centrical™

EVALUATION AREA	QUESTIONS TO ASK	ANSWERS TO SEEK
Business Alignment: Use Cases & Industry Expertise	□ Does the vendor have demonstrable experience in your industry and with your specific AI use cases? □ What is the vendor's ability to scale, and have they successfully implemented their solutions at the enterprise level, or are their successes limited to pilot programs?	Proven experience in your industry and relevant AI use cases.
	□ Can they provide case studies demonstrating success in similar organizations?	Case studies, success stories, or references showcasing measurable results from organizations similar to yours.
AI Capabilities & Model Selection (LLMs)	□ What type of AI models does the solution use?	The vendor uses proprietary models or/ and third-party LLMs (like AWS Bedrock or OpenAI).
	□ How does the vendor handle model updates and fine-tuning?	The AI models are continuously updated, with transparent processes for version upgrades, model fine-tuning, and AI governance.
Data Privacy, Security, and Compliance	□ How does the AI solution handle and store data? □ Does it comply with regulations (e.g., GDPR, CCPA, HIPAA)?	AI data handling complies with industry regulations (GDPR, CCPA, HIPAA). Answers on data encryption, storage policies, and retention or use of customer data.
	□ What security measures are in place to prevent breaches?	The vendor implements encryption, access controls, and penetration testing to prevent security vulnerabilities.
Bias Mitigation & Ethical AI	□ What steps does the vendor take to identify and reduce bias? □ Which guardrails are in place to ensure safe, ethical, and responsible use of AI? □ How transparent is their AI decision-making process?	The vendor applies AI guardrails, fairness audits, and bias mitigation techniques. Transparency in model decision-making is key.
Cost, ROI, and Scalability	□ What is the total cost of ownership, including setup, training, and support? □ How does the solution measure and prove ROI?	Costs beyond licensing, including implementation, training, and maintenance. Clear ROI measurement and scalability options.
	□ Can the solution scale with your business needs?	The AI solution can grow with your organization's evolving demands, handling increased users, data, and integrations.
Roadmap, Innovation, and Support	□ What is the vendor's AI innovation roadmap? □ How frequently do they update models and release updates?	The vendor has a roadmap for AI advancements, frequency of model updates, and ongoing support. A strong roadmap ensures long-term value.
	□ What level of customer support and training do they offer?	The vendor offers robust support, training, and documentation to facilitate AI adoption within your organization.