

# Closing the Enterprise AI Trust Gap

Progress without fear is finally possible

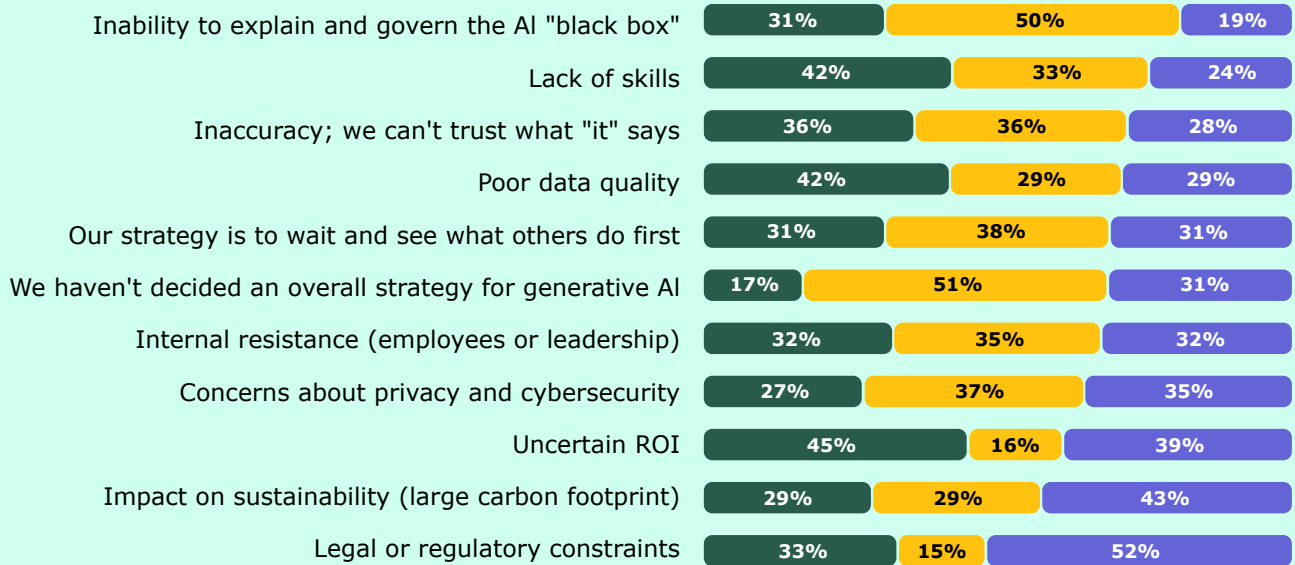


# Nobody believes you anyway.

That one-line truth bomb, delivered on stage recently by a technology decision maker to a hundred IT services leaders pitching AI, landed like a nine-pound hammer. Half nodded. Half were stunned. But the impact was clear: the AI hype bubble has left a trust vacuum.

That's the real risk. Not hallucinations, not regulation, not even the tech itself. It's fear. Fear that the black box can't be explained. Fear that employees will be replaced. Fear that pilots never scale. Fear that the costs outweigh the outcomes.

## Q: Rank the top three obstacles in deploying generative AI solutions.



Source: HFS Research in partnership with Ascendion, 2023.  
Sample: 104 enterprise leaders actively exploring and deploying GenAI

Rank 1 Rank 2 Rank 3

Fear stalls progress. History shows it's always been there—from steam to electricity to the internet—but it's dangerous today when leaders use a speed bump or roadblock as a reason to pull the plug on AI's potential. Companies waiting to "trust AI later" are already losing ground today. (If this sounds like lazy hyperbole, find an industry still powered by waterwheels.)

There are good reasons for skepticism. We've all seen AI get the basics wrong: "Marie Curie won a Nobel Prize in 1921" (she didn't, 1903 and 1911), " $17 \times 24 = 374$ " (it's 408), "Sure, microwave a fork" (please don't).

More than 80% of early-adopter business leaders said their top obstacle to AI adoption is the inability to explain or govern the AI "black box" (see fig. 1). About 72% cite lack of trust in outputs as the main reason initiatives stall. Gartner recently found that 53% of consumers distrust AI-powered search results.

# Build Trust in AI ... with Better AI

It's a fact that frontier AI models are better today than yesterday, but human trust is hard to build and easy to break. No pile of whitepapers and slide decks can rebuild trust shaken by AI slop.

It takes proof, and fortunately, progress is being made.

**Now we're learning how to build trust in how we do work with AI. It starts with changing how we keep humans not just "in the loop," but "in the driver's seat."**

That's why Ascendion built AAVA™, our "last mile" agentic AI-powered platform.

AAVA isn't another code monolith. It's a constellation of purpose-built AI agents—Lego® blocks that connect across planning, coding, testing, deployment, and operations. These agents work alongside human engineers, amplifying their skills and making workflows faster and more dependable.

AI-powered value is becoming real, but AI-powered risk is not imaginary. Together, humans and agents are solving four of the biggest issues eroding trust in enterprise AI:



## The Workflow Gap

AI alone can't handle decades of tangled processes, silos, and tribal knowledge. Fusing AAVA with human engineers delivers end-to-end workflow impact.

A global education company saw **60% faster** database modernization and **90+ Power BI reports** in just three months by empowering every role and removing uncertainty.

## The Deployment Gap

Proof of concept too often becomes proof of nothing. Our phased model delivers ROI at every stage of deployment, from pilot through to scale.

For a wealth management firm, we used AAVA to help reverse-engineer **700,000+ lines of code in three weeks**, craft a three-year roadmap, and deliver a modern platform in half the cost and a third of the time.

## The Transparency Gap

Executives hesitate when they can't answer how AI work gets done. No transparency, no trust. AAVA is deployed securely inside client environments with full compliance, and real-time dashboards track performance, spend, and ROI.

A global bank now governs cloud spend in real time, while a U.S. utility company **strengthened data security** and automated critical communications.

## The Motivation Gap

AI adoption dies when people feel sidelined. Employees fear replacement, leaders fear disruption, and none of us wants one more tool shoved into our lives. AAVA was designed human-first: agents handle routinized work while people lead strategy and oversight.

At a utilities company, we freed **40%** of employee time and improved data accessibility by **90%**. In telecom, our engineers leveraged AAVA to cut **60%** of manual tasks and boosted testing productivity by **40%**.

# Silicon + Carbon = Trusted Business Impact

Regardless of the specific technologies being used, savvy business leaders are aiming to fuse AI (made of silicon-based chips and code) with carbon-based intelligence (that's us; we're the carbon) to generate value.

The algorithm most likely to describe the future of work is becoming clear:


$$[\text{Si (silicon)} + \text{C (carbon)}] \times \text{T (Trust)} = \$\text{V (Value)}$$

We call this Engineering to the Power of AI (Engineering<sup>AI</sup>), and organizations on the right track are already unlocking velocity, growth, and trust. We're already helping bridge the AI trust gap with AAVA in more than a dozen strategic enterprise clients.

The path is already being paved. The biggest risk isn't hallucination or cost, it's waiting. Fear won't stop the future; don't let it stop you.



## About Ascendion

Ascendion is a leading provider of AI-powered software engineering solutions that help businesses innovate faster, smarter, and with greater impact. We partner with over 400 Global 2000 clients across North America, APAC, and Europe to tackle complex challenges in applied AI, cloud, data, experience design, and workforce transformation. Powered by more than 11,000 experts, a bold culture, and our proprietary Engineering to the Power of AI (EngineeringAI) approach, we deliver outcomes that build trust, unlock value, and accelerate growth. Headquartered in New Jersey, with 40+ global offices, Ascendion combines scale, agility, and ingenuity to engineer what's next. Learn more at <https://ascendion.com>.

Engineering to the Power of AI<sup>TM</sup>, AAVA<sup>TM</sup>, EngineeringAI, Engineering to Elevate Life<sup>TM</sup>, Data<sup>AI</sup>, Experience<sup>AI</sup>, Platform Engineering<sup>AI</sup>, Product Engineering<sup>AI</sup>, Quality Engineering<sup>AI</sup>, and GCC<sup>AI</sup> are trademarks or service marks of Ascendion®. AAVA<sup>TM</sup> is pending registration. Unauthorized use is strictly prohibited.

