Omantel

Omantel . Case Study

Moving Enterprise AI from Experimentation to

a Governed GenAI Foundation

Creating a secure, reusable, and scalable foundation for enterprise AI adoption.

Enabled multiple business teams to build, deploy, and scale AI-powered use cases through one centralized GenAI layer with shared services, governance, security, and enterprise integrations.

The Evolution of Enterprise AI Enablement

A centralized GenAI layer was established to help business teams build AI use cases faster, with shared services, governance, and controlled access.

30–50%

Faster AI Use Case Delivery

Reusable AI services and shared integrations helped teams deliver future AI use cases faster with stronger governance.

Business Value Delivered

Outcomes delivered by the solution

Faster Use Case Delivery

Reusable services reduce the effort needed to launch new AI use cases.

Centralized Governance

Shared controls improve access, security, usage, and AI service management.

Reusable AI Services

Standardized capabilities help teams avoid rebuilding the same components.

Scalable AI Adoption

One foundation supports multiple business units and future AI use cases.

Impact at a Glance

Key Metrics and Operational Performance

1
Unified AI foundation powering multiple business use cases

30–50%
Target faster delivery of future AI use cases

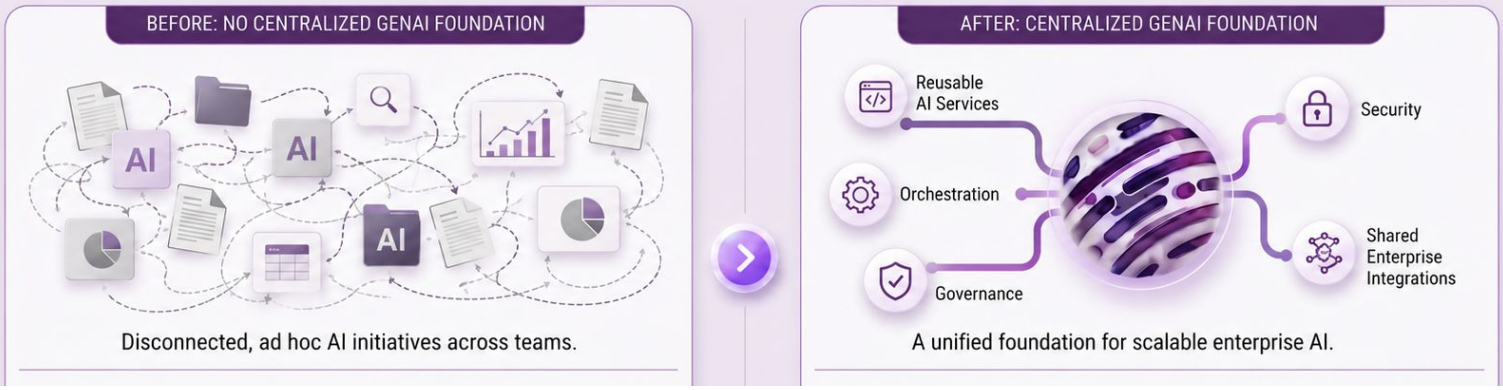
Shared
Reusable AI services and integrations

Governed
Central access, security, and usage controls

Scalable
Architecture for enterprise-wide AI adoption

From Isolated AI Experiments

to a Governed Enterprise GenAI Layer



Before the solution, teams had no centralized GenAI foundation to build, govern, and scale AI use cases consistently.

ConfidencEway implemented a centralized GenAI layer powered by AWS and the F2 Platform, enabling reusable AI services, orchestration, governance, security, and shared enterprise integrations.

Business Challenge

Addressing Enterprise AI Scalability

Isolated AI Initiatives

Teams built AI use cases separately, creating duplicated effort and inconsistent delivery.

Duplicated Integrations

New use cases risked rebuilding the same system, data, and AI connections.

Governance Gaps

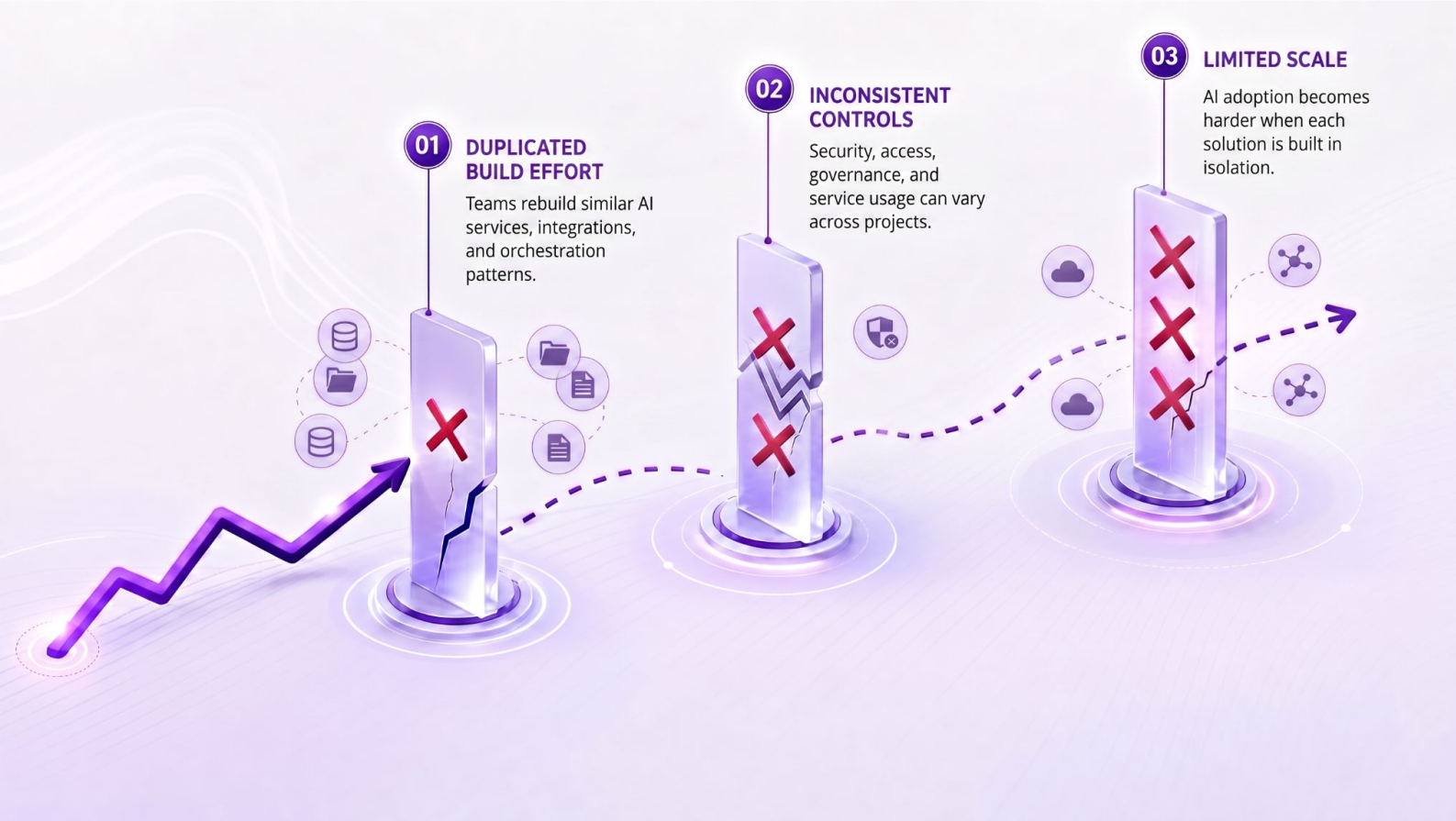
Access, security, data usage, and AI service controls needed a centralized model.

Limited Reusability

Common AI capabilities were not available as shared services for future use cases.

Isolated AI Delivery Creates Complexity

and Slows Enterprise-Wide Adoption



Installing a Scalable GenAI Foundation

What ConfidencEway Delivers for Enterprise AI Teams

AI Foundation
Centralizes reusable AI services, orchestration, knowledge capabilities, and integrations.

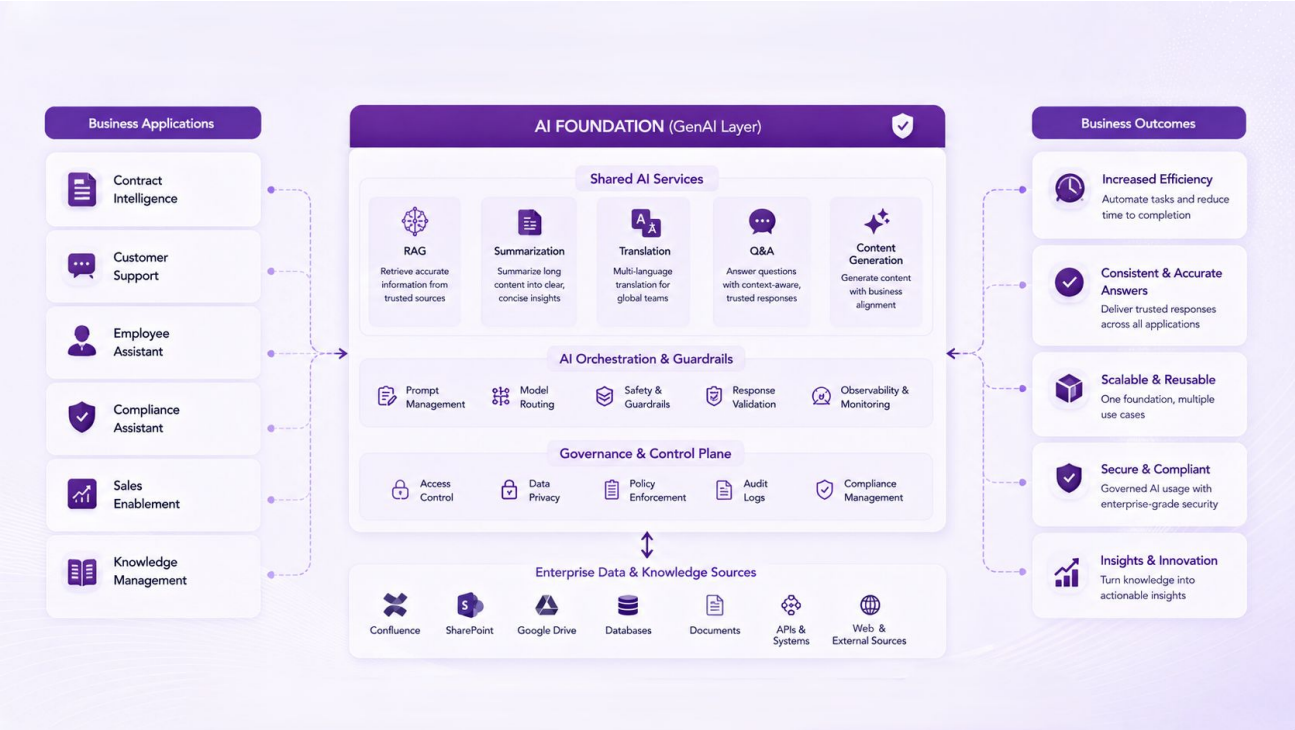
Governance & Security
Provides controlled access, security, usage management, and governance.

Enterprise Integration
Enables standardized connection patterns with enterprise systems and data sources.

Scalable Delivery
Supports multiple business units through one consistent AI architecture.

A Centralized Intelligence Layer

Powering Enterprise AI Adoption



Reusable AI Services

Shared Q&A, summarization, translation, semantic search, RAG, and document processing.

Multi-Agent Orchestration

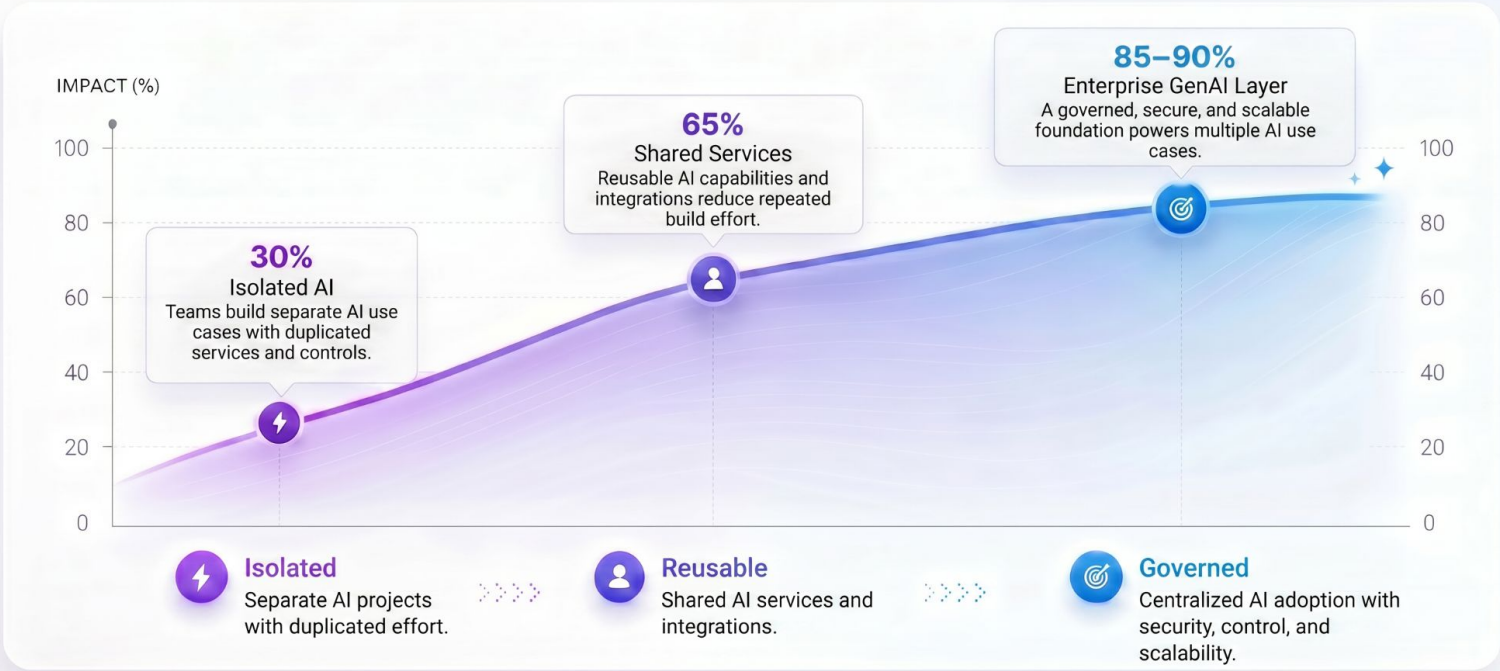
Reusable orchestration patterns for coordinated AI workflows and business use cases.

Governed AI Access

Controlled access to AI services, enterprise data, knowledge bases, and model capabilities.

Solution Overview

Maximum Impact
85–90%



Deployed on AWS and powered by the F2 Platform — enabling reusable AI services, enterprise orchestration, governance, security, and scalable AI adoption.

Ready to Move Beyond Isolated AI Projects?

What ConfidencEway Delivers for Enterprise AI Adoption

Governed AI Foundation

Centralized controls for access, security, usage, and AI service management.

Reusable AI Capabilities

Shared services for Q&A, summarization, translation, semantic search, RAG, and document processing.

Faster Use Case Delivery

Reduced delivery effort through reusable components, integrations, and orchestration patterns.

Scalable Enterprise Platform

A future-ready foundation for expanding AI use cases across more teams, systems, and business functions.