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We also provide assurance and observability through Helix, our evaluation and agent governance layer, which captures execution traces, validates outcomes, and helps enterprises continuously improve system performance. This enables organizations to deploy AI with greater confidence while maintaining compliance, transparency, and operational control.

The value lies not just in cost efficiencies, but in improved operational consistency, faster turnaround times, and the ability to scale complex processes without proportionally increasing headcount.

How do you address challenges around trust, governance, and responsible AI while deploying solutions for global clients?

Trust and governance are foundational for enterprise AI adoption. Organizations need visibility into decision-making, workflow behavior in real-world conditions, and early identification of risks before they affect operations.

Our approach centers on traceability, structured oversight, and layered validation. Each workflow execution is monitored through detailed execution traces capturing model interactions, tool usage, approvals, validations, and decision paths, enabling strong auditability and transparency.

We integrate deterministic checks, AI-driven evaluators, and human review mechanisms to assess accuracy, policy adherence, and workflow reliability. Human-in-the-loop controls remain essential for high-impact workflows.

AI governance must extend beyond individual models to the entire workflow, ensuring continuous monitoring, evaluation, and improvement of end-to-end behavior of complex agentic systems. ■

As enterprises adopt AI at scale, how is Deccan AI helping organisations transition from experimentation to real business impact?

Many enterprises have successfully experimented with AI, but scaling these systems into production requires a different level of operational discipline. The challenge is no longer just model quality. It requires reliability, governance, workflow integration, and the ability to manage AI systems over time.

At Deccan AI, we focus on helping enterprises operationalize AI through structured workflows, human-in-command oversight, and governance-first execution. Our EnterpriseOS platform compiles business processes into orchestrated workflows where deterministic systems, human approvals, and AI models work together in a controlled manner. This allows organizations to move beyond isolated copilots and toward measurable business outcomes.

Which enterprise functions or use cases are seeing the most value from AI adoption today, based on your experience?

The strongest adoption is in functions combining high process volume with significant manual analysis and decision-making. This includes financial services, insurance, healthcare operations, customer support, and enterprise back-office workflows.

Use cases such as underwriting support, claims management, KYC and compliance reviews, document-intensive processes, and enterprise knowledge operations are seeing strong impact, as teams spend substantial effort gathering information, validating inputs, navigating systems, and managing exceptions.

Enterprises are prioritizing AI copilots and semi-automated workflows rather than full autonomy, enabling productivity gains while retaining human oversight for high-risk decisions.