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Beyond AI Pilots:
Operationalising AI in Software Delivery

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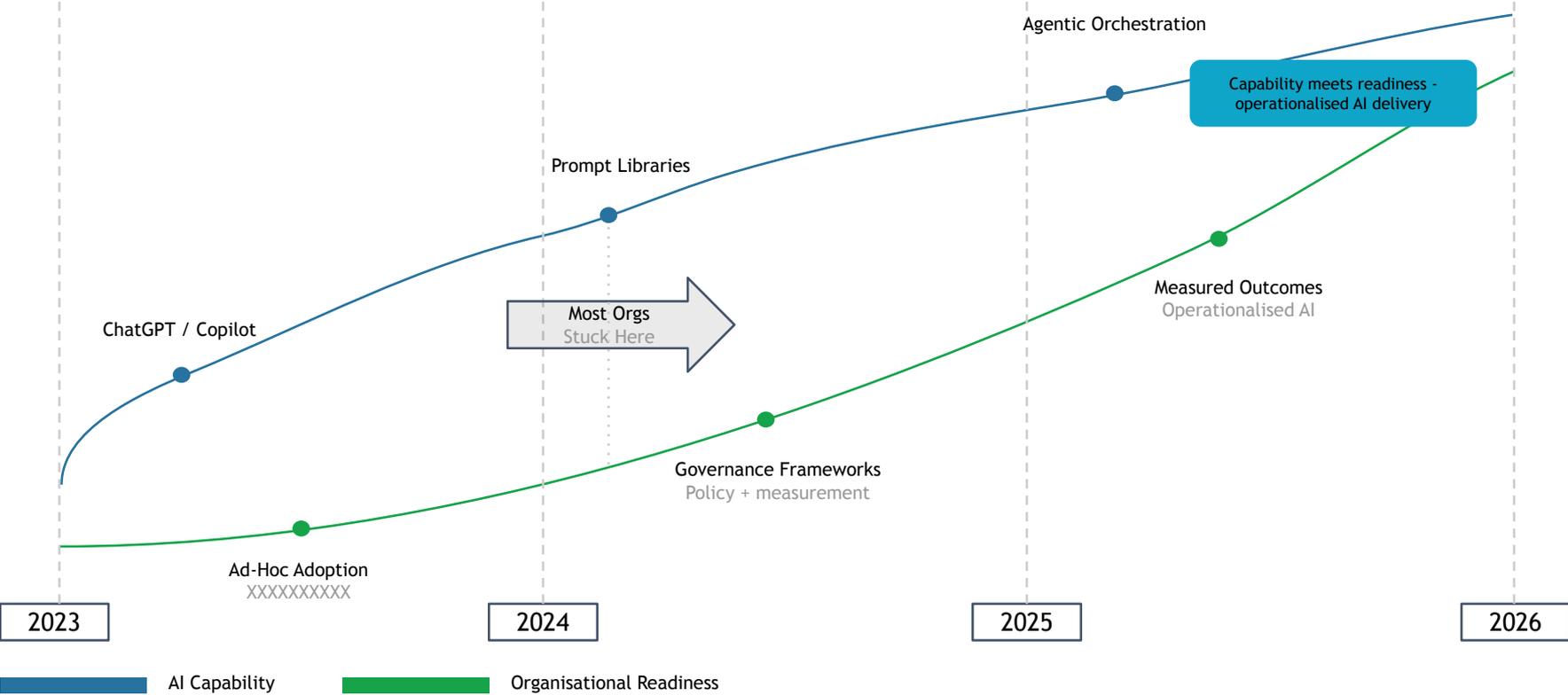Chief AI Officer
Forte Group

Mike Kinloch
SVP Engineering
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The Convergence Moment

Why AI in Delivery is Finally Working

Agentic Orchestration

Capability meets readiness - operationalised AI delivery

Prompt Libraries

Most Orgs
Stuck Here

ChatGPT / Copilot

Measured Outcomes
Operationalised AI

Governance Frameworks
Policy + measurement

Ad-Hoc Adoption
XXXXXXXXXX

| 2023 | 2024 | 2025 | 2026 |

— AI Capability   — Organisational Readiness

Xceptor - Our mission

We **empower** business users within **financial institutions** to build **automated processes** that deliver **trusted data**.

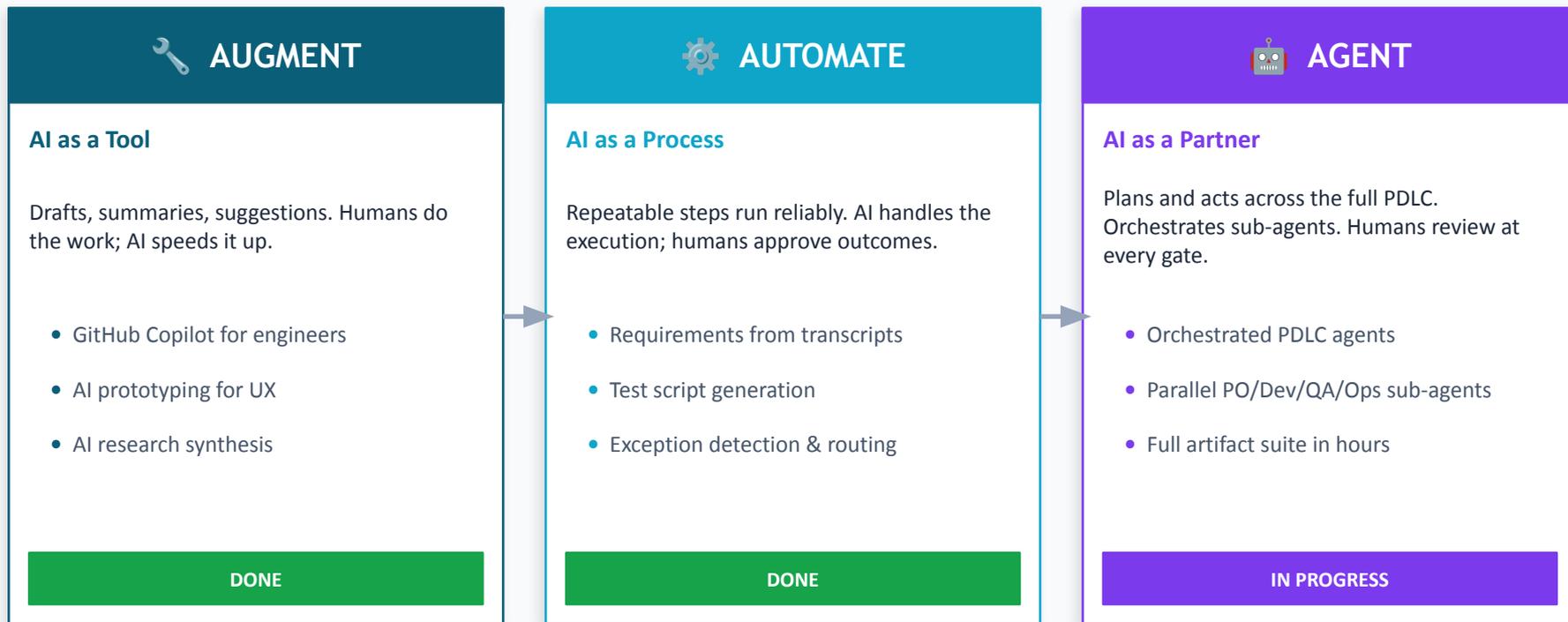Xceptor

The engine powering financial markets
Streamline pre- and post-trade workflows via data automation & process digitization

Connect

Extract
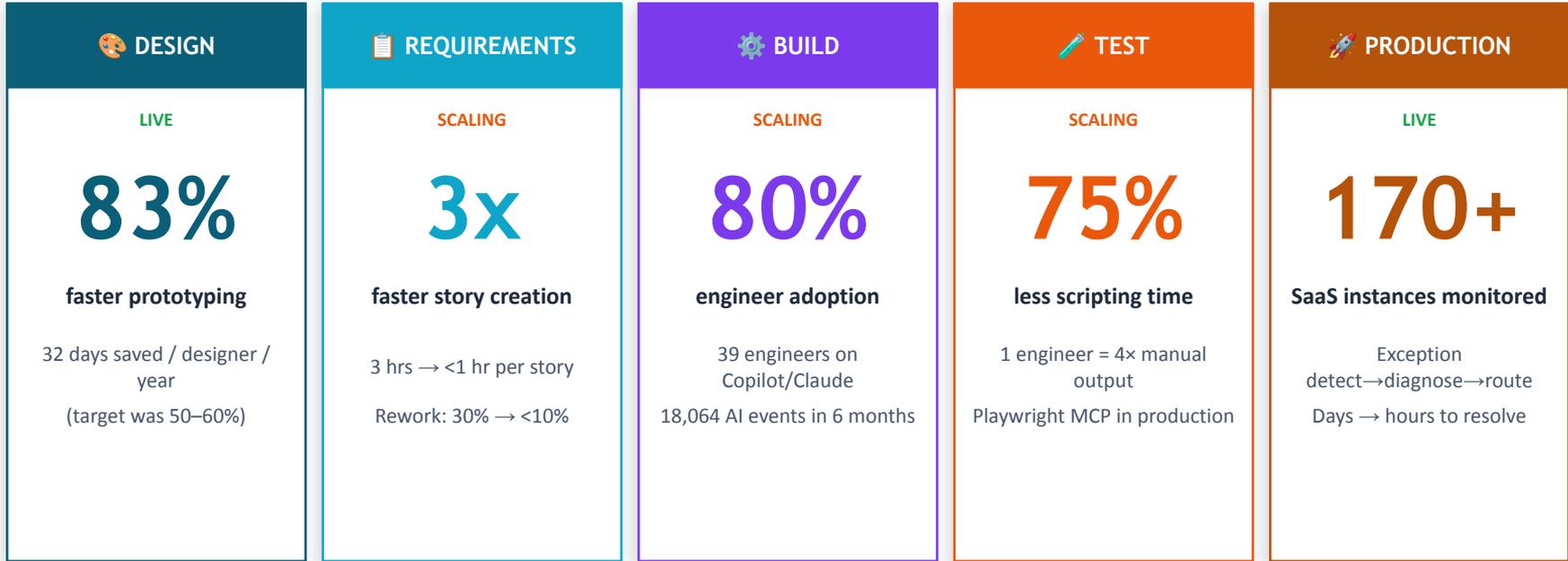
Data Automation Platform

AI

Reconciliations

Post-Trade Operations

Tax Processing

Automate & Orchestrate

Operate

Trade lifecycle

Client lifecycle

Reporting & compliance

Transformation program

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From AI-Assisted to Agent-Driven

A deliberate three-stage journey - start small, measure impact, then scale

🔧 **AUGMENT**	⚙️ **AUTOMATE**	🤖 **AGENT**
AI as a Tool	**AI as a Process**	**AI as a Partner**
Drafts, summaries, suggestions. Humans do the work; AI speeds it up.	Repeatable steps run reliably. AI handles the execution; humans approve outcomes.	Plans and acts across the full PDLC. Orchestrates sub-agents. Humans review at every gate.
• GitHub Copilot for engineers	• Requirements from transcripts	• Orchestrated PDLC agents
• AI prototyping for UX	• Test script generation	• Parallel PO/Dev/QA/Ops sub-agents
• AI research synthesis	• Exception detection & routing	• Full artifact suite in hours
DONE	**DONE**	**IN PROGRESS**

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AI Embedded Across All Five PDLC Phases

Five active areas delivering measurable results

🎨 DESIGN	📋 REQUIREMENTS	⚙️ BUILD	🧪 TEST	🚀 PRODUCTION
LIVE	**SCALING**	**SCALING**	**SCALING**	**LIVE**
83%	**3x**	**80%**	**75%**	**170+**
faster prototyping	**faster story creation**	**engineer adoption**	**less scripting time**	**SaaS instances monitored**
32 days saved / designer / year	3 hrs → <1 hr per story	39 engineers on Copilot/Claude	1 engineer = 4× manual output	Exception detect→diagnose→route
(target was 50–60%)	Rework: 30% → <10%	18,064 AI events in 6 months	Playwright MCP in production	Days → hours to resolve

51.7% of all AI usage across Xceptor is in Engineering & Product - we're leading from the front

Real Challenges — and How We Overcame Them

The honest picture: what went wrong, what we learned, and how we adapted

AI model quality varied wildly

GPT-4 generated brittle test scripts; Copilot struggled with our custom Selenium setup.

HOW WE SOLVED IT

Switched to Claude Opus for test generation. Moved from Selenium to Playwright MCP - AI-native and well-documented.

OUTCOME

75% scripting time reduction achieved

Building first AI agent

Our SaaS monitoring agent had to make real decisions across 170+ instances - false positive rates and reliability were a genuine challenge.

HOW WE SOLVED IT

Read-only mode first. Confidence thresholds before routing. Human sign-off on novel exceptions. Incremental rollout.

OUTCOME

Exception triage: days → hours; zero missed P1 incidents

Adoption wasn't automatic

Engineers resisted AI tooling when it didn't fit their workflow. Mandating Copilot without enablement failed silently.

HOW WE SOLVED IT

Champions programme, role-specific playbooks, and measuring outcomes (not just install counts). 80% adoption came from pull, not push.

OUTCOME

39/49 engineers active; 18k+ AI events in 6 months

The AI-Native PDLC

A central agent ecosystem where AI builds and humans review - governed, auditable, and directed by our people

01

Lightning Speed

AI is the primary builder. Humans review, guide, and steer. We move at a fundamentally different pace — features in hours, not weeks.

02

Robust Control & Governance

Every agent enforces quality by design. Governable, tunable, and auditable at every decision gate. No black boxes — ever.

03

Central Agent Ecosystem

One unified platform. POs, Devs, QA, and Ops all interact with purpose-built agents. Best-in-class UX for every role.

"AI builds at speed. Humans stay in control."

Orchestrator & Sub-Agents: Parallel Execution

A single orchestrator agent receives a feature request and instantly coordinates specialised sub-agents running in parallel.

🤖 Orchestrator plans, delegates, and collects all outputs

⚡ PO, Dev, QA, DevOps agents run simultaneously

👤 Human review gate before any output is promoted

📦 Full artifact suite: stories, code, tests, deploy plan, release notes

🛡️ Every decision auditable and human can override at any gate

AI PDLC Agent Orchestration

How sub-agents execute your PDLC in parallel

with human approval at every gate

ROLE EVOLUTION

How PDLC Roles Transform

The AI PDLC changes what our people spend their time on - from doing to directing.

TODAY	TOMORROW
Product Owner — Writing features and user stories manually (3h+)	**Reviewing & steering agent feature and story output**
Developer — Writing code & docs	**Reviewing PRs, architecture decisions**
QA Engineer — Manual test scripting (4× slower)	**Approving AI test suites, edge cases**
Ops / DevOps — Triaging 100s of exceptions daily	**Reviewing AI insights, approving deploys**

One person can now span what previously required three - teams shrink, scope expands

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The 6-Week MVP: Proving It in Production

Goal: full connector from requirement to production-ready in under 1 day — every artifact, every gate, every review

SUCCESS CRITERIA

✓ Production-ready connector delivered in <1 day

✓ All artifacts present: stories, arch docs, code, tests, release notes

✓ Every output reviewed and approved by a human

✓ Reusable agent framework any team can pick up

✓ Training playbooks so adoption doesn't need hand-holding

WHAT WE'LL MEASURE

⏱️ Time per PDLC phase vs. baseline

🐛 Severity bugs found in review / rings

😊 Team satisfaction (DX pulse)

AGENT ECOSYSTEM CAPABILITIES

PO Agent: Requirements, user stories, acceptance criteria

Dev Agent: Architecture docs, code, PR, technical design

QA Agent: Test strategy, test cases, test data

DevOps Agent: Security review, release summaries, rollback plans

Cross-cutting: Assisted code review, issue triage, onboarding playbooks

Governance: Policy guardrails, audit trail, human override at every gate

Week 1–2	Week 3–4	Week 5	Week 6
Discovery & setup	Build & integrate	Validate & test	Deploy & measure

What the AI-Native PDLC Means for Xceptor

🚀 Move Faster

100×

delivery velocity potential

Features that take weeks of sequential handoffs will be delivered in hours. Parallel agent execution reduces wait time at every boundary.

🎯 Higher Quality

<10%

rework rate (down from 30%)

AI-generated artifacts are consistent, source-linked, and reviewed at every gate. Fewer defects escape to production - and we catch them faster when they do.

💡 Stay Competitive

3×

more scope per engineer

We grow capability without growing headcount linearly. Our people operate at higher leverage - focused on strategy, creativity, and judgement. Not formatting, scripting, or triaging.

We are building this now!