

# CASE STUDY



## Enabling Scalable AI Adoption Through People-Centred Change

### Client Context

- Global firm (50+ offices, 7,000 employees)
- Advises leading corporates
- Strong, collaborative and innovative culture
- Enterprise-wide AI transformation programme
- Focus on safe, responsible AI adoption

### The Challenge

- Embedding AI consistently across teams
- Aligning global stakeholder readiness
- Sustaining engagement through change
- Avoiding productivity dips during rollout
- Proving value from AI investment

### Our Journey Enabled

- Clear view of people impact - all AI initiatives
- Consistent change framework across regions
- Stakeholder mapping and readiness insights
- Targeted action plans (comms, training, risks)
- Ongoing tracking of adoption and value

### Benefits for People

- Clear understanding of AI strategy
- Greater confidence using new tools
- Reduced uncertainty during change
- Sustained engagement and morale
- Stronger inclusive culture

### Benefits for Business

- Faster, consistent AI adoption
- Protection of strong retention levels
- Reduced productivity disruption
- Improved return on AI investment
- Stronger strategy-to-delivery alignment

### Critical Success Factors

- Building on strong existing culture
- Visible leadership alignment
- Data-led decision making
- Global consistency with local flexibility
- Clear adoption and value tracking

## Conservative (hard) savings: £2.45M to £7.3M

Given the firm's strong culture and low attrition, the value case is not based on fixing a people problem. It is based on protecting performance, reducing adoption risk and preventing a small number of costly change-related losses during AI transformation.

**Avoided  
Turnover**

£1M – £3M

**Productivity  
Protection**

£0.9M – £2.6M

**Reduced  
Disengagement**

£0.3M – £0.7M

**Programme  
Efficiency Gains**

£0.25M – £1M

**Total  
Value\***

£2.45M to £7.3M+