the workflow until the output is right.

LEVEL 4

Supervised

YOU HAND OVER

A process

An always-on AI factory runs within set safeguards, with monitoring and escalation built in. Professionals define the outcomes and safeguards; their only remaining task is to oversee quality. In this stage, the professional is on the loop.

LEVEL 5

AI-native

YOU HAND OVER

The operation

Connected AI factories run the firm's service operations. People set direction, develop the systems, hold client relationships and remain accountable for outcomes.

Where do you start?

We can help you to assess where your firm stands on the ladder and turn that into an AI strategy and roadmap.

You can start small. Different processes within the same firm can sit at different levels.

We help you level up step by step, building on what works and proving the value before committing to expensive, complex systems your firm is not ready to operate.

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Our ladder builds on Steps of AI Adoption , which Boris Cherny, the creator of Claude Code, wrote for software engineering teams. We adapted it for professional services.