Build, Buy or Partner in the Agentic AI Cycle: A Board Decision System

A Time-to-Capability, Control and Value Framework for Enterprise AI

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Abstract

Agentic AI compresses the time between software output and operational action. A board choosing whether to build internally, acquire capability or partner with a provider therefore decides how quickly the enterprise can learn, which rights and dependencies it will accept, and where accountability will sit. This paper develops an evidence-led board decision system for that choice. It defines the use case and control perimeter; maps models, data, orchestration, workflow, integration, evaluation and security; and compares build, buy and partner routes on time-to-capability, lifecycle economics, strategic control, safety, regulatory exposure, portability and realised value. The acquisition route adds technical, data-rights, intellectual-property, competition, talent and integration diligence. The partnership route adds minimum-spend economics, model-change governance, switching costs and executable exit design. Build analysis includes talent, compute, maintenance, obsolescence and opportunity cost. Hybrid routes and real options allow the board to stage commitment as evidence improves. Five figures, five tables, eight frequently asked questions and twenty-six primary or authoritative references support transaction-specific review. Quantified figures are illustrative evidence indices rather than forecasts. The framework does not determine merger-control outcomes, establish legal ownership, certify AI safety, guarantee model performance, set fair value or replace authorised legal, regulatory, competition, cybersecurity, valuation, accounting or investment advice.

JEL Classification: G34, L22, O32, D81, M15

Keywords: agentic AI, build buy partner, AI M&A, technology strategy, board governance, AI partnerships, capability acquisition

1. Frame the board decision

Define the capability, business outcome, decision horizon, risk appetite and accountable owner before comparing routes.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is a board decision charter.

The principal failure occurs when an AI initiative starts with a preferred vendor or acquisition target. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

The decision pack for frame the board decision should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

2. Define the agentic use case

Map goals, tools, data, permissions, memory, hand-offs, human oversight and failure consequences.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is an agent operating model.

The principal failure occurs when agentic AI is treated as a generic productivity layer. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

The decision pack for define the agentic use case should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

3. Set the strategic clock

Estimate the latest useful deployment date and the cost of delay by customer, process and competitive response.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is a time-to-capability model.

The principal failure occurs when speed has value without an expiry curve. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

The decision pack for set the strategic clock should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

4. Map capability layers

Separate models, orchestration, data, workflow, integration, evaluation, security and change management.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is a capability-stack map.

The principal failure occurs when one provider supplies a complete defensible capability. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

The decision pack for map capability layers should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

5. Identify the control perimeter

Specify decisions, data, intellectual property, infrastructure and customer relationships that require ownership.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is a control-rights register.

The principal failure occurs when control is equated with owning every component. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

The decision pack for identify the control perimeter should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

6. Measure capability maturity

Test prototype evidence, production reliability, domain performance, adoption and operating economics.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is a maturity evidence scorecard.

The principal failure occurs when a demonstration establishes production readiness. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

The decision pack for measure capability maturity should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

7. Test internal build capacity

Assess product leadership, engineering, domain experts, data readiness, safety, procurement and operations.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is a build-readiness assessment.

The principal failure occurs when headcount availability equals build capability. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

The decision pack for test internal build capacity should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

8. Estimate build economics

Model talent, compute, data preparation, integration, evaluation, assurance, maintenance and opportunity cost.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is a build total-cost model.

The principal failure occurs when prototype cost represents lifecycle cost. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

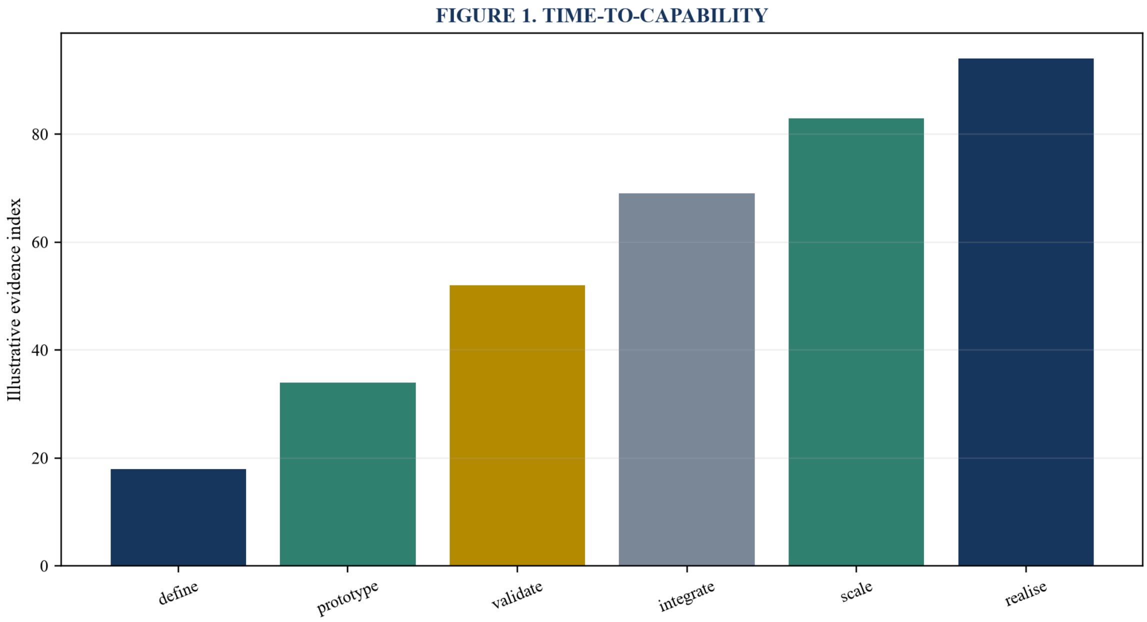
The decision pack for estimate build economics should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

Table 1. Route economics

Route	Primary cost	Hidden cost
build	talent and compute	delay and maintenance
buy	price and integration	retention and dependencies
partner	usage and implementation	lock-in and egress

Illustrative analytical design; company-specific evidence and professional advice govern.

Figure 1. Time-to-capability



Values are illustrative evidence indices and require company-specific support.

9. Assess build defensibility

Test proprietary data, workflow integration, feedback loops, distribution and organisational learning.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is a defensibility map.

The principal failure occurs when custom code automatically creates advantage. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

The decision pack for assess build defensibility should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

10. Assess build execution risk

Quantify hiring delay, architecture churn, model obsolescence, security defects and adoption shortfall.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is a build risk register.

The principal failure occurs when internal delivery removes supplier risk. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

The decision pack for assess build execution risk should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

11. Define the acquisition thesis

Specify scarce capability, people, data, customers, licences and time advantage sought.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is an acquisition thesis.

The principal failure occurs when an AI label constitutes strategic fit. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

The decision pack for define the acquisition thesis should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

12. Map target dependency

Identify foundation-model, cloud, chip, open-source, data and key-person dependencies.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is a dependency diligence map.

The principal failure occurs when the target owns the whole technology stack. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

The decision pack for map target dependency should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

13. Test technical quality

Review architecture, evaluations, reliability, latency, observability, security and technical debt.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is a technical diligence protocol.

The principal failure occurs when benchmark claims transfer directly to the buyer environment. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

The decision pack for test technical quality should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

14. Test data rights

Trace provenance, consent, licences, retention, localisation, derived data and training rights.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is a data-rights chain.

The principal failure occurs when database possession proves lawful reusable rights. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

The decision pack for test data rights should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

15. Test model and IP rights

Review weights, code, prompts, fine-tuning assets, open-source obligations, patents and contractor assignments.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is an AI IP schedule.

The principal failure occurs when registered corporate ownership captures all AI intellectual property. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

The decision pack for test model and ip rights should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

16. Test safety and assurance

Evaluate harmful outputs, tool misuse, prompt injection, leakage, autonomy, monitoring and incident response.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is an agentic safety case.

The principal failure occurs when human review is an adequate universal control. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

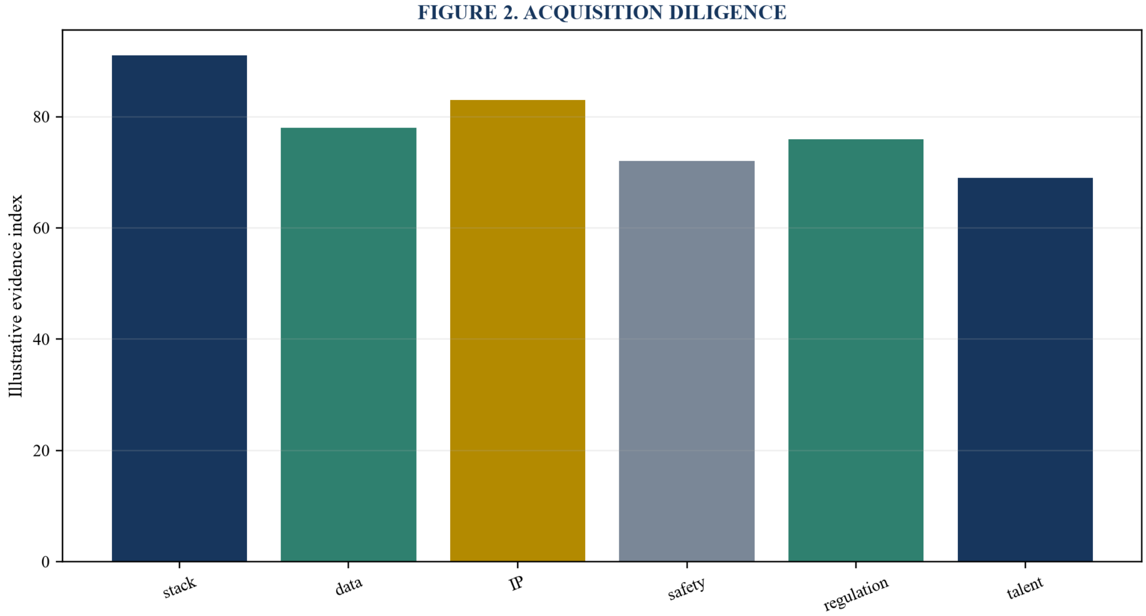
The decision pack for test safety and assurance should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

Table 2. AI diligence layers

Layer	Evidence	Decision
technology	evaluations and architecture	fitness
data	provenance and rights	lawful use
safety	tests and controls	residual risk
regulation	role and obligations	permission

Illustrative analytical design; company-specific evidence and professional advice govern.

Figure 2. Acquisition diligence



Values are illustrative evidence indices and require company-specific support.

17. Test regulatory exposure

Map provider, deployer and importer roles, risk categories, transparency duties and sector rules.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is a regulatory obligations map.

The principal failure occurs when compliance follows the seller after completion. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

The decision pack for test regulatory exposure should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

18. Test competition exposure

Assess compute access, cloud commitments, exclusivity, information rights, talent and ecosystem foreclosure.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is a competition-risk memorandum.

The principal failure occurs when a minority investment or partnership avoids merger scrutiny. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

The decision pack for test competition exposure should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

19. Value the acquisition

Separate proven revenue, capability option value, time saved, replacement cost and defensible synergies.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is a capability-adjusted valuation.

The principal failure occurs when strategic urgency justifies an unbounded premium. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

The decision pack for value the acquisition should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

20. Model integration reality

Price platform migration, identity, data, evaluation, security, product integration and customer continuity.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is an integration cost bridge.

The principal failure occurs when AI assets integrate like conventional software. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

The decision pack for model integration reality should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

21. Protect critical talent

Identify capability holders, incentives, research autonomy, culture and retention periods.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is a talent-continuity plan.

The principal failure occurs when standard retention awards preserve tacit knowledge. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

The decision pack for protect critical talent should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

22. Design acquisition terms

Align earn-outs, holdbacks, IP warranties, data indemnities, regulatory conditions and founder commitments.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is an AI transaction term sheet.

The principal failure occurs when conventional technology warranties cover agentic risk. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

The decision pack for design acquisition terms should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

23. Define the partnership thesis

Specify the capability gap, partner contribution, duration, reversibility and learning objective.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is a partnership charter.

The principal failure occurs when partnership is a low-commitment default. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

The decision pack for define the partnership thesis should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

24. Map partnership economics

Model usage, minimum spend, revenue share, implementation, support, egress and renegotiation.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is a partnership economics model.

The principal failure occurs when headline API price captures economic dependence. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

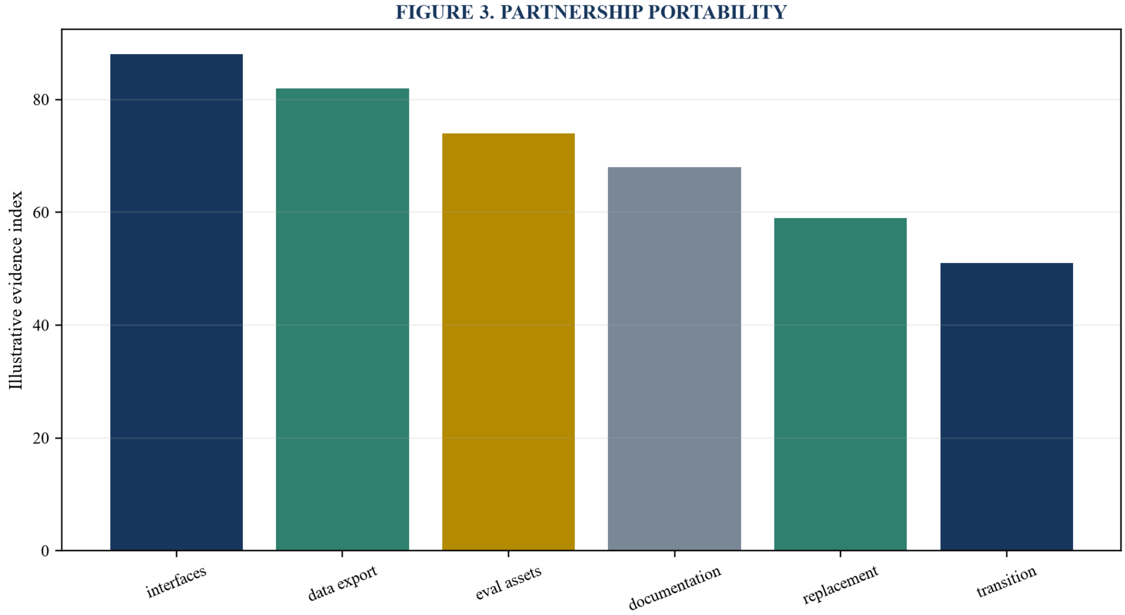
The decision pack for map partnership economics should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

Table 3. Partnership control

Right	Risk	Protection
data use	unintended reuse	purpose limits
model change	performance drift	version control
termination	operational failure	transition support
IP	value leakage	foreground allocation

Illustrative analytical design; company-specific evidence and professional advice govern.

Figure 3. Partnership portability



Values are illustrative evidence indices and require company-specific support.

25. Map lock-in

Assess proprietary interfaces, fine-tuning, data gravity, workflow embedding, cloud commitments and switching time.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is a lock-in stress test.

The principal failure occurs when multi-vendor language assures practical portability. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

The decision pack for map lock-in should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

26. Allocate rights and control

Define foreground IP, improvements, data use, audit, subcontracting, model change and termination assistance.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is a rights-and-control matrix.

The principal failure occurs when a standard licence allocates strategic rights. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

The decision pack for allocate rights and control should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

27. Test partner resilience

Assess funding, capacity, roadmap, service continuity, security incidents and ownership change.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is a partner resilience review.

The principal failure occurs when market prominence guarantees continuity. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

The decision pack for test partner resilience should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

28. Design exit portability

Require data export, prompt and evaluation assets, replacement interfaces, documentation and transition capacity.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is a portability plan.

The principal failure occurs when contract termination creates operational exit. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

The decision pack for design exit portability should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

29. Compare routes consistently

Score build, buy and partner against speed, control, economics, risk, learning, flexibility and value.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is a route-comparison scorecard.

The principal failure occurs when each route is assessed using a different business case. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

The decision pack for compare routes consistently should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

30. Use real options

Value staged pilots, minority investment, call rights, licensing, acquihire and later acquisition.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is an option-architecture map.

The principal failure occurs when the board must choose one permanent route immediately. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

The decision pack for use real options should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

31. Design hybrid routes

Combine owned workflow, partnered models, acquired talent and replaceable infrastructure.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is a modular sourcing architecture.

The principal failure occurs when build, buy and partner are mutually exclusive. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

The decision pack for design hybrid routes should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

32. Run scenario tests

Test model commoditisation, regulation, compute scarcity, vendor failure, cyber incident and rapid demand growth.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is a route scenario model.

The principal failure occurs when the base case represents the decision distribution. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

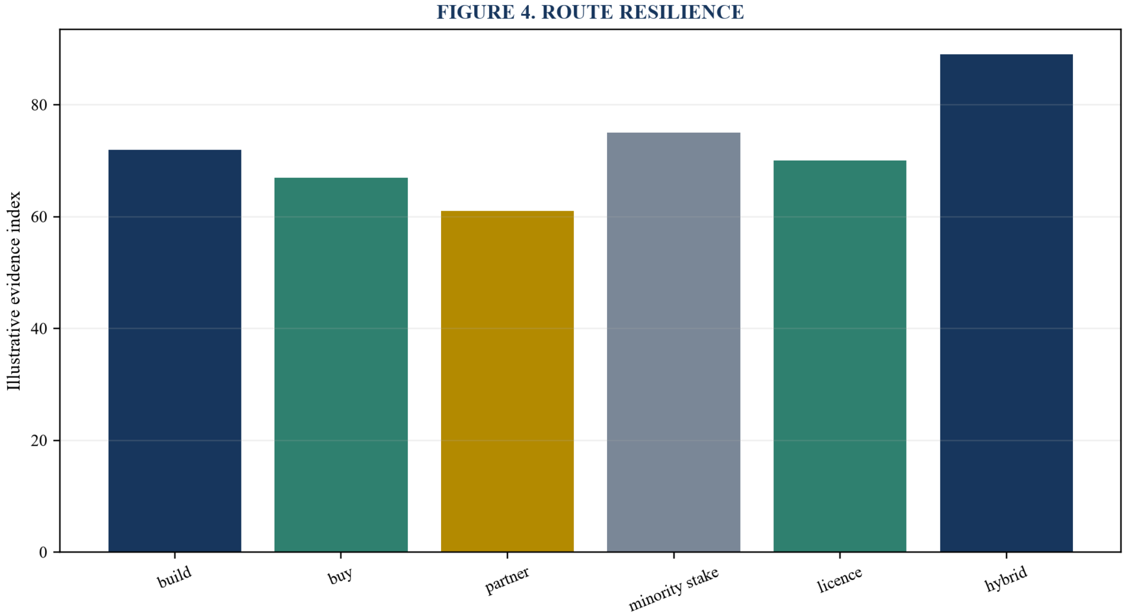
The decision pack for run scenario tests should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

Table 4. Scenario comparison

Scenario	Route pressure	Board response
commoditisation	buy premium erodes	stage commitment
vendor failure	partner continuity falls	portability
regulation	assurance cost rises	control evidence
demand surge	capacity tightens	reserved access

Illustrative analytical design; company-specific evidence and professional advice govern.

Figure 4. Route resilience



Values are illustrative evidence indices and require company-specific support.

33. Set decision thresholds

Define minimum performance, maximum lock-in, payback, control and safety requirements.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is a non-negotiable gate register.

The principal failure occurs when a weighted score can compensate for a failed critical control. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

The decision pack for set decision thresholds should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

34. Sequence evidence

Use discovery, sandbox, controlled pilot, diligence and commitment gates.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is a staged evidence plan.

The principal failure occurs when the organisation commits capital before learning cheaply. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

The decision pack for sequence evidence should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

35. Govern model changes

Require version testing, approval, rollback, documentation and customer communication.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is a model-change control.

The principal failure occurs when supplier model updates are routine software patches. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

The decision pack for govern model changes should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

36. Govern agent permissions

Apply least privilege, tool allowlists, transaction limits, human escalation and kill controls.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is an agent authority matrix.

The principal failure occurs when an agent should receive broad access to maximise utility. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

The decision pack for govern agent permissions should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

37. Measure realised value

Track adoption, task completion, error, cycle time, revenue, cost, risk and learning.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is a benefits-realisation dashboard.

The principal failure occurs when usage volume establishes strategic return. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

The decision pack for measure realised value should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

38. Create board reporting

Report capability progress, route economics, incidents, dependencies, regulation and option value.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is an AI board pack.

The principal failure occurs when technical milestones alone support board oversight. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

The decision pack for create board reporting should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

39. Define operating accountability

Assign product, technology, data, security, legal, risk, finance and business ownership.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is a cross-functional accountability map.

The principal failure occurs when accountability sits solely with the AI team. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

The decision pack for define operating accountability should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

40. Close through evidence gates

Approve the route only when capability, economics, rights, safety, portability, integration and ownership are evidenced.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is a board route certificate.

The principal failure occurs when strategic excitement overrides unresolved dependencies. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

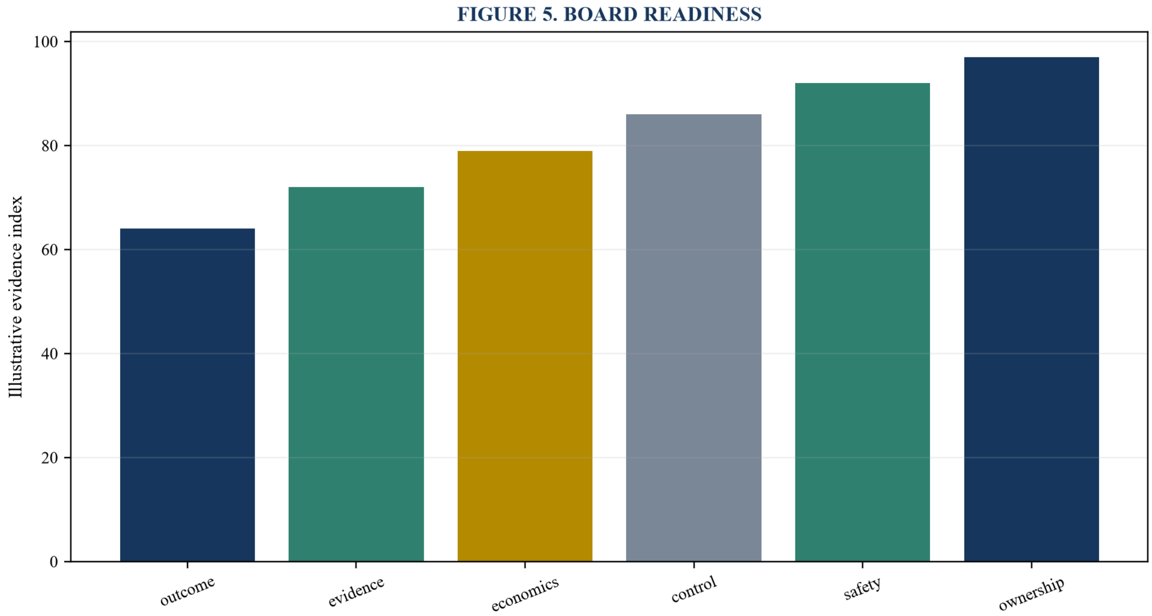
The decision pack for close through evidence gates should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

Table 5. Board gates

Gate	Minimum evidence	Owner
capability	production evaluation	product
economics	lifecycle model	finance
rights	controlled schedule	legal
safety	approved assurance case	risk

Illustrative analytical design; company-specific evidence and professional advice govern.

Figure 5. Board readiness



Values are illustrative evidence indices and require company-specific support.

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Chennakeshav (CK) is a corporate finance and investment banking executive with 25+ years of global experience in deal origination, structuring and execution across M&A, growth capital and corporate strategy. He has led value-creation mandates for founders, corporates and funds — bridging the boardroom view to hands-on execution and close.

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