Artificial Intelligence:

Navigation and success in a time of unprecedented change.

Oliver Fox, Chief Operating & Financial Officer



Technology is continually changing, and we are in the early stages of what many anticipate will be an unprecedented shift. Artificial intelligence is driving that shift, finding its way into everyday work and showing no signs of slowing.

Many of our clients have expressed concerns about where things are headed. Those concerns are understandable, but concern alone does little to prepare a business. Our interests are best served by paying attention, considering the implications, and taking a thoughtful, measured approach to what we do next.

Previous transformations like the Industrial Revolution also brought uncertainty about businesses and livelihoods. I won't speculate about where the AI Revolution will take us, but history offers useful lessons about recognizing change early and responding effectively. Companies are already using AI to perform work similar to yours, often faster, at lower cost, and sometimes with better results.

As your technology advisors, part of our purpose is to help you navigate these shifts. In the past few months, we have advised you extensively on protection against external AI threats. Regardless of where you stand on AI, I would suggest that, over time, failing to adapt may prove a greater risk to your business than AI itself.

I strongly urge every business manager to give the following serious attention:

- **Decide how AI fits your business and adopt a clear strategy.** Document how staff already use AI, the risks, and the benefits. Consider potential improvements, what competitors may be doing, and the financial and human implications. Define what's acceptable and adhere to it.
- **Give employees clear guidance.** Put your decisions into practical policies covering approved tools, permitted uses, information restrictions, and required human review. These should reflect how your business operates.
- **Require approved AI tools for sensitive information.** Inexpensive tools can remove or mask sensitive information before it reaches an outside AI service. Our staff can help put them in place. Private AI systems offer greater control. The choice

depends on your information and work; either approach requires careful configuration and testing against your privacy requirements.

- **Start small.** When incorporating AI into your workflow, choose a repetitive task of minimal complexity. Define it and measure the result before expanding.
- **Bring employees into the plan.** Involve those who perform the work, give them time to learn, and decide how recovered time will be used. Explain your intentions honestly and include their experience in evaluating results.
- **Review your defenses against AI-assisted threats.** Routinely revisit staff awareness, verification procedures, and technical protections. Confirm that employees know how to handle suspicious requests.

We're here to help and have structured services to address each of these areas individually or as part of a coordinated plan.

If you'd like to talk through what deserves attention first, just reply to this email. For a more detailed discussion and answers to frequently asked questions, visit www.sandboxtech.com/AI.