HOW AI GETS DELIVERED IN AN ESTABLISHED BUSINESS

The delvr.ai *Method.*

Most AI advice is either a vendor pitch or a 200-page consulting framework. This is neither. It is the small number of things the best operators agree on, stripped of the hype, arranged so a CEO can act on them.

Assess. Build. Lead.

Three stages, one loop. The same spine as our engagements, because a method you cannot buy delivery against is just an opinion.

01 Why a method at all.

Nine in ten businesses already use AI. One in four has a strategy for it. Almost none have it running where it counts. The gap is not belief, budget, or the technology. It is delivery: most businesses bolt AI onto how they already work, run a few pilots, and stall.

90%	24%	1%
are using AI tools	have a clear AI strategy	of AI value comes from agentic systems

Source · National AI Readiness Index 2025, n=1,042 Australian businesses

The organisations that pull ahead do a handful of unglamorous things consistently. We read how Google, Microsoft, McKinsey and Anthropic each describe AI adoption, kept what they agree on, discarded the parts that only make sense at enterprise scale, and built something an established business can actually run.

Google	Microsoft	McKinsey	Anthropic
Start with quick wins and minimal disruption. People, process, technology, in that order.	Fix the one constraint holding you back, not every dimension at once. Put a small cross-functional group in charge.	Redesigning the work is the single biggest source of value. Pilots that never change the work create nothing.	Skill your people in how to work with AI, not just which buttons to press. Treat AI as infrastructure, not a gadget.

02 Five principles underneath it all.

Before any roadmap, these are the beliefs the method rests on. If you disagree with these, the rest will not land.

PRINCIPLE 01

Start from the business, not the tool.

The first question is never "where can we use AI." It is "where does this business actually lose time, money, or customers." AI is the answer to a problem you can already name.

PRINCIPLE 02

Redesign the work, do not decorate it.

Dropping AI into an unchanged process gives you an expensive assistant. The value comes from rethinking the end-to-end workflow once AI is in it.

PRINCIPLE 03

Fix the binding constraint.

You do not need to advance on every front at once. Find the one thing blocking progress, whether that is data, skills, or trust, and clear it first.

PRINCIPLE 04

People are the bottleneck, not models.

The model is rarely the limiting factor now. Whether your team knows how to delegate to it and judge its output is. That is a training problem, and a solvable one.

PRINCIPLE 05

Measure value, or it stays a story.

Decide upfront what a win looks like in dollars, hours, or satisfaction. The companies that capture value are the ones tracking it from day one.

03 The method. Assess. Build. Lead.

This is the spine of the work, and it is the same spine as our engagements. Each stage answers one question and produces something you can put in front of a board. It runs as a sequence the first time, then becomes a loop you repeat.

01 Assess

OUTPUT · A ROADMAP AND AN HONEST CALL ON WHAT TO BUILD FIRST

"Where does AI pay here?"

- **Read the business the way an operator does:** strategy, margins, and where the work actually happens. Map where time and money drain away before naming a single AI tool.
- **A verdict on every system you run:** extend it with AI, integrate AI into it, replace it, or leave it alone. The in-house builds and the licensed platforms both.
- **Set the goalposts now:** what counts as a win, in numbers you already report on.
- **Find the binding constraint:** the one gap in data, skills, or trust that blocks everything else, and the places your AI use is already exposed.

Engagement · The 90-day AI Strategy Jump Start, which includes the Technology Audit and the AI Governance Assessment.

What AI actually is, form by form, is a different question. We map the six forms AI takes in a business at delvr.ai/resources/six-forms-of-ai.

02 Build

OUTPUT · WORKING SYSTEMS IN THE BUSINESS, AND A TEAM THAT CAN RUN THEM

"Can we ship value into the business?"

- **Pick one or two initiatives** that are high-value, low-drama, and visibly tied to a problem from Assess.
- **Prove them in 30 to 60 days** against the win condition you set, with a real human in the loop.
- **Redesign the work as you go,** so each initiative proves a new way of working, not a clever demo.
- **Equip the people:** train for fluency (the four skills overleaf), put a small group in charge, and set the rules of the road for data, sign-off, and what stays off-limits.
- **Work all three surfaces:** your processes, your product, and your people.

Engagement · Build work, scoped on outcomes delivered, not hours logged.

03 Lead

OUTPUT · AN OWNED AGENDA AND THE CADENCE THAT SUSTAINS IT

"How does it compound?"

- **Sequence four to six initiatives,** costed and tied to revenue, cost, customer experience, or risk.
- **Build, buy, or kill,** called on each one with the reasons attached.
- **Run the cadence:** a monthly review of what shipped, what is in flight, what went wrong, and what needs an executive decision. One hour. Anything longer stops happening.
- **Let the wins fund the next round,** and repeat the loop from Assess.

Engagement · A fractional Chief AI Officer, one to two days a week, owning the agenda rather than advising on it.

04 What "training people" really means.

Most AI training teaches prompting. Prompting is roughly a quarter of one of four skills. Real fluency, the kind that separates a team that gets value from one that does not, has four parts. We borrow this framing from the work Anthropic did with two university professors, because it is the clearest we have found.

01

Delegation

Deciding what to hand to AI, what to keep human, and how to split a task between the two. The judgment call that everything else depends on.

02

Description

Telling the AI clearly what you want and giving it the right context. This is where prompting lives. Necessary, but not the whole game.

03

Discernment

Judging whether the output is actually good: accurate, unbiased, fit for purpose. The skill that protects you from confident nonsense.

04

Diligence

Owning what you do with the result. Responsibility, transparency, and knowing the rules you are operating under.

05 Knowing where you stand.

Every major framework uses some version of a maturity ladder. Here is a plain-English one. The point is not the label. It is to have an honest conversation about which rung you are on, and to refuse to skip one.

Curious MOST START HERE	A few people use AI in the chat window for odd tasks. **No strategy, no measurement, no shared view.** Useful, but invisible to the P&L.
Tactical QUICK WINS	A handful of pilots are running and showing time saved. **The work itself has not changed yet.** Real, but fragile, and easy to stall here.
Strategic THE TURNING POINT	AI is tied to commercial goals, workflows are being redesigned, and people are trained. **Value is tracked and defended.**
Native THE FRONTIER	The business is rebuilt around AI. **It is infrastructure, not a project.** Few established businesses are here, and that is fine.

06 The one trap to avoid.

Pilot purgatory.

The single most common failure is a drawer full of promising pilots that never change how the business runs. Adoption is high, impact is near zero. **The escape is not more pilots. It is picking one, redesigning the work around it, training the people who do that work, and measuring what changed.** That is Assess, Build, Lead in a sentence.

Where would this land for your business?

Thirty minutes, no deck, no pitch. We work out which rung you are on and where the value actually is.

Book a 30-minute call