

# Shifting Focus in AI Deployment: From Algorithms to Human Training

TORONTO, ONTARIO, CANADA, March 31, 2026 /EINPresswire.com/ -- Here's a number worth sitting with. According to Stanford University's 2025 AI Index Report, total corporate AI investment hit \$252.3 billion in 2024, up 25.5 percent from the year before. And yet, research from MIT and RAND Corporation finds that somewhere between 70 and 85 percent of AI initiatives still fail to deliver on their expected outcomes (Source: Stanford University, Artificial Intelligence Index Report 2025; MIT Sloan Management Review; RAND Corporation, "AI Adoption in the Enterprise").



The Real Reason AI Deployments Fail

That is not a technology problem. That is a people problem.

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*Daisy Eisenhardt*

Across banking, insurance, wealth management, and capital markets, organizations are spending heavily on model refinement, data pipelines, and infrastructure upgrades. What they are not spending enough on is preparing the humans who are supposed to work with, oversee, and ultimately be accountable for those systems. The result, stalled adoption, compliance gaps, and business cases that quietly got shelved, is something Intelcomm has seen play out in engagement after engagement.

"The organizations that win with AI are not the ones with

the most sophisticated models, they are the ones whose people know how to challenge those models, interpret their outputs responsibly, and align automated decisions with regulatory and ethical standards. We have seen this gap cost institutions not just money, but their clients' trust. The algorithm is never the bottleneck. The bottleneck is always human readiness."- Daisy Eisenhardt, Intelcomm Management Consultants Inc.

## A Quarter-Trillion Dollar Problem That Better Models Cannot Fix

The pattern is frustratingly consistent. An institution invests in an AI tool, runs a successful pilot, celebrates the go-live, and then, about nine months later, wonders why nobody is actually using it the way it was intended. Frontline staff don't trust the outputs. Compliance teams can't explain the model's logic to auditors. Risk managers flag concerns but have no escalation path. And slowly, the automation that was supposed to transform operations gets routed around instead of adopted.

This is not a fringe scenario. It is, according to Intellicomm's practice leaders, the default outcome when human enablement is treated as a footnote in an AI deployment plan rather than a foundational pillar of it.

The financial services sector carries additional weight here. When an AI system is making credit decisions, flagging potential fraud, or generating client communications, it cannot operate as a black box that staff simply defer to. Regulators don't accept that. Auditors don't accept that. And frankly, neither should the institutions themselves. Canada's OSFI, FINTRAC, and an increasingly coordinated international regulatory environment are all moving toward explicit expectations around AI explainability, accountability, and governance, and organizations that haven't built those capabilities into their workforce are already behind.

## What the Organizations Getting It Right Are Actually Doing

The difference between AI deployments that deliver lasting value and those that quietly stall isn't budget size or model sophistication. It comes down to whether the organization treated human readiness as seriously as it treated the technical build.

[The institutions that get it right build AI literacy across every level](#), not just the data science team, but operations, compliance, risk, and executive leadership. They define who owns the output of an automated decision. They create clear processes for what happens when a model behaves unexpectedly. [They integrate AI governance into existing risk and compliance frameworks](#) rather than creating a separate structure that nobody has time to manage. And they do the harder, slower work of shifting organizational culture toward one where people feel equipped to work with AI rather than intimidated by it or blindly reliant on it.

This is precisely where Intellicomm works. The firm's AI Strategy and Automation practice helps financial institutions build not just the technology roadmap, but the human and governance infrastructure that determines whether that technology ever delivers real value.

## The Conversation the Industry Needs to Have

Intellicomm is not suggesting that model quality doesn't matter. It does. But the industry's current obsession with algorithmic optimization, at the expense of organizational readiness, is producing a predictable and expensive outcome. A more honest conversation, about change

management, workforce capability, and governance accountability, is long overdue. Financial institutions that want to honestly assess where they stand, close their human-readiness gaps, or build a more defensible AI deployment strategy are welcome to reach out to Intellect's advisory team directly at [intellect.com](https://intellect.com).

Daisy Eisenhardt

Intellect Management Consultants Inc.

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