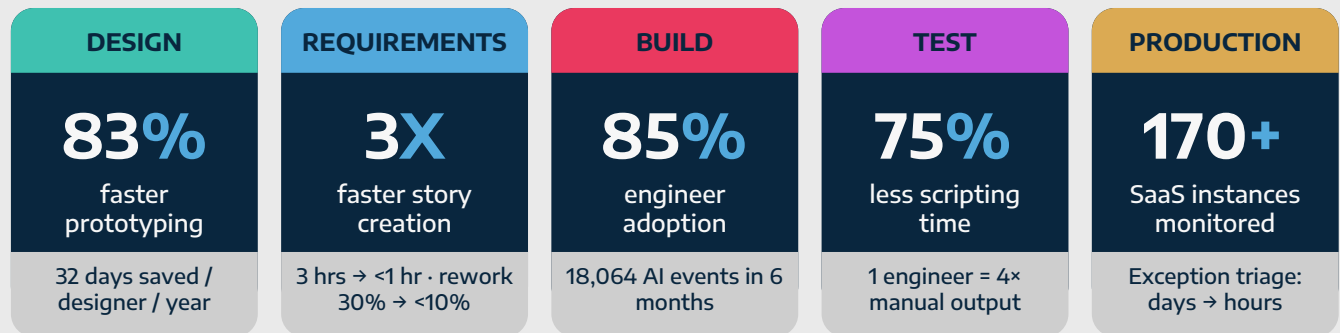


## CLIENT SPOTLIGHT

# From AI Pilots to Operating Reality

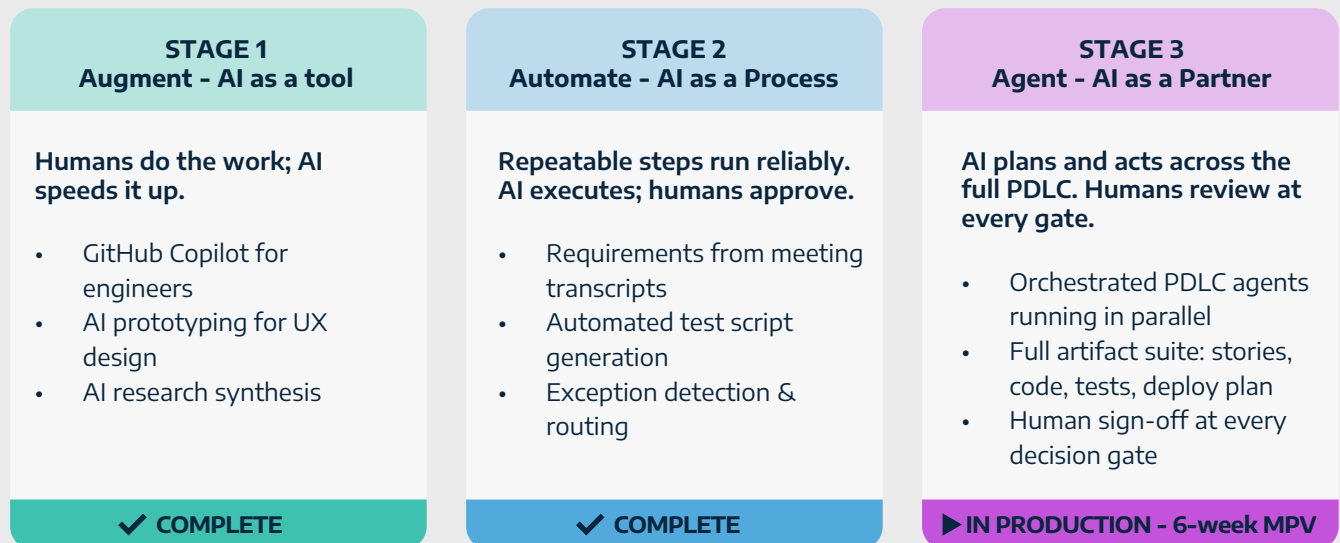
How Forte Group embedded AI across every phase of Xceptor's product delivery lifecycle, and the production numbers that prove it.

## AI EMBEDDED ACROSS ALL 5 PDLC PHASES — PRODUCTION METRICS



51.7% of all AI usage across Xceptor is concentrated in Engineering & Product — practitioner-led adoption, driven from the front.

## THE THREE-STAGE AI JOURNEY



"We've put together a vision that we've been working through and building with Forte Group around our AI-native product development lifecycle. It's based around a central agent ecosystem — how we get agents driving the product development lifecycle with humans in the loop for governance."

— Michael Kinloch, SVP Engineering, Xceptor · CTO Craft Conference, March 2026

## HARD-WON LESSONS — WHAT WENT WRONG AND HOW WE FIXED IT

### MODEL SELECTION

#### AI model quality varied wildly

GPT-4 generated brittle scripts that failed on Xceptor's codebase. Switched to Claude Opus + Playwright MCP — AI-native, better documented, and purpose-built for this kind of work.

→ 75% scripting time reduction · Playwright MCP in production

### PRODUCTION AGENT

#### First AI agent was genuinely hard

170+ live instances, real decisions, hallucination risk. Shadow mode first, confidence thresholds before routing, human sign-off on novel exceptions, then incremental rollout.

→ Days → hours triage · zero missed P1 incidents

### ADOPTION

#### Mandating Copilot failed silently

Engineers installed tools but didn't change how they worked. Replaced mandate with a champions programme: role-specific playbooks and outcome metrics, not install counts.

→ 85% adoption by pull, not push · 18,064 AI events

### CONTEXT MANAGEMENT

#### More context isn't always better

Over-specifying context caused poor model results. Bare minimum — codebase link, docs, one working example — dramatically outperformed detailed over-specification.

→ Full end-to-end process built in under a day

## HOW ROLES TRANSFORM - FROM DOING TO DIRECTING

Role	Today	With AI-Native PDLC
<b>Product Owner</b>	Writing features and user stories from scratch (3+ hours per story)	Reviewing and steering agent output. Agents build all requirements, features, and stories using standardised templates.
<b>Developer</b>	Writing code, documentation, and PR descriptions manually	Reviewing PRs and architecture decisions. AI drafts; engineers direct.
<b>QA Engineer</b>	Manual test scripting (producing 4x less output than AI-assisted)	Approving AI-generated test suites, focusing on edge cases and risk.
<b>Ops / DevOps</b>	Triaging hundreds of exceptions daily across 170+ instances	Reviewing AI insights, approving deploys. The agent handles detection, diagnosis, and routing.

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

## THE BOTTOM LINE

## LIGHTNING SPEED

**100X**delivery velocity  
potential

Features in hours, not weeks.  
Parallel agent execution  
removes wait time at every  
handoff boundary.

## ROBUST GOVERNANCE

**<10%**rework rate  
(from 30%)

Every agent enforces quality  
by design. Auditable at every  
decision gate. No black boxes.

## CENTRAL AGENT ECOSYSTEM

**3X**more scope per  
engineer

Grow capability without  
growing headcount linearly.  
Engineers focus on strategy  
and judgement, not  
formatting and scripting.

“What would have taken weeks or months to deliver, large features, complex user stories, is now being converted into hours. And we don’t see ourselves having to grow our teams linearly as we scale. We’re going to get more done with less.”

— Michael Kinloch, SVP Engineering, Xceptor · CTO Craft Conference, March 2026



READY TO OPERATIONALISE AI IN YOUR DELIVERY?

**Schedule a call with Alex Lukashevich**

Chief AI Officer at Forte Group

[Book a Call ↗](#)