



THE 7 STAGES OF AI

FOR PEOPLE IN BUSINESS

4Sight has created a practical, governed AI delivery blueprint, enabling businesses to progress from ad-hoc AI usage to a fully orchestrated, automated, AI-enabled enterprise.

The 7 Stages of AI with People in Business

7. Fully integrated: Embedded end-to-end

6. Mature: Governed, measured, responsible AI

5. Institutionalise: AI default in routine work

4. Compete: Achieve productivity, quality & scale

3. Innovate: Pilot real use cases

2. Learn: Build confidence, set guardrails

1. Experiment: Simple prompts and tasks

STAGE 1

EXPERIMENT SIMPLE PROMPTS AND TASKS

The first stage is where AI assists individuals with simple prompting and pasting

Deliverable

Copilot enablement and quick wins (summaries, translations, templated emails, code comments).

Tooling

Microsoft 365 Copilot; Azure OpenAI; prompt libraries.

Governance

Acceptable-use, prompt hygiene, content safety.

KPIs

Time saved per task, adoption rate, sentiment uplift.

STAGE 2

LEARN BUILD CONFIDENCE, SET GUARDRAILS

The second stage is where AI acts as a colleague and supports departments

Deliverable

Department copilots for Finance, HR, Sales; multi-turn reasoning; data-citation discipline.

Tooling

Copilot Studio; Microsoft Fabric/OneLake; Dynamics 365 CE/FO.

Governance

Data lineage (Purview), PII controls (POPIA), human-in-the-loop decision support.

KPIs

Decision cycle time, forecast accuracy, % AI-assisted tasks.

STAGE 3

INNOVATE PILOT REAL USE CASES

The third stage is where AI observes work in context and guides users

Deliverable

Context-aware helpers suggesting next actions, validating fields, flagging risks.

Tooling

Copilot context integrations; UI-embedded assist.

Governance

Opt-in policies, explicit scopes, audit logs.

KPIs

Error reduction, compliance hits avoided, suggestion acceptance.

STAGE 4

COMPETE ACHIEVE PRODUCTIVITY, QUALITY & SCALE

The fourth stage is where AI executes supervised tasks

Deliverable

Computer-using agents for UI navigation and repetitive tasks (vendor onboarding, invoice triage).

Tooling

Power Automate Desktop; Azure Functions; Dynamics connectors.

Governance

Role-based execution, dual-control, execution logs.

KPIs

Transaction throughput, exception rate, % automation.

STAGE 5

INSTITUTIONALISE AI DEFAULT IN ROUTINE WORK

The fifth stage is where AI operates independently

Deliverable

Unattended agents with SLAs and runbooks; human handback for anomalies.

Tooling

Unattended RPA; Logic Apps; Service Bus; dashboards in Fabric.

Governance

Change control, drift detection, model monitoring.

KPIs

% unattended workload, MTTR, compliance attestations.

STAGE 6

MATURE GOVERNED, MEASURED, RESPONSIBLE AI

The sixth stage is where AI coordinates end to end processes

Deliverable

Agent swarms coordinating across departments (e.g. order-to-cash).

Tooling

Durable Functions; orchestration patterns; Agent 365 constructs.

Governance

Cross-agent guardrails, conversation logs, adjudication queues.

KPIs

End-to-end cycle time, touchless rate, escalation frequency.

STAGE 7

FULLY INTEGRATED EMBEDDED END-TO- END

This last stage is where AI, people and systems operate as one

Deliverable

Enterprise-scale orchestration across people, agents, and systems.

Tooling

Microsoft Fabric telemetry; Dynamics 365 CE backbone; OT/IoT integration.

Governance

Enterprise RAI office, policy codification, audit readiness.

KPIs

Revenue mix shift, AI adoption across clusters, market-share lead.

DRIVE REAL BUSINESS TRANSFORMATION WITH 4SIGHT AUTOMATED INTELLIGENCE

Artificial intelligence (AI) adoption continues to progress in the workplace, and deliver meaningful impact and intelligence across business processes – the era of AI and human collaboration is here.

“AI is reshaping how organisations operate. Advances in AI supercomputing and agentic AI are moving work beyond manual coordination into intelligent, multi agent ecosystems that can adapt, decide and act” explains Tertius Zitzke, CEO at 4Sight Holdings.

“Cloud and edge computing have evolved into practical hybrid architectures. AIoT and smart infrastructure are

enabling connected cities and industrial automation. Cybersecurity and digital trust are no longer optional; they are foundational.”

Against this backdrop, Zitzke says the reality facing businesses in every Artificial intelligence (AI) adoption continues to progress in the workplace, and deliver meaningful impact and intelligence across business processes – the era of AI and human collaboration is here.

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Against this backdrop, Zitzke says the reality facing businesses in every sector is that failing to adopt intelligent automation and AI orchestration risks losing relevance in a world that is accelerating. “Investing in AI is no longer a question of ‘if’, but ‘where and how’.”

The most profound impact of AI will happen inside everyday workflows, accelerating the path to becoming a Frontier Firm – a new organisational model for the AI era that is human-led but AI-operated, designed to scale intelligence as easily as cloud computing scales infrastructure.

“The challenge facing businesses is how to implement the right solution, a process that starts by choosing an AI first partner who can convert strategy into tangible outcomes, fast, by mapping the evolution of AI to business realities,” continues Zitzke.

4Sight empowers success through our 7 Stages of AI with People in Business.

- **Stage 1:** Experiment with AI to assist individuals with simple prompting and tasks.
- **Stage 2:** Learn, build confidence, set guardrails so AI can act as a colleague and support departments.

- **Stage 3:** Innovate by piloting real use-cases, where AI observes work in context and guides users.
- **Stage 4:** AI executes supervised tasks to achieve productivity, quality, and scale.
- **Stage 5:** AI starts operating independently, institutionalising AI as the default in routine work.
- **Stage 6:** A mature, governed, measured, and responsible AI coordinates end-to-end processes.
- **Stage 7:** Full embedded integration from end-to-end where AI, people, and systems operate as one.

“This practical, governed AI delivery blueprint enables businesses to progress from ad-hoc AI usage to a fully orchestrated, automated, AI-enabled enterprise, leveraging Microsoft platformsX and governance frameworks for scalability and compliance,” elaborates Zitzke.

“Those that progress through the stages create resilient, adaptive, AI-enabled enterprises – ready for continuous change.”

Importantly, Zitzke highlights how the model allows organisations to start at any stage, scale at their own pace, maintain governance and human oversight, and progress toward becoming a Frontier Firm.

Visit our website



4sight.cloud

Tertius Zitzke | Tertius.Zitzke@4sight.cloud



4Sight Holdings Ltd
28 Roos Street
Fourways, Gauteng
South Africa, 2191

Tel: (+27) 12 640 2600
Email: sales@4sight.cloud
Web: 4sight.cloud

Executive Directors: Tertius Zitzke (Group Chief Executive Officer) | Eric van der Merwe (Group Chief Financial Officer)

Non-Executive Directors: Kamil Patel | Andrew Murgatroyd | Christopher Crowe | Marichen Mortimer | Douglas Ramaphosa | Adrian Saville | Tshepo Shabangu

4Sight Holdings Ltd, Registration Number: 2022/852017/06

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