



# Cutting Through the AI Hype

AI Applications in Business Today

**2026 Edition**



Are you our next  
**Frontier Firm?**

**THE FACE OF DIGITAL EMPLOYEES**

- Digital Call Centre Employee
- Digital Subject Matter Specialist
- Digital Redaction Checking Expert
- Digital Data Entry Assistant



Experts in AI & Data  
utilising cloud solutions  
to enable business  
transformation.

**Visit our website to learn  
more about us.**



# Table of Contents

- 3 FRONTIER FIRMS - WILL YOU BE NEXT**
- 4 CASE STUDY: SPELLINGS FOR ME**
- 5 THE FACE OF DIGITAL EMPLOYEES**
- 7 DIGITAL CALL CENTRE AGENT**
- 9 DIGITAL SUBJECT MATTER SPECIALIST**
- 11 DIGITAL REDACTION CHECKING EXPERT**
- 13 DIGITAL DATA ENTRY ASSISTANT**
- 15 ADDITIONAL OFFERINGS**
- 18 TEKENABLE - PARTNER WITH THE EXPERTS IN AI & DATA**



# Frontier Firms Will you be our next one?

“Adoption is accelerating: 24% of leaders say their companies have already deployed AI organisation-wide, while just 12% remain in pilot mode.”

Source: Microsoft (Apr 23, 2025)  
“Work Index: 2025 - The Year of the Frontier Firm is born.”

Frontier Firms are the trailblazers who are setting new standards in business transformation. They don't adapt to change – they define it.

## Frontier firms fundamentally redesign how work gets done.

Increasingly, these firms are distinguished by their deep integration of AI agents and digital employees, shifting from simple automation to hybrid human-AI teams that redefine roles, workflows, and competitive advantage.

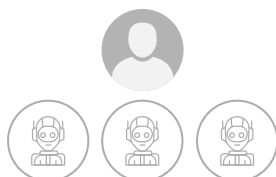
Recent analyses show that frontier firms are built around “intelligence on tap”, AI capabilities embedded directly into daily operations, where agents function as assistants, digital colleagues, and eventually autonomous operators managing end-to-end processes under human oversight.

As AI agents become integral workforce members, every employee effectively becomes an “agent boss,” managing digital colleagues and scaling their impact through intelligent automation. In this way, frontier firms are not just ahead—they are actively shaping the future structure of the modern enterprise.

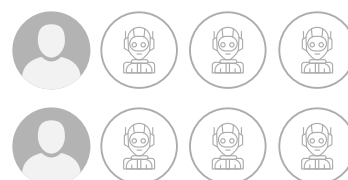
### Phase 1 Human with Assistant



### Phase 2 Human-agent teams



### Phase 3 Human-led, agent-operated



Frontier firms adopt three increasingly sophisticated models of AI-driven work—human + assistant, human-agent teams, and human-led, agent-operated workflow. Each compounding productivity and enabling employees to focus on higher-value creativity and decision-making.

Source: Microsoft (Apr 23, 2025)  
“Work Index: 2025 - The Year of the Frontier Firm is born.”

# Case Study:

# Personalised Learning, Global Reach



## The Challenge

Launched in 2019, Spellings for Me set out to create a differentiated spelling programme tailored to each student's individual ability. Initially designed for primary schools in Ireland, the platform quickly gained traction internationally as teachers relocated and sought to continue using the tool abroad. However, this expansion revealed unexplored opportunities, particularly with the platform's audio files, which featured only Irish-accented English. Additionally, the original system, lacked advanced UX/UI design, comprehensive reporting, and gamification features. As the user base grew, so did the volume of backend data, creating scalability and performance challenges that required robust technical support.



## The Solution

To address these growth areas, TEKenable partnered with them to build the initial platform and to evolve the platform to a V2, which incorporated:

- Fully managed web application hosted on Microsoft Azure, designed for scalability and global availability.
- Enhanced UX/UI design and gamification features.
- Advanced reporting tools for teachers and students.
- Integration of AI-powered voice technology via Azure's Voice Studio, enabling support for 10 English accents including American, Canadian, New Zealand, South African, Tanzanian, Indian, Nigerian, and more.

The implementation began with discovery and planning sessions, followed by quality assurance testing and pilot rollouts at selected schools. TEKenable played a key role, providing scalable infrastructure and AI expertise that ensured a smooth transition and helped future-proof the platform. Spellings for Me also expressed appreciation for the team's enthusiasm, professionalism, and genuine care, throughout the project.

## The Outcome

The rollout of Version 2 has been a resounding success. A number of schools have already adopted the new platform, with expansion underway across many countries, as well as including a new homeschool version, allowing parents to purchase the programme directly. The project's impact was further recognised when Spellings for Me was selected as the Tipperary representative for the National Enterprise Awards 2025.

Looking ahead, the team is working closely with TEKenable's AI division to develop features aimed at supporting children with dyslexia—ensuring that no child “slips through” when it comes to early assessment and intervention.

### AI Capabilities:

- AI Voice Technology
- Adaptive Learning / Personalisation
- Regionalisation via AI
- AI Pattern Recognition
- AI-Enhanced UI, Gamification & Reporting
- Azure AI Infrastructure

# The Face of **Digital Employees**

“Consulting firm McKinsey now has 25,000 personalised AI agents and 35,000 human employees.”

Source: CNBC (Jan 29 2026)  
“How CEOs bringing AI agents to work are preparing customers and employees”

## Digital employees are the ultimate game-changer for modern businesses.

They're always available, delivering seamless support 24/7 without breaks, so your customers never wait and your operations never pause. They're instantly scalable, allowing you to expand your workforce at the speed of demand. They're also cost-effective, cutting overhead while driving efficiency, so you can reinvest savings where it matters most. And with specialised skills tailored, they adapt effortlessly to your workflows, becoming the reliable, high-performing team members you've always wanted.

### **How do they Work?**

#### **Integration**

Seamlessly connect your digital employee to your existing system such as CRM, HR, or finance platforms, ensuring they fit naturally into your workflows without disrupting daily operations.

#### **Training**

Customise their responses, processes, and workflows to match your company's tone, policies, and unique requirements, so they feel like an extension of your team.

#### **Deployment**

Quickly launch digital employees into your daily operations, enabling them to start handling tasks, supporting customers, and streamlining processes from day one.

#### **Monitoring**

Track their performance with real-time dashboards that provide insights into efficiency, productivity, and customer satisfaction, helping you continuously optimise results.



## Digital Employees

AI-driven virtual team members designed to handle repetitive, time-consuming tasks so your human workforce can focus on creativity, strategy, and innovation.

They're not just chatbots - they're specialised assistants that integrate seamlessly into your business operations.



Our intelligent voice-first AI solution that transforms how businesses interact with customers, staff, and systems, without the need for apps or web interfaces. Whether inbound or outbound, it enables natural, autonomous conversations over the phone, powered by advanced voice interaction models and agentic AI.

---

# Digital Call Centre Agent



# Conversational AI that closes the call, and opens possibilities.

Designed to operate autonomously, our digital call centre agent can initiate or receive calls, access systems of record, retrieve documentation, and perform tasks such as booking appointments or updating CRM entries. It leverages advanced interaction models and agentic AI to support business functions. By removing the need for screen-based interfaces, it transforms traditional workflows into measurable, cost-effective, and accessible voice-first experiences.

## Key Features and Benefits

### Voice-Driven Intelligence

Make and receive phone calls, bring expertise to the call and respond naturally.

### Autonomous Tasks

Book appointments, update CRM systems, it acts on behalf of users.

### Secure & Observable

Ensuring every interaction is logged, measurable, and auditable.

### System Integration

Connects with internal systems, documentation, and calendars to deliver actionable support.

“In my experience, organisations that succeed with AI agents tend to focus less on novelty and more on reliability.”

Source: Forbes (Jan 28 2026)  
“AI Agents As Digital Employees: Why Most Companies Hire Them Wrong”

## Use cases:

**Sales:** Drives customer calls, sparks better conversations, books follow-ups, and updates your CRM automatically.

**Support:** Delivers expert support using past cases and documentation—resolving issues or escalating with clear summaries.

**Healthcare:** Manages patient bookings and answers billing or policy questions, providing accurate information instantly.

**Logistics:** Schedules deliveries and installations with smart routing and instant confirmations across SMS, email, or phone.

**Safety:** Monitors lone workers and IoT environments, instantly alerting managers and enabling fast, informed responses.

In today's data-driven world, unstructured data (documents, diagrams, images, etc.) constitutes a significant portion of a company's information landscape. Emails, documents, presentations, and sensor data often remain untapped due to their complexity. However, unlocking this data can lead to substantial operational improvements and valuable insights for better decision-making.

---

# Digital Subject Matter Specialist



# Unlock hidden knowledge in your unstructured data and decide smarter with AI-powered answers.

Around 80% of a company's data is thought to be unstructured data (documents, diagrams, images, etc.) underscoring the importance of advanced technologies such as Generative AI and Azure OpenAI. These tools are invaluable in harnessing unstructured data, empowering staff to make informed decisions and elevate customer service quality.

## Key Features and Benefits

### Time Saving

Our system pulls key insights from multiple sources and delivers one unified response, instantly.

### Conversational UI

Ask questions in natural conversation that understands follow-ups and complex queries.

### Seamless Integration

Documents are searched for relevance and meaning, not just shared keywords.

### Beyond Search

Stand-alone or seamlessly integrates with your existing line of business systems.



"85% of organisations have already started implementing AI into their business operations, with 47% leveraging AI for workforce planning and management."

Source: KPMG, April 2025.  
AI Pulse Survey Q1

## Your Knowledge, Instantly Accessible

### Corporate Knowledge Interaction:

Instantly unlock your organisation's buried knowledge. Our Natural Language Chat UI cuts through unstructured documents and delivers answers on demand.

### Leveraging Azure Cognitive AI Services:

- **Azure OpenAI:** Power crisp, intelligent conversations that understand your users and deliver appropriate responses every time.
- **Azure Cognitive Search:** Turn scattered data into rapid, curated insights with AI-driven search that surfaces only what matters.

### Precision and Control:

- Responses stay 100% grounded in your internal documents - no external data, no risk, no surprises.
- Designed to avoid guesswork, ensuring every answer is factual, focused, and trustworthy.

Our intelligent redaction verification solution, designed to help organisations confidently manage sensitive information. Powered by AI and built for scale, it helps to ensure your documents are redacted accurately, securely, and in compliance with data protection regulations.

---

# Digital Redaction Checking Expert



# Enhancing Document Redaction Accuracy with AI

It combines AI-powered intelligence with a continuous learning loop that improves accuracy over time and analyses redacted documents to flag potential oversights using domain-specific intelligence.

Designed to:

- Identify unredacted sensitive information.
- Learn case-specific context
- Retain knowledge across related documents within a case.
- Provide an interactive review experience, allowing users to confirm or dismiss flagged items.

## Key Features and Benefits

### AI-Assisted Accuracy

Automatically detects potential redaction errors and improves over time through user feedback.

### Compliance-First

Built to support GDPR, FOIA, and other regulatory frameworks with full audit trails and reporting.

### Risk Reduction

Minimising legal and reputational exposure from data breaches or redaction oversights.

### Scalable & Smart

Handle high document volumes with case-specific memory for names, addresses, and more.

“McKinsey research sizes the long-term AI opportunity at \$4.4 trillion in added productivity growth potential from corporate use cases”

Source: McKinsey, January 2025.  
*Superagency in the workplace: Empowering people to unlock AI's full potential*

## Making it an essential tool for:

- **Government departments**
- **Regulatory bodies**
- **Law enforcement**
- **Legal professionals**
- **Healthcare providers**
- **Insurance companies**
- **Call centers**
- **Crisis hotlines**
- **Paralegals**
- **Data protection officers**
- **Redaction service providers**

Businesses still rely on paper, whether for applications, onboarding, compliance, inspections, or customer requests. A Digital Data Entry Assistant ensures that every piece of information captured on paper becomes accurate, usable digital data that flows seamlessly into your operational systems.

---

# Digital Data Entry Assistant



# Turning handwritten and typed paper forms into reliable digital data.

A Digital Data Entry Assistant keeps your operations running clean and fast by cutting out the errors that cause compliance headaches, billing issues, unhappy customers, and messy reporting. They turn paper-heavy processes into smooth, digitised workflows with zero disruption, delivering clean data your systems can trust. Their work fuels automation by ensuring every downstream workflow starts with accurate information.

## Key Features and Benefits

### Cleaner, more reliable data

Your business receives accurate, human-verified data, eliminating errors before spreading.

### Stronger automation

Clean, structured data supercharges workflows, leading to smoother downstream processes and far fewer exceptions.

### Faster processing

Forms are converted into digital data quickly and consistently, keeping operations moving and reducing backlogs.

### Human-AI accuracy

Handwriting, smudged scans, unusual layouts—human-in-the-loop models excel where OCR and automation fail. No critical information is lost.



“We see AI as one of the most profound technologies of our lifetime. We are embedding it across our devices and platforms and across the company (Apple).”

Source: TechCrunch, July 2025.  
Apple plans to ‘significantly’ grow AI investments, Cook says

## How it Supports your Business

**Converts information into structured digital data** A clerk reads scanned paper forms—both neat print and difficult handwriting—and interprets each field so no detail is lost.

**Data direct to line-of-business systems** Whether it’s CRM, ERP, case management or industry-specific platforms, the clerk ensures each data point is entered in the correct format and location.

**“Confidence rating” to every entry** For each field, the clerk provides an honesty-based confidence score that indicates how certain they are about the interpretation - High confidence vs Low confidence.

**Enables human oversight** Low-confidence entries are routed to a designated reviewer or manager, who cross-checks them with the original scanned form and makes corrections if needed. This “human-in-the-loop” process helps maintain exceptional data quality.

# Additional AI Offerings



## Compliance Management for Financial Services



Compliance is a defining factor for financial institutions, shaping how they operate, compete, and grow. Effective compliance ensures strong governance, protects customers, and enables organisations to respond efficiently to regulatory changes while maintaining operational efficiency and cost control.

### AI Capabilities:

- Automate compliance at scale.
- Turns data into proactive risk intelligence.
- Smart customer-facing compliance.

## Patient Management System



We deliver a modern, efficient and secure experience across the full patient journey. As expectations for digital-first, always-available healthcare rise, providers face increasing pressure to deliver seamless clinical and administrative experiences while maintaining rigorous standards of clinical governance, compliance, and data protection.

### AI Capabilities:

- Smarter care - by AI insights.
- AI that catches errors before they cost you.
- Intelligent automation that transforms patient journeys.

## Donation Compliance for NPOs



Not-for-Profit organisations (NPOs) rely on trust, transparency and responsible management of donor funds. Ensuring every donation is handled correctly, recorded accurately and reported clearly is essential for maintaining credibility with donors, regulators and boards.

### AI Capabilities:

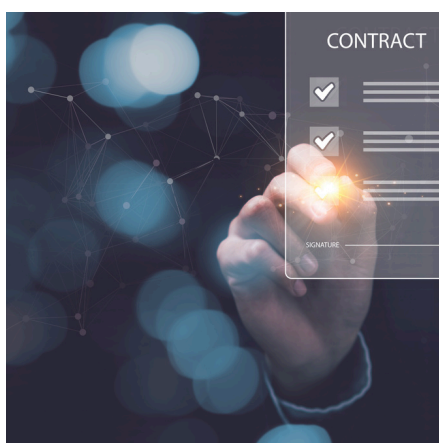
- AI that streamlines compliance.
- Instant donor intelligence turning insight into action.
- End-to-end automation removing friction.

# Additional AI Offerings

continued



## Contract Management Solution



Our Contract Management solution gives organisations a central, structured environment to manage every stage of the contract lifecycle. With a single repository, automated controls, integrated workflows and strong compliance features, teams gain clarity, consistency and confidence in every agreement.

### AI Capabilities:

- Find it. Know it. Use it.
- Automate every stage.
- Governance built in.

## Citizen Services



The Citizen Services solution enables public bodies to deliver faster, and more accessible services, whilst giving departments the tools, insights and controls needed to operate efficiently and with confidence. It modernises the citizen journey while strengthening internal operations, providing a future-ready platform for public service transformation.

### AI Capabilities:

- Citizen-facing digital engagement.
- Unified case management care.
- Process automation & workflow improvement.

## Contact Centre 2.0



Contact Centre 2.0 is our modernised, AI-enabled, omnichannel engagement platform designed to help organisations move beyond legacy systems and fragmented communication tools. It unifies voice, digital channels, case management, workflow automation and analytics in one intelligent solution.

### AI Capabilities:

- Omnichannel customer engagement.
- Unified case management.
- AI & Analytics layer.

# Additional AI Offerings

continued



## Grant Management



Designed for Citizens and Government. Delivering a modern and transparent grant experience for everyone. Citizens, community groups, and organisations expect digital-first, accessible services to apply for and track grants, while government bodies must ensure accountability, compliance, and efficient administration.

### AI Capabilities:

- AI-driven eligibility checks.
- Intelligent document analysis.
- Predictive analytics.
- Conversational AI.

## Partner with the experts in **AI & Data**

### We are Experts in AI & Data utilising cloud solutions to enable business transformation.

We are a technology company delivering the latest innovative business solutions to forward-thinking public and private enterprises in Ireland, the UK, Europe and the Middle East. TEKenable helps you maximise revenue, reduce costs, and empower your employees to bring results faster using rapid digital transformation services.

Established in Dublin, Ireland, TEKenable has evolved into a robust IT company and achieved noteworthy global expansion and success since its inception in 2002.

TEKenable has achieved Microsoft Azure Advanced Specialisations in Migration of Enterprise Apps to Microsoft Azure, AI and Machine Learning and has four solution designations – Azure Digital & App Innovation, Azure Data & AI, Business Applications and Azure Infrastructure; and are proud to have been awarded three Microsoft Partner of the Year Awards for Business Applications, Business Central and Building with AI. We also boast two ISO certifications namely ISO9001 for quality management and ISO27001 for cybersecurity, underscoring our commitment to international standards.

TEKenable takes pride in being consistently included in the Deloitte Technology Fast 50 and being a recipient of Deloitte Technology Impact award, twice.

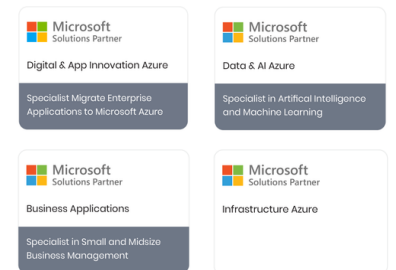
We are also grateful to have had our staff nominate us as a Best Place to Work in Ireland for the last three years in the Mid-size category, as well as in the UK.

“When the challenge has been set, they’ve (TEKenable) always met it and exceeded it... no problem is too big. They have never let us down, they’re just so competent. Yeah, they’re brilliant!”

Source: Emma and Patrick Grace  
Spellings for Me



#### Partner of the Year Awards



Technology Fast 50 | Winner: Seven years running  
2019 - 2020 - 2021 - 2022 - 2023 - 2024 - 2025





# Get in touch

For more information

[www.tekenable.com](http://www.tekenable.com)

Dublin: +353 (0) 1 681 4098

London: +44 (0) 207 183 8996

Belfast: +44 (0) 2890 991 801

Email: [info@tekenable.com](mailto:info@tekenable.com)

Follow us:

 [linkedin.com/company/tekenable](https://www.linkedin.com/company/tekenable)

 [@tekenable.bsky.social](https://bsky.app/profile/tekenable.com)

