


ISSUE #2 - JUNE 2025

EVALUESERVE

ELEVATE



THE MIND+MACHINE
FUTURE: HARNESSING
AI FOR REAL BUSINESS
IMPACT

UNLEASHING THE
POWER OF GENAI
FOR DOCUMENT
INTELLIGENCE

WHAT HAPPENS WHEN
AI STOPS WAITING AND
STARTS ACTING?

AI AS A FORCE
MULTIPLIER: HOW
LEADERS ARE USING AI
TO AMPLIFY HUMAN
INTELLIGENCE

+ SUCCESS STORIES

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Why More Data Is Making Us Clueless (And How To Fix It)

In a sleek, glass-walled conference room, a dozen well-informed people sit surrounded by five glowing dashboards. Yet when the critical question of the day is finally asked, an awkward silence falls. So... What do we do now?

No one seems to have a clear answer, and it's not because we're short on data. Actually we have more data than ever: AI-generated insights, real-time analytics, regional market trends, even predictive models that could rival a NASA dashboard. And still, somehow, the path forward isn't obvious.

This "Intelligence Illusion," the false comfort of having knowledge without knowing what to do with it, is making us slower. Everyone is "informed," yet no one feels truly aligned. Drowned in data and starving for insights, executives today face this paradox.

In a recent survey by MediaPost, 50% of business leaders cited "data overload" as a key challenge, and 77% admitted they rely on dashboards and rarely question the data they receive. In fact, 67% of executives worry that leaning too much on these metrics causes them to miss important signals.

- How do we shift the focus from theory to application?
- How do we move from passive collection to operationalized insights?

A Lesson From The Past

History has seen this pattern before. In the early 1600s, the invention of telescopes and microscopes suddenly gave scholars far more data about the world than they'd ever had. Galileo's telescope brought the craters of the Moon and the moons of Jupiter into view; Hooke's microscope revealed a hidden universe in a drop of water. It was exhilarating – and bewildering. 17th-century scientists struggled to interpret what they saw. As one historian noted, "Seeing these things did not necessarily mean an understanding of their significance." The data arrived faster than the theories. Old mental models shattered (Aristotle's cosmic spheres gave way to Copernicus's heliocentric reality), but new ones took time to form. In other words, even 400 years ago, people faced a version of today's problem: cutting-edge tools delivering unprecedented information and humans straining to keep up with its meaning.

That parallel should give us pause. We are living through a similar knowledge

whiplash. Just as the early scientists had to develop new methods and mental models to make sense of telescope observations, today's leaders must evolve new ways of thinking to interpret real-time business intelligence.

Our Ability To Derive Wisdom Must Catch Up

To overcome that feeling and to build a shared sense of direction, we must align what we see with why it matters. We have "real-time intelligence" on tap, so why do decisions still lag?

One reason is that technology is sprinting ahead of human strategy. Many organizations simply aren't culturally or structurally ready to act on the insights their fancy tools provide. They're held back by legacy mindsets and siloed thinking.

Another issue is the fog of conflicting signals. Imagine a CEO getting alerts: one dashboard says sales are up in Asia; another warns of supply issues in Europe. A predictive model flags a potential new competitor, while an AI insight tool suggests doubling down on a product line. Each is based on data, yet they point in different directions. Which insight wins?

To translate data into smart action, we must learn:

- How to prioritize context over content
- How to ask sharper questions to transform insights into momentum
- How to scale AI into a partner in decision-making with our data, our tech, and our teams





Friend Or Foe?

Just when we were getting used to predictive analytics and ChatGPT-style reports, along came the next upheaval: Agentic AI. The rise of agentic AI is incredibly promising. In a 2025 article by [x]cube LABS, experts predict that by 2030, 60% of enterprise workflows could include autonomous AI agents handling routine tasks and optimization.

But here's the catch: if we struggled with the Intelligence Illusion before, the Agentic Age could either shatter it for good or intensify it into a full-blown hallucination. The introduction of autonomous decision-making demands a cultural and organizational shift. Instead of controlling every decision, people will need to curate and collaborate – focusing on setting

direction, interpreting the big picture, and ensuring ethical and strategic alignment.

The promise is that if we adapt, agentic AI could finally free humans to do what we do best – creative strategy and complex judgment – while the machines handle the deluge of data. Getting there means closing the gap between knowing and doing once and for all.

Lifting The Fog

Information is abundant, but the signal is buried beneath mountains of noise. Why, with all this data, does clarity still elude us?

At Evalueserve, the answer is crystallizing. Here, agentic AI transforms market and competitive intelligence, VoC studies, and supply market analysis, among other capabilities, into proactive strategic assets. It autonomously gathers data and delivers timely, actionable insights. In practice, this means platforms that compile reports for a strategy team to read while continuously scanning sources from news to social media. The AI learns what matters to the business and pushes out alerts and insights without waiting to be asked.

Evalueserve built DocufAI on Google Cloud, a platform that leverages Google's advanced AI to turn unstructured documents into operational intelligence. Think of all the contracts, invoices, and reports that typically sit in digital drawers. DocufAI uses the same AI technology behind Google's own Document AI services to read and understand these documents at scale, extracting key points and even triggering actions. A contract nearing renewal might prompt a sales alert. A compliance report with an anomaly can trigger an immediate review. By mining unstructured data for insights, the platform closes a persistent gap in many organizations: the blind spot of hidden text and static paper.

At the foundation of this capability lies our proprietary Mind+Machine® model. It blends expert analysis with AI-driven platforms to deliver decision-ready insights at both speed and scale, capturing the best of both worlds. Each client is paired

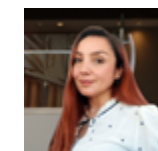
with domain experts (the "Mind") who work with AI tools (the "Machine") tailored to the task. The result: insights arrive quickly, but with the nuance, validation, and contextual depth that only human expertise can offer.

These insights are fast and "decision-ready," meaning they're presented in a way that busy executives can act on immediately. By designing workflows where AI handles the heavy lifting and humans ensure quality and direction, we achieve a level of scale and agility that neither standalone human analysis nor ungoverned AI can match.

In many ways, we are witnessing the end of the Intelligence Illusion, the idea that simply having knowledge is enough. The comfort of having information gives way to the power of true understanding. As the fog lifts, decision-makers can see the landscape more clearly and move with purpose. Yes, there will always be more data than we can fully grasp—but if history has taught us anything, it's that knowledge alone is not power.

If you've ever asked yourself, "We have the tools, so why aren't we seeing impact faster?"—you're not alone. And you're in the right place.

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Harnessing the Mind+Machine Future

The Executive Dilemma: AI That Works In The Real World

Every business leader today is under pressure to “use AI.” But using AI isn’t the goal — solving real business problems is. Credit teams are under regulatory pressure to flag risk earlier. Procurement teams are trying to balance savings with resilience. Sales leaders need insights without adding headcount.

AI promises to help. But too often, it doesn’t deliver. Why? Because AI alone isn’t enough.

Across sectors like banking, pharma, industrials, and consulting, the companies making progress are those combining AI with real-world expertise — a Mind+Machine model. This isn’t just a technology deployment. It’s a managed service: outcome-oriented, continuously improving, and tightly aligned to business workflows.

We’ve honed our Mind+Machine approach through our work with hundreds of clients at Evalueserve. We’ve spent over two decades blending domain expertise with technology to solve high-stakes, data-driven challenges. And today, with AI, GenAI, and Agentic AI, the opportunity has never been greater — or more misunderstood.



One Story, Many Lessons: From Supply Shocks To Smart Systems

When a global auto supplier faced a sudden tariff shift, a traditional sourcing playbook wasn’t enough. Procurement leaders worked with a domain-specific managed service team to simulate supplier exposure, rebalance sourcing based on projected trade routes, FX risk, and component lead times — and automate the next quarter’s purchasing cycles.

17% cost improvement and a 30% reduction in disruption risk, validated against prior events

These results mirror what McKinsey found in 2023: companies using supply chain analytics effectively reduced costs by 15% and improved service levels by 30%. But the insight didn’t come from algorithms alone. It came from experts who understood the nuance behind every data point.

Why AI Isn't Plug-and-Play — Especially In B2B

In financial services, healthcare, and advanced manufacturing, leaders tell us: “We’ve tried AI. It’s great at first drafts, not at final answers.”

The roadblocks?

- **Compliance and Regulation:** Financial institutions can’t rely on black-box models. Credit memos, IFRS 9 staging, and underwriting workflows must be traceable. According to Evident AI, only 15% of banks have AI explainability frameworks in place today.
- **Data Limitations:** AI struggles with niche internal datasets. Public models don’t see the whole picture.
- **Workflow Gaps:** Publishing workflows in equity research or strategic procurement span multiple teams. AI alone doesn’t manage that.
- **Quality Standards:** In investment research or pharma insights, the threshold isn’t “good enough.” It’s “bulletproof.”

At Evalueserve, we saw this firsthand when a lending client added our underwriting analyst workbench their prior GenAI setup. The result was: **60% reduction in document prep time**, while compliance teams retained full control and oversight.

What Clients Really Want From AI (And What They Get From Managed Services)

When executives talk about AI today, here’s what they mean:

- “Can you get me a first draft of this 20-page coverage report — reliably, and securely?”
- “Can you help my sourcing team respond faster to price fluctuations, using both our CRM and global trade data?”
- “Can you make sure the insight my team acts on is actually right, not just fast?”

And that’s where a managed service becomes the differentiator. Not a chatbot or API, but a cross-functional capability that:

- Maps business needs to use cases
- Designs agents or workflows around the use case
- Trains models using internal and external data
- Oversees QA and compliance
- Continuously tunes the system based on feedback

Gartner forecasts that by 2026, **60% of enterprises** will use managed services to scale AI responsibly.



Use Cases Where Mind+Machine Wins

1. Credit Staging and Monitoring

A Middle East-based lender used AI-enhanced early warning systems to flag risk shifts across 1,200 borrowers. Results fed directly into staging updates and RM workflows.

2. Private Markets Deal Sourcing

A global investment team now uses AI agents to scan public and proprietary databases for private company profiles. The agents prep inputs; the analysts finish the insights.

3. Procurement Cost Modeling

A multinational company moved away from static cost models by layering AI agents that adjust for labor, raw material, and tariff changes in near real-time — improving sourcing speed by 2x.

4. Conference Analytics and Market Signals

For commercial teams, GenAI-driven agents analyze conference content, track competitive messaging, and flag whitespace. This helps sales and strategy teams be better prepared and more aligned.

5. Fund Factsheets and Reporting

Asset managers automate standard reporting with GenAI, freeing up teams for alpha-generating tasks. Outputs are reviewed by compliance, but 80% of the work is pre-built.



What The Best Are Doing Differently

Market leaders aren’t waiting for the perfect AI tool. They’re:

- **Deploying in Secure Environments:** On-premise models give comfort to InfoSec and regulators.
- **Tailoring by Use Case:** Credit memo creation looks nothing like equity research publishing. Tools must reflect that.
- **Building Internal AI Fluency:** Even non-technical users now trigger agents to build first drafts or extract data from PDFs.
- **Collaborating with Specialists:** Unlike generic tools, managed services bring industry context and feedback loops.

Evalueserve’s own platform innovations — like Insightsfirst for market intelligence — are designed not as standalone tools but as integrated parts of business workflows.

Where Are You On The Mind+Machine Maturity Curve?

Adopting AI is not a one-time leap — it’s a progression. From isolated pilots to fully integrated managed services, companies evolve through distinct phases. Understanding where you are can help clarify where to go next:

Stage	Description	Common Traps	Example
1. Experimentation	Teams run isolated GenAI pilots — usually in innovation hubs or R&D	No scaling plan; lack of context; poor data hygiene	Early coverage report draft with no review loop
2. Automation Islands	Automation of specific tasks (e.g., summarization, data extraction)	No workflow alignment; limited value realization	Extracting company profiles with no CRM integration
3. Functional Integration	AI embedded in specific functions (e.g., lending, procurement, research)	Scaling fatigue; high maintenance overhead	Credit staging workflow using GenAI + expert QA
4. Managed Services	Domain-tuned AI fully embedded in business workflows, governed by SLAs	Requires tight collaboration, ongoing optimization	Procurement cost modeling with AI + human rebalancing insight

Many companies stall at Stage 2 or 3, unsure how to scale. But moving to Stage 4 — managed services — is where AI drives real, sustained outcomes. At Evalueserve, we help clients navigate this path, aligning AI investments with measurable impact.

Final Thought: Managed AI Isn’t Just a Strategy — It’s a Competitive Edge.


Executives don’t need another AI vendor. They need a way to solve for precision, speed, and quality all at once. That’s why the shift to tech-enabled managed services is accelerating.

The World Economic Forum estimates that AI could contribute \$15.7 trillion to the global economy by 2030 — but only if implemented thoughtfully. The winners won’t be those with the most tools. They’ll be those who apply them with the most clarity.


Whether it’s underwriting automation, strategic procurement, or sales enablement, the leaders of tomorrow are already building today — with AI that’s trusted, tested, and business-ready.

Mind+Machine is no longer a concept. It’s a business imperative.

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DocufAI

Unleashing The Power Of GenAI For Document Intelligence

Introducing DocufAI:
A Google Cloud-Native Solution for Knowledge Discovery, Compliance, and Automated Decision-Making

The Growing Need For Intelligent Document Solutions

Every day, enterprises generate thousands of documents—contracts, invoices, financial statements, HR policies, marketing materials, and engineering blueprints—spread across multiple formats (PDFs, Word files, emails, scanned documents) and languages. Yet, despite advances in digitalization, these documents remain difficult to access, slow to search, and even harder to act on.

Traditional document management systems were not built for today’s speed or complexity. They struggle to surface timely insights, automate decisions, or ensure compliance. That is where GenAI comes in.

DocufAI, developed by Evaluateserve and built on Google Cloud, redefines document intelligence. Leveraging Google’s Gemini models, Vertex AI platform, Document AI, and BigQuery, this Google Cloud-native platform goes far beyond OCR or search—it understands content,

automates workflows, and enables real-time decision-making, turning static information into strategic advantage.

Key Capabilities: Unlocking The True Potential Of Enterprise Documents

Today’s organizations do not just need to store and retrieve documents—they need to understand them, act on them, and learn from them. Built natively on Google Cloud, DocufAI delivers enterprise-grade document intelligence across functions. Here is how:

- **Comprehensive Document Understanding:** Extracts structured, semi-structured, and unstructured data from all document formats—including scanned and handwritten content—using Document AI and Vertex AI.
- **Multi-Language Understanding:** Supports global operations with real-time translation and sentiment analysis via Translation AI and the Natural Language API.
- **Semantic, Contextual Search:** Retrieves relevant information (not just keywords) through GenAI-powered semantic search with Vertex AI Search.

- **Insight Extraction & Knowledge Discovery:** Summarize key insights, flag risks, and identify key entities using Cloud Natural Language API.
- **Compliance & Risk Monitoring:** Detects regulatory violations, contract anomalies, and data leakage risks using DLP API.
- **Auto-Generated Content:** Drafts reports, proposals, and documents using enterprise data and customizable templates.
- **Agentic AI for Automated Decision-Making:**
 - Triggers workflows and alerts (e.g., expiring contracts)
 - Integrate with BigQuery, Cloud Run, and Cloud Pub/Sub to automate processes across ERP, CRM, and HRMS systems.
 - Automates collaboration and approvals within Google Workspace.
 - Flags high-priority documents for timely action.
- **Cross-Function Scalability:** Unlike siloed tools, DocufAI scales across all business functions—from Finance and Legal to HR, Engineering, and Customer Support.

From Document Overload To Intelligent Action: Real-World Applications Of GenAI

Across industries, leading organizations are applying DocufAI to solve high-impact challenges—unlocking insights, accelerating decisions, and reducing risk. The following examples demonstrate how Google Cloud and Evaluateserve are helping enterprises transform document-heavy processes into intelligent, automated workflows.



1. Finance & Accounting: From Compliance Burden to Strategic Advantage

A leading Middle Eastern bank partnered with Evaluateserve to modernize how its finance team managed regulatory reporting, audits, and reconciliation. With thousands of financial documents flowing monthly—from reports to invoices—the team struggled to maintain compliance with IFRS, GAAP, and SEC standards while relying on fragmented data sources and time-consuming manual reviews.

With DocufAI, the bank now extracts key clauses from financial reports, performs consistent compliance checks, and detects anomalies using AI-powered audits. Invoice tracking and reconciliation are automated, and redundant expenses are flagged proactively – transforming finance from a reactive function to a strategic insight engine.

2. Legal & Contract Management: Making Contracts Actionable

A global telecom provider partnered with Evaluateserve to transform how its legal team manages contracts across regions and business units. With thousands of agreements varying in terms, structure, and risk exposure, legal staff were spending excessive time on manual reviews, renewals, and compliance tracking.

By deploying DocufAI’s GenAI-powered document intelligence, the organization now automatically extracts key contract elements—renewal dates, obligations, and clauses—creating a dynamic, searchable repository of legal agreements. Proactive alerts flag contracts nearing expiration or containing non-standard terms, while contract analytics surface patterns in

frequently negotiated clauses and risk areas. The platform also accelerates IP and trademark monitoring, streamlining eDiscovery efforts and freeing up legal teams to focus on higher-value work.

3. Supply Chain & Procurement: Strengthening Oversight and Forecasting

To gain better control over supplier relationships and procurement processes, a global telecom company partnered with Evaluateserve to modernize how it managed contracts, invoices, and forecasting. With a high volume of vendor agreements and financial documents spread across systems, procurement teams lacked real-time visibility into compliance and operational risks.

Using GenAI-powered document intelligence, the company now verifies supplier contracts against internal policies and regulatory standards automatically. Invoices are matched with purchase orders in real time, with discrepancies flagged instantly. Alerts notify teams of upcoming renewals or supplier risks, while AI-driven insights help refine demand forecasting based on historical spending and contract performance. The result: tighter controls, reduced leakage, and more informed sourcing decisions.

4. Human Resources: Automating Compliance and Unlocking Talent Insights

In the face of growing regulatory complexity and workforce expansion, a major financial institution turned to Evaluateserve to modernize its HR operations. Manual processes were slowing down

onboarding, policy audits, and employee data management—making it difficult for HR leaders to focus on strategic talent development.

With GenAI-powered document intelligence from Evalueserve and built on Google Cloud, the HR team now automates compliance audits by continuously reviewing policy documents for regulatory alignment. Candidate resumes and onboarding forms are parsed quickly, accelerating hiring timelines and reducing manual data entry. The platform also streamlines employee record management and auto-generates personalized training content based on role and performance data. Most impactfully, the system analyzes performance reviews at scale, revealing emerging talent trends and leadership potential—helping the organization make smarter people decisions, faster.

5. Marketing & Sales: Accelerating Content, Insights, and Conversions
A multinational enterprise needed to accelerate its go-to-market efforts but was hampered by scattered insights and slow content creation.

With DocufAI, the marketing and sales teams now automatically generate whitepapers, campaign content, and reports using historical data. Competitive intelligence summaries are surfaced proactively, lead scoring is improved with curated outreach content, and contract analysis provides clear sales pipeline visibility. The result is faster execution and more personalized engagement.

6. Engineering & Product Development: Turning Technical Documents into Actionable Insights

An innovation-focused enterprise partnered with Evalueserve to streamline how its engineering teams managed documentation, research, and regulatory compliance. Manual processes for documenting designs, reviewing patents, and tracking versions slowed down development cycles and increased the risk of oversight.

With GenAI-powered document intelligence, unstructured engineering notes are now automatically transformed into structured documentation, ready for collaboration and audit. The system extracts key insights from patents and technical papers, helping teams stay ahead of emerging technologies. It also flags potential design flaws and regulatory risks early in the development process while automating version control across evolving documentation. The result is faster, smarter innovation—built on a foundation of reliable, AI-powered knowledge management.

7. Customer Support: Enhancing Service Quality with AI-Driven Efficiency

A global consumer goods manufacturer worked with Evalueserve to modernize its customer support operations, which were challenged by rising ticket volumes, inconsistent resolution times, and limited insight into recurring issues.

By implementing GenAI-powered document intelligence, the company now powers dynamic knowledge bases that deliver instant, AI-driven troubleshooting guidance to agents and customers alike. Support tickets are automatically categorized and routed based on content

and urgency, while AI assistants help agents respond faster with contextual recommendations. The system also analyzes service interactions to uncover recurring problems and ensures compliance with service-level agreements. The result: faster resolutions, happier customers, and a support operation that scales with demand.

Beyond Insights—Driving Action With Agentic AI

GenAI-powered document intelligence marks a fundamental shift in how enterprises manage knowledge, compliance, and decision-making. Traditional systems simply store and retrieve information. Our Google-native solution—built with Google’s Gemini models, Vertex AI, Document AI, and BigQuery—goes further: it understands content, extracts insights, and takes action.


By combining AI-powered document processing with Agentic AI capabilities, organizations can:

- Automate high-volume, document-heavy workflows across departments
- Proactively monitor compliance with real-time alerts and policy enforcement
- Surface timely insights that improve speed and confidence in decision-making
- Boost productivity by eliminating manual, repetitive tasks
- Strengthen data security and privacy, detecting sensitive content and enforcing protection protocols


This is not just a smarter way to handle documents—it’s a smarter way to run the business. With GenAI at the core, enterprises can transform static information into a source of competitive advantage—driving efficiency, reducing risk, and accelerating innovation across every function.




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What Happens When AI Stops Waiting And Starts Acting?

A shift is taking place, one that promises to reshape how machines interact with humans, with information, and with purpose itself. Agentic AI (AI systems that can proactively reason, plan, and act) is generating both excitement and confusion in boardrooms.

Many business leaders hear bold claims that these autonomous AI “agents” will revolutionize work or even behave like human colleagues. Yet, it’s important to cut through the buzz.

What exactly is Agentic AI, and what can it truly do for organizations?

Some imagine tireless AI agents orchestrating business processes, writing code, designing products, even managing other agents. Others fear we’re stepping into a techno-mythos spun from science fiction, a world of agents that operate with dangerous independence – Hasta la vista, baby?

However, in simple terms, agentic AI describes AI programs that don’t just respond to a single prompt but actively take initiative to achieve goals, planning multi-step workflows and adapting their actions along the way.

In this article, we share a grounded look at what organizations and innovators can expect soon. This is your guide to seeing through the fog of speculation and into the real potential (and limits) of Agentic AI.



What Is Agentic AI?

Artificial intelligence has been a powerful assistant, parsing spreadsheets, suggesting sentences, even detecting tumors. But it's always been reactive, waiting patiently for a human to say: "Do this." Agentic AI doesn't wait. Instead, it wakes up each morning with a to-do list: one it often writes for itself.

The secret lies in looped autonomy. Instead of running once and stopping, agentic systems operate in cycles: observing, planning, executing, then reassessing. They're often powered by a mix of large language models (like GPT-4), memory systems (to remember what they've learned), and tool-use APIs (to search, write code, or ping a calendar).

To conduct and adapt its tasks effectively, an agent typically follows this sequence of operations:

- 1. **Ingest & Interpret:** Pulls real-time data from systems or environments, filters it for relevance, and maps context and constraints.
- 2. **Strategize:** Breaks down goals into actionable steps using LLMs for structured planning and adaptive strategy.
- 3. **Act & Adjust:** Executes tasks via tools/APIs, while tracking progress and auto-correcting for errors or deviations midstream.
- 4. **Optimize Continuously:** Enhances performance using methods like reinforcement learning, RAG, and vector-based memory to improve over time.

Agentic AI holds considerable promise for business-to-business enterprises, but at the same time, it introduces challenges around trust and oversight. These systems are still unpredictable, sometimes hallucinatory, and difficult to audit. They act, yes. But they don't yet understand. Considering deepfakes, bias amplification, and runaway misinformation, a machine with initiative can be both marvel and menace. Autonomy, after all, cuts both ways.

Here is an overview of critical risk mitigation for executives to consider:

- **Ensure Accuracy:** Prevent unpredictable outcomes through rigorous testing and quality data inputs.
- **Demand Explainability:** Build or choose models that can justify their decisions, especially in regulated or high-stakes areas.
- **Retain Oversight:** Maintain human control with clear boundaries, approval processes, and ethical governance.
- **Secure and Comply:** Fortify systems against cyber threats and meet regulatory standards with clear audit trails and compliance protocols.

Who Is Pioneering Agentic AI?

These more intentional systems that don't wait to be asked may sound like a corporate science fair, but major firms are already experimenting with agentic frameworks to automate workflows, build reports, draft business strategies, and even initiate sales outreach.

The AI That Hired Itself

One major multinational in the consumer goods sector recently reimaged its contractor onboarding process using agentic AI. Previously, onboarding required the coordinated effort of over a dozen team members, yet contractors would still often arrive without access to critical systems. By introducing AI agents capable of autonomously managing access provisioning based on real-time activity and user profiles, the company turned a manual bottleneck into a streamlined digital process. Now, contractors are ready to work the moment they arrive, reducing downtime, freeing up employee capacity, and boosting operational responsiveness. The same organization is also scaling its agentic AI initiatives by integrating a generative AI platform with a suite of foundation models, enabling developers to build multimodal applications with embedded agents, powering everything from internal tools to consumer-facing solutions.

Intelligence at the Core

In the professional services space, global consultancy has taken a different but equally strategic path. It developed an agentic AI engine that supports a wide range of enterprise functions: automating risk assessments, enhancing customer service, and transforming financial analytics. These

agents embed intelligence directly into existing platforms, allowing teams to make faster, more informed decisions across audit, tax, and compliance.

The impact has been quantifiable. The firm reported efficiency gains of up to 30% across business units, with specific use cases like underwriting automation slashing administrative workloads by 40%. To sustain and scale these gains, the organization is investing in AI education, launching dedicated upskilling programs for business leaders focused on AI literacy, strategy, and responsible adoption.

The companies moving early are leveraging what's available now, and in doing so, are quietly laying the foundation for the next era of intelligent, autonomous business operations.



What To Expect In The Next 12-36 Months

Imagine an AI agent assigned to build a competitive market report. A traditional AI might wait for a specific query, let's say, "Find me Tesla's latest financials." But agentic AI begins with a broader goal, like "Analyze EV market threats," scours the web, plugs into databases, drafts a summary, evaluates its own output, revises it, and decides what's still missing, all before you've had your coffee.

Evalueserve's application of Agentic AI in contract management exemplifies a shift from passive automation to proactive, autonomous decision-making systems. Unlike traditional GenAI use cases that primarily assist human users, Evalueserve's Agentic AI solutions operate independently, coordinating tasks across systems, learning from outcomes, and continuously improving.

Scalable, secure, and intelligent automation across complex enterprise workflows, seamlessly integrating with internal and external data sources while ensuring robust governance and compliance.

Below is a breakdown of our components and key differentiators.

Evalueserve is pushing the boundaries of what automation can achieve by embedding agentic AI directly into complex enterprise workflows. Rather than settling for passive systems that wait for prompts, Evalueserve builds intelligent agents that take initiative: spotting inefficiencies, orchestrating multi-step processes, and continuously optimizing performance across domains like manufacturing,

consulting, and market intelligence. These working systems are already cutting turnaround times by up to 40% and slashing manual hours by more than half. Backed by domain expertise and a proprietary orchestration layer, Evalueserve's agentic AI augments teams by quietly reshaping how smart business gets done.

"Agentic AI isn't just helping factories run smarter—it's enabling them to think, adapt, and lead themselves. The shift from automation to autonomy is no longer a question of if, but when."
- [When Machines Think: How Agentic AI Is Reshaping Manufacturing, Evalueserve.](#)




Between Automation And Agency


Early adopters are reporting concrete gains: two-thirds of executives say these AI agents have boosted productivity, and nearly 60% have saved on costs, leading to faster decisions, better customer experiences, and improved profitability. This grounded outlook reflects a sensible approach where agentic AI will transform operations, but sustainable payoff requires steady investment, refinement, and learning over the next couple of cycles.

Evalueserve has been at the forefront of applying agentic AI within our own solutions, leveraging autonomous "intelligent agents" to transform how we gather and deliver market intelligence. This hands-on experience, using agentic AI to automate data collection, analysis, and insight generation, is already enhancing the value we deliver to clients operationalizing agents in practice. As a result, Evalueserve understands both the power and the pitfalls of these systems, and we're continually optimizing oversight, security measures, and explainability as we deploy them.

For decision-makers contemplating where to begin, the path to action is becoming clear. Now is the time to take concrete steps to explore agentic AI in your organization.

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Artificial Intelligence

AI As A Force Multiplier: How Leaders Are Using AI To Amplify Human Intelligence

Artificial intelligence is changing how businesses think, build, and compete. Today, as recently stated in an article by the National University, 35% of companies globally are using AI in some capacity, and 77% are either using or exploring AI, driving an evolution in business strategy. Leaders are taking note, as Melanie Courtright, CEO of the Insights Association, states,

"You won't be replaced by AI – but you will be replaced by someone who knows how to use it."

This article explores how different leaders across industries are applying AI today—from transforming customer insights and sustainability reporting to revolutionizing drug development and healthcare delivery. Their experiences reveal AI's potential not as a replacement for human intelligence, but as a powerful amplifier of it.

Smarter Engagement: Using AI To Listen And Connect

Effective engagement begins with understanding people; customers, employees, and the public. Instead of relying on quarterly surveys and periodic feedback, companies can now tap into real-time, continuous streams of data. Courtright explains how "the explosion of data, paired with advances in platforms and AI tools, ushered in a new era for insights generation."

AI processes vast amounts of information—social media sentiment, real-time feedback, customer interactions—to reveal what people want almost as quickly as they express it. Algorithms can personalize outreach at scale, delivering the right message to the right person at the right moment.

But Courtright’s message comes with urgency:

“Those who leverage AI for smarter engagement will have the edge—those who do not may find themselves left behind by those who do.”

The companies that master this new form of listening will have a significant competitive advantage. to explore agentic AI in your organization.

Data-Driven Accountability In Sustainability

AI has made accountability unavoidable, particularly in sustainability. Dan Thunberg, VP of Strategic Marketing at Watts Water Technologies, works in an environment where environmental pledges must be backed by measurable results. As he notes, “You manage what you can measure,” and AI has made measurement both precise and continuous.

The technology enables real-time monitoring through IoT sensors tracking energy usage, blockchain platforms sharing emissions data across supply chains, and analytics that turn sustainability goals into actionable plans. Thunberg describes this as creating a “handprint”—the measurable positive impact companies can have:

“Handprint is really what you are able to reach out and give to others and help other people be more sustainable.”

Companies must now prove their progress rather than simply claim it. Thunberg emphasizes that organizations “need to tell their sustainability story in a way that is transparent and allows independent and immediate verification.” This transparency builds trust and drives genuine progress across entire ecosystems.



Transforming Complex Pharma Ecosystems

The pharmaceutical industry showcases AI’s power to transform entire ecosystems. Vijay Chand, Head of Transformation at Alexion, sees AI enabling breakthroughs from drug discovery to patient delivery. Machine learning models can now identify drug targets and predict molecular behavior, while AI-driven analytics help design more efficient clinical trials.

More importantly, AI is breaking down silos between stakeholders. Chand’s experience across 60+ markets shows him how real-time data sharing between R&D teams, regulators, healthcare providers, and patients can accelerate breakthroughs. His approach is measured:

“Start small, build excitement, and iterate. That’s how lasting transformation happens.”

The pharmaceutical industry’s natural conservatism—“There’s always an element of conservatism that comes in any decision making... especially those that are involved in drug development”—actually helps ensure AI is implemented responsibly. When done right, the results are faster development, more efficient operations, and better patient outcomes.

Aligning Innovation With Value In Healthcare

Aleksandar Ruzicic, CEO of Almasan HealthCare, focuses on ensuring that AI-driven innovation creates real-world value. He explains that value-based healthcare is

“A macro trend that will happen with or without the industry; the train has already left the station, and it’s time for pharma companies to get onboard.”

AI helps align R&D efforts with what healthcare systems and patients actually need. Ruzicic describes innovative approaches like companion apps that help patients monitor conditions: “There are some apps that allow patients to monitor multiple sclerosis... a pinch test, a shape test, a walk test, a balance test, a cognitive test, et cetera. And all of that allows MS patients to understand if they’re really under control or if the current treatment potentially lacks some efficacy.”

This approach requires collaboration across the healthcare ecosystem to define and measure value. AI plays two roles: internally, it helps researchers focus on solutions likely to succeed both clinically and economically; externally, it provides the infrastructure to collect evidence of real-world impact.

The Path Forward

These leaders share a common vision: AI succeeds when it amplifies human capabilities rather than replacing them. The future isn't about choosing between human insight and computational power—it's about combining both to achieve results neither could accomplish alone.

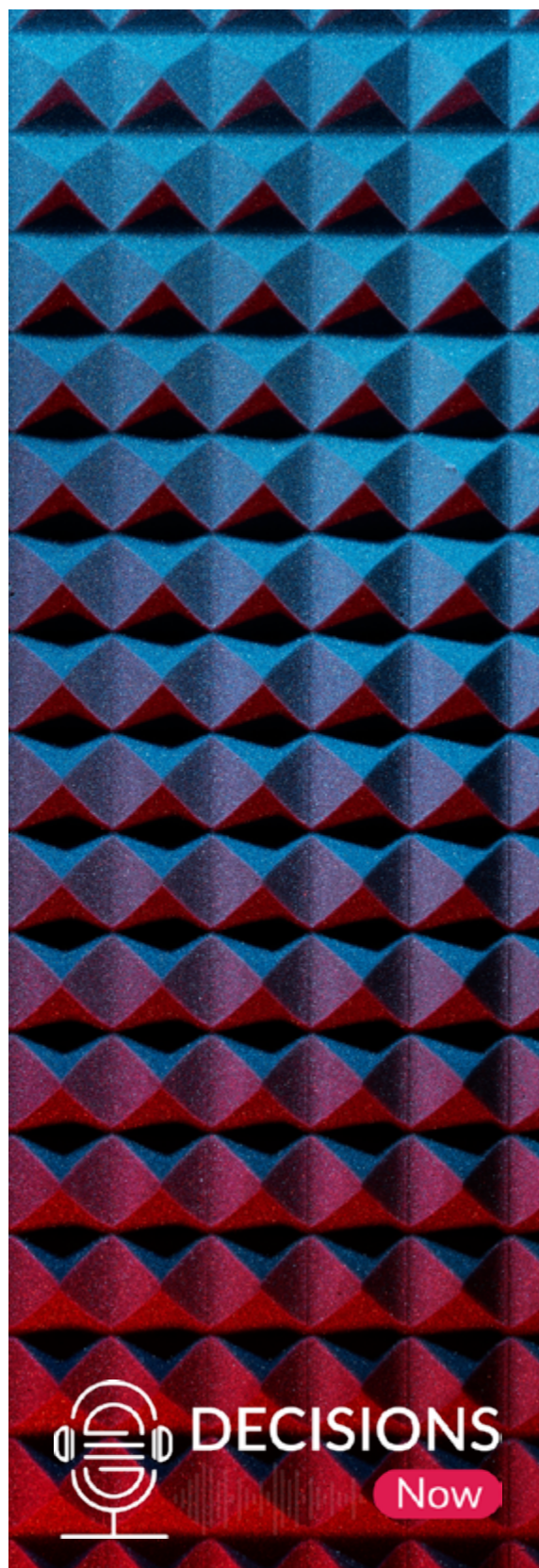
Success requires more than sophisticated technology. It demands clarity of strategy, strong governance, and human judgment about what questions to ask and how to interpret the answers. As the pace of change accelerates, the competitive advantage belongs to organizations that can thoughtfully integrate AI with human creativity and wisdom.

The fundamental mission remains unchanged: understanding human needs to improve services and create value. As Melanie Courtright observes:

"There will always be a need for insights, especially with the pace at which the world is changing... while the way we produce those insights may change, the mission of understanding human needs to improve services will remain."

The future belongs to leaders who can harness both mind and machine to create deeper understanding, faster innovation, and greater value for the people they serve.

The quotes featured in this article are drawn from conversations with industry leaders on **Decisions Now**, *Evalueserve's executive podcast*. Full episodes are available at evalueserve.com/podcast.



Success Story – Smart Optimization

Cracking The Distribution Maze With Smart Optimization

Smart Moves That Saved \$100M

Every time you order a last-minute birthday gift or track a same-day delivery, you're relying on a logistics web that never sleeps. Behind every doorstep drop-off is a complex dance of trucks, trains, warehouses, and routes, where one wrong move can cost millions. Efficiency is survival.

That truth became all too real for a leading logistics player in North America. With a sprawling linehaul network and hundreds of distribution points, the company was watching its operating costs skyrocket, topping \$700 million a year. What was once a well-oiled machine had become a costly maze of inefficiencies.

Temporary solutions that once bought time were now only masking deeper inefficiencies. Each patch solved one problem but created ripple effects elsewhere: longer transit times, underused assets, rising empty miles. Any misstep in reconfiguration risked delayed deliveries, unhappy clients, and a potential domino effect across the supply chain.



Re-Optimizing Linehaul Network

When logistics starts to feel like a game of Jenga – pull one piece and risk the whole tower tumbling – it’s a signal that costs are spiraling and complexity is winning. A tipping point.

Evalueserve was engaged to fundamentally redesign this fragile system, applying our deep expertise in operations research to tackle the strategic challenge. Our mission was to simulate millions of possible network configurations and identify the optimal solution that would maximize cost efficiency without compromising speed, service quality, or operational stability.

This comprehensive transformation initiative enabled the firm to evolve from a reactive system to a proactive, intelligent network—one designed to adapt and thrive in the future of smart logistics.

The Power Of MIP

The partnership was anchored in a powerful optimization core, Mixed-Integer Programming (MIP), a mathematical engine designed to weigh thousands of variables against a complex web of constraints.

Guided by this intelligence, the system constantly recalibrated routes and resources in response to real-world disruptions: fluctuating fuel prices, warehouse shutdowns, rail slowdowns, even Black Friday traffic surges. This was the cognitive layer Evalueserve brought to the table.

At its heart, the solution combined historical demand analysis across every origin-destination pair with a dynamic simulation

tool that allowed the business to stress-test its network in real time, evaluating scenarios like distribution center closures or shifting freight from road to rail with just a few clicks.

All of it came together in an intuitive dashboard that turned operational complexity into clear, actionable information, empowering leaders to compare trade-offs and act with speed and confidence.

Key elements included:

- Deep analysis of historical demand data across all origin-destination (O-D) pairs
- A dynamic simulation tool allowing scenario testing for DC closures, mode switches, and more
- Integration of both road and rail transport options
- A smart front-end dashboard enabling the business to compare and act on model insights

From Cost Center To Competitive Advantage

The results turned the entire operation around. The logistics giant shaved off a jaw-dropping **\$100 million in annual costs**, by thinking smarter and acting faster.

- Data-driven freight transportation, planning, and strategic intent
- Operational efficiency and disciplined execution
- Logistics moved at the speed business demanded

The once-overwhelming complexity of the network was now distilled into a crisp, visual dashboard, empowering teams across functions to run scenario comparisons, test assumptions, and make real-time, data-backed decisions. No more relying on instinct and spreadsheets. This was decision science in motion.

Moreover, this wasn’t just a one-time optimization exercise. What Evalueserve delivered was a living, breathing operating model. One that flexes with market turbulence, absorbs shocks from geopolitical hiccups, and scales with growth. Engineered to evolve with every shift in demand or infrastructure.

In the end, what began as a cost-cutting mission became a masterclass in strategic reinvention. Logistics got smarter, and that made all the difference.

The Bigger Picture

This blueprint for redefining how modern logistics operates tuned up an aging engine by giving it a brain. With Evalueserve’s advanced modeling framework, the logistics provider now commands a digital twin of its entire network. Think of it as a high-fidelity, always-on simulation lab where executives can forecast demand shifts, pressure-test disruptions, and rewire operations before a single truck hits the road.

This digital twin helps when supply chains are bombarded by everything from climate swings to geopolitical curveballs. With this intelligent system in place, leadership is able to get ahead of change. In this cultural transformation, data became

dialogue, simulation became strategy, and the business moved from firefighting to a future proof tool.

Whether you’re moving packages, people, or petabytes, one truth holds: smart systems win. Nowadays, unpredictability is the only constant, so the edge belongs to those who optimize with intelligence and build networks that think ahead.

At Evalueserve, we don’t believe in one-size-fits-all playbooks, we craft precision-tuned models built for your business, your challenges, and your goals.

Let’s turn your complexity into clarity—and your operations into the next \$100M success story. Connect with our experts today and see what a custom-fit optimization engine can do for you.



From Data Burden To Strategic Asset: How A Financial Giant Transformed 2 Petabytes Into Competitive Advantage

The Breaking Point

When your data infrastructure becomes your biggest obstacle, transformation isn't just an option—it's survival. For one of America's largest financial services enterprises, this moment arrived when their once-innovative Hadoop environment couldn't keep pace with explosive data growth. What started as 2 petabytes of valuable financial data had become a 2-petabyte anchor, dragging down performance, draining budgets, and limiting strategic possibilities.

The warning signs were everywhere. Query times that once took minutes now stretched into hours. Hardware costs spiraled upward while performance plummeted. Most critically, their disaster recovery capabilities—essential for protecting sensitive financial data—remained dangerously inadequate. The infrastructure meant to fuel insights was instead suffocating innovation.

The Challenge: When Success Becomes A Problem

The enterprise's success had become its greatest challenge. As trading volumes increased and regulatory requirements expanded, their data needs exploded beyond what their on-premises Hadoop cluster could handle efficiently. Storage management required constant attention, compute resources were perpetually strained, and the team found themselves fighting infrastructure fires instead of extracting business value.

The Cost Spiral:

Every expansion meant exponential cost increases. New hardware, additional licensing, increased maintenance—the financial burden grew faster than the benefits. The organization was pouring resources into keeping the lights on rather than illuminating new opportunities in their data.

The Innovation Ceiling:

Perhaps most frustrating was the limitation on analytical capabilities. While competitors leveraged real-time analytics and machine learning to gain market advantages, this enterprise remained constrained by infrastructure limitations. Advanced analytics weren't just difficult—they were often impossible with their current setup.

Strategic Transformation, Not Just Migration

Rather than a simple "lift and shift" migration, Evalueserve designed a comprehensive transformation strategy targeting optimal Google Cloud services for each workload type.

Phase 1: Strategic Analysis And Planning

Evalueserve conducted a forensic analysis of the existing ecosystem, mapping each Hadoop component to its optimal cloud counterpart. Batch processing moved to Dataproc and BigQuery, data warehousing transitioned from Hive to BigQuery's serverless architecture, streaming workloads evolved to Pub/Sub and Dataflow, and machine learning gained new capabilities through Vertex AI.

Phase 2: Precision Data Migration

Multiple parallel migration streams ensured minimal business disruption. Historical data moved from HDFS to Google Cloud Storage using DistCp and transfer appliances. Hive tables transformed into BigQuery datasets via Apache Sqoop and BigQuery Data Transfer Service. HBase workloads migrated to Cloud Bigtable for improved scalability.

Phase 3: Compute Modernization

Apache Spark jobs transitioned to Dataproc's managed service, eliminating infrastructure overhead. Workflow orchestration shifted from Apache Oozie to Cloud Composer (managed Apache Airflow), streamlining automation and improving reliability.

Phase 4: Security And Optimization

Enterprise-grade security implementation included role-based access control, IAM, and VPC service controls. Cost optimization through BigQuery partitioning and Dataproc auto-scaling, plus comprehensive monitoring via Cloud Logging and Cloud Monitoring with proactive alerting.



Transformative Results

- **60% Cost Reduction:**
Eliminating on-premises hardware and licensing costs freed up infrastructure budget for strategic initiatives while maintaining superior performance.
- **10x Performance Improvement:**
BigQuery accelerated analytical queries from hours to minutes, enabling real-time decision-making in fast-moving financial markets.
- **99.99% Uptime:**
Google Cloud's managed services delivered enterprise-grade reliability, virtually eliminating service disruptions.
- **Enhanced Security:**
IAM and VPC controls strengthened data protection, exceeding compliance requirements for sensitive financial information.

Evalueserve's success stemmed from strategic pipeline optimization before migration, a risk-intelligent incremental approach, and the expert use of managed services. The result: infrastructure is converted from a liability to a competitive asset, unlocking advanced analytics and machine learning capabilities that were previously impossible.

This financial services enterprise now leverages 2 petabytes of data as a strategic weapon, with the scalability and performance foundation to capitalize on future opportunities.

Success Story – Mining

How A Global Mining Giant Unearthed A 24% Capital Utilization Boost

In the rugged world of mining, where billion-dollar decisions hinge on every drill and haul, strategic planning is a function all businesses should bear in mind for survival. One of the world's top mining companies was facing a daunting challenge: **how to tighten their 5-year planning and annual budgeting processes across sprawling mine sites and departments while improving operational efficiency on the ground.**

To start, the company had to confront one major obstacle. Each mine generated vital data (on production, costs, safety, and asset use), but it remained siloed and disconnected. Leaders couldn't see the full picture, and that lack of clarity threatened to slow their growth. Rather than wait for problems to surface, they took action. They dug into the data, connected to the systems, and built a smarter, more integrated approach. With a clearer view of performance, they put their growth back on track—stronger and more sustainable than before.



Evalueserve stepped in with a powerful mix of on-the-ground presence and strategic expertise.

We deployed a dedicated team of analysts directly to the client site—professionals who listened first, then built a performance framework specifically designed around the client’s unique operational challenges. Evalueserve delivered a tailored solution that not only met key performance metrics but fundamentally changed how the company approached its operations.

Beyond a data project, this represents a change in work culture, prioritizing insight over instinct.



A Framework For Transformation

The on-site team’s work revolved around four pivotal actions:

- 1. Breaking Down Silos:** They build bridges across mines, departments, and leadership levels to foster open communication and coordinated performance goals.
- 2. Aligning Strategy:** Clear communication channels were established to ensure every stakeholder (whether in safety, operations, or finance) understood and aligned with the broader business strategy.
- 3. Drilling Into the Data Engineering for Scalability:** In-depth evaluations of production performance, safety initiatives, and resource allocation unearthed new optimization opportunities.
- 4. Engineering for Scalability:** Most importantly, the framework was built to scale, capable of evolving with the company’s needs.

Big Numbers, Bigger Ambitions: An Operational Metamorphosis

With a **24% improvement** in capital utilization, the company began using its equipment and infrastructure more frequently and intelligently. Budgets aligned more closely with operational needs, and returns on investment grew clearer and more consistent. At the same time, **production increased by 8.77%**, setting the stage for an ambitious plan to more than double output.

Injury **rates fell by 10%**, with significant drops in both Total Recordable Injury Frequency and Lost Time Injury Rates. These improvements didn’t happen in silos. Together, they signaled a shift in mindset, a move toward a more disciplined, data-powered organization, one that could navigate volatility and still drive sustained, scalable growth.

Building the Mines of Tomorrow

The idea of a performance analysis that should not be retrospective was at the heart of this transformation. Analysis should be predictive, dynamic, and deeply tied to strategy. Evalueserve’s hybrid model, which conveyed on-ground expertise fused with data-driven design, enabled the mining company to move to proactive planning.

Today, this partnership stands as a testament to how domain expertise, analytics, and strategic execution can together turn complex industrial operations into well-oiled engines of performance.



How We Taught AI To Think Like Senior Consultants

A Fortune 500 consulting firm was drowning in its own expertise. With decades of intellectual capital scattered across countless documents, their consultants were spending more time searching for insights than delivering them to clients. They needed a GenAI solution to think like their best knowledge managers—instantly surfacing the right information at the right moment.

Initially, the client was building a GenAI engine capable of delivering sharp, context-rich answers to consultants in the field. But here’s the harsh reality: raw data is ruthlessly unforgiving. Feed an AI engine messy, inconsistent information, and it becomes your most expensive mistake, confidently delivering wrong answers at lightning speed.

Beyond technical complexity lay a deeper problem: how do you teach a machine to understand the nuanced taxonomy that separates game-changing insights from routine observations? The firm’s reputation depended on delivering precision, not just speed.

Our Three-Phase Transformation

The consulting firm turned to Evalueserve to transform their ambitious GenAI vision into measurable business reality—bringing together our deep technical expertise with proven methodologies that turn data chaos into strategic advantage.

Phase 1: Turning Noise into Signal

We methodically dissected thousands of documents—PowerPoint decks, reports, transcripts—stripping away digital clutter and harmonizing conflicting terminology. “Client profile” and “customer overview” suddenly spoke the same language. Every piece of content was carefully restructured into intelligent formats that machines could actually understand.

Phase 2: Teaching Machines to Think Like Experts

Here’s where technical precision met human intuition. Our taxonomists worked alongside engineers to train the AI engine, ensuring it could distinguish between a sales pipeline and an engineering pipeline without breaking a sweat. Context became king.

Phase 3: Human Judgment Where It Matters Most

Through our human-in-the-loop approach, domain experts continuously refined the engine’s judgment, creating a feedback loop that elevated performance beyond what either humans or AI could achieve alone.

The Transformation

The results spoke the language every executive understands:

- **60% leap in precision** — consultants now find exactly what they need
- **2X faster retrieval** — client responses accelerated from hours to minutes
- **8X efficiency gain with 70% cost reduction** — knowledge became a profit center, not an overhead

Beyond The Numbers

Consultants transformed from information hunters into insight architects, spending their time where it creates the most value: solving complex client challenges and driving business growth. The firm’s GenAI solution now amplifies human expertise rather than replacing it, proving that competitive advantage comes from seamlessly blending artificial intelligence with deep domain knowledge.

Everyone is talking about adopting AI. But far fewer understand what it truly takes to turn that ambition into meaningful impact. This engagement demonstrated that the real value of AI comes from **rigorous execution, carefully curated data, and human insight** woven into every stage.

At Evalueserve, we tailor this model to fit each organization’s unique workflows, knowledge ecosystems, and business goals. If your firm is exploring how AI can move beyond experimentation into enterprise value, now is the time to rethink what’s possible, with the right foundation and the right people in place.



Smart Agents Execute. Smart Humans Lead.

If these stories prove anything, it's that real transformation is powered by intent. From logistics to legal, mining to machine learning, the most compelling moves are precise, engineered, and relentless in execution. AI showed up to learn to lead.

It started as a tool and now is stepping into something far more powerful: initiative. In the rise of intelligent systems that orchestrate, adapt, and decide, the smartest teams are operationalizing.

This issue of Elevate captured a snapshot of where the future is already unfolding. But there's more. Until then: think sharper, ask harder questions, and build like it matters. Because it does.