Enterprise AI at Eversource

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Enterprise AI : Vision & Strategy

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AI Vision

Harness AI as a Trusted Enterprise Asset That Empower Employees, Accelerates Decision Making, Enhances Customer and Stakeholder Value, and Drive Operational Efficiency.



Strategic Enterprise Asset

- Treat AI as a strategic enterprise asset that drives measurable business outcomes
- Embed reusable AI assets into core business processes and decision-making
- Prioritize investments based on enterprise value, scalability, and impact



Talent & Operating Model

- Build enterprise-wide AI fluency and accountable adoption of AI assets
- Embed AI into roles, workflows, and decision-making across the enterprise
- Enable cross-functional collaboration to accelerate responsible AI execution



Technology & Data Platforms

- Develop secure, reusable AI and data platforms as enterprise assets
- Standardize cloud, data, and AI services for scalability and efficiency
- Continuously evolve infrastructure to support emerging AI assets and demand

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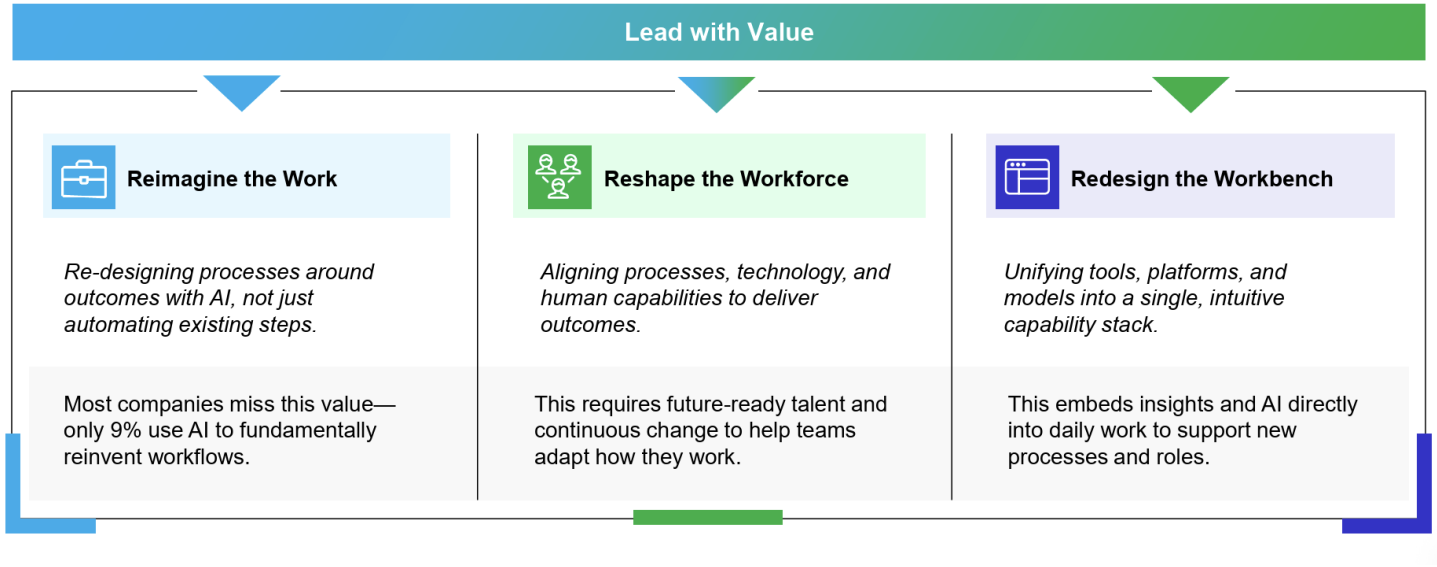
Turning AI Ambition into Enterprise Value

Scaling AI requires reimagining work, reshaping the workforce, and redesigning the technology experience around measurable business outcomes.



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Enterprise AI Teams

AI Strategy for the Organization



AI Product Enablement

Builds and maintains the organization's AI Strategy to accelerate and enable Eversource business objectives by aligning AI investments to priorities, enabling product builds and increasing AI training & fluency

AI Platform for the Future



AI Platform Development

Continuously modernizes and standardizes reusable AI capabilities (e.g., infrastructure, tooling) to enable fast, scalable, high-ROI deployments of AI to support business objectives

Agent Deployment, Support, and Monitoring



AI Agentic Ops

Dedicated agent deployment, support, and monitoring capabilities to reliably operate and scale AI agents, tools, and infrastructure across the organization

Eversource's Enterprise AI Operating Model

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A unified, governed approach to prioritize, build and operate AI capabilities that drive measurable business outcomes.

