11:59
ready for tomorrow

COMMERCIAL

SAFE · STANDARDIZED AI ADOPTION

Standardized AI Adoption

Firm-wide AI your clients can trust.

Built by our forward deployed specialists, run by 11:59 Operate.

You bought the licenses. Usage went up, client data went into prompts, and nothing about how the firm works changed. Now clients and partners are asking how you govern AI, and what it is earning.

Standardized AI Adoption gives your firm one way to build, govern and run AI, without asking you to staff a Center of Excellence: a governance model your clients can see, the AI your people already built brought under it, and one practice at a time moved onto governed agents by our forward deployed specialists. Then 11:59 Operate runs what we built. Headcount stays flat; the work per person goes up.

Trusted by **TaxAudit, Horrocks, Battelle Energy Alliance, Navy Mutual Aid Association** and **Allmoxy** · **89+ NPS, measured every year**

> *The structured alternative to handing everyone a license and hoping adoption happens.*

THE PROBLEM

Two ways AI adoption stalls in a firm

Most firms are in one of two places, and both lead to the same outcome.

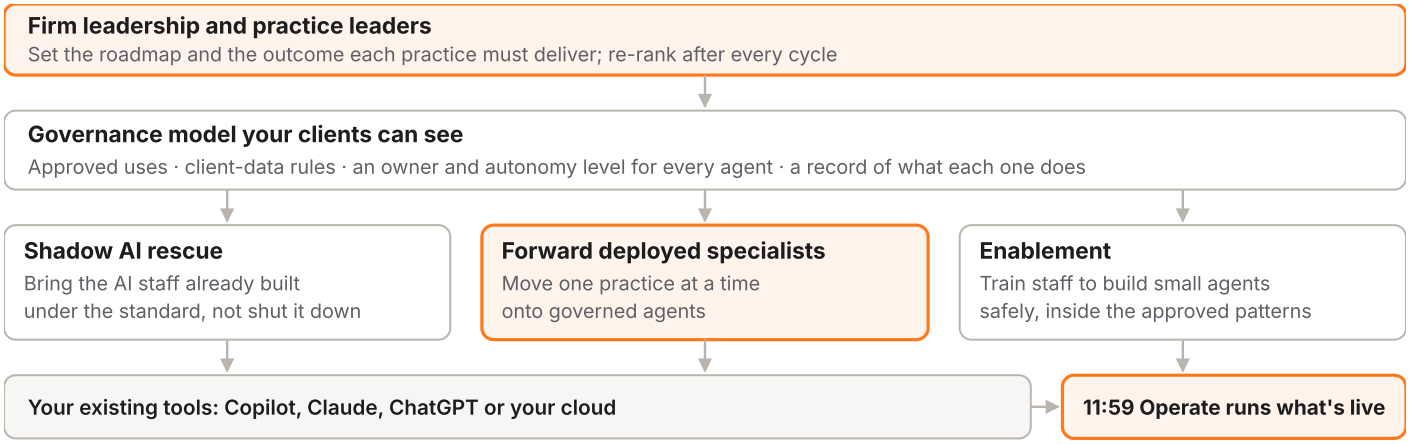
LICENSES FOR EVERYONE	LOCKED DOWN UNTIL POLICY IS DONE
Everyone gets a license and organic use gets called "adoption"	AI tools are blocked until policy, security and risk are settled
Client data in prompts nobody reviews; tools built by whoever was curious	People use personal accounts anyway, because the work doesn't wait
Pilots depend on one person; when they move on, the work stops	Competitors move while the policy is drafted
No training, no structure, no defined outcomes, no view for leadership	Governance exists on paper and nowhere else
Result: risk you can't see	**Result: work that goes around you**

Both are missing the same thing: an operating model where direction comes from leadership, delivery happens in the practices, and governance enables instead of blocking. That is what Standardized AI Adoption puts in place, sized

for a firm.

THE OPERATING MODEL

How it fits together



Read it top to bottom. Leadership sets direction. A governance model your clients can see sets the rules once. Three teams do the work in the practices: one rescues what already exists, one moves practices onto governed agents, one teaches people to keep going. Everything runs on tools you already own, and 11:59 Operate runs what goes live.

WHAT'S INCLUDED

Sized for a firm without a large IT team

COMPONENT	WHAT IT DOES	WHAT YOU HAVE WHEN IT'S RUNNING
Governance model	Approved uses, client-data rules, an owner and autonomy level for every agent, and a record of what each one does.	A standard you can show a client or partner when they ask how you use AI
Shadow AI inventory and rescue	We find the tools your people already built and rebuild the useful ones inside the governed model.	Useful tools kept and governed; the people who built them recognized
Forward deployed specialists	A small team that moves your highest-value practice onto governed agents, with outcomes agreed with the practice leader, then the next.	One practice working differently at a time, on a pattern that repeats
Enablement	Your people trained to build small agents safely inside the approved patterns.	Capability that stays in the firm
Your existing tools	Copilot, Claude, ChatGPT or your cloud. Many small agents rather than one large system.	No new platform to buy
11:59 Operate	We run the agents afterward, with a monthly report on quality, cost and hours returned.	AI that keeps working without an AI team on staff

GETTING STARTED

Two ways in

	AI IS ALREADY ON EVERY DESKTOP	AI IS MOSTLY BLOCKED, WAITING ON POLICY
Sounds like	Everyone has a license, people have built their own tools, and nobody can say what client data has gone where	Tools are blocked until policy is settled; people use personal accounts anyway
First step	An AI Rapid Scan that inventories what is already in use and what is worth rescuing	An AI Rapid Scan that drafts the governance model and approved patterns, so the first practice can start under them
First thing you can show	Shadow AI brought under one standard, with an owner for every tool	Approved tools and patterns, and the first practice building against them
Then	The specialists move the first practice onto governed agents	The same: the first practice, then the next

Either way, leadership keeps the priorities and the practices keep the outcomes. Only the starting point changes.

ROLES

Who owns what

	OWNS	DOES NOT DO
Firm leadership and practice leaders	The priorities, the sequence, the outcome each practice commits to	Pick tools or review individual agents
Your IT or operations lead	The governance model, data rules and approved tools, with our help	Build every agent or approve them one by one
Practices	Defining outcomes, working with the specialists, adopting their agents	Run ungoverned pilots with client data
11:59	The specialists, shadow AI rescue, enablement, and running the agents under 11:59 Operate	Own your priorities or your governance; both stay with you

HOW IT RUNS

From kickoff to agents that run themselves

Scope and length are set before we start, based on how many practices you want to move.

PHASE	WHAT HAPPENS	WHAT YOU CAN SHOW
Set direction	Governance model agreed with leadership; inventory of AI already in use.	A standard your clients can see, and a list of what's already running
First practice	The specialists move one practice onto governed agents; the most useful shadow AI comes under the standard.	First agents in production under governance
Expand	The next practice, with staff trained along the way.	More of the firm working differently; people building safely on their own

PHASE	WHAT HAPPENS	WHAT YOU CAN SHOW
Run it	11:59 Operate runs the agents and reports every month.	A monthly report on what each agent handled and the hours it returned

WHAT YOU CAN REPORT

What leadership sees every month

- **Practices moved.** which practices are working on governed agents, measured against the outcome each practice leader committed to
- **The registry.** every agent and AI tool in use, with its owner, autonomy level and status
- **Shadow AI rescued.** tools people built on their own that now run under the standard, and the ones retired
- **People enabled.** staff trained to build inside the approved patterns, by practice
- **Hours returned.** what the agents handled, turned into staff time given back
- **A governance summary for clients.** one page you can hand a client or partner who asks how the firm uses AI

How value is measured: hours returned are items handled multiplied by the minutes per item each owner agrees before go-live, counted from real volume rather than estimated afterward. We report time given back to staff, not cash savings; what people do with that time is your decision.

GUARDRAILS

What we commit to from day one

- **Nothing ungoverned goes live.** Every agent has a named owner, an autonomy level and an audit trail before it touches real work.
- **People keep the decisions that matter.** Advice, filings, pricing and anything a client relies on stays with your people. Agents prepare; people decide.
- **Inside your reviews, not around them.** Client-data rules come first. Every agent is checked against them before it goes live, and the check is repeatable for the next one.
- **Your data stays put.** Everything runs in your tenant and cloud, under your identity provider.
- **Recognition, not reprimand.** People who built tools on their own become your early adopters. The point is to keep what works, governed.

BUYING

How you buy it

	WHAT IT IS	HOW IT'S PRICED
AI Rapid Scan	The AI already in use, your governance gaps and the first practice to move	Fixed fee, scoped to the effort and quoted before we start
Standardized AI Adoption	Governance model, shadow AI rescue, enablement and one practice moved onto governed agents	Flat monthly fee for the term
Additional practice	The next practice moved by the same team	Flat monthly add-on
11:59 Operate	We run the agents, with a monthly report	Flat monthly fee on an annual term

FOR COMMERCIAL LEADERS

Adoption you can measure

You don't need a Center of Excellence to staff. You need AI you can defend to your clients, one practice that visibly works better, and someone to keep it running. Standardized AI Adoption gives you all three, and 11:59 Operate turns the result into one predictable line item.

> *Firm-wide AI your clients can trust, one practice at a time, and we run it from there.*

QUESTIONS LEADERS ASK

The ones that come up in every first meeting

Will this replace staff?
It gives hours back to the people doing the work. You decide how that time is used: more clients per person, faster turnaround, the work that never gets reached.

Do we need to hire an AI team?
No. Our forward deployed specialists do the building, and 11:59 Operate runs what goes live. Your IT or operations lead owns the rules, with our help.

What about what staff already built?
We find it, keep what is useful and rebuild it under the standard. Shutting it down only pushes it further out of sight.

What will it cost?
A flat monthly fee for the term, set once the AI Rapid Scan has sized the work. No per-seat or per-conversation meter.

WHY 11:59

Enterprise discipline, sized for a firm

- **Safe to scale.** Every agent has an owner, tests and an audit trail, and runs in your own AWS account. AWS Advanced Tier Partner with the AWS Generative AI Competency.
- **Built with a client, not in a workshop.** The model comes from an enterprise AI enablement engagement and runs on the same governance pattern we use everywhere.
- **Your cloud, your data.** Everything runs in your AWS or Azure environment, under your identity provider. AWS Advanced Tier Partner with the AWS Generative AI Competency.
- **It's yours.** The governance model, the patterns and the trained people stay with you.
- **A record of delivery.** Every AI and cloud project delivered since 2022, and 89+ NPS, measured every year.

WHERE IT PAYS OFF FIRST

Agents firms usually start with

WORK	WHAT THE AGENT DOES	WHAT CHANGES FOR YOUR PEOPLE
Client intake and onboarding	Collects and checks documents, fills the intake record and flags gaps	Onboarding starts complete instead of three emails later
Proposals and RFP responses	Drafts answers from your past responses and approved content	Teams edit a strong first draft instead of searching old files
Contract review	Compares incoming contracts with your standard terms and flags the differences	Reviewers go straight to what changed
Month-end and reconciliation exceptions	Researches mismatches and proposes the fix with the evidence	Finance clears the queue instead of chasing it

WORK	WHAT THE AGENT DOES	WHAT CHANGES FOR YOUR PEOPLE
Support and service requests	Sorts requests, answers the routine ones and routes the rest with context	People handle the cases that need a person

These are starting points, not a fixed menu. Your leadership decides what comes first.

Next step: an AI Rapid Scan

We look at the AI your people already use, your governance gaps and the practice where governed agents pay off first. It is scoped to the effort and quoted before we start. You leave with the plan and the first practice to move.

Scoped and quoted before you start. 11:59 services are also listed on **AWS Marketplace**, and AWS funding programs may offset part of the cost.

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