fortégroup Xceptor

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

DESIGN	REQUIREMENTS	BUILD	TEST	PRODUCTION
83% faster prototyping	**3X** faster story creation	**85%** engineer adoption	**75%** less scripting time	**170+** SaaS instances monitored
32 days saved / designer / year	3 hrs → <1 hr · rework 30% → <10%	18,064 AI events in 6 months	1 engineer = 4× manual output	Exception triage: days → hours

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

STAGE 1
Augment - AI as a tool

Humans do the work; AI speeds it up.

- GitHub Copilot for engineers
- AI prototyping for UX design
- AI research synthesis

✓ COMPLETE

STAGE 2
Automate - AI as a Process

Repeatable steps run reliably. AI executes; humans approve.

- Requirements from meeting transcripts
- Automated test script generation
- Exception detection & routing

✓ COMPLETE

STAGE 3
Agent - AI as a Partner

AI plans and acts across the full PDLC. Humans review at every gate.

- Orchestrated PDLC agents running in parallel
- Full artifact suite: stories, code, tests, deploy plan
- Human sign-off at every decision gate

▶ IN PRODUCTION - 6-week MPV

"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
Product Owner	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.
Developer	Writing code, documentation, and PR descriptions manually	Reviewing PRs and architecture decisions. AI drafts; engineers direct.
QA Engineer	Manual test scripting (producing 4× less output than AI-assisted)	Approving AI-generated test suites, focusing on edge cases and risk.
Ops / DevOps	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 ↗