



A FIELD GUIDE FROM 8THELEMENT

AI that moves the number, **not the slide count.**

Why most enterprise AI never reaches the P&L, how agents and people share the work when it does, and the playbook we run to get a named problem to a measured result in twelve weeks.

BEFORE WE BEGIN

Adding AI to a process that was never designed for it is not the same as changing the process. The firms that get value treat AI as a **process decision**, made by people who have run it, with the result measured by the people who pay for it.

WHAT WE BELIEVE

01 / 03

Scale the work. Keep the judgment.

Agents take the reading, matching and drafting. People keep every decision that affects a person, and sign for it.

02 / 03

Make it traceable, or it does not ship.

Every action logged, every claim cited, every stage of autonomy earned on evidence a regulator can follow.

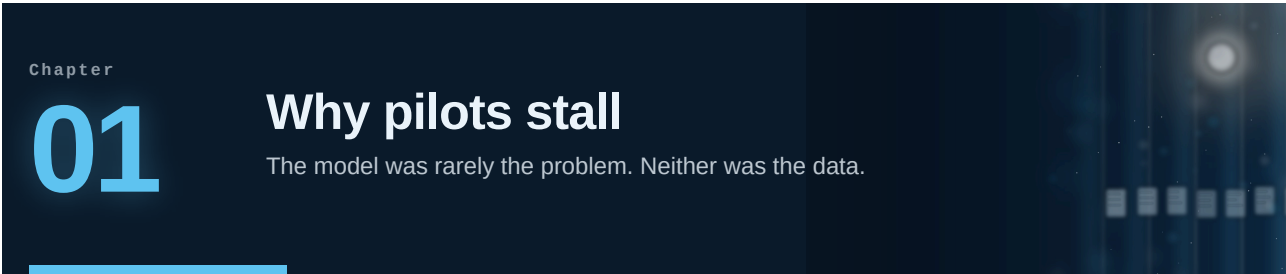
03 / 03

Measure the number, and tie the fee to it.

A baseline your finance team signs before we start, and a fee that moves only when that number does.

WHAT THIS GUIDE COVERS

CHAPTER	THE QUESTION IT ANSWERS
01 Why pilots stall	Why the model was rarely the problem, and the three failures we see most
02 Agents and people	How the work divides, and how an agent earns the right to act
03 How an engagement runs	AIM: assess, implement, mature, and what it has produced
04 The playbook	Six plays, in order, from a boring first win to compounding



AI makes reading, matching and drafting cheap. It does not change who owns the result, who signs the decision, or who pays to keep it running. **That is where pilots die.**

THE THREE FAILURES WE SEE MOST

FAILURE 01

Nobody owned the number

The pilot proved a capability. It never had a sponsor with a baseline to move, so there was nothing to be measured against and no one to be disappointed.

FAILURE 02

Governance arrived afterwards

Risk and compliance met the model at the end, when the only options left were delay or stop. Governance has to be in the design, not in the review.

FAILURE 03

Nothing was funded to run

The pilot budget ended. Nobody had the money, or the people, to keep it alive in production. A result that cannot be run is a slide.

43 initiatives. Ten carried on.

Nineteen stopped, fourteen merged into six, ten accelerated. \$7.5M+ in annual savings came from stopping work as much as from starting it, with a 37% measured contribution to FY24 objectives and eleven cost centres brought into one AI budget.

Chapter

02

Agents and people

Agents do the reading. Your people judge and sign.

A prior authorisation nurse was hired for judgment, and spends the day assembling evidence. Give the assembly to an agent and the judgment gets the day back.

THE OPERATING MODEL: THREE LAYERS, ONE ACCOUNTABLE TEAM

LAYER 01 · AGENTS

Agents handle the volume

Reading, matching, assembling, drafting. Always consistent, always available, always ready to be tuned.

LAYER 02 · YOUR EXPERTS AND OUR OPERATORS

People own the judgment

Edge cases, overrides, every decision that affects a person. The signature a regulator will ask about.

LAYER 03 · THE SPONSOR AND FINANCE

Leadership owns the number

What was accepted, what was corrected, what moved. The loop that turns a result into the next one.

SO INSTEAD OF ASKING

Which model is best?
Can we prompt it better?
How smart is it?

ASK INSTEAD

Who owns the number it is meant to move?
Can a regulator trace the decision?
Who signs, and what happens when they say no?

HOW AN AGENT EARNS THE RIGHT TO ACT

STAGE	WHAT THE AGENT DOES	WHO DECIDES
Shadow	Output compared to the human result.	Your team, exactly as before.
Approve	Recommends, with the evidence cited.	A named person, on every output.
Bounded autonomy	Acts within limits the risk owner sets.	The agent, inside the limits. Everything outside escalates to a person.

Adverse decisions about a person are never made by an agent. Every action is logged and reversible, and your team can pause any agent in one action. SOC 2 Type II, HIPAA with BAA, GDPR, SR 11-7, NIST AI RMF.

How an engagement runs

AIM: assess, implement, mature. Start at whichever fits.

You do not switch AI on. You graduate it, one named process at a time, with **a gate you can check** at the end of each phase.

PHASE	DURATION	THE QUESTION IT ANSWERS	THE GATE
Assess	3 weeks	Where do we actually stand?	A ranked backlog: every use case with a sponsor, a baseline and a target.
Implement	12 weeks	Can we ship one outcome and prove the pattern?	An agent in approve mode with a measured business result.
Mature	Ongoing	Can it run better with fewer hands on it?	Your team runs it. We move from running to advising.

You do not have to run all three. Most clients start where the gap is and complete the full cycle in six to nine months.

HOW WE ARE PAID

BASE FEE

Covers the pod

The people, the agents and the delivery pipeline for the engagement.

OUTCOME COMPONENT

Pays when the number moves

Measured against a baseline your finance team signs before we start. **Our fee moves when your number does.**

PROOF: FIVE ENGAGEMENTS, FIVE NUMBERS SOMEONE OWNED

\$7.5M+

annual savings, AI portfolio consolidated. US national health plan.

10×

clinical guidelines per reviewer day, one to ten. Leading payment integrity player.

\$1B+

indirect spend under a learning decision model. Top 10 US technology company.

\$56M

found against a \$40M target; \$31M realised in year one. Fortune 500 distributor.

Days to hours

prior auth evidence ready before the case opens. Integrated health system.

12 weeks

from signed spec to measured outcome, on a standard engagement.

Results are described without naming the client.

The playbook

The part that gets left out of the brochure.

Play 01

Start boring

Pick a workflow that is high volume, bounded, repeatable and reviewable. Your most ambitious use case is not the first one. Boring is where you can define and measure success.

Play 02

Sign the baseline

Before anything is built, the sponsor and finance agree what the number is today and what it should be. Without that signature there is nothing to move.

Play 03

Build in shadow

The agent runs against live work while your team still decides everything. You learn what it gets wrong before anyone depends on it.

Play 04

Check every output early

Early on, people review all of it. That review is training as much as quality control. Oversight reduces only when the evidence says it has been earned.

Play 05

Measure the number, not the tokens

Throughput, acceptance rate, cost per outcome. Argos meters every model call so finance can read the cost line next to the result.

Play 06

Expand and compound

What worked becomes a playbook. The next workflow starts ahead, autonomy expands on evidence, and the programme stops being a project.

Where you put AI, who signs for it and how it is measured decide whether it becomes a new source of risk or [the thing your operation has needed for years.](#)

THE CATALOGUE

Forty one agents we have built and can deploy.

Each one has a job, a guardrail and a measure, and starts in shadow mode. Which ones suit you depends on your systems and data, so an operator confirms the shortlist before an engagement starts.

Assess 6 agents

Portfolio Scanner

Maturity Scorer

Use Case Ranker

Spend Archaeologist

Regulatory Exposure Mapper

Data Readiness Auditor

Implement 25 agents

Clinical Policy Reader

Prior Authorisation Agent

Care Gap Closer

Chart Intelligence Extractor

Member Service Copilot

Claims Anomaly Investigator

Disclosure Extractor

Scope 3 Estimator

Supplier Engagement Agent

Greenwashing Risk Checker

Procurement Decision Agent

Spend Categoriser

KYC Refresh Agent

Underwriting Evidence Assembler

Markdown and Pricing Agent

Demand Forecast Agent

Shrink Pattern Detector

TMF Completeness Checker

Pharmacovigilance Signal Triager

Voyager Spec Writer

Voyager Build Agent

Voyager Eval Gatekeeper

Customer Match and Survivorship Agent

Data Quality Sentinel

Stewardship Copilot

Mature 10 agents

Argos Token Sentinel

Argos Model Router

Argos Usage Deviation Detector

Drift and Quality Monitor

Incident Auto Resolver

Outcome Attribution Agent

Adoption Coach

Governance Reporter

Pattern Librarian

Application Support Triage Agent

WHERE THIS LEADS

Tell us the number you need to move.

A forty five minute working session with an operator who has run the kind of work you are describing, and an honest read on what it would take. **Our fee moves when your number does.**

info@8thelement.ai

+1 (470) 286-5319 · +91 90142 50206

8thelement.ai



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