

Process Optimization with AI

From Idea to Successful Implementation

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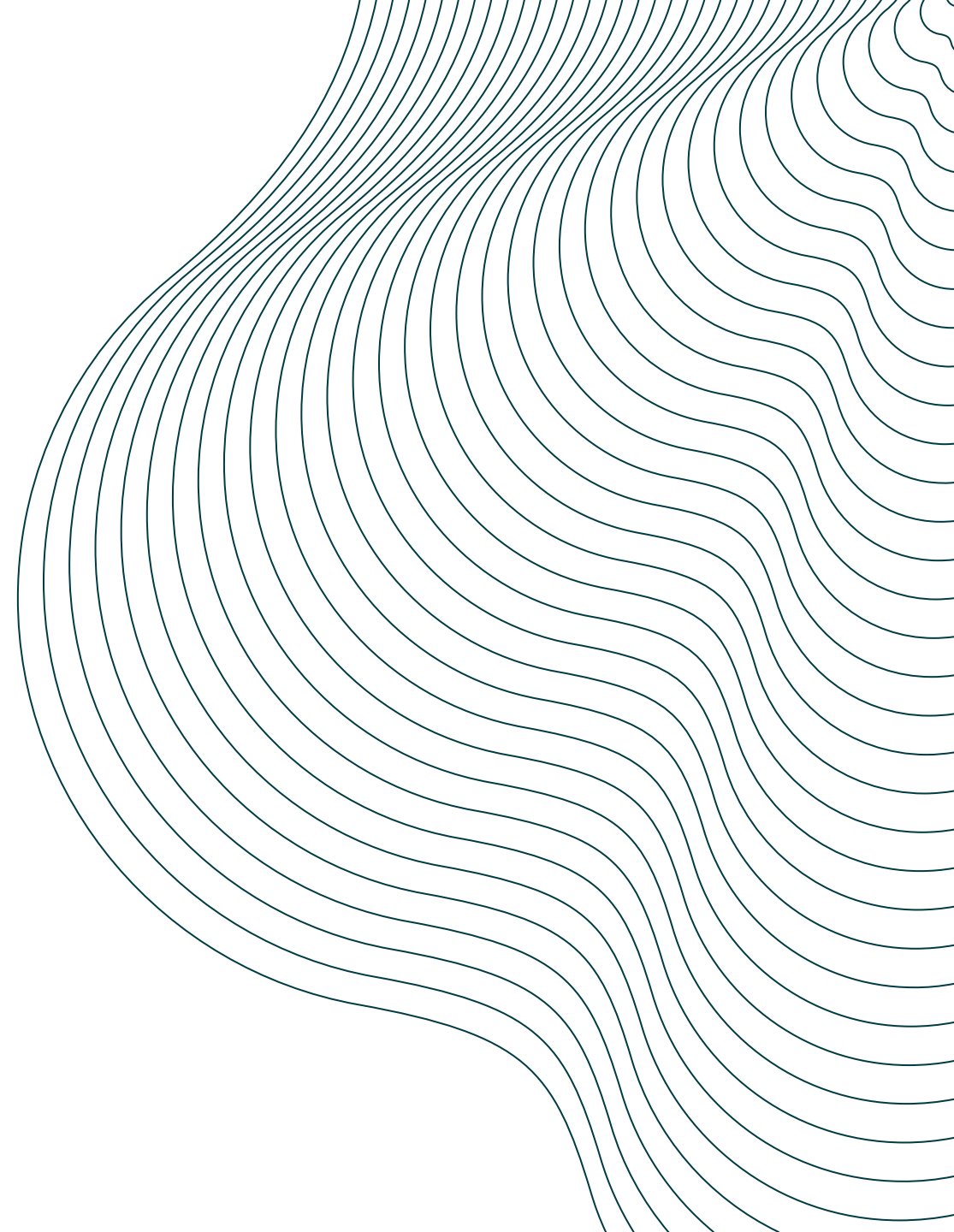
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Manager, Procurement Analysis & - development, Energinet

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Today's presenters & practical information



Christine Madsen

Manager, Procurement Analysis & - development, Energinet



Frederik Schjødt-Pedersen

Data Scientist, Inspari



PRACTICAL INFORMATION

- ❑ The webinar is being recorded. Recording and slides will be sent after the session
- ❑ Q&A – how-to and questions not answered during this session
- ❑ Material in english for improved shareability

Agenda

Process Optimization as the foundation of AI

1

From idea to production:
Learnings from bringing AI to production

2

Case & demo: Kriteriobot at
Energinet

3

5 practical tips for your next AI project

4

95%^{*}

That's how many AI projects **fail**
according to MIT...

... So, how can you position yourselves in
the **top 5%**?

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**Process optimization as the
foundation of AI**

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5 practical tips for your next AI project

Map the process



Map the process



Identify bottlenecks



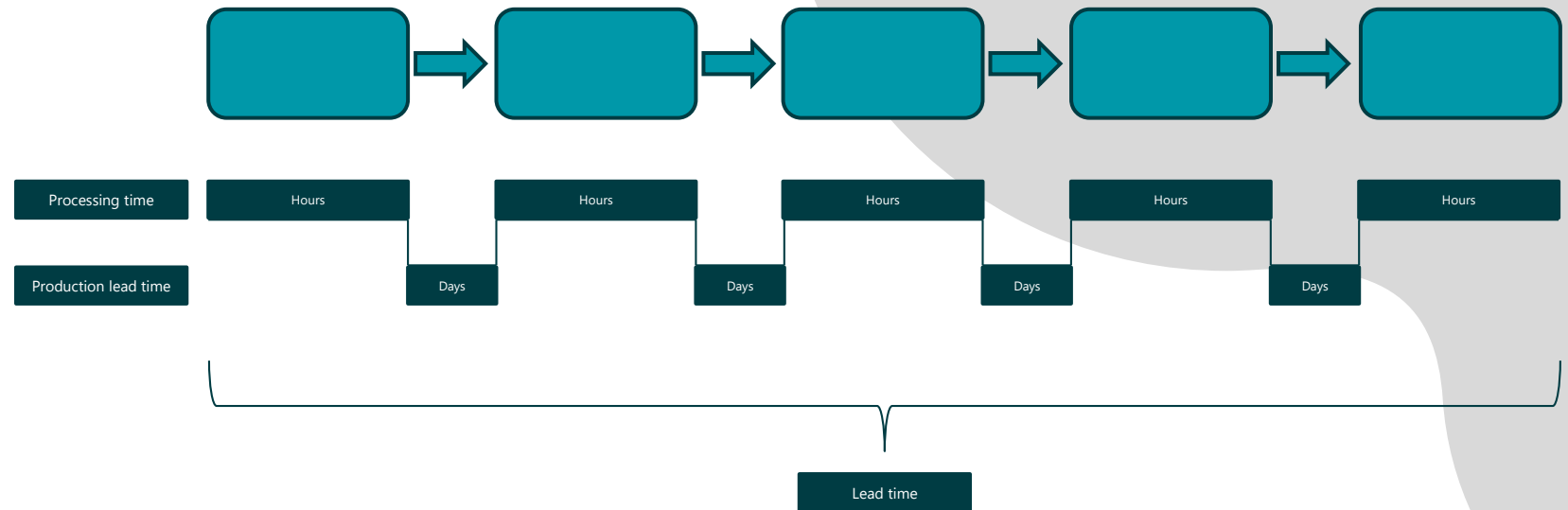
Mature potential



Improve the process

Mapping end-to-end process steps. Identification of:

- **Activities**
- **Lead time** (total process time)
- **Waste reduction** (optimization opportunities)



Identification of bottlenecks



Map the process



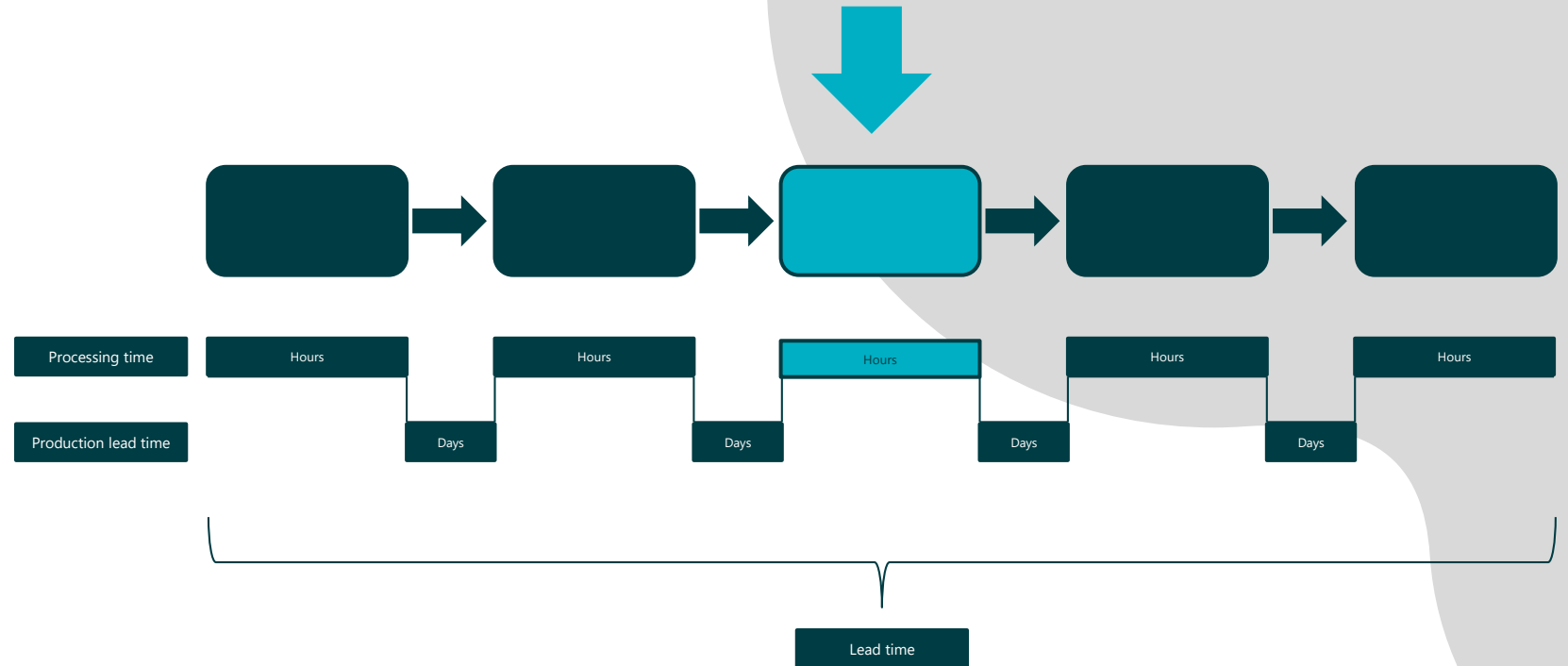
Identify bottlenecks



Mature potential



Improve the process



Mature potential



Map the process



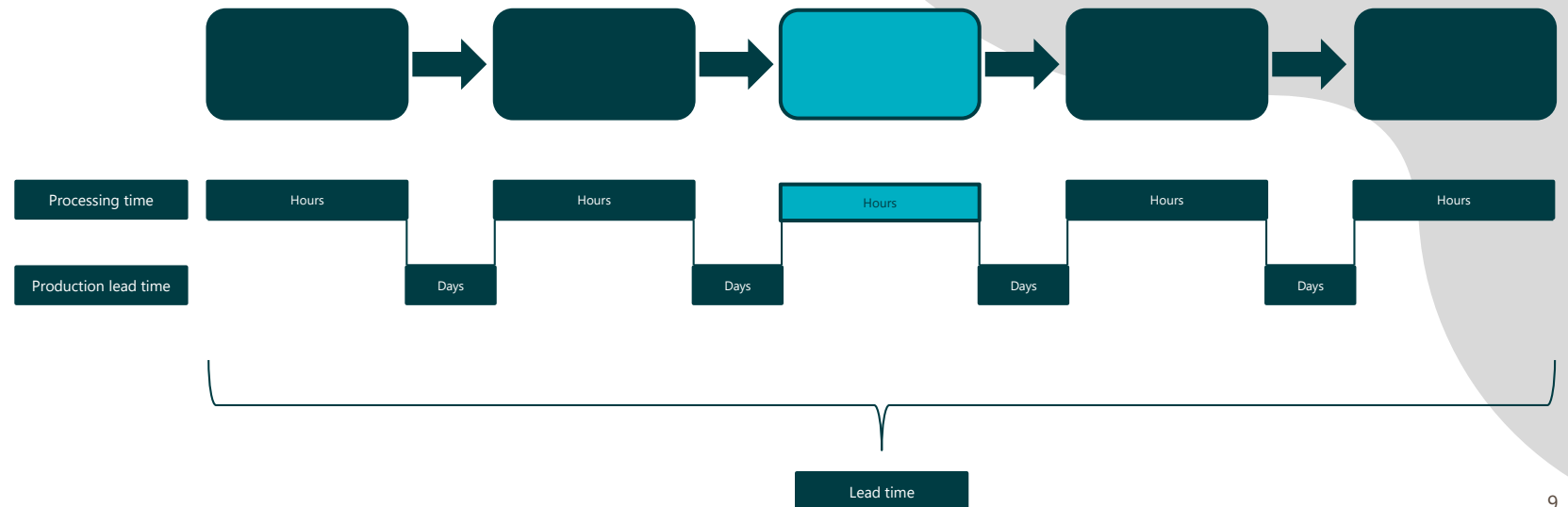
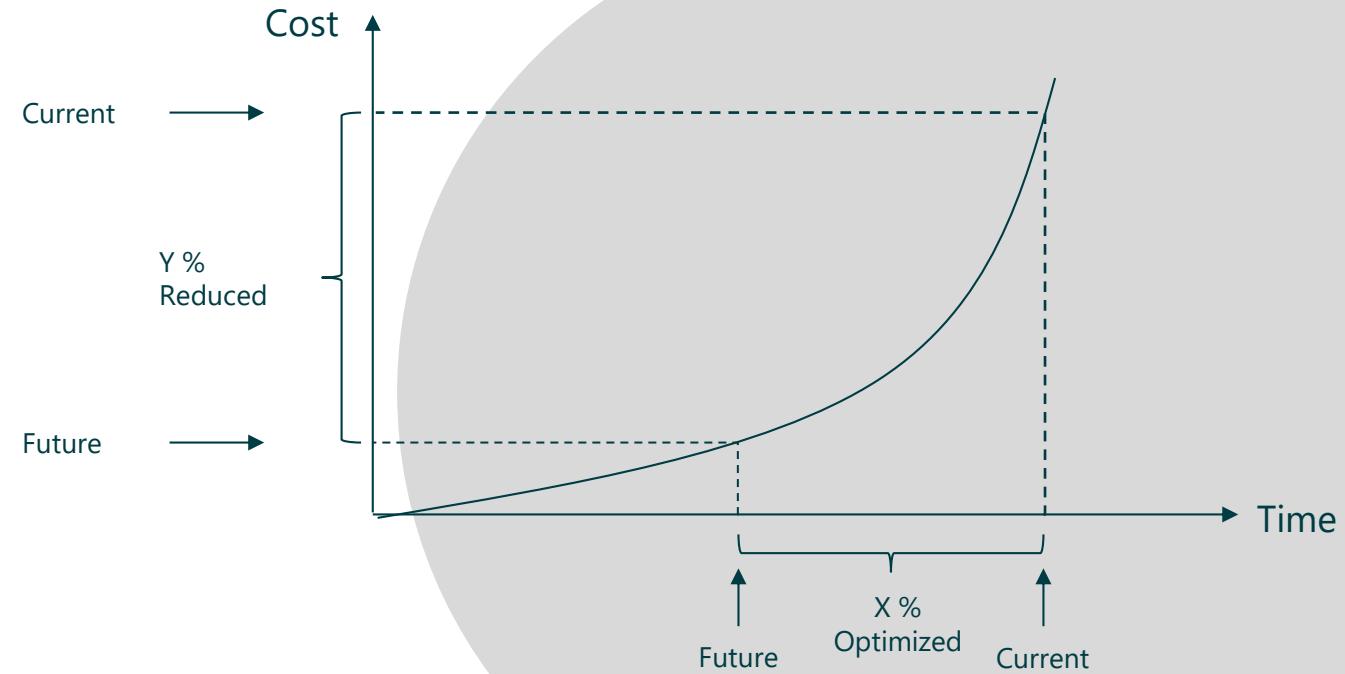
Identify bottlenecks



Mature potential



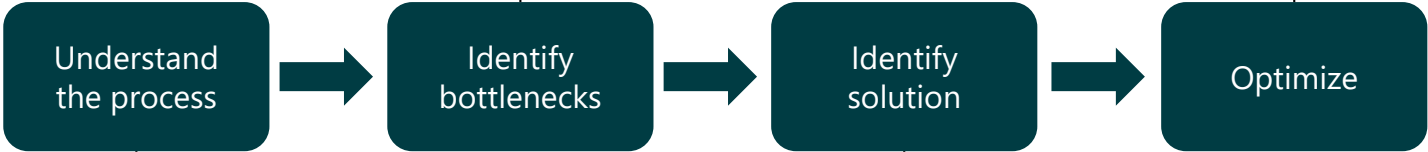
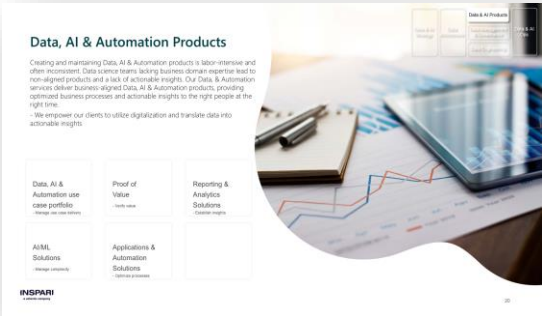
Improve the process



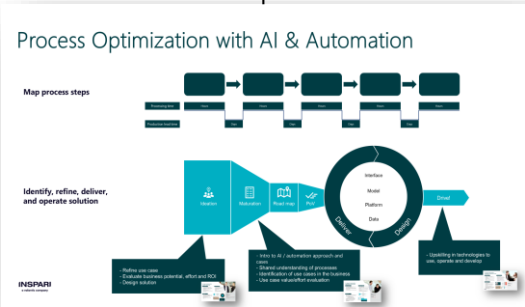
Process Optimization: How to?

Ideation

Project



“ ...Only 21% re-design processes around GenAI – and miss out on value creation* ”



Proces overview

Maturation

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Procurement in Energinet



Organisation

About 100 employees
8 departments



Purchase need

From pens to electrical components and enterprises
+500 tenders and offers yearly



Yearly spend

About 10 mia. DKK
+350 ongoing construction projects
+3.000 active contracts

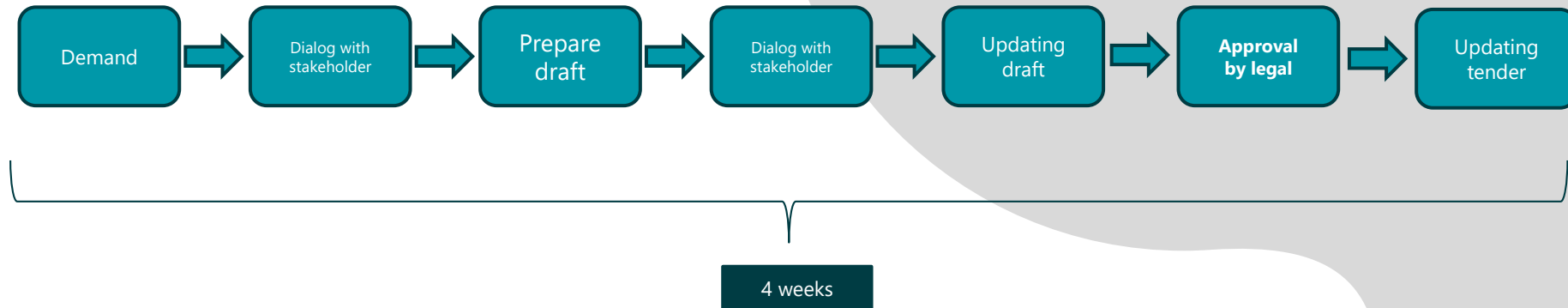
Map the process - evaluation criteria

 Map the process

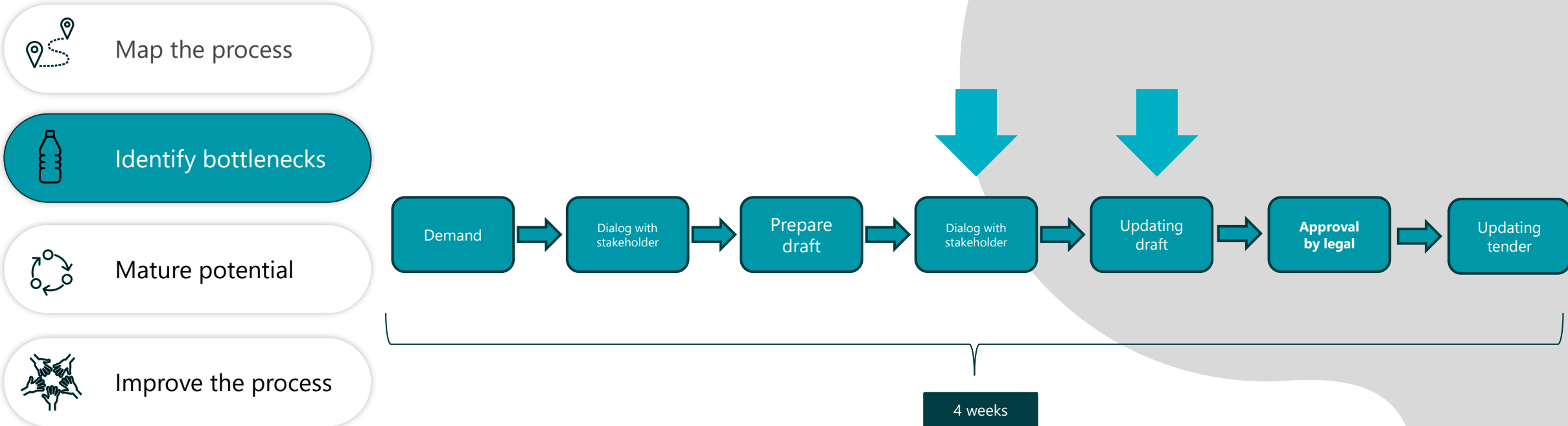
 Identify bottlenecks

 Mature potential

 Improve the process



Identification of bottlenecks - evaluation criteria



Mature potential – evaluation criteria



Map the process



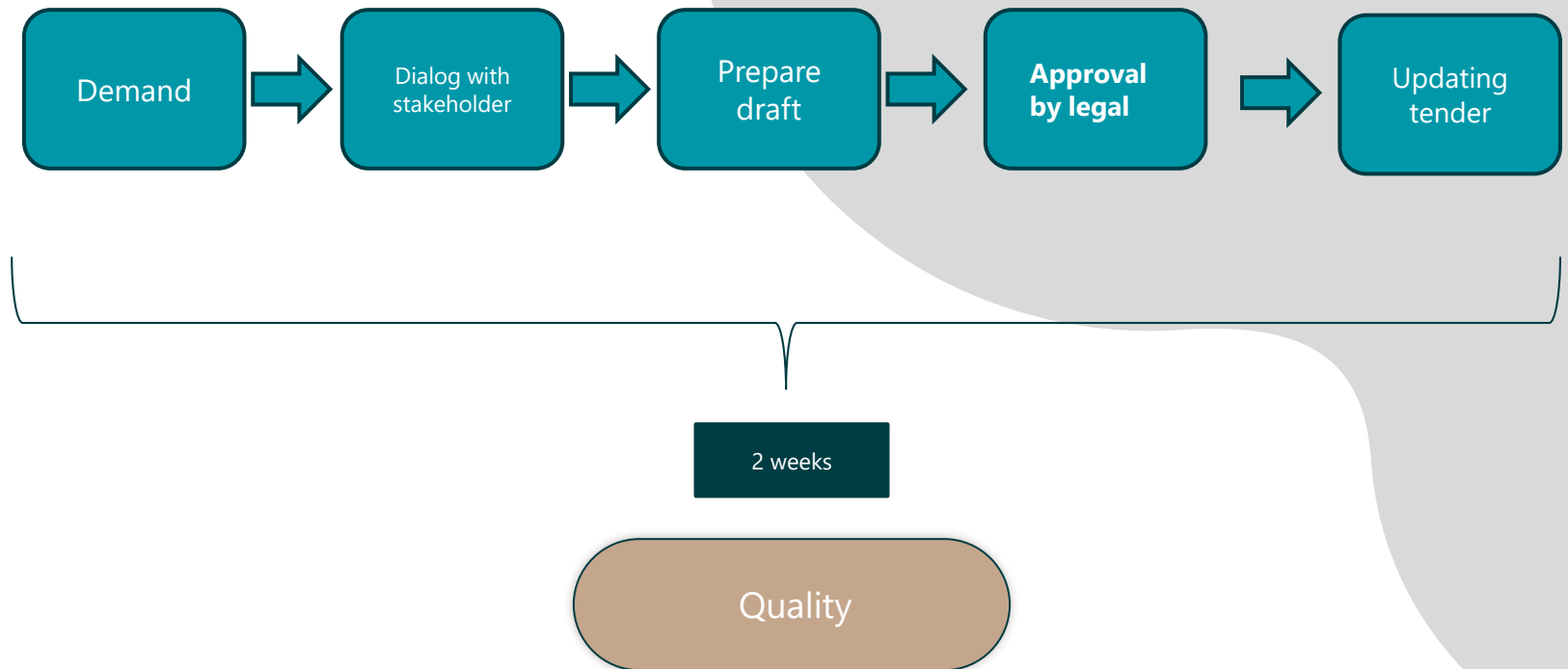
Identify bottlenecks



Mature potential



Improve the process



**Genstand ***

Genstand (object), svarende til beskrivelsen i udbudsmaterialet.

Instruktioner

Evt. yderligere prompt-instruktioner til fx sproglig stil, usædvanligt fokus eller krav til længde.

Varegruppefilter

Tallet angiver antal dokumenter i databasen. Ryd for at søge i alle dokumenter.

Output sprog

Hvilket sprog skal kriterierne formuleres på?

☒ Dansk ☐ Engelsk

Kreativitet

Hvor kreativ skal modellen være?

Kildetro Fantasifuld



Find relevante kriterier

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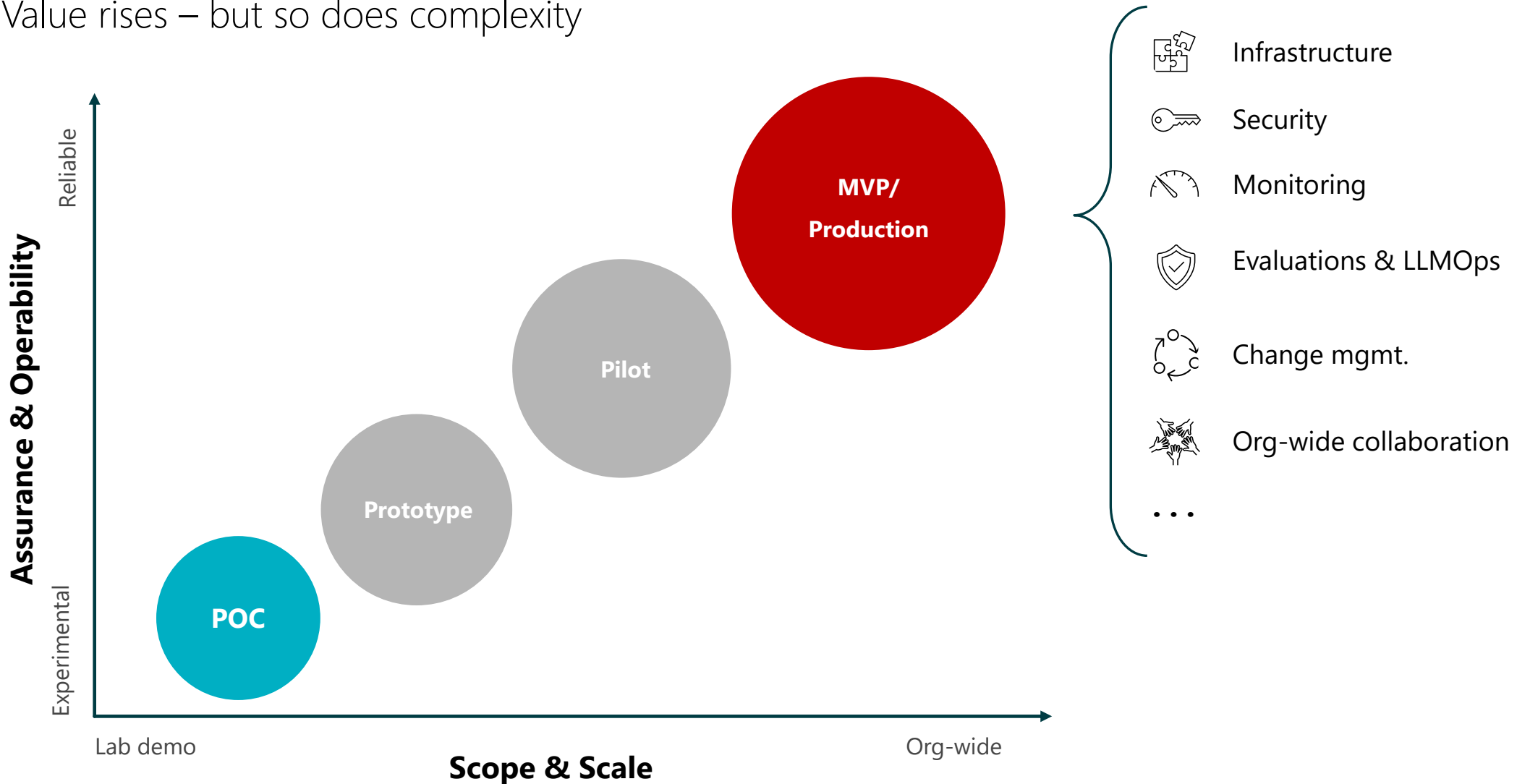
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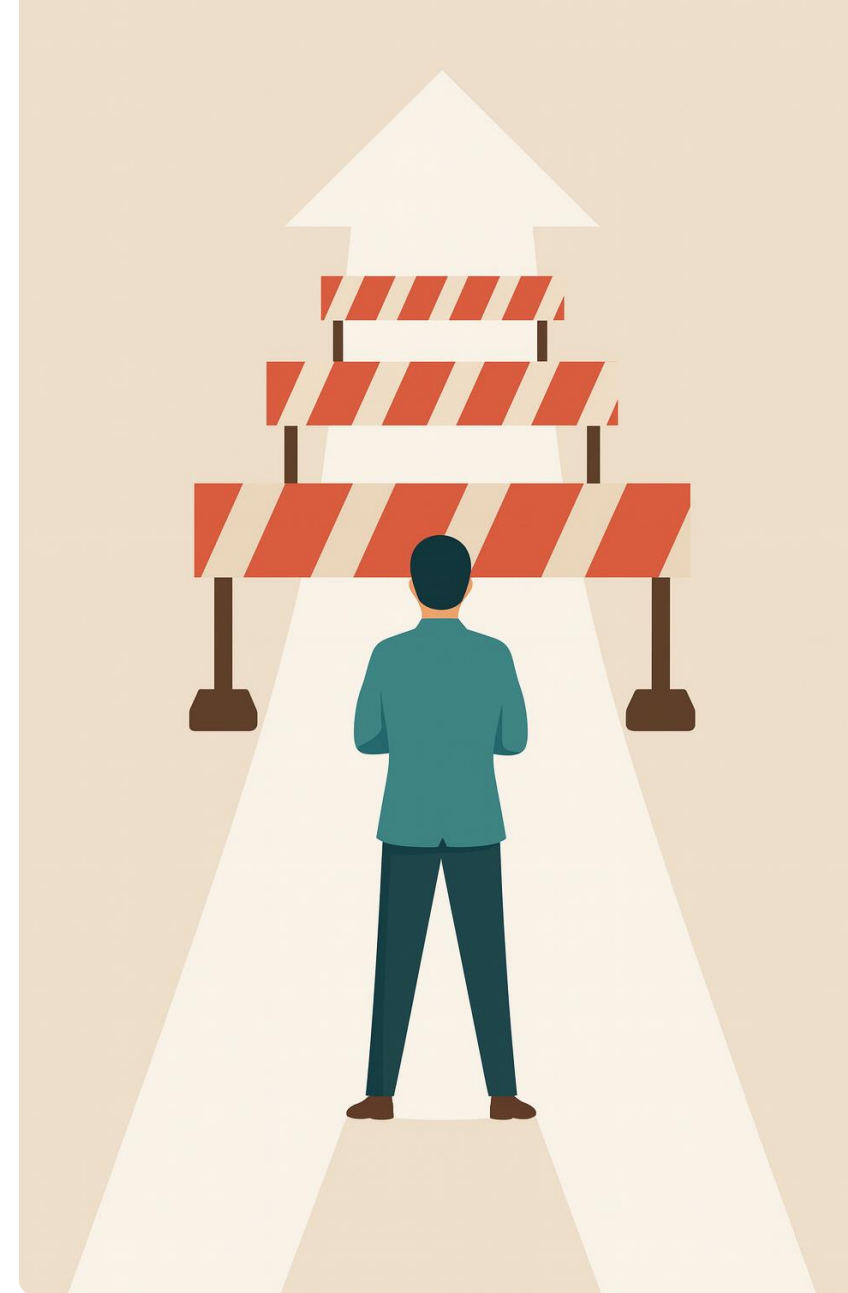
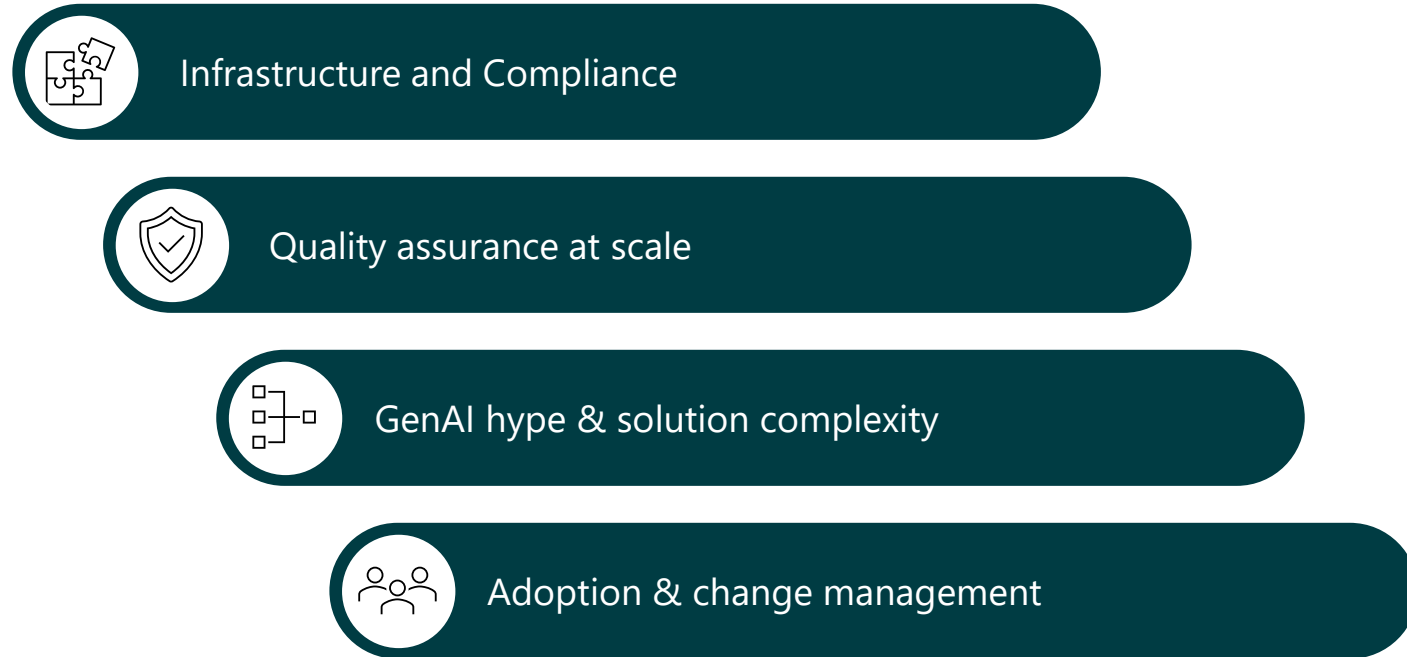
The production reality gap

Value rises – but so does complexity



Our learnings from building GenAI systems for production

The challenges we faced - and how to navigate through them



Infrastructure and compliance



Challenges

- It security requirements pose challenges
- Documentation standards arise – that may not even be defined yet
- Enterprise processes slow down innovation



Solution

- Align on and build common reference architecture
- Engage with and co-design process early on with Legal/Compliance/ITSec
- Create playbooks with templates, process guidelines, and gates

Energinet experience

- 2 month for development – 6 month for compliance
- Need for structured data
- IT- and compliance requirement change rapidly

“ ...30-50% of Innovation time is spent waiting for Compliance and Enterprise processes* ”

Quality assurance at scale



Challenges

- POC success can collapse with user diversity
- Blind trust in POC metrics is a **trap**
- More users, more data, more edge cases → performance drops
- LLM-assisted evals with no human oversight is tempting, but rarely insightful
- Evals becomes a human and process challenge, not just a technical task
-



Solution

- Setup monitoring, telemetry, tracing to support eval process
- Engage the business to create and annotate test cases, do error analysis, and evaluate only meaningful custom business logic
- Avoid relying on non-aligned LLM self-evaluations and generic off-the-shelf metrics

Energinet experience

- Dedicated resources
- Test again and again to find the right solution

GenAI hype & solution complexity



Challenges

- Easy to get carried away by hype, forgetting fundamentals
- Multi-agent systems sound great, but are rarely necessary and are harder to control and evaluate
- Each added component multiplies failure modes
- Simple solutions + smart engineering beats complex frameworks when quality matters



Solution

- Start with the simplest architecture that meets requirements
- Add components/complexity only to fix observed failure modes

Energinet experience

- Small scale to start with

Adoption & change management



Challenges

- 'Can we trust the output'
- Change Management is difficult and even more with a new technology
- Lack of committed resources
- Lack of training



Solution

- Communication and involvement at an early stage
- Communicate the purpose
- Hands-on workshops
- Process integration

Energinet experience

- Involvement from an early stage – testing resources
- Ambassadors - still have to give it focus
- The purchaser are still responsible

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5 Pieces of advice to get you in the top 5%



Stakeholder Buy-in

Secure commitment from key stakeholders with named champions, explicit time allocations, and an adoption process with an ambassador model.



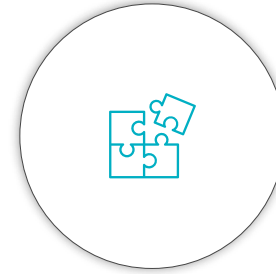
Focused value

Avoid unnecessary complexity and hype-driven decisions. Start with a straightforward, high-impact use case that deliver value, rather than shallow initiatives with limited returns.



Compliance playbooks

Establish compliance documentation and standardized playbooks early in the project lifecycle to ensure consistent governance and risk management.



Modular architecture

Create reusable, modular components that integrate into a common reference architecture, enabling scalability and reducing redundant development.



Run evals early and often

Don't rely on generic metrics or LLMs judging themselves. Instead, review real data, have domain experts annotate it, and do error analysis to uncover failure modes. Use these insights to design custom evals that track what truly matters.

Time for Q&A

Get in touch!

In case you have questions, reflections, or want to have sparring on your specific context, please don't hesitate to get in contact with us



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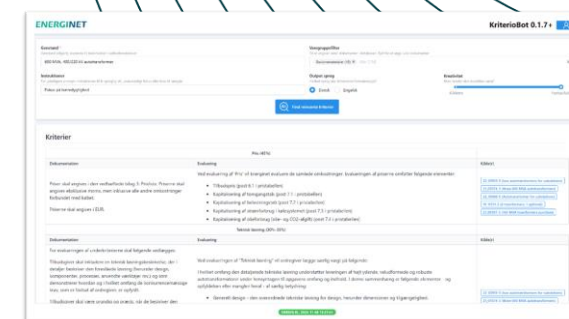
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[KriteriaBot Case Study](#)

Thank you.