CHANNEL PARTNER BRIEFING

ECI AI Program Review

AI Services & Programs Overview

ELLA Suite: The Platform

The only AI platform purpose-built to govern, scale, and protect AI across regulated industries, hardened across more than **800 enterprise deployments.** ECI brings the platform, the compliance expertise, and the partner program — partners bring the customer relationship.

ELLA Protect

Compliance, governance, and DLP mapped to SEC, FINRA, MAS, DORA, and the EU AI Act.

ELLA Gateway

Multi-provider AI routing, cost controls, and 99.9% SLA across Claude, Copilot, and ChatGPT.

ELLA Build

Data readiness, agent design, and MCP integrations that turn AI pilots into production systems.

ELLA Enable

Persona-based training, executive briefings, and adoption coaching for end users and IT.

AI Programs: The Engagement Path

Three structured engagements move a client from first AI conversation to a governed, recurring relationship.

5 WEEKS

AI Assessment Program

Governance, data, and security readiness review with a clear roadmap.

Best for stage AI conversations and paid discovery.

90 DAYS

AI Readiness Program

Launches high-impact use cases with governance and KPI tracking.

Best for clients ready to act and show ROI.

ONGOING

Managed AI Adoption

Continuous training, automation, and strategic guidance.

Best for recurring revenue and long-term engagement.

Each pillar is a revenue conversation: Protect opens the compliance dialogue**, Gateway** anchors operations**, Build** creates the services engagement, and **Enable secures the renewal —** four ways into an account, four reasons for the client to stay.

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Top 10 AI Battlecard & The Digital Team



Top 10 Things ECI Does & Issues We Address

1. **"What is AI, and where do we even start?"**
   ECI runs a structured AI Readiness Assessment across governance, data, and security, delivering a clear roadmap.

2. **"We bought Copilot/ChatGPT but nobody's really using it."**
   72% of Copilot licenses go underutilized within 90 days; ECI drives the adoption that justifies the spend.

3. **"Is our AI use even compliant?"**
   ECI maps AI governance directly to SEC, FINRA, MAS, DORA, and the EU AI Act with pre-built regulatory mappings.

4. **"Our data is a mess — can AI even work on top of it?"**
   ECI does data readiness work first: cleanup, structuring, and a single source of truth before any model touches it.

5. **"Can we securely use AI on our structured and unstructured data?"**
   Secure, compliant LLM use across a client's full data estate, with DLP and a nine-scenario alert engine.

6. **"Can you build us something beyond a chatbot?"**
   Align leadership and stakeholders around a clear roadmap so your client can move forward with clarity and speed.

7. **"We're using multiple AI tools and it's chaos to manage."**
   One control plane across Claude, Copilot, and ChatGPT, with usage visibility and a 99.9% SLA.

8. **"How do we control AI costs?"**
   Token/spend caps by team and use case, model right-sizing, and FinOps-style cost allocation clients can report on.

9. **"We tried to build this ourselves and it went badly."**
   Hardened across 800+ enterprise deployments at roughly 75% of the cost of an in-house build.

10. **"How do we keep this going and prove ROI over time?"**
    Managed AI Adoption Services provide ongoing governance, training, and monthly executive reporting.

ECI

The Team Behind Every Engagement

900+
Employees Globally

250+
Digital Service Team Members

450+
Managed Service professionals

19
Global OFfices

30+
Years of Experience

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Engagement Walkthrough

After a lead is vetted, here's how the engagement typically breaks down:

Phase	Customer Responsibility	ECI Responsibility	Expertise ECI Brings
Kickoff & Discovery	Provide environment access, name a business stakeholder, share existing AI tools/licenses in use	Scope the engagement, assign delivery team, set timeline	AI consultants, data governance leads
Assessment	Make data/systems available, participate in workshops	Run governance, data, and security workshops; build the readiness scorecard	Compliance mapping (SEC/FINRA/DORA/EU AI Act), data engineering
Build / Deploy	Approve use cases, provide subject-matter input	Build agents/ integrations, configure governance controls	AI/ML engineering, MCP integration, DevOps
Enablement	Make end users available for training	Deliver role-based training, executive briefings	Change management, adoption coaching
Ongoing	Stay engaged in quarterly reviews	Monitor, optimize, report KPIs	Managed AI operations, FinOps

Want the Full Toolkit?

The ECI Partner Resource page is the one place partners go to find everything needed to sell, position, and deliver ECI solutions with confidence. It brings together deeper program details, sales playbooks by industry, Webinars, and the latest case studies as they become available. Whether you need a one pager to leave behind, or a refresher on how a program is scoped, it's all in one spot. Visit https://go.eci.com/partner-resource

RESOURCE PAGE

ECI

Move the opportunity forward

Bring ECI into your next AI conversation to help your client launch use cases, prove value, and build a foundation for long-term adoption.

Contact Channel@eci.com

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CASE STUDY

ACHIEVING ENTERPRISE AI READINESS IN 90 DAYS

How ECI Helped a Financial Services Firm Move from AI Curiosity to Secure Adoption

VERTICAL

Financial Services

SERVICES

- AI Readiness Assessment
- Governance & Risk Frameworks
- Microsoft 365 & Copilot Readiness
- Data Security & Compliance
- Change Management & User Enablement

WHY ECI

- Combined AI strategy, governance, and technical implementation
- Delivered a structured 90-day execution framework
- Enabled secure, measurable AI adoption
- Aligned technology, security, and business use cases

CHALLENGE

Leadership recognized the potential of generative AI tools like ChatGPT, Microsoft Copilot, and Claude but lacked confidence in deploying them securely.

Key barriers included:

- Undefined AI governance policies
- Unstructured or poorly classified data
- Security and compliance concerns
- Isolated pilots without measurable results
- Leadership requiring clear ROI before scaling

The organization needed a structured path from experimentation to secure, enterprise-ready AI adoption.

SOLUTION

ECI engaged the organization through its AI Readiness Program, a structured 90-day initiative designed to enable secure, scalable AI adoption. The engagement established the governance framework, technical readiness, and organizational alignment needed to confidently deploy AI tools across the enterprise. ECI implemented governance guardrails such as sensitivity labeling, role-based access controls, and data loss prevention policies while evaluating the client's Microsoft 365 environment to identify configuration, data hygiene, and permission gaps that could impact AI platforms like Microsoft Copilot. Working closely with leadership, ECI also prioritized high-value AI use cases, including document summarization, research support, and workflow automation—and supported adoption through role-based training, internal AI champions, and regular executive reviews to ensure alignment and measurable progress.

RESULT

Within 90 days, the organization moved from isolated AI experiments to a structured, enterprise-ready AI strategy. ECI helped implement a secure governance framework, validate Microsoft 365 readiness for AI platforms, and launch initial use cases that delivered measurable productivity gains. Leadership gained clear visibility through KPI dashboards and adoption tracking, along with a defined roadmap to scale AI safely and effectively across the organization.