Category

Data & AI

AI-First Startup & Scale-Up Operating Model Playbook

Building operations around AI from day one, since you don't have decades of legacy process to unwind

- Executive
- Intermediate
- Template Included

- Administrator
- 27 September 2021
- 4 minute(s)

Overview

A framework for designing AI-first operating models specifically for startups and scale-ups — building lean, AI-augmented processes from the ground up rather than retrofitting AI onto established process, and using this structural advantage over larger incumbent competitors deliberately.

Do startups genuinely have an advantage over large incumbents when

it comes to AI adoption? Startups lack incumbents' resources and data scale, but they have a genuine structural advantage — no decades of legacy process and organizational structure to unwind, allowing AI-augmented processes to be built in from the start rather

than retrofitted onto existing ways of working, which is often the harder challenge incumbents face.

Where should an early-stage company prioritize AI-first design,

given limited resources? In the core operational processes that will scale disproportionately with growth — customer support, core product workflows — where AI-augmented design from the start avoids the costly retrofit larger, already-scaled organizations often face.

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