



# How to Get Ready for AI

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## INTRODUCTION

# Are you ready to unleash your business potential with AI?

When you think of Artificial Intelligence (AI), what comes to mind? Typing something wrong and your phone magically correcting it? Removing unwanted items from your selfie? Maybe even when Spotify suggests a song you'll likely enjoy.

These common scenarios are the result of AI analyzing large datasets to automate useful tasks almost instantaneously. While consumer-oriented examples like autocorrect and music recommendations showcase convenience, AI's businesses value is in its ability to analyze your organization's data to solve complex problems, improve efficiency, and drive innovation.

Ignoring AI readiness in today's landscape is like missing the boarding call to the future of business. While the potential of AI to revolutionize efficiency, insights, and decision-making is undeniable, simply jumping on the bandwagon without preparation risks wasted resources, ethical pitfalls, and frustrated employees.

In this guide, we help organizations think ahead about their AI readiness and lay a strong foundation for success. This involves assessing their data infrastructure, fostering a culture of innovation and understanding, and establishing clear governance frameworks. By taking these proactive steps, organizations can ensure AI becomes a powerful tool for growth, rather than a disruptive force for chaos.

Remember, AI readiness isn't about blind adoption, it's about harnessing its power responsibly and strategically.

# Cultural Readiness for Artificial Intelligence



The progress of Artificial Intelligence (AI) is indisputable. From the self-driving cars zipping through city streets to the chatbots patiently answering customer queries, AI reaches into every aspect of our lives. But amidst the undeniable excitement, a crucial question often gets sidelined: *are we culturally ready for AI as an organization?*

Sure, the technical infrastructure might be there, and the datasets meticulously compiled. But without a corporate culture receptive to change, transparent in its actions, and ethically sound in its principles, even the most sophisticated AI project can stumble spectacularly.

## WHY DOES CULTURAL READINESS MATTER SO MUCH?

1

### Trust and Transparency

Implementing AI often involves collecting and analyzing sensitive personal data. Without transparency about how AI works and safeguards this data, employees and customers alike turn wary. Open communication and clear, ethical guidelines are the sunshine and water that build trust, allowing the AI seed to take root.

2

### Embracing Change

AI disrupts the status quo, demanding adaptability and a willingness to learn. Cultures that encourage experimentation, foster collaboration, and celebrate learning create an environment where AI can flourish. Conversely, rigid hierarchies and a fear of failure prevent innovation.

3

### Reskilling and Upskilling

Automation through AI may alter roles, necessitating reskilling and upskilling initiatives for employees. A culture that invests in its workforce, prioritizes training, and values lifelong learning empowers employees to thrive in the transformed landscape.

4

### Responsible AI

Ethical considerations around data biases, quality, and accountability are paramount. A culture that prioritizes responsible AI development ensures technology serves humanity, not the other way around.

## But how do we assess and cultivate this cultural readiness?

- ◊ Surveys and Workshops: Gauge employee attitudes, identify concerns, and gather feedback through internal surveys and workshops.
- ◊ Governance and Frameworks: Establish clear governance frameworks and ethical guidelines that define how AI will be used, by whom, and with what safeguards.
- ◊ Leadership Development: Equip corporate leaders to champion AI adoption, address concerns, and navigate change effectively.
- ◊ Open Communication and Education: Provide employees training on AI basics, its applications, and potential impact on jobs.
- ◊ Celebrate Successes and Learn from Failures: Share positive experiences with AI to cultivate enthusiasm and openly discuss challenges to foster learning.

***AI readiness is not a sprint, but a marathon.***

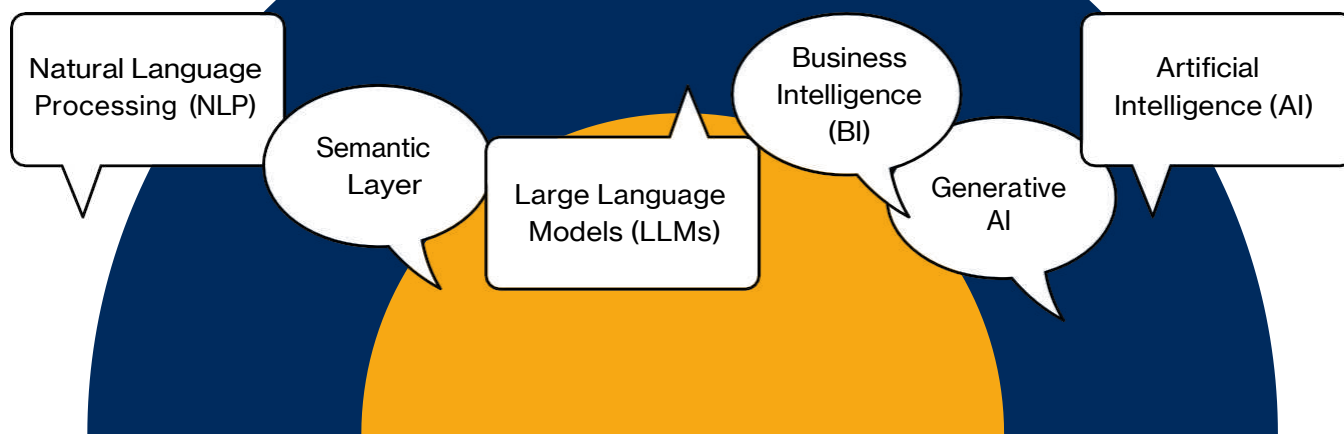
By actively nurturing a culture that embraces change, prioritizes ethics, and invests in its people, organizations have the potential to cultivate flourishing ecosystems where AI thrives and flourishes.

# Decoding Buzzwords Like Natural Language Processing and Semantic Layer

AI is an acronym that evokes a mix of anticipation and enthusiasm among different individuals. However, for many, it can be a frustrating combination of technical terms and jargon.

This section aims to demystify a few fundamental terms: Natural Language Processing (NLP), Semantic Layer, Large Language Models (LLMs), and Generative AI, and provide some examples of how our customers are leveraging tools that bring artificial intelligence (AI) into their Business Intelligence (BI) program.

Gaining an understanding of these key terms and being aware of the available options is an important step in AI Readiness.



## LET'S TALK NLP

Imagine having a search bar that understands plain English, not just complex code. That's the magic of Natural Language Processing (NLP). Imagine sitting at your desk, staring at a vast sea of data, unsure of where to begin. With NLP, you can simply type a question into a search bar, just like you would ask an experienced colleague for help. You don't need to worry about complex code or SQL queries. NLP understands plain English and translates your questions into powerful commands that retrieve the relevant information you seek.

The power of NLP lies in its ability to bridge the gap between humans and machines. Instead of spending hours wrangling software code or struggling to formulate the right query, NLP enables you to effortlessly explore and analyze your data.

Imagine the possibilities. You can ask questions like, "What were our sales figures last quarter?" or "Show me the top-performing products by region." Well-implemented and trained natural language processing algorithms understand the context and meaning behind your queries, allowing you to receive accurate and relevant answers in real-time.

With the right NLP tools and end-user training, you can communicate with your data in a way that feels natural and intuitive. NLP empowers you to take control of your data analysis, making it accessible to anyone, regardless of their technical background.

## AND THEN THERE'S THE SEMANTIC LAYER

Picture a hidden layer of intelligence that sits between your data and your applications. This layer understands the meaning of your data, regardless of its format or location. It's like a translator, but for data, making it easier for different tools and applications to communicate and work together seamlessly.

Imagine a scenario where you have data stored in various databases, spreadsheets, and cloud platforms used by your organization. Each source may use different terminology and formats, making it difficult to integrate and analyze the data effectively. However, with the Semantic Layer, this data can be standardized.

For example, let's say you have a sales report in one system and a customer database in another. Without the Semantic Layer, it would be challenging to connect the two and gain meaningful insights. However, with the Semantic Layer, AI links the sales data to the customer information, allowing you to analyze the impact of specific customers on sales performance.



Furthermore, the Semantic Layer also ensures data consistency and accuracy. It helps identify and reconcile discrepancies, ensuring that the data being shared and analyzed is reliable and trustworthy. This layer acts as a guardian, ensuring that the information flowing between different applications is accurate and consistent.

The Semantic Layer is the intelligent intermediary that breaks down the barriers of data silos and enables a holistic view of your data landscape.

### **Now, here's the cool part**

You don't have to possess an extensive knowledge of data science or be an AI expert to take advantage of these technologies. Blue Mantis Data Analytics solutions enable organizations to seamlessly integrate AI into their business processes and IT infrastructure. Whether you're a business professional, a data analyst, or even a curious individual, these tools are designed to make AI accessible and user-friendly for everyone.

Imagine being able to analyze complex data sets and uncover valuable insights with just a few simple questions. These tools empower you to do just that, allowing you to tap into the potential of AI-driven analytics without the steep learning curve. Instead of spending hours learning complex coding languages or relying on data scientists, you can now take control of your data analysis and make informed decisions with ease.

So, whether you're a business owner looking to optimize your operations, a data analyst seeking to uncover hidden patterns, or a curious individual interested in exploring the possibilities of AI, these tools are here to empower you. You no longer have to feel intimidated by the complexities of AI or worry about lacking technical expertise. Blue Mantis Data Analytics experts leverage industry-leading solutions from ThoughtSpot, Sage, Dremio, Text to SQL, Sigma, Data.world, and more to enable AI analysis for your corporate data. AI is now within reach without the huge investment in staff or the compute costs associated with implementing AI tools.

**ThoughtSpot & Sage:** Imagine creating charts and fetching data just by typing questions in a natural language search bar. That's the power of ThoughtSpot's Everywhere and Sage, powered by NLP. No more wrestling with complex queries – just ask and get the insights you need.

**Dremio & Text to SQL:** Say goodbye to writing complex SQL queries! With Dremio, you can simply type your questions in plain English, and the magic of NLP converts them into SQL, fetching the data you need instantly. It's like having a

**Sigma & Sigma AI:** Data wrangling can be a tedious task. But Sigma AI takes the pain out of it. Just input your table or workbook, and Sigma AI's AI engine automatically cleans, curates, and prepares your data for analysis. It's like having a robot assistant do all the heavy lifting for you.

**Data.world & Bots:** Finding the right data can be like searching for a needle in a haystack. But data.world's AI-powered bots make it a breeze. They can answer your questions, suggest relevant datasets, and even enrich your data with additional metadata. It's like having a personal data concierge at your service.

*See? AI doesn't have to be intimidating or exclusive to data scientists if companies are taking a thoughtful approach to it and, as always,*

NOW, FOR THE EXTRA NERDY TOUCH, LET'S DIVE DEEPER INTO TWO MORE BUZZWORDS:

**Large Language Models (LLMs):** This particular algorithm falls under the umbrella of artificial intelligence (AI). It leverages advanced learning techniques and extensive datasets to comprehend, condense, create, and predict new content. Data organization and governance are crucial steps that should not be ignored when it comes to connecting your data to Large Language Models (LLMs). It's easy to get caught up in the excitement and buzz of AI, but skipping these steps is not an option. If you're not fully prepared for AI, it's best to hold off and avoid wasting valuable time. Before taking the plunge, it's crucial to take the necessary steps and ensure that your data is well-organized and centralized in a single repository rather than scattered across multiple isolated systems. This precautionary measure will set you up for success as you delve into the world of AI.

**Generative AI:** This broad term encompasses any AI technique that can create new content, like text, images, or code. LLMs are a powerful tool within generative AI, but not the only one. Imagine AI generating realistic product descriptions or designing personalized learning experiences – that's the potential of generative AI.

## Data Organization and Governance



We've heard the adage of: "garbage in, garbage out." Normally when we say this, we are referring to data quality issues feeding into your analytics and resulting in untrustworthy insights. This concept holds true for Artificial Intelligence (AI) implementation. So, when you are assessing your AI readiness and how LLMs could play into your business, remember "Don't Feed Your LLM Garbage: Data Organization is Key to AI Success."

Large Language Models (LLMs) are like hungry learners, constantly devouring data to become smarter and more versatile. But just like with any student, what they're fed directly impacts their output. Substandard data input results in substandard AI output: *garbage in, garbage out*.

This section cuts through the hype and emphasizes the crucial, often overlooked, step of data organization and governance before unleashing your LLM.

## WHY A SINGLE SOURCE OF TRUTH MATTERS

Imagine teaching a language student from multiple, disconnected textbooks. Conflicting information, inconsistencies, and missing context would hinder their learning. That's what happens when LLMs deal with siloed data: inconsistent outputs, biased results, and ultimately, wasted time and resources.

### Inconsistent Outputs:

*Data Fragmentation:* LLMs trained on segmented datasets may lack the holistic understanding needed for consistent responses. Imagine learning French from one book focusing on formal vocabulary, another on slang, and none on grammar. The student's output would be inconsistent and confusing.

*Conflicting Bias:* Different datasets often harbor inherent biases. LLMs trained on such data can amplify these biases, leading to inconsistent and potentially harmful outputs.

*Domain Mismatch:* Applying an LLM trained on general text to a specific domain (e.g., legal documents) can lead to nonsensical outputs due to a lack of domain-

### Biased Results:

*Algorithmic Bias:* Without objective standards, bias can creep into the training data, algorithms, and evaluation metrics used to train LLMs, leading to biased outputs.

*Data Imbalance:* A process for comprehensive statistical collection ensures objective training data, reducing the potential for bias in the LLM's output.

*Selection Bias:* High standards for data curation for training reduces potential for bias, which in turn adversely influences the LLM's understanding and analyses of the data.

### Wasted Time and Resources:

*Inefficient Training:* Training LLMs on siloed data requires more resources and time to achieve optimal performance compared to using unified datasets.

*Error Correction:* Inconsistent, biased, or inaccurate outputs necessitate manual correction and debugging, wasting valuable time and resources.

*Missed Opportunities:* LLMs with limited access to comprehensive data lack the full potential to generate creative, insightful, and informative outputs.

Siloed data hinders LLMs, leading to inconsistent, biased, and inefficient learning. Consider the status of your data structure and knowledge base when thinking about your company's AI readiness. Knowledge graphs bridge this gap, offering interconnected information and enabling LLMs to reason, infer, and gain domain-specific understanding. Through automated information extraction, continuous learning, and explainable AI, we can build interconnected learning systems. Collective efforts towards standardized formats, collaborative building, and open data are crucial for unlocking the true potential of LLMs and responsible AI.

## Data Lakes and Warehouses: Your LLM's Knowledge Hub

Think of a data lake or warehouse as a well-organized library for your LLM. It stores all the data – structured, unstructured, and everything in between – in a single, accessible location. This allows the LLM to learn from diverse sources, connect information, and generate more comprehensive and meaningful results.

At Blue Mantis, we have customers using Snowflake, Microsoft Fabric, HPE GreenLake, and Databricks as their data lake or data warehouse. We find that data lakes and data warehouses offer functionalities and access control features that can be leveraged to integrate data governance for LLMs in several ways:

### ***Secure Data Access for Training:***

**External Storage:** Connect to cloud storage like AWS S3 or Azure Blob Storage where training data resides. Ensure role-based access control (RBAC) restricts access to authorized entities.

**Virtualized Compute:** Use scalable compute resources for LLM training and prompt execution, granting LLM's speedy and secure access to data.

### ***Data Governance Framework:***

**Granular Access Control:** Implement RBAC to define roles with specific privileges for different data segments. This controls what data LLMs can access and manipulate for generation.

**Data Subsets:** Create views or materialized views to provide LLMs with access to specific data subsets, filtering sensitive information and limiting the scope of data used.

### ***Monitoring and Auditing:***

**Data Lineage Tracking:** Track data flow from ingestion to usage, understanding how data used by LLMs originated and transformed.

**Query History and Access Logs:** Monitor LLM interactions with data through platform audit logs. This reveals how LLMs use data and helps identify potential misuse.

### ***Integration with External Tools:***

**Connector Libraries:** Utilize platform-specific connector libraries or open-source options to interact with data from popular environments like Python, where LLM training and experimentation often occur. These connectors enforce access control through assigned roles and permissions.

**Open-Source Processing Engines:** Leverage open-source SQL execution engines like Spark or Trino alongside LLM frameworks like TensorFlow or PyTorch. This enables advanced data processing and analytics while adhering to platform data governance features.

Data warehouses and data lakes like Snowflake, Redshift, BigQuery, and others offer a foundation for secure and governed LLM development and deployment. By utilizing platform-specific features like RBAC, data subsetting, lineage tracking, audit logs, and connector libraries, organizations can ensure responsible use of LLMs with appropriate data access and control.

Remember, data governance is an ongoing process. Continuously monitoring and adapting your approach is crucial as your LLM evolves and your data needs change.

## WRITE-ACCESS IS ESSENTIAL FOR CONTINUOUS LEARNING

Your LLM doesn't just learn once; it continuously evolves. So, ensuring write-access to the data repository is crucial. This allows you to feed the LLM new information, correct errors, and refine its understanding over time. However, write access should be isolated in order to not overwrite or modify existing data.

While continuous learning through write-access to the data repository is vital for refining the LLM's understanding, it's crucial to consider the compute cost implications. Every update, correction, or new piece of information requires running the training algorithms again, potentially on massive datasets. This can quickly rack up significant expenses, especially for large and complex models.

### DATA QUALITY IS KEY

Remember, even the best library is ruined with messy textbooks. Before connecting your LLM, invest in data organization and governance. This includes:

- ♦ Data cleaning
- ♦ Data labeling
- ♦ Data governance

**Data cleaning:** The unsung hero of analysis, tackles the messy reality of raw information. It's the process of transforming that tangled mess into a reliable and usable resource by fixing errors like typos and outliers, resolving inconsistencies in formatting and terminology, and addressing missing values that often plague datasets.



### **Data Labeling:**

It's not just about adding tags; it's about breathing life into raw information. This crucial step adds context and meaning, transforming silent data into a language machines and humans can understand. Like meticulously organizing a library with clear labels, data labeling categorizes content, highlights key themes, and even captures sentiment. This doesn't just make retrieval easier; it unlocks the potential for advanced analysis. Labeled data serves as the training ground for machine learning algorithms, allowing them to learn, adapt, and ultimately extract valuable insights from the data jungle. It forms the backbone of the semantic layer.

### **Data Governance:**

The guiding force for managing an organization's information assets. It establishes a framework of rules and processes that ensure data security, privacy, and quality throughout its lifecycle. This framework encompasses various aspects, including defining who can access and modify data, implementing protocols for data protection and encryption, and setting standards for data accuracy and consistency. Regular data quality checks and audits become crucial under data governance, guaranteeing the information used for decision-making is always reliable and trustworthy. It also addresses privacy concerns by establishing regulations for data collection, usage, and storage, ensuring compliance with relevant laws and ethical practices. Ultimately, data governance fosters a culture of responsible data management, where information is treated as a valuable asset to be protected and utilized effectively.

Identifying data governance stewards and stakeholders who understand your specific domain and data landscape is crucial for establishing an effective data governance program, whether it be for BI, AI, or both!

### ***Don't Skip The Data Organization and Governance Step: It's Not Worth the Risk.***

Starting AI without data organization and governance is like building a house on a shaky foundation. It might seem quick and exciting at first, but eventually, it crumbles. Remember, investing in data preparation isn't glamorous, but it's essential for sustainable and successful AI implementation.

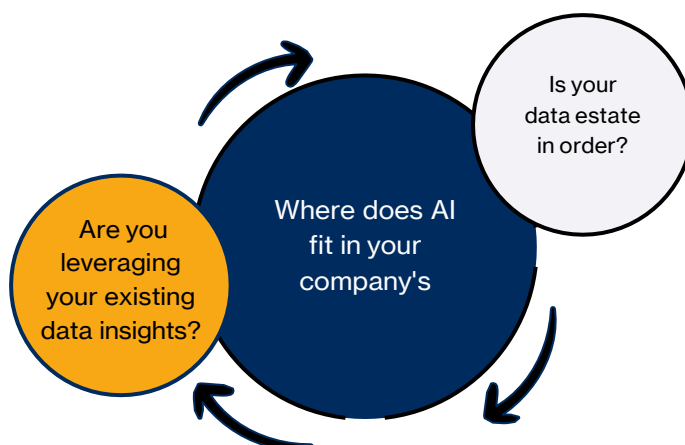
# Artificial Intelligence Discussion Questions

Artificial intelligence (AI) and machine learning (ML) have a long history and have been utilized mainly by computer scientists, statisticians, and individuals with technical backgrounds. However, as time has passed, AI and ML have become more accessible, as seen in popular technologies like Amazon Alexa and Siri on the Apple iPhone. In the realm of data analytics and business intelligence, data science has harnessed these skillsets to achieve advanced analytics, moving beyond historical and prescriptive analysis to predictive scenarios. These tasks were traditionally carried out by experts in mathematics and statistics, proficient in programming languages such as Python, R, Java, and C#.

In 2023, AI took the spotlight with Open AI's ChatGPT gaining tremendous popularity among not only the data community but virtually everyone. This technology demonstrated the capability to comprehend natural language questions and provide prompt, natural language responses that can be further expanded upon. Natural language processing has also evolved to the point where it feels like having a conversation with the application.

AI can be a powerful tool and do impressive things for businesses, like automating repetitive manual tasks that take hours to do. But before you dive headfirst into AI, it's critical to consider your organization's AI readiness. Ask yourself, "Is my company truly prepared to harness the power of AI?"

This section provides a series of artificial intelligence discussion questions to guide your internal conversations as you work to assess your AI readiness across various critical areas. We encourage organizations to start these conversations early and have them frequently because, through those open conversations' introspection, you can pave the way for a successful AI implementation or realize it isn't the priority for your business (and that's okay too, in fact, it isn't for most companies).



## AI Readiness Discussion Questions

### ***Envisioning AI's Role: Where does AI fit in your company's***

AI implementation and adoption is booming, with businesses eager to leverage its potential for transformation. But before you jump down the rabbit hole of "all things AI," take a moment to ask yourself: Where does AI truly fit in my company's future?

This simple question acts as a crucial compass, guiding you away from blind excitement and towards strategic implementation. Here's why it matters:

- ◆ ***Not Every Problem Needs an AI Fix:*** AI isn't a magic solution for every issue. Throwing AI at a process for the sake of it can lead to wasted resources and inflated expectations. Ask yourself: *what existing challenges hinder our growth? Does manual intervention create bottlenecks?*
- ◆ ***Alignment is Key:*** Does AI's potential align with your long-term vision? Look at your company's goals and strategic roadmap. How can AI support those existing objectives, like improving customer experience or optimizing operations? A misaligned "AI for the sake of AI" approach leads to scattered efforts and will likely derail your core focus.
- ◆ ***Data Deluge or Data Desert?*** Remember, AI thrives on data. Does your company have the required quality and quantity of data to feed AI models effectively? Investing in a data infrastructure overhaul before diving into an AI implementation might be necessary. Don't forget to ask the ethical questions as well as there are potential ethical implications associated with AI.
- ◆ ***Skills and Scalability:*** Consider the human factor. Does your team have the expertise to manage and maintain AI projects, like prompt engineering? Upskilling is essential. Additionally, think about scalability. Can your AI solution grow alongside your business needs?

## **DON'T FORGET THE BIG PICTURE:**

AI is a powerful tool, but it's not a standalone solution. How will it integrate with your existing systems and processes? Consider potential cultural shifts and ensure clear communication with all stakeholders. Remember, the successful adoption of any technology involves a holistic approach.

By asking "Where does AI fit in my company's future?" you shift your focus from impulsive action to strategic planning. This ensures you embark on an AI journey that complements your vision, solves real problems, and propels your company towards a truly transformative future, not just towards a "shiny new toy".

So, before you hop on the AI bandwagon, take a moment to step back and see if you are even ready for that next step. Without careful planning and the right questions, AI can become a disorienting maze.

## **DATA FOUNDATIONS: IS YOUR DATA ESTATE IN ORDER?**

The excitement surrounding AI is real, but before you rush to build your company's AI program, take a step back and ask yourself: is your data foundation strong enough to support AI? Just like a house needs a solid base, the successful implementation of AI is dependent on the quality and structure of your data. So, before getting caught up in the whirlwind of AI possibilities, consider these essential questions:

- Is your data organized and governed? Do you have defined standards like clear labeling, access controls, and a centralized data repository for easy access and management?
- Have you tackled your unstructured data (documents, images, videos)? Are these valuable insights effectively cataloged and accessible for AI algorithms, ensuring they can be fully utilized?
- Who are the custodians of your data? Do you have designated data stewards responsible for data quality, accuracy, and accessibility, guaranteeing reliable information flow?
- Are your employees data-aware? Do individuals across departments understand the importance of data quality and responsible usage for AI projects? A data-literate workforce promotes responsible AI development and avoids potential ethical pitfalls.

By addressing these questions before embarking on your AI journey, you'll build that solid foundation needed for a successful AI implementation. We will be the first to admit that AI's potential is undeniable, but without well-managed data, even the best-laid plans fail. Do yourself a favor and take the time to ensure your data is organized, accessible, and understood.

## BUSINESS INTELLIGENCE (BI): ARE YOU LEVERAGING YOUR EXISTING DATA INSIGHTS?

Business Intelligence (BI) tools have long promised (and delivered) actionable insights, but are you truly extracting their full potential? In today's data-driven world, simply having data isn't enough; you need to use it effectively. So, it's time to ask yourself: Is your BI game strong enough for the AI evolution?

**BI Beyond Buzzwords:** Let's face it, if your fancy BI tools gather dust instead of empowering employees, you are not ready for AI. Are end users actively engaging with existing BI tools? If not, identify barriers to usage, be it complex interfaces, lack of training, or data relevance.

**Democratizing Data:** Knowledge (like your data) shouldn't be siloed. Are employees across departments empowered to explore data beyond pre-built reports? Tools like self-service BI platforms can unleash hidden talents and facilitate data-driven decision-making at all levels. Foster a culture of data curiosity, not just reliance on predefined information.

**AI Is The Superpower Partner:** AI isn't here to replace BI; it is its natural evolution. Can your current BI tools integrate with emerging AI solutions? Imagine the possibilities – AI-powered anomaly detection, sentiment analysis, or predictive modeling seamlessly integrated with your existing data streams. This fusion unlocks deeper insights and fuels smarter decision-making.

## CONCLUSION

# Are you ready to unleash your business potential with AI?

AI readiness is not a destination, but an ongoing process. By fostering continuous dialogue, addressing identified gaps, and staying informed on AI advancements, your company can navigate the evolving landscape of this exciting technology.

This guide is your starting point. Engage in open discussions, ask tough questions, and address concerns to ensure your company is well-positioned to leverage the transformative power of AI.

Optimizing business intelligence (BI) for the AI era goes beyond technology. Empower your people and foster a data-driven culture by addressing user needs and democratizing access. This can transform your BI tools from data repositories into engines for growth and innovation, even without AI or large language models (LLMs).

Gaining a deeper understanding of key concepts like Natural Language Processing, Semantic Layers, LLMs, and Generative AI will empower you. This knowledge will reveal how these tools revolutionize how we engage with data and information.

Before investing in a full-fledged AI program, explore how AI can enhance your existing BI and utilize readily available tools that bring AI capabilities to you.

Embrace the future of data analysis and unlock the potential of AI but remember to build upon existing foundations. Contact us today to explore how these tools can transform your data analysis journey.







## About Blue Mantis

Blue Mantis is a security-first, IT solutions and services provider with a 30+ year history of successfully helping clients achieve business modernization by applying next-generation technologies including managed services, cybersecurity and cloud. Headquartered in Portsmouth, New Hampshire, the company provides digital technology services and strategic guidance to ensure clients quickly adapt and grow through automation and innovation. Blue Mantis partners with more than 1,500 leading mid-market and enterprise organizations in a multitude of vertical industries and is backed by leading private equity firm, Abry Partners.

**At the core of everything we do is human contact; just one person talking to another.**

**Give us a call or send an email and let's meet the future together.**

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