The Future of AI & Data Leadership

Mastering the Next Decade of Intelligent Decisioning

Ajay Mathur

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Motability Operations (www.mo.co.uk)

Readiness

Investment Priorities

Organizational Shifts

Leading with AI

Next Steps

The Future of AI & Data Leadership

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830,000+

customers on the Scheme

9.6/10

customer satisfaction

>20%

Of new cars are bought my Motability Operations in the UK

Motability Operations

30%

growth in Scheme customers since 2018

90%

of customers renew at the end of their lease

200,000+

disabled people supported in employment and education by the Motability Foundation

Motability Operations

>16%

of all electric vehicle (EV) registrations in the UK in 2024

£17bn/$20B

Worth of cars owned by MO

35,000

Wheelchair Accessible Vehicle (WAV) customers in the UK

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Active poll

0

What kind of day has this been for you today (1-2 words)?

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Dawn of Intelligent Decisioning

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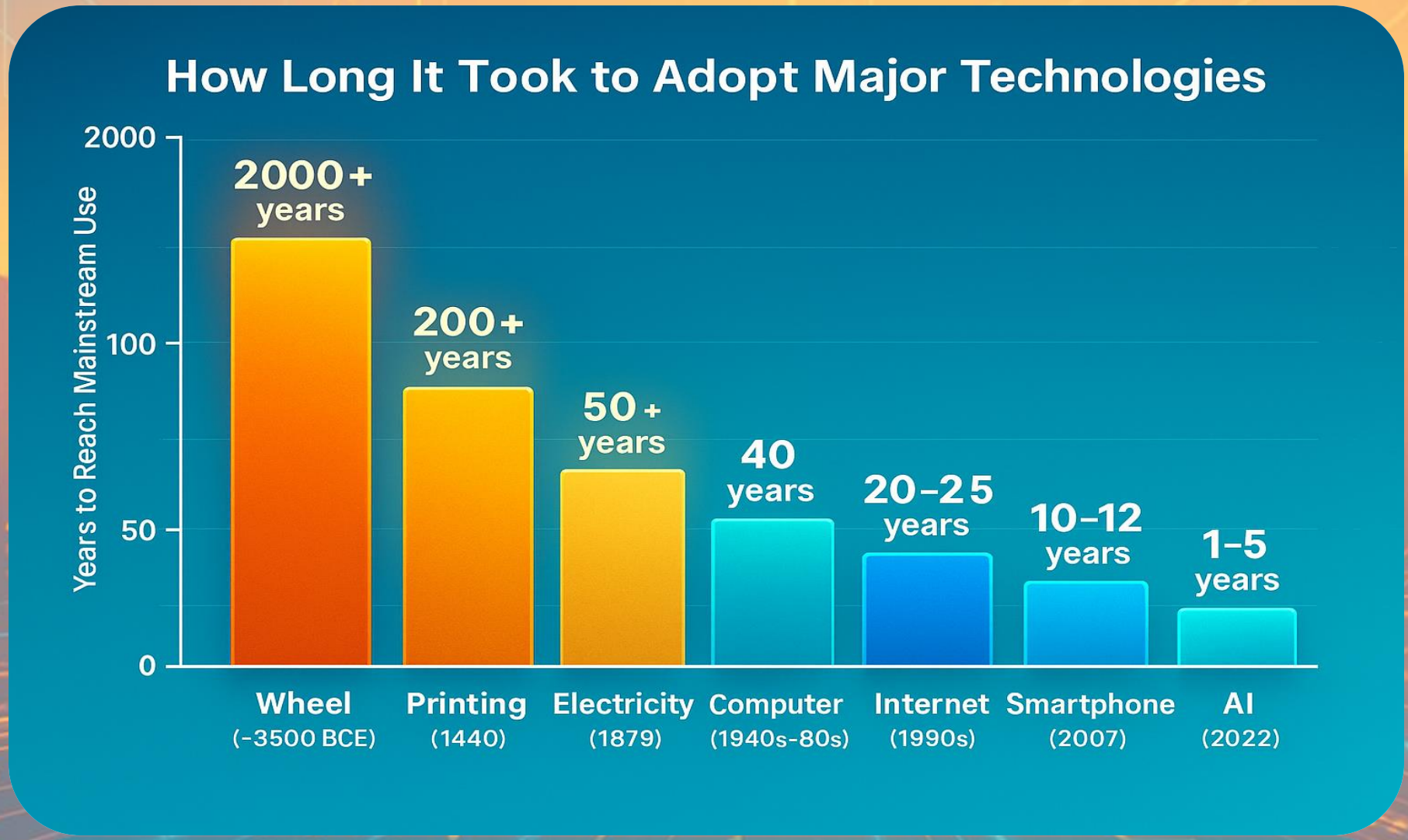

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Active poll 0

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How confident are you that your organization is ready for the next wave of AI advancements?

Very confident
0%

Somewhat confident
0%

Not sure
0%

Somewhat concerned
0%

Very concerned
0%

Dawn of Intelligent Decisioning

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- Data readiness drives AI maturity
- Governance from control to enablement
- Ways of Working (WoW)

Build the Foundation

Organizational Sixth Sense

- From reactive to anticipatory
- AI senses, interprets, and responds
- Human + machine decisions at scale

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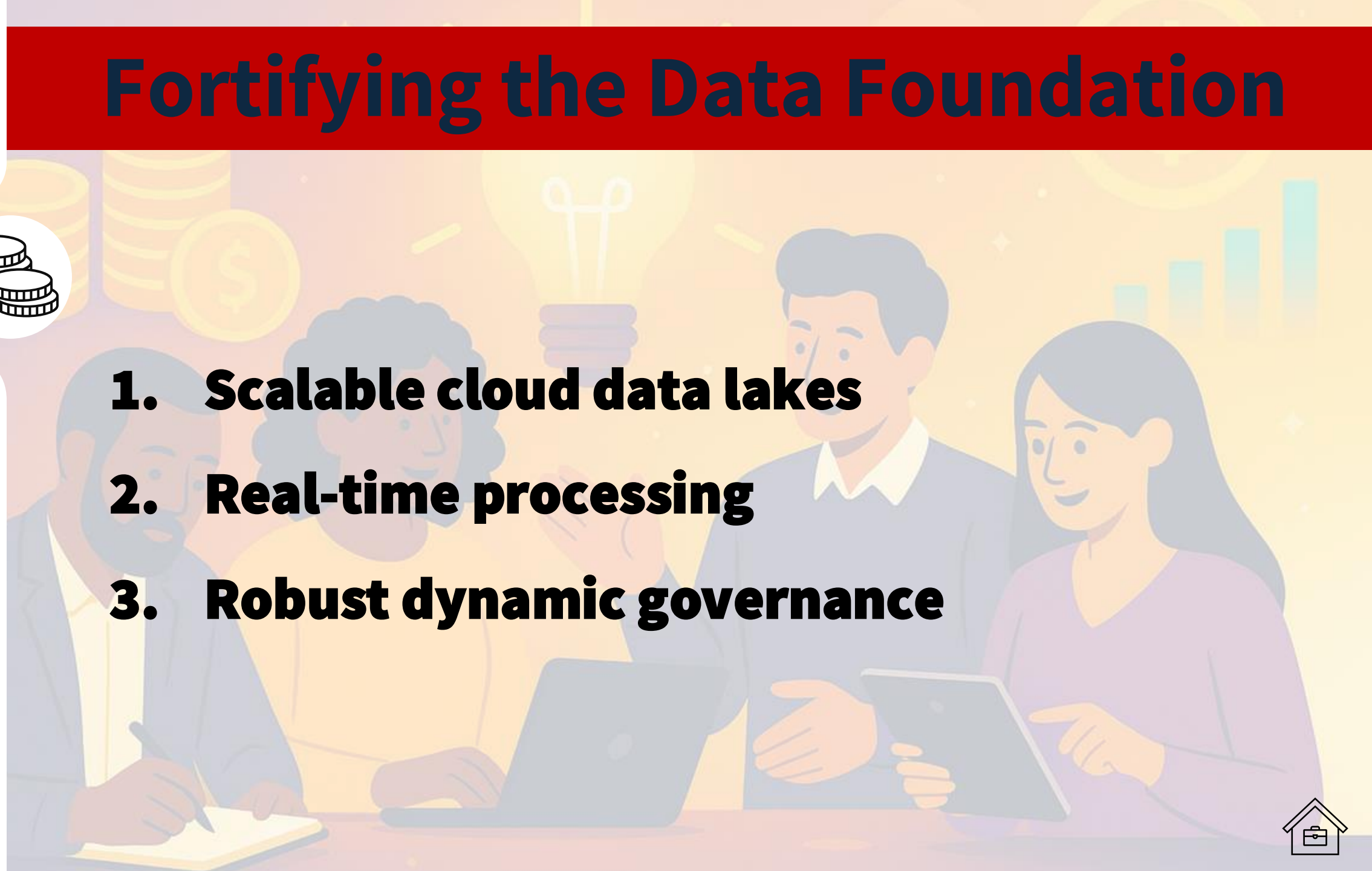
Investment Priorities

Fortifying the Data Foundation



1. **Scalable cloud data lakes**
2. **Real-time processing**
3. **Robust dynamic governance**

Build Trust Through Ethics

1. **Governed Data & AI**
2. **Tools**
3. **Manage Resistance to improve adoption**

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Organizational Shifts

Managing Information → Organizing Knowledge

1. **Understand meaning, not just patterns**
2. **Connect information across sources**
3. **Turn insights into automated actions**

Central Control → Intelligence Everywhere

1. **Analyze and act locally on data**
2. **Multiple AIs working in coordination**
3. **Share intelligence across depts easily**

AI Ethics Rules → AI That Understand Value

1. **Build ethics into AI from start**
2. **Align AI with company values**
3. **Review AI ethics continuously**

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Active poll

0

Which of these three shifts do you think will be most challenging for your organization?

From Managing Information to Organizing Knowledge

0%

From Central Control to Intelligence Everywhere

0%

From Rules About AI Ethics to AI That Understands Values

0%

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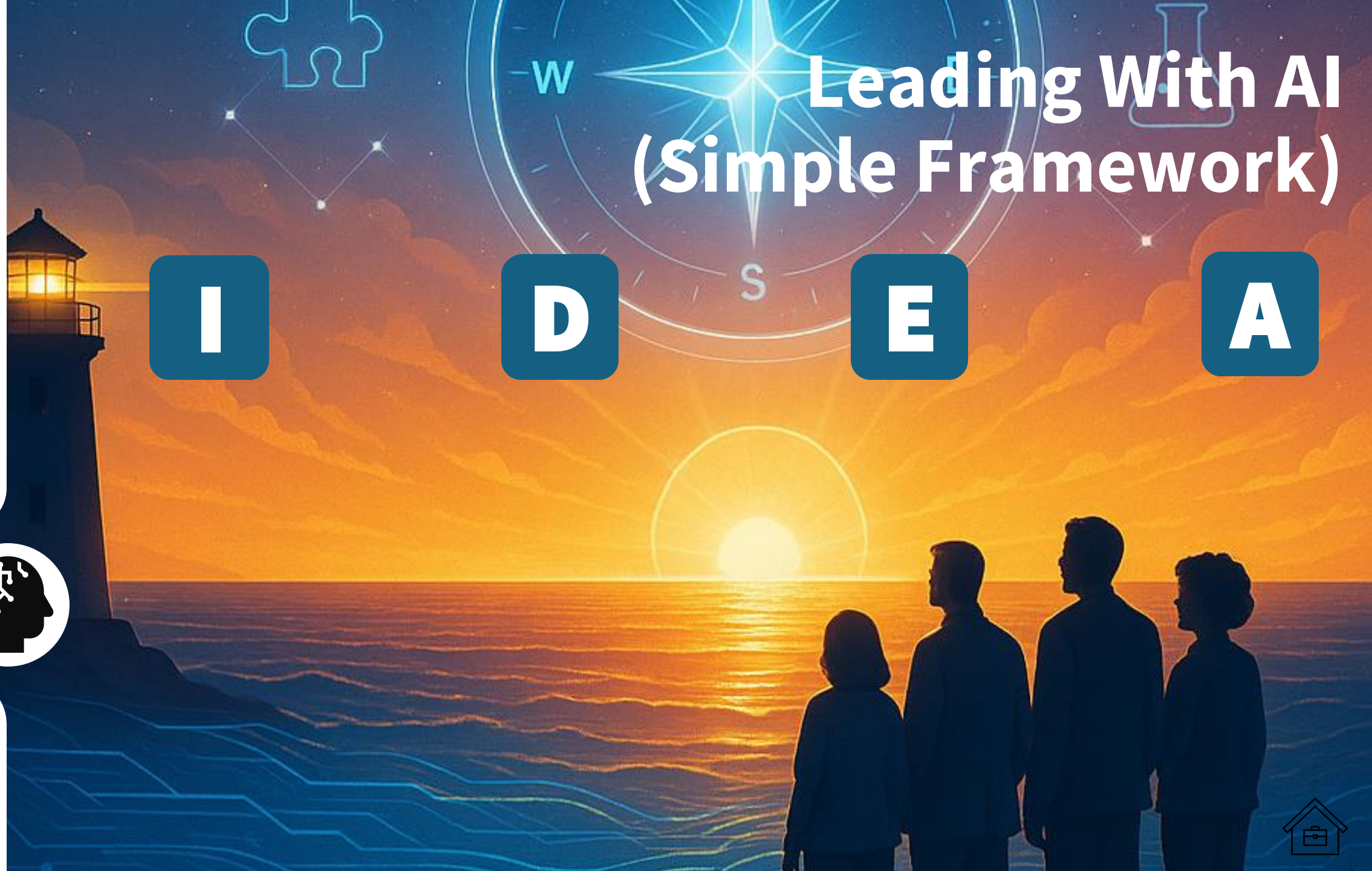
Leading With AI (Simple Framework)



Leading With AI (Simple Framework)

Inspire D E A

1. Align AI with purpose, not just productivity
2. Inspire trust by showing how AI enhances human potential
3. Share stories that connect emotionally and ethically

Leading With AI (Simple Framework)

I **Design** **E** **A**

1. Design for integration: AI + human teamwork
2. Build ethical AI into your architecture
3. Make explainability, accessibility, and usability defaults—not afterthoughts

Leading With AI (Simple Framework)

I **D** **Empower** **A**

1. Train leadership and teams in AI fluency
2. Form cross-functional teams that co-create solutions
3. Promote diverse thinking

Leading With AI (Simple Framework)

I **D** **E** **Act**

1. Run pilot programs with rapid learning loops
2. Set clear metrics for AI adoption, ethics, and outcomes
3. Create feedback loops between decisions, outcomes, and system improvement

Actionable Steps

Prioritize High-Impact Decisions

1. **Map 10-15 key decisions**
2. **Assess data needs**
3. **Focus AI investments**

Create AI-Pods

1. **Small, diverse teams**
2. **Technical + business expertise**
3. **Solve specific challenges**

Learn Through Retrospectives

1. **Monthly decision reviews**
2. **Evaluate data, perspectives**
3. **Refine AI systems**

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