

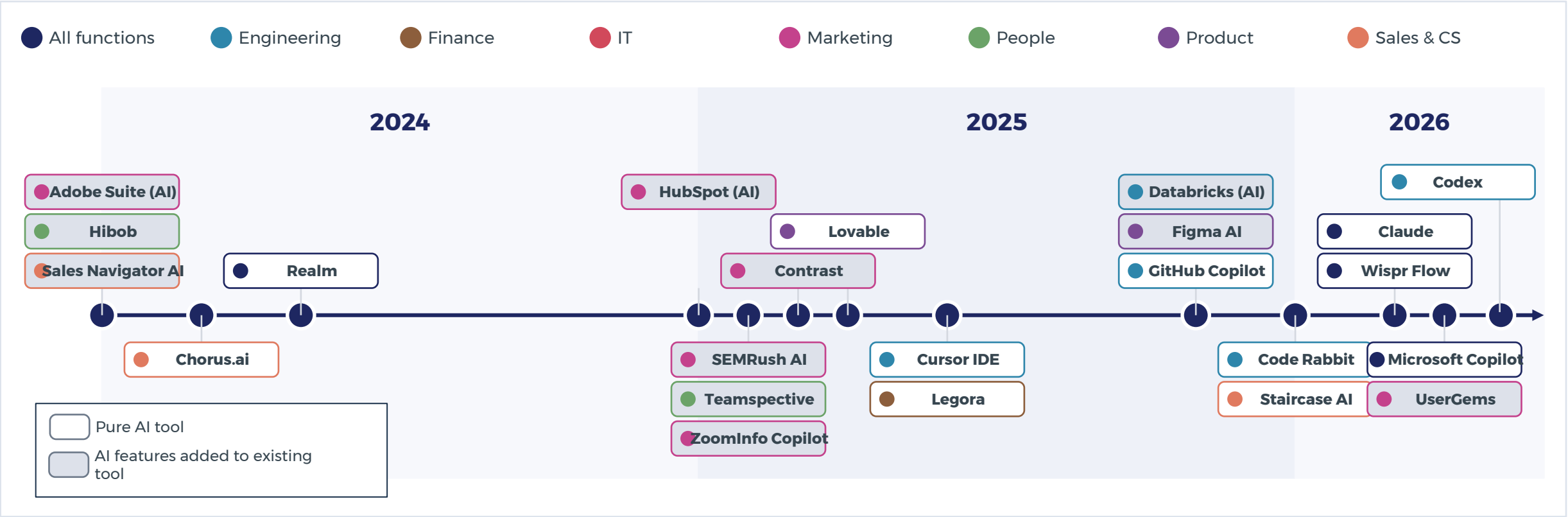
From AI Pilots to an AI Operating Model

Johan-Peter "JP" Teppala

Chief Strategy and Transformation Officer



Our AI journey started in 2024



20+

approved AI tools
in use at Sievo

>90%

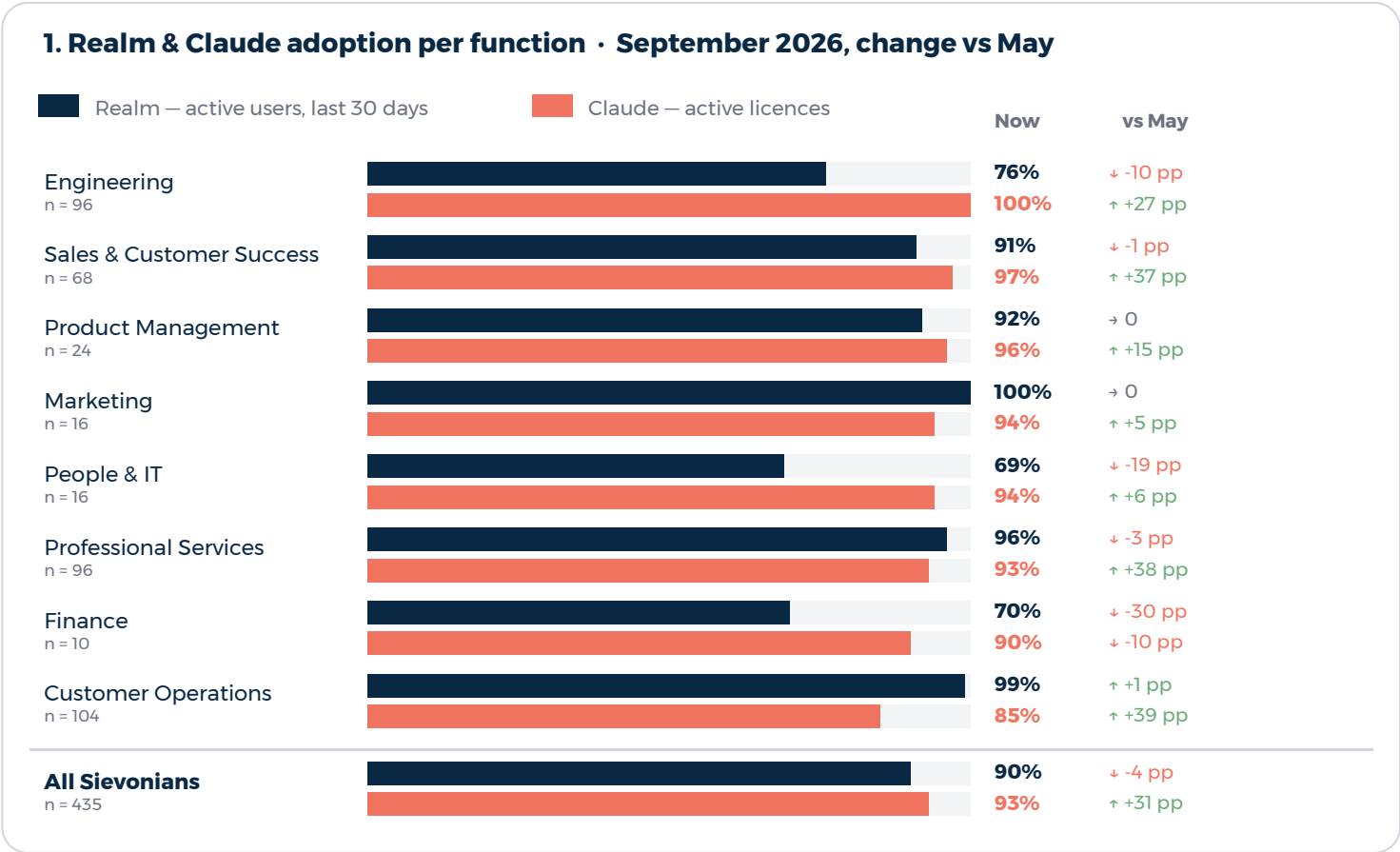
of Sievonians
on AI daily

5-15h

Saved per
person per
week

AI adoption is near-universal: Claude (Launched in Feb), 93% of Sievonians sentiment up in every function

Adoption per function vs May 2026 and Q2 2026 AI pulse survey vs Q1



AI is only as useful as what it can reach

WHERE
SIEVONIANS
WORK



REALM
Workplace search + agents · May 2024

CLAUDE
Chat, Cowork, Code · Mar 2026

Work & ops

Jira / Confluence · Azure
DevOps · Slack · Staircase

Customer & sales

Salesforce · Chorus ·
Freshdesk · HubSpot

Data & finance

NetSuite · Power BI ·
Internal DBs · OneNote

Design & content

Figma · Canva · Granola

Takeaway: the connectors are the strategy. Without them, AI is a chatbot. With them, AI is leverage.

12 months ago we debated about benefit of AI

Today we are rebuilding how we work

SUPPORT

Realm-powered support

Realm AI connect with tickets, internal documentation, emails, meeting recordings and does ticket triage for our support persons

Next: customer-facing automated answers for simple tickets— 24/7, instant answer and potentially extending to all users

24/7

Support for
portion of tickets

DELIVERY

Claude in Classification

We have introduced Classy, a Claude powered classification sidekick supporting our Data Managers in classification decision making in implementation projects. With Classy we are seeing classification timelines reduced from weeks to days

**Weeks
→ Days**

Faster time to
value

NEW VALUE

CPO Cockpit on community data

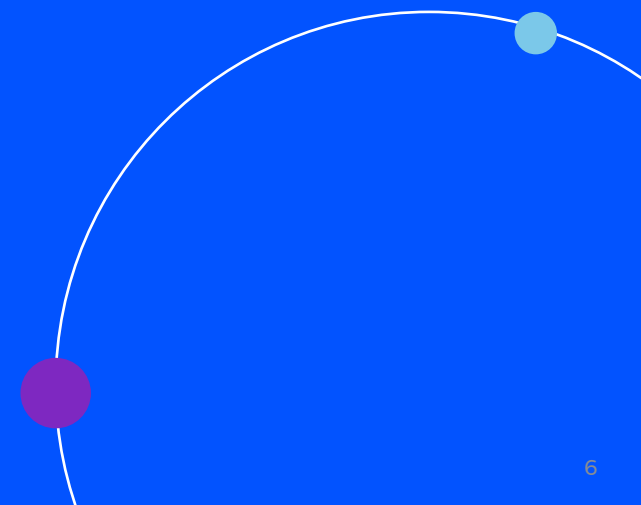
Sievo community data + AI → pre-built benchmarks customers can act on. Live since April 2026, tested with multiple customers. A new channel for community data - and a strategic-partner position.

**New
Value**

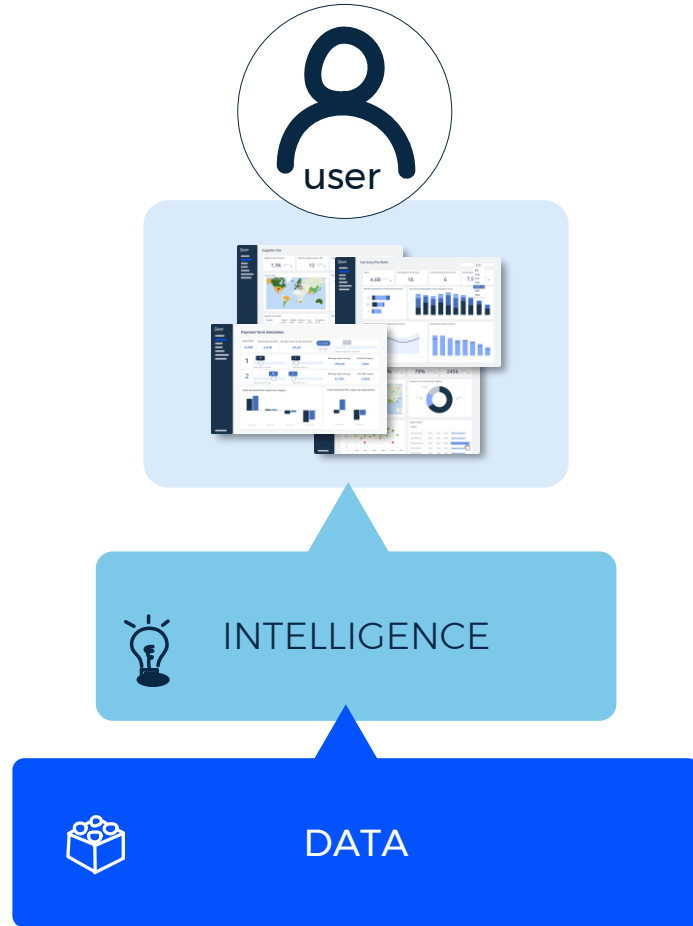
since Apr
2026

Data is the key.

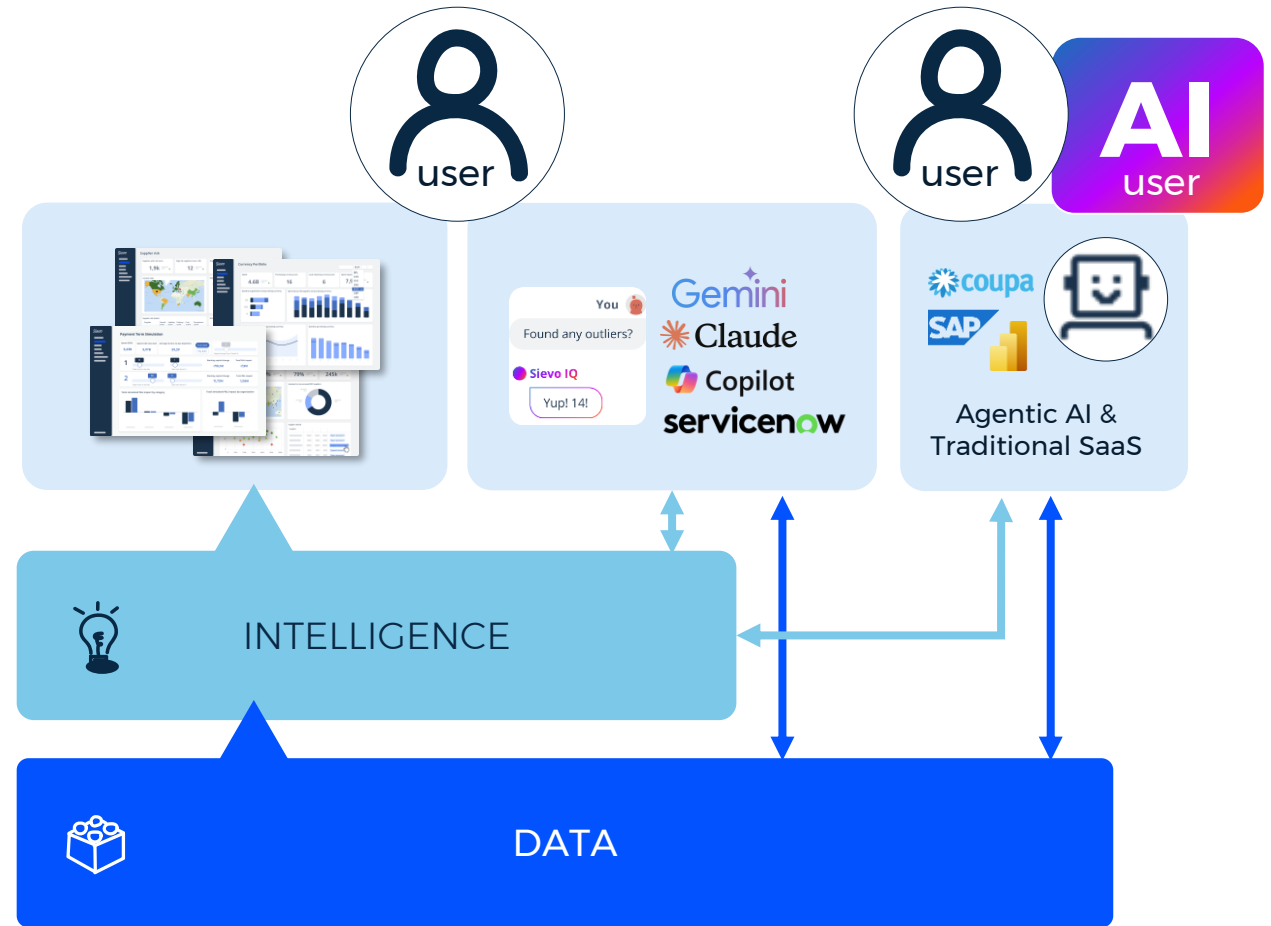
AI is only as good as
the data it can use.



AI connected with clean spend and benchmark data unlocks realm of new possibilities



Original design of Procurement Analytics



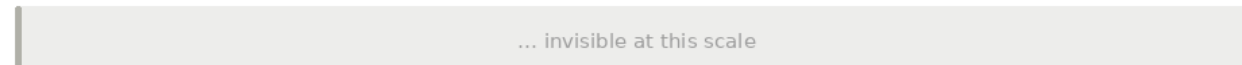
The **procurement world** Advanced analytics will deliver

Procurement must focus on where the value is:

Influencing enterprise spend – 10 bUSD revenue company

ANALYTICS SOLUTION

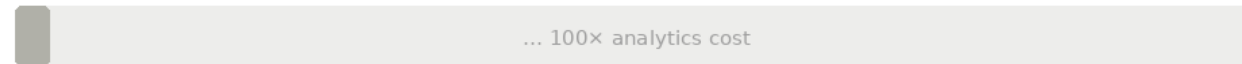
Procurement intelligence tools



200K
USD

PROCUREMENT TEAM

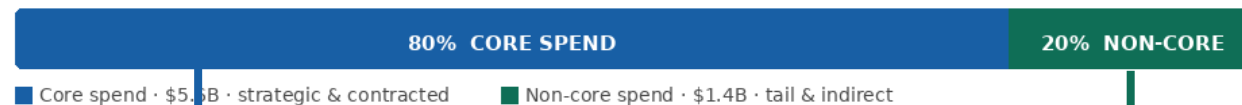
Salaries, operations & overhead



20M
USD

PURCHASED GOODS & SERVICES

Total addressable spend base



7B
USD TOTAL

AI can help humans do better decisions on core spend

AI can now impact ALL spend, especially tail spend, MUCH more effectively

Getting 1% marginal value
= USD **70M impact**

The skills that matter are about to change

The next great procurement analyst won't be the best Excel user in the room - they'll be the best at telling an AI what 'good' looks like.

Data + AI will enable a fundamental shift for Procurement

2030: AI-augmented category manager



~70-80% of tactical work automated or supported by AI

Roles & Responsibilities

- Optimizes risk, cost, and supplier performance using predictive analytics and AI copilots
- Category manager “in the loop” making final calls on AI generated insights
- Leverages automated drafting of RFX and contracts to increase capacity to negotiate

New Skills Required

- Prompt engineering
- Data science, interpretation, and scenario modeling
- Skill Mix: digital, analytical, judgment

2035: AI category orchestrator



~60-70% of procurement work is autonomous

- AI leads, governed by the category manager
- Designs and governs multi-agent ecosystems
- Focuses on innovation and collaboration
- Optimizes outcomes, not processes

- AI System design and governance
- Relationship management / innovation brokering
- Skill Mix: System design, creativity, ethics

THE TAKEAWAY

Start with data.
Design with agents.
Lead with connections.

Sievo's lesson: AI is not a tool you buy. It's an operating model you build.

Next up: Group discussions

We will be talking through the following topics:

- 1 AI use-cases from our teams: what worked, and what didn't
- 2 How skillsets are changing: hiring, upskilling, org design
- 3 If time: where should Sievo focus with these new tools?

Split into equal groups at the tables, ~8 per table

If you're here with colleagues, please spread across different tables



Thank You!

Sievo