

C3 AI Services

Enabling Digital Transformation with the C3 AI Suite

C3 AI® Services provides customers and partners with the resources, methods, and experience to develop and deploy enterprise-scale AI applications on time and on budget.

C3 AI Services offers a proven and comprehensive set of capabilities, processes, best practices, templates, and guides that together enable reliable and repeatable development and delivery of high-value AI applications using the C3 AI Suite. Customers can choose from the rich set of capabilities offered by C3 AI Services and define the engagement model most suitable to their business needs.

C3 AI Services team members with deep expertise in application development, data integration, data science, machine learning, and solution architecture assist our customers and partners to:

- Identify high-value AI use cases across the enterprise and create an AI roadmap
- Leverage the full capabilities of the C3 AI Suite for rapid application development
- Implement and optimize C3 AI Applications
- Train developers and end-users to ensure knowledge transfer
- Provide ongoing assistance to resolve issues and enhance the solution

C3.ai’s comprehensive set of services and robust application development methodology are at the heart of our commitment to provide customers with faster time to value and measurable business impact.

Benefits of Engaging C3 AI Services

- **Time to Value**
Accelerate time to value at every phase of the development process, including planning, specifying, building, and operationalizing
- **Proven Experience**
Solve previously unsolvable problems with experienced teams
- **Reduced Risk**
Identify and remove barriers to success (technical, cultural, procedural, strategic)
- **Technical Skill**
Leverage expert resources with required skills to complete any given project
- **Knowledge Transition**
Transfer skills from C3.ai personnel to customer organization
- **Self-Sufficiency**
Become self-sufficient with your digital transformation, from roadmap and deployment to maintenance and analytics
- **Ongoing Training**
Get access to ongoing training and support through professionally designed courses

<p>Enable C3 AI Academy</p> <p><i>Build customer self-sufficiency with targeted training, education, and advice</i></p> <ul style="list-style-type: none"> • C3 AI Fundamentals • C3 AI Data Science • C3 AI Advanced Application Development • C3 AI Program Management • C3 AI Operations Support 	<p>Advise C3 AI Center of Excellence</p> <p><i>Guide the development, deployment, and operation of multiple AI applications at scale</i></p> <ul style="list-style-type: none"> • Govern the program • Identify high-value use cases • Build AI application roadmap • Guide the development of AI applications • Define meaningful metrics-based success tracking
<p>Implement C3 AI Implementation Services</p> <p><i>Pro-active, customer-centric project implementation</i></p> <ul style="list-style-type: none"> • Setup and configure C3 AI Applications • Develop customer specific AI applications on the C3 AI Suite • Integrate multiple complex data sources • Build AI and machine learning models • Design ideal solution architecture 	<p>Support C3 AI Customer Support</p> <p><i>Ongoing assistance to maximize return on investment</i></p> <ul style="list-style-type: none"> • Optimize post go-live and monitor performance • Plan upgrades and functional enhancements • Provide 24/7 technical support • Measure and track value • Support on-premise operations
<p>C3 AI Application Development Methodology</p> <p>A proven, comprehensive set of processes, best practices, templates and guides that ensure reliable and repeatable implementation and development of high-value AI applications.</p>	

Figure 1. Comprehensive set of C3 AI Services capabilities leverages the best practices codified in the C3 AI Application Development Methodology

Enable

C3 AI Academy offers training courses to help customers develop applications on the C3 AI Suite. Classes are tailored for different experience levels and backgrounds, including developers, data scientists, administrators, and operations teams with certifications to ensure knowledge acquisition.

Customers can choose among different modalities to access the training courses including online-only or instructor-led sessions at C3.ai or customer locations. Hybrid combinations can be tailored to specific needs. Online courses are augmented with access to office hours and instructor support via email.

C3 AI Fundamentals

Technical users learn the fundamental skills to develop on the C3 AI Suite, leveraging video lectures, quizzes, and hands-on exercises.

C3 AI Data Science

Data scientists will explore techniques for data science on the C3 AI Suite with Python and Jupyter notebooks.

C3 AI Advanced Application Development

Application developers dive deeper into advanced development topics on the C3 AI Suite.

C3 AI Operations Support

Operations and support teams learn the skills to deploy and operate the C3 AI Suite in customer-managed environments

C3 AI Program Management

Participants explore the C3 AI Application Development Methodology and learn the best practices to create an application roadmap, develop a product specification, plan a project, and maintain and operate an AI-enabled application.

Implement

C3 AI Implementation Services ensure successful customer outcomes throughout the application development and deployment phases. Statement of work-based engagements streamline the implementation processes leveraging the proven C3 AI Application Development Methodology to enable customers to move applications into production quickly.

Setup and configure C3.ai SaaS Applications

- Configure applications to meet specific requirements
- Train and tune AI models on customer data

Build AI and machine learning models

- Build AI / Machine Learning models
- Develop features
- Tune and test models
- Deploy and operate

Develop customer specific AI applications with the C3 AI Suite

- Select high-value AI use cases
- Develop AI applications

Design ideal solution architecture

- Identify/define SLAs
- Identify source systems, types and data volumes
- Design solution architecture

Integrate multiple complex data sources

- Utilize existing or build new data connectors
- Develop C3 AI Canonicals
- Extract and transform data
- Design the data pipelines
- Connect to live data sources

Advise

AI-enabled digital transformation is a complex undertaking, requiring extensive cross-functional collaboration and a range of skill sets. A typical large organization will develop and deploy hundreds of AI-enabled applications and will operate, refine, and support these applications over many years.

The C3 AI Center of Excellence (CoE) provides a governance structure that applies the C3 AI Application Development Methodology with dedicated C3.ai resources and enables customers to develop a consistent, standardized approach to delivering a roadmap of AI enabled applications at scale. C3 AI Center of Excellence team members work with our customers to:

- Identify high value candidate use cases and build project roadmaps
- Support individual projects
- Deploy and maintain development, QA and production environment
- Create and implement communications plans
- Develop optimal tools and processes for application develop, testing, deployment
- Define metrics-based success tracking tools and processes
- Define architectural standards
- Conduct training and knowledge transfer

The Center of Excellence is staffed with a combination of full-time C3.ai resources offering expertise in all aspects of developing and deploying AI-driven enterprise applications, including data science, application development, solution architecture, data integration, and business analysis. Customer resources are aligned with C3.ai resources for on-the-job training and knowledge transition. Individual project teams are staffed with a combination of customer and C3.ai team members with an eye toward greater self-sufficiency within the customer organization.

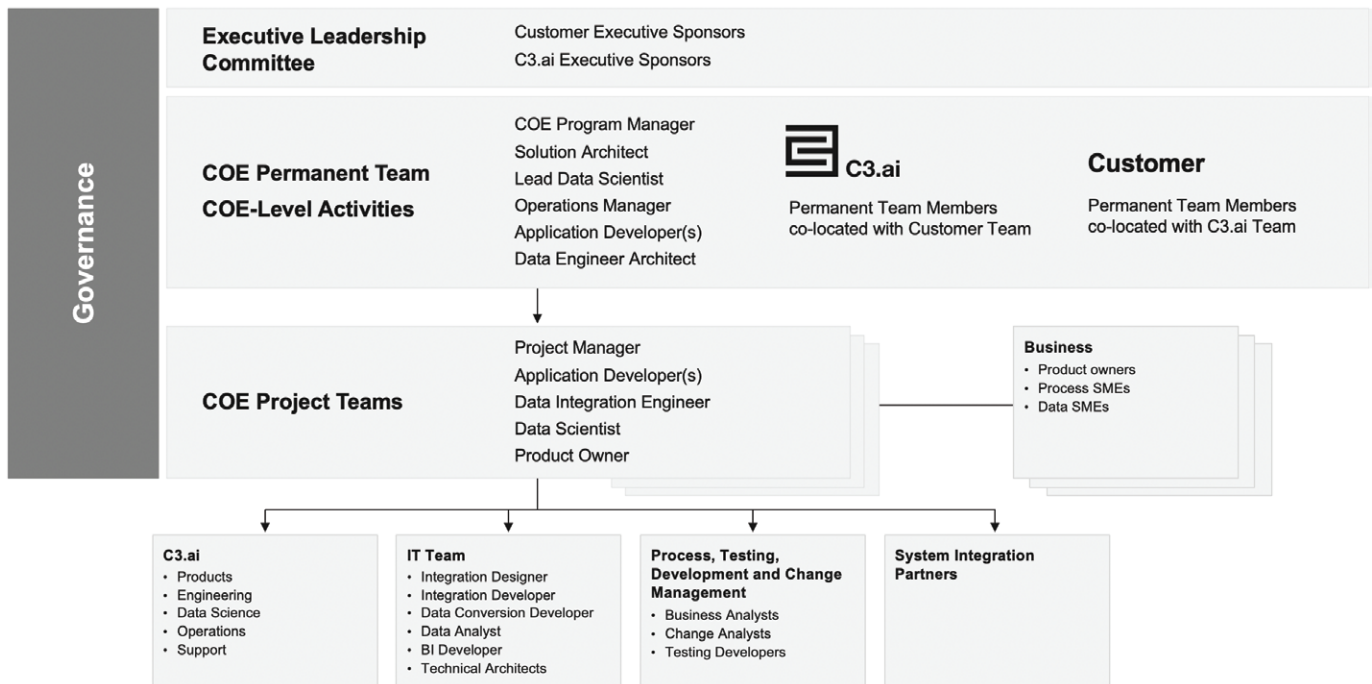


Figure 2: C3 AI Center of Excellence organization model

Support

C3 AI Support personnel collaborate with our customers throughout the customer lifecycle, providing round the clock coverage via web, chat, and email to assist as issues come up and to optimize production applications in response to user feedback. C3.ai professionals provide regular communication to customers on service requests, upgrades, enhancements and collaborate with customers to track SLAs.

<p>Optimize post go-live and monitor performance</p> <ul style="list-style-type: none"> Continuously measure and track user adoption and application performance across use cases <p>Plan upgrades and functional enhancements</p> <ul style="list-style-type: none"> Develop regular maintenance release schedule and scope of releases Perform end-to-end testing against quality assurance standards <p>Provide 24/7 Technical Support</p> <ul style="list-style-type: none"> Get timely, accurate, and complete resolutions to technical issues 	<p>Measure and track value</p> <ul style="list-style-type: none"> Validate value metrics defined at start of implementation and optimize KPIs over time <p>Support on-premise operations</p> <ul style="list-style-type: none"> Deploy C3.ai products in a private cloud architecture with C3.ai operational support services to ensure secure, stable and reliable environments
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C3 AI Application Development Methodology

The C3 AI Application Development methodology reflects C3.ai’s comprehensive approach to identifying AI-addressable business challenges, specifying, developing, and deploying AI-based applications, and operating them at scale. Its guidelines and best practices have been refined throughout C3.ai’s 10+ years of industry-leading experience.

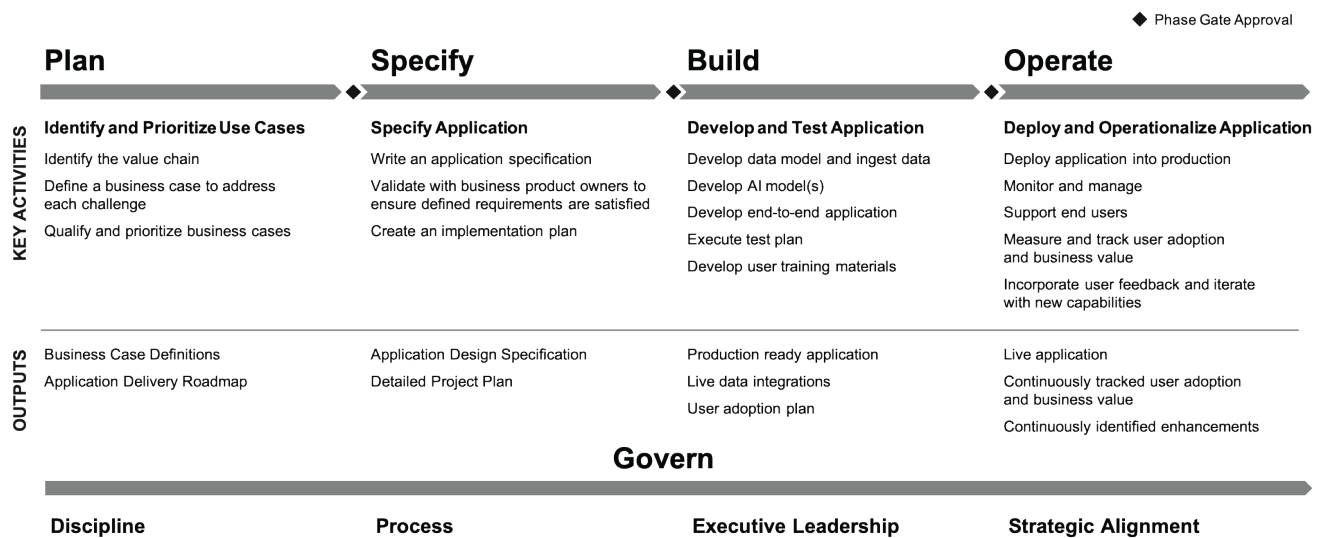


Figure 3. The C3 AI Application Development Methodology

Proven Results in 8-12 Weeks	Visit c3.ai/get-started
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