

A PRACTICAL TEST FOR MID-SIZED BUSINESSES

Is your company ready for AI?

The question is not “Which tool should we buy?” — it is whether your processes, data, responsibilities and expectations are prepared well enough for AI to genuinely help in day-to-day operations. This checklist helps managing directors, office, project and service leads make a first assessment.

AI Readiness Matrix

Rate each dimension with a traffic light.

● ready ● prepare ● review closely

Process maturity



Data readiness



Data protection



Organization



Value potential



1 · Starting point & goals

- ☐ We know which tasks currently consume a lot of time.
- ☐ There is at least one clear use case.
- ☐ The goal is concrete relief, not “AI in general”.

3 · Data & knowledge

- ☐ Templates, documents and checklists are available.
- ☐ Knowledge is not locked inside individual heads.
- ☐ Subject-matter contacts can review the content.

5 · Organization & responsibility

- ☐ Management actively supports the initiative.
- ☐ A responsible lead has been appointed.
- ☐ It is clear who reviews and approves AI output.

2 · Processes & ways of working

- ☐ We know how enquiries reach the company.
- ☐ Recurring workflows can be broken into clear steps.
- ☐ It is clear which decisions must stay with people.

4 · Data protection & confidentiality

- ☐ Public, internal and confidential data can be told apart.
- ☐ It is defined which customer data the AI may use.
- ☐ Storage location & data processing are checked beforehand.

6 · Technology & integration

- ☐ The systems in use (email, CRM, ERP, calendar) are identified.
- ☐ There is a place where results are collected.
- ☐ No isolated tool running beside the business.

SUITABLE FIRST USE CASES

- ✓ AI telephony for callback notes & first contact
- ✓ Digital customer interface for enquiries
- ✓ AI assistant for quote preparation
- ✓ Company memory for internal knowledge search
- ✓ Summarizing emails & service reports

AVOID THESE MISTAKES

- ✗ Buying a tool before the use case is clear
- ✗ Turning AI loose on all documents at once
- ✗ Reviewing data protection only after rollout
- ✗ Accepting AI results without review

🗣️ *AI is valuable when it prepares, structures and eases the work. It becomes risky when it takes on responsibility that must stay within the company.*

QUICK ASSESSMENT

● Many checks

Good conditions for a structured start with AI.

● Some checks

A start makes sense — begin with a clearly scoped pilot.

● Few checks

First clarify processes, data, responsibilities & data protection.

NEXT STEP

KrambergAI AI Starter Check

Understand → Assess → Structure → Implement → Operate

Find out what makes sense and what is realistic.

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