Dawgen GLOBAL

CAPABILITY BROCHURE · TECHNOLOGY & CYBER

# AI Transformation, Governance & Assurance

*Measurable value. Embedded governance.*
*Evidence you can rely on. Designed for the Caribbean.*

**SIX SERVICES. ONE METHOD. ONE ENGAGEMENT TEAM.**



Dawgen Global illustration

# AI adoption is accelerating. Enterprise control is struggling to keep up.

Artificial intelligence (AI) is changing how organisations operate, serve customers, manage risk and create value. Success takes more than powerful tools: it takes measurable business outcomes, governance that keeps pace with the technology, and evidence that critical controls and outputs can be trusted.

Across the Caribbean, AI arrives through employees, vendors, customer-service platforms, finance applications and cloud systems. Boards may know AI is in use without a full view of where it operates, what data it can reach, what decisions it influences, what value it creates or whether its controls work.

**45%** of employees regularly use AI tools at work, up from 15% a year earlier

**67%** of users reaching AI services on corporate devices did so through non-corporate accounts

*Source: 2026 Verizon Data Breach Investigations Report, which also ranks Shadow AI among the most commonly detected non-malicious insider actions.*

## Six questions management increasingly needs to answer

01 Where is AI being used, and which use cases matter most?

02 What measurable financial, operational or customer value is AI creating?

03 Who owns each material AI system, workflow and outcome?

04 What data, systems and decisions can AI access or influence?

05 What controls, human oversight and evidence exist?

06 Can the organisation show that important AI outputs and controls can be relied upon?

**The risk.** AI can scale faster than the governance, measurement and assurance built to control it, leaving fragmented investment, Shadow AI, weak accountability, unreliable outputs, cyber exposure and benefits never realised.

# Three pillars. One integrated AI transformation model.

### VALUE

*Where should we invest, and what return should we expect?*

AI readiness, use-case prioritisation, workflow redesign, business cases, return on investment, productivity conversion, AI economics and benefits realisation.

### GOVERNANCE

*How do we scale AI without losing control?*

AI policy, system inventory, risk classification, Shadow AI, agent governance, human oversight, vendor governance, board reporting and regulatory readiness.

### ASSURANCE

*How do we know the systems, outputs and controls can be trusted?*

AI content assurance, provenance, control testing, cyber resilience, evidence retention, remediation validation and assurance readiness.

**THE OUTCOME** A governed AI portfolio where investment decisions link to measurable value, higher-risk use cases get stronger control, and management can show how critical AI risks and outputs are monitored and assured.

## One delivery method across every service

Every service runs on the same five stages, so engagements connect rather than compete.

| | |
|---|---|
| **1 ASSESS** | Establish the facts: inventory, exposure, maturity, value opportunity and control gaps. |
| **2 DESIGN** | Set decision rights, policies, controls, thresholds and the target operating model. |
| **3 IMPLEMENT** | Put the design into operation, with owners, dates and working controls. |
| **4 MONITOR** | Track exposure, outcomes, exceptions and value through recurring reporting. |
| **5 ASSURE** | Test whether controls and outputs can be evidenced and relied upon. |

# A modular portfolio that can start small and scale

Each service has its own brochure and its own diagnostic entry point.

01 GOVERNANCE

### TRUST360™ AI Governance-as-a-Service

Establish, operate, monitor and continuously improve enterprise AI governance.

START WITH AI Governance Maturity Diagnostic

02 ASSURANCE

### AI Content Assurance & Provenance Review

Test whether consequential AI-assisted content is accurate, traceable, properly reviewed and supported by evidence.

START WITH AI Content Integrity Diagnostic

03 VALUE

### AI Value Realization & Readiness

Prioritise the right use cases, redesign workflows and turn AI investment into measurable business outcomes.

START WITH AI Readiness & Value Diagnostic

04 ASSURANCE

### Continuous Cyber Remediation & Cyber Resilience

Move from periodic cyber assessment to continuous prioritisation, remediation, validation and executive reporting.

START WITH Cyber Resilience & Remediation Diagnostic

05 GOVERNANCE

### Agentic Customer Experience Governance

Govern AI agents that deal with customers, access data, recommend outcomes or act across business systems.

START WITH Agentic CX Governance Diagnostic

06 VALUE

### AI Economics, Cost & Token Governance

Give finance leaders visibility of AI consumption, vendor cost, model economics, return on investment and portfolio discipline.

START WITH AI Economics, Cost & Return Diagnostic

These six services address AI, data and digital risk within Dawgen Global's wider Technology & Cyber pillar.

# Do not start with more AI. Start with knowing where you stand.

A diagnostic-first model gives a practical starting point and an evidence-based view of maturity, priority risks, value opportunities and next steps.

**1**

**DIAGNOSTIC**

Assess maturity, risks, value opportunities and control gaps.

**2**

**FINDINGS MEETING**

Turn findings into executive priorities and decisions.

**3**

**FOCUSED SPRINT**

Address a defined problem in a short, measurable engagement.

**4**

**IMPLEMENTATION**

Design and implement workflows, controls, governance and reporting.

**5**

**MANAGED SERVICE**

Recurring monitoring, testing, value tracking and board reporting.

**6**

**ASSURANCE**

Test whether critical controls and outputs can be evidenced and relied upon.

**FAST-TRACK OPTION**

Organisations that already understand the problem can move straight to a 30-Day Dawgen Sprint. Boards and executive teams can also begin with a 90-minute Dawgen Executive AI Briefing.

## Timing and delivery

| | |
|---|---|
| **Diagnostic** | Usually 2–4 weeks from information access to findings meeting |
| **30-Day Sprint** | 4 weeks, defined scope |
| **Implementation** | Scoped after the diagnostic |
| **Managed service** | Monthly or quarterly cycle, minimum 12 months |
| **Delivery** | Remote, hybrid or on site across the Caribbean |

05 · EXECUTIVE VALUE

# Different executives need different answers from the same AI programme

| | |
|---|---|
| **Board & Chief Executive** | *Are we using AI in a way that creates value without uncontrolled risk?* |
| **Chief Financial Officer** | *What are we spending, what benefits are realised, and which investments should scale or stop?* |
| **Chief Operating Officer** | *Which workflows should be redesigned, and where should people stay in control?* |
| **Chief Information / Technology Officer** | *How do architecture, models, data, identity and vendors support safe scale?* |
| **Chief Risk Officer / Compliance** | *Which AI use cases carry the greatest regulatory, conduct, privacy and operational risk?* |
| **Internal Audit** | *Can management show that required AI controls are well designed and operating?* |
| **Business Leaders** | *How can AI improve customer outcomes, productivity and capacity without new failure points?* |

06 · HOW WE DIFFERENTIATE

## Value, governance and assurance, designed together

Many AI programmes separate transformation from risk and assurance. We connect them: understand the value case before scaling, set governance while the operating model is designed, and build evidence as you go.

- Business value first, not technology first
- Governance built into implementation, not a separate policy exercise
- An assurance mindset informed by audit, risk and control disciplines
- Cybersecurity integrated into AI transformation and agent deployment
- Financial and operational measurement built into every programme
- Caribbean design with borderless delivery
- Diagnostics that turn thought leadership into actionable roadmaps

07 · DESIGNED FOR THE CARIBBEAN

# International-standard capability. Caribbean operating reality.

Caribbean organisations face many of the same AI opportunities and risks as larger global enterprises, in a different context: organisational scale, specialist talent, cross-border operations, shared service providers, data sovereignty, regulatory diversity, regional infrastructure and cost sensitivity.

### Proportionate governance
Controls matched to risk and organisational scale.

### Vendor-neutral advice
Recommendations based on business need, not one technology ecosystem.

### Built for mid-market scale
Diagnostics and sprints that can grow into managed services.

### Cross-border delivery
Suited to multi-island groups and organisations across jurisdictions.

### Board-ready reporting
Technical issues translated into business, financial, regulatory and reputational terms.

### Assurance by design
Evidence, testing and traceability built in, not added after deployment.

### Capability transfer
Internal teams strengthened, not made dependent on outside advisers.

## PRIORITY SECTORS

Banking and financial services · Insurance · Credit unions · Government and public sector · Telecommunications · Utilities · Healthcare · Hospitality and tourism · Retail and distribution · Manufacturing · Professional services · Education · Family-owned and mid-market groups

## TYPICAL OUTCOMES

- Clearer AI investment priorities
- Stronger board oversight
- Improved cyber resilience
- Better visibility of AI economics
- Faster remediation
- Reduced Shadow AI
- Better workflow design
- More reliable AI-assisted content
- Stronger control evidence
- Greater confidence to scale

# Not sure which service you need? Start with the Dawgen AI Transformation Diagnostic.

An enterprise-level starting point for organisations that have begun adopting AI without a consolidated view of value, governance, risk and assurance readiness. Its output shows which of the six services, if any, to take up next.

## THE DIAGNOSTIC EXAMINES

- AI strategy and business priorities
- Current AI use and Shadow AI
- Use-case value and prioritisation
- Data and technology readiness
- AI economics and benefit measurement
- Governance and accountability
- Human oversight and decision rights
- Cybersecurity and identity
- Vendor and third-party exposure
- Content integrity and provenance
- Agentic AI risk
- Monitoring, reporting and assurance readiness

**1**

**Request a diagnostic**

A structured assessment of where you stand.

**2**

**Book a 90-minute Executive AI Briefing**

A focused view of AI value, risk, governance and assurance for your board or senior team.

**3**

**Start a 30-Day Dawgen Sprint**

Move straight into a defined problem: value, governance, content assurance, cyber remediation or agent governance.

## WHAT MANAGEMENT RECEIVES

A maturity view, priority risks, highest-value opportunities, immediate control gaps, recommended 90-day actions, and a roadmap showing which diagnostic, sprint or managed service should follow.

**EMAIL** info@dawgen.global **WEB** https://www.dawgen.global/

Every engagement is scoped and priced through its engagement letter. Every territory has its own desk: write to territory@dawgen.com, or info@dawgen.global for Jamaica. We serve 35 territories across the Caribbean and the Americas from Dawgen Towers, Kingston.

Unless an engagement letter states otherwise, these services are advisory and are not an audit, review or assurance engagement under International Standards on Auditing or ISAE 3000 (Revised), and no assurance opinion or conclusion is expressed. Statistics attributed to third parties come from the sources named and have not been independently verified. Dawgen Global is an independent, integrated multidisciplinary professional services firm and is not a member of any international network. As a multidisciplinary firm, Dawgen Global offers some regulated services; in each case the head of the regulated division holds the professional practice licence required in the relevant jurisdiction. General information only, not professional advice. © 2026 Dawgen Global.