



SYNAPTIX

DELIVERING REAL BUSINESS IMPACT WITH GENAI

AI & Trustability



Building AI is easy.
Building *trust & belief* is the real work.

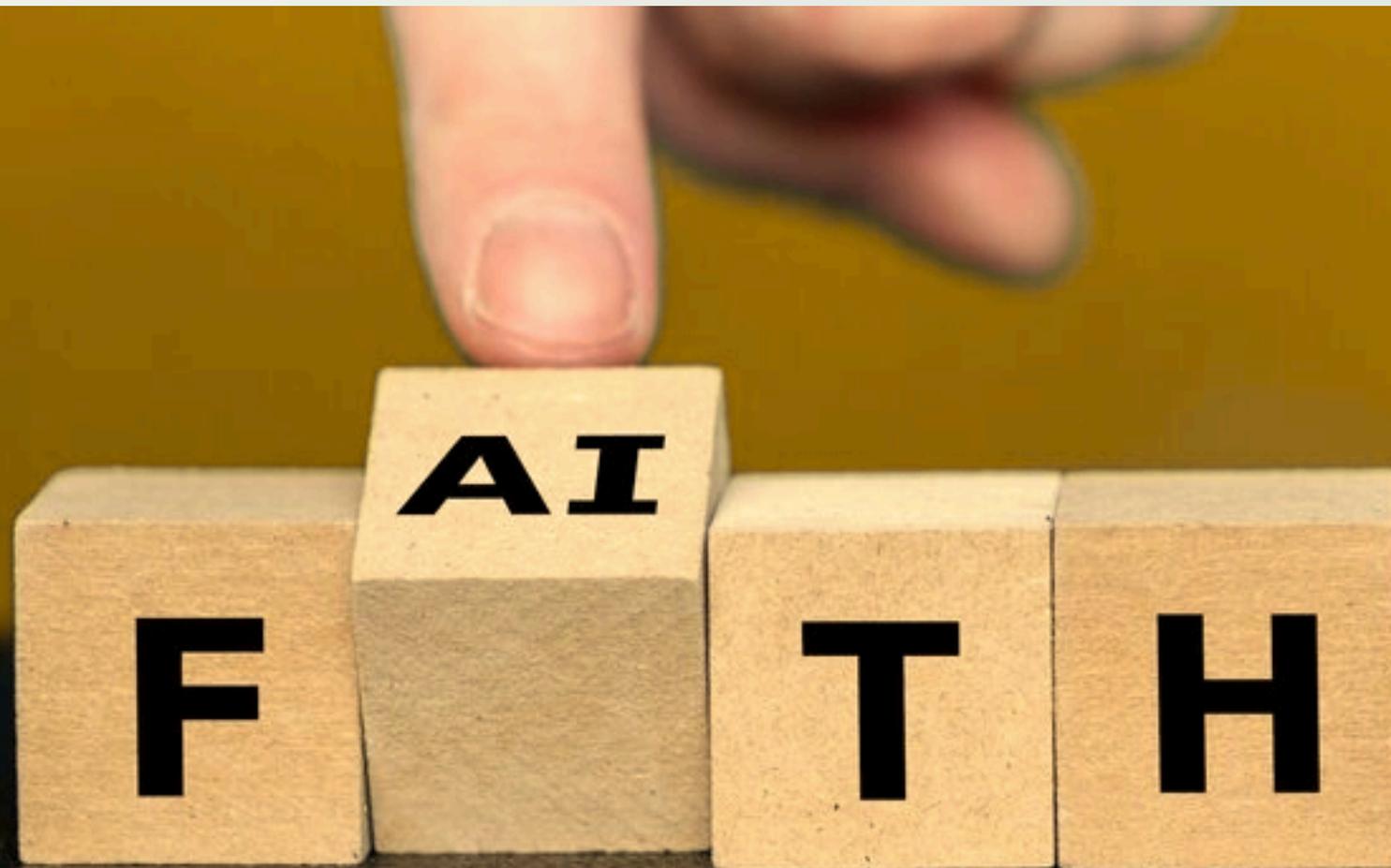




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Trust is the real AI problem



- ✓ Most AI projects don't fail because models can't answer.
- ✓ They fail because people *don't believe* the answer.
- ✓ Trust is built in layers: **Tech → Champions → Culture**

Built by teams who've lived through enterprise transformation (not just read about it).





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Why AI gets “*side-eyed*” at work



Hidden logic → “*Feels like guessing*”



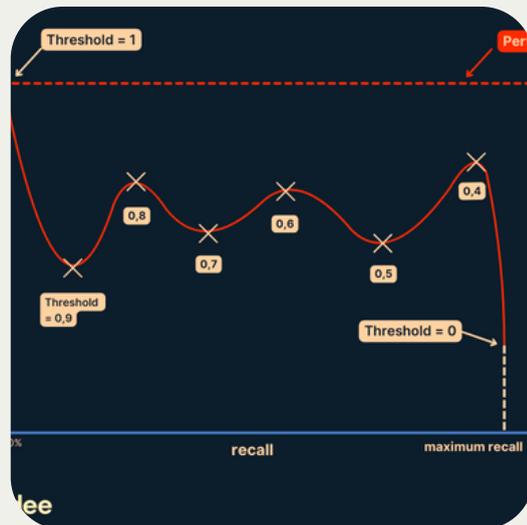
Messy data → “*Garbage in, garbage out*”



No override → “*If it’s wrong, I’m stuck*”

One surprise is all it takes... and adoption dies quietly. ➤➤

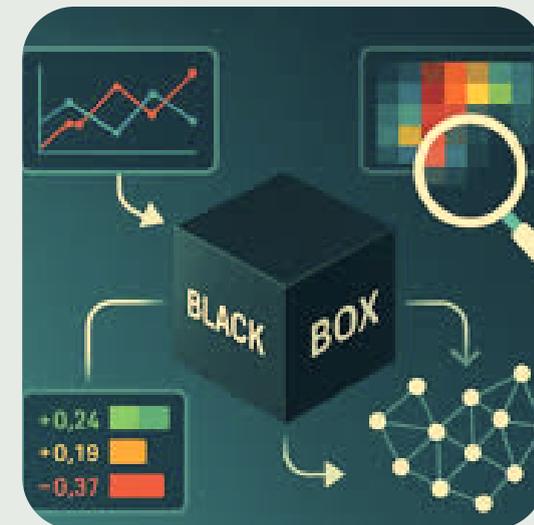
Build **safe AI** before you build smart AI



Show confidence (and what's uncertain)



Flag-for-review when confidence is low



Explainability: what data + logic drove the output



Use deterministic analytics/ML for crunching where you need reliability, not storytelling





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Trust isn't announced. It's **earned**.



Start with dirty manual work everyone hates



Prove value fast (low risk, high relief)



Then expand... only when users feel in control

Sequence matters: Efficiency → Efficacy → Growth



SynaptyX Success Story



EFFICIENCY

“Trust starts here”

Scanned PDFs →
structured data using **OCR**
+ **parsing**

Confidence scoring +
flagging
missing/inconsistent
fields

**Clear “manual
intervention” lane**



Efficacy

“Make it usable”

**Standardised
templates +
analytical-ready
dataset**



Growth

***“Now you can trust
analytics”***

Dashboards +
**conversational
analytics for insights**

Up to **60%** faster
decision-making

Proven scale: 4,500+
cities, rollout time
reduced by **80%**



The **hard part**: changing how people work



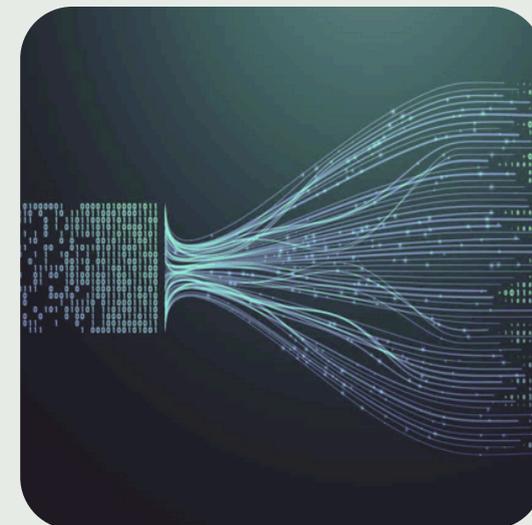
- »» Don't "roll out AI". Roll out **new habits**.
- »» **Define**: what's automated, what's reviewed, what's escalated
- »» *Train champions → then train the wider org*
- »» *Set up governance early (not after the first incident)*

Governance-first AI delivery has achieved **85%**
adoption, 20+ leaders trained, operational in **4 months** »»

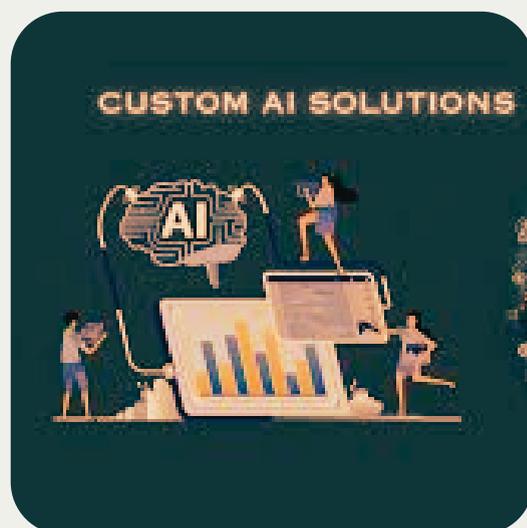
Why trust demands **more** than great tech



AI Advisory & Strategy (alignment + CoE + governance)



Data Intelligence (clean, governed data)



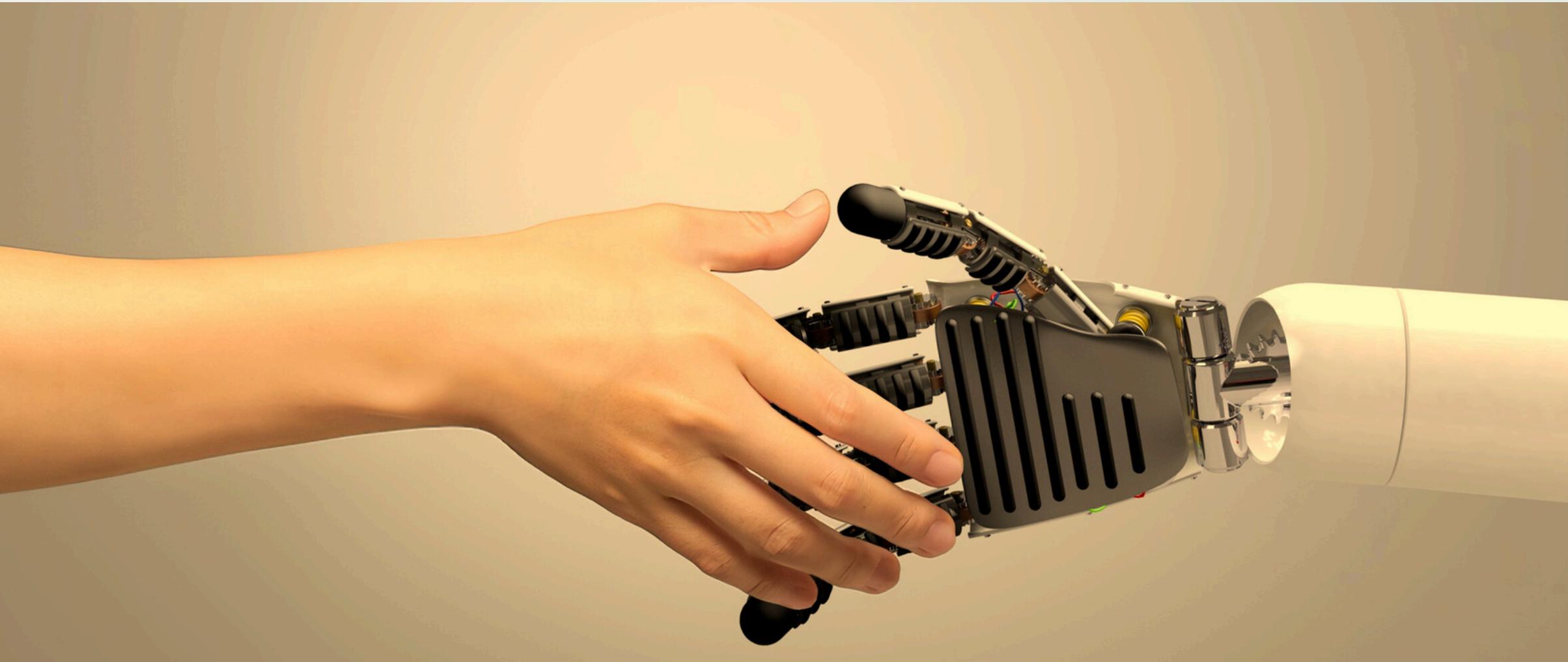
Custom AI Solutions (guardrails + human oversight)



Analytics & Insights (deterministic where it matters)



Practical trust signals users notice



- ✓ Confidence shown (not hidden)
- ✓ “Here’s why” + “here’s the source”
- ✓ Clear handoffs to humans
- ✓ Audit trail for decisions
- ✓ Rollback plan (yes, really)
- ✓ Measured outcomes tied to the work

If you’re planning AI adoption, ask: **Where’s the *human override*?**
What happens when confidence is *low*? Who owns the *rollout*? ➤➤



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Want the Strategy Framework one-pager and the AI Readiness Checklist?



Comment “framework” and we’ll send both.



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We’re advisory led and people centred. Strategy, change and AI Centres of Excellence that last.

Contact Us



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