



Q2 2026

TECH TRENDS REPORT

Rethinking Modern Delivery
Operations to Make the Most of AI



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Google. Amazon. Meta. OpenAI. Anthropic. Spotify. What do they all have in common? They're vocal advocates for using AI throughout their business processes. And rather than treating AI as a sidekick, these enterprises and others have embedded this technology at the core of their operating model. Though some experienced hiccups, many are thriving:

- [Boris Churny](#), Head of Claude Code at Anthropic, claims that "pretty much 100%" of his code is AI generated and that he can now ship 22 to 27 pull requests per day.
- [Gustav Söderström](#), Co-CEO at Spotify, claims their best developers "have not written a single line of code since December" and they're continuously releasing new features.
- [Andrew Filev](#), CEO of Zencoder, says their development operations now have 170% throughput with 80% of the headcount.

So, what did they do to unlock the power AI-first operations? Ask most of those leaders and they'll say it has been a devoted trial-and-error process. However, when they dialed in their AI workflow, thinking in terms of a cohesive system rather than isolated tools, they saw true success.

The Dexian team has cultivated our own AI workflows, building agents that deliver clear business outcomes, flow smoothly through business processes, and offer logical validation points for the human in the loop. That can be a tall order for organizations that are still maturing in their AI journey, but it's not an impossible ask.

This report explores:

- How AI agents can be integrated across business processes
- How Dexian is currently achieving synergy and successful business outcomes
- Where governance must evolve as autonomy increases

Let's explore how to rethink your delivery processes.



Strategy and Planning

Every software project starts with a clearly defined, agreed-upon SOW, but getting there is rarely clean or even guaranteed. For every contract signed, sales teams have logged hundreds of hours across multiple potential accounts hoping to convert one account.

Before embracing an AI-first mentality, sales teams can suffer from slower response rates and manual processes that create openings for more nimble competitors to pitch faster and hit the mark. Strategy and planning can often feel like a foot race through a forest we're navigating blind.

Dexian's answer is a tightly connected layer of AI agents that transforms how opportunities are identified, pursued, and won. Proposal cycles shrink from months to days. Salespeople shift their focus toward learning and relationship-building. Capacity scales without a proportional headcount increase. And forecast accuracy improves because decisions are grounded in real-time signals rather than gut instinct.

The cumulative effect is simple: we win more business where we're already the right fit. Here's a look at the AI agents driving that success.





PROPOSAL WRITER

Responding to an RFP used to mean clearing your schedule and hoping the final draft didn't miss a compliance requirement buried on page 47.

Proposal Writer ingests RFP and RFI documents directly and generates structured, client-ready first drafts. Humans involved in the process are now editors rather than writers. Plus, every submission becomes a data point thanks to built-in analytics that track win rates and surface what's actually landing with client deals.

For Dexian, Proposal Writer helps us focus on strategy rather than formatting, maximizing what we can do for our customers.

CORE FEATURES

AI-Powered Proposal Generation:

Context-aware content creation based on client requirements

Document Processing & Intelligence:

Upload and parse RFPs, SOWs, and requirement documents (PDF, DOCX)

Technical Scope Generation:

Technology stack suggestions

Multi-Format Export:

Customizable templates for different proposal types in Docs and PDF

Analytics & Learning:

Track proposal performance and win rates

HOW IT WORKS

Upload client RFP or Answer simple questions addressing the project

AI analyzes requirements and generates proposal sections

Review AI-generated content in unified editor

Export to professional documents, Track feedback for continuous improvement

BENEFITS

Faster Turnaround: Shrinks proposal creation cycle time significantly.

Higher Quality:

Improves structure, clarity, and response consistency.

Better Compliance: Reduces misses against mandatory requirements.

Scalability:

Handle multiple proposals simultaneously

Data-Driven Decisions:

Analytics show what works in winning proposals



IT ASSESSMENT

As we get deeper into the client relationship, we want a comprehensive picture of their IT landscape to tailor our solutions. Evaluating assets, systems, and technical debt from the start helps identify gaps, opportunities, hurdles, and a clear path forward. The problem is that doing this process manually is slow, inconsistent, and often incomplete by the time decisions need to be made.

An AI-first approach changes the timeline entirely. Our IT Assessment agent delivers rapid tech landscape analyses, technical debt scoring, and modernization roadmaps in a fraction of the time a manual audit would require. Instead of spending weeks building a picture of where a client stands, we walk in with structured insight and a credible starting point for the conversation. That speed and consistency is what lets us tailor our solutions earlier and with more confidence to deliver a better ROI.

CORE FEATURES

Dual Consulting Support
Run assessments for both Technology and Business Domain projects.

AI Briefing Generator
Create client-ready briefing content quickly from project inputs.

Guided Assessment Workflow
Follow a clear step-by-step process from setup to final output.

Scoring and Insights
Turn assessment findings into maturity scores and key recommendations.

HOW IT WORKS

Create and scope an assessment project for a client, including consulting type and engagement context.

Generate and refine AI-powered questionnaires and checklists based on scope and domain.

Execute the assessment by scoring findings, attaching evidence, and tracking completion progress.

Calculate maturity results and generate executive-ready reports and presentation assets for delivery

BENEFITS

Faster Assessment Delivery

AI-assisted generation reduces manual preparation time across discovery, evaluation, and reporting.

Consistent Quality Across Teams

A standardized workflow ensures every consultant follows the same proven process and output structure.

Better Decision Support

Scoring models and maturity insights convert raw findings into clear, actionable business intelligence.

Reduced Rework and Manual Formatting

Automated document and export generation minimizes repetitive writing, formatting, and consolidation tasks.

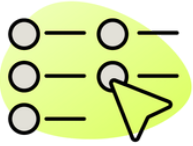


Requirements, Design, and Governance

Once the deal is won, the real work begins. Moving from a signed contract into active delivery means translating everything that was promised in the sales process into clear, traceable, executable requirements. Before execution, we need to gather requirements, identify compliance and governance requirements, establish project management guidelines, and coordinate with any third-party vendors. With all the complicated steps, there's a lot that can go wrong when AI isn't centrally flowing through the process.

Dexian's AI agents bring structure and continuity to the phases where ambiguity is most costly. Conversations get captured and converted into traceable requirements automatically. PMO oversight and vendor relationships stay governed through intelligent systems that flag risk before it becomes rework. The cumulative business impact is an operation with less scope creep, lower compliance risk exposure, and artifacts that are audit-ready from day one. Getting governance right before delivery starts is what separates projects that finish clean from ones that limp across the finish line.





BA ASSIST

Requirement gathering is one of the most knowledge-intensive phases of any engagement and one of the most vulnerable to human error. Critical context gets lost between the workshop, calls, conversations, and documents. Different interpretations by human analysts can result in contradicting understandings of requirements and artifacts. As a result, quality stops being a function of process.

BA Assist helps us to implement a repeatable system. It captures workshops and client calls, extracts requirements and user stories directly from those conversations, and generates BRDs, process flows, and backlogs from validated context.

Best of all, our teams are seeing up to 60% reduction in documentation turnaround. Plus, artifacts stay aligned as client inputs evolve and the institutional knowledge lives within the project itself.

CORE FEATURES

Capture Sessions turns workshops and calls into structured notes.

Extract Requirements pulls business requirements, rules, and user stories from conversations.

Ingest Client Content reads client documents to strengthen context and completeness.

Generate BA Artifacts produces BRD/process flow/backlogs (User Stories)

HOW IT WORKS

Capture record sessions and convert them into clean, structured notes.

Clarify extract requirements and confirm gaps.

Create generate BRD/user stories/process flows from the validated context.

BENEFITS

Faster BA Cycle Time reduces documentation and requirement turnaround by up to 60%.

Clearer Requirements improves accuracy by converting discussions into structured outputs.

Less Rework keeps artifacts aligned to client updates, so teams don't redo documents.

Stronger Documentation connects requirements to artifacts for consistent delivery quality.

Better Knowledge Retention preserves institutional know-how through captured project intelligence.



PMO ASSIST

Projects need structure, and it doesn't take much for them to become a little unruly. Missed deadlines can cause ripple effects that drag delivery. Sidebar conversations can result in only a portion of the team stayed informed about project statuses. Siloed data can force rework in the eleventh hour of delivery, leaving the PM scrambling to hold everything together.

PMO Assist brings all of that into a single, real-time platform where project data, team collaboration, and automated workflows live together. Teams work across grid, kanban, calendar, and form views depending on how they think best, and every update syncs instantly so stakeholders always see current status without asking for it. Automated workflows trigger when project conditions are met, handling repetitive tasks and freeing the team to stay focused on delivery. Granular role-based permissions keep the right people informed and the wrong people out.

By taking an AI-first approach, our team has a single version of project truth that scales across every engagement in our portfolio.

CORE FEATURES

Grid, Kanban, Calendar, Gallery, Map, and Form views to visualize project data flexibly

Live syncing via WebSockets so teams see updates instantly without refreshing the page

Customizable dashboards with widgets to monitor project health, KPIs, and progress at a glance

Automated workflows and external integrations triggered when project data changes or conditions are met

Granular role-based permissions to control who can view, edit, or manage project data

HOW IT WORKS

Create a project base and define your data tables

Add views — choose grid, kanban, calendar, or forms

Collaborate in real-time — invite team members with roles

Track progress via dashboards, filters, and automations

BENEFITS

All project data in one place eliminates scattered spreadsheets and information silos

Real-time dashboards mean stakeholders always see the latest status without asking

Multiple view types adapt to how each team prefers to work

Automations handle repetitive tasks, freeing the team to focus on delivery

Secure role-based access ensures the right people see the right data

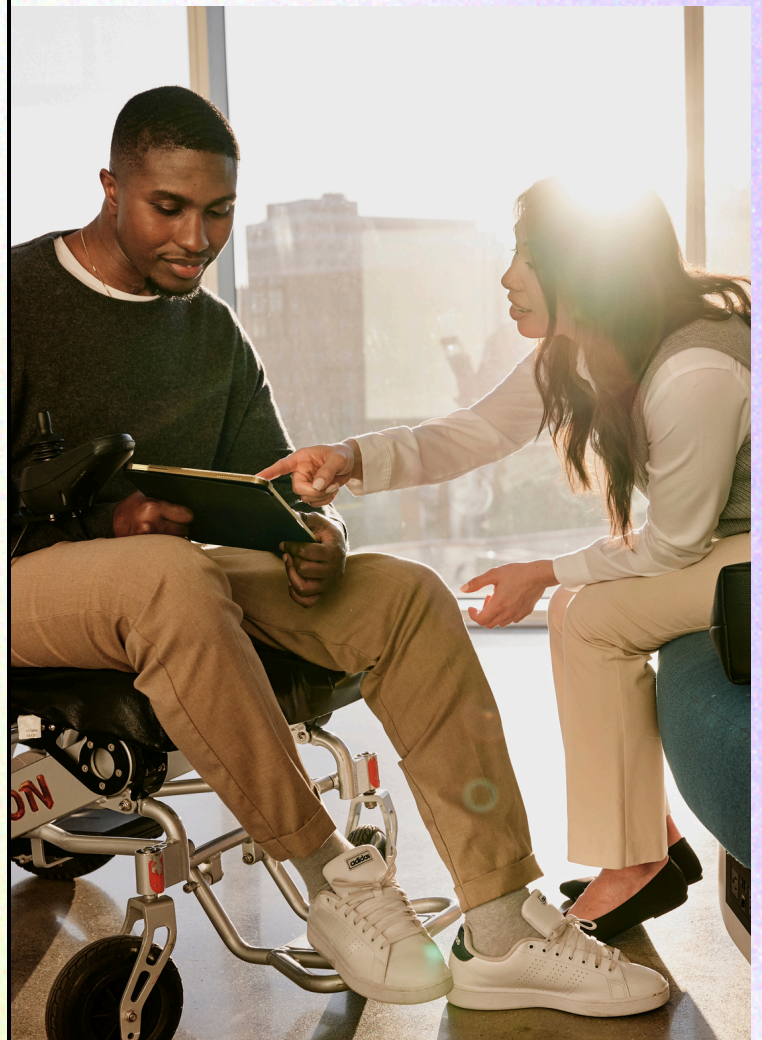


Build and Development

AI copilots have made individual developers faster, but the practice of autonomous development is another ballgame. What we've built goes further, executing tasks end to end while keeping the right human in the loop at critical moments that actually require their judgment.

In practice, that means requirements flowing directly into configurations and code without a developer manually translating them. It means contracts drafted and exported in the time it used to take to find the right template. It means delivery risk flagged and scored before a proposal ever reaches a client. And it means consultants sharpening their skills through realistic simulations rather than learning on live engagements.

The cumulative effect is a delivery operation with faster backlog acceleration, lower cost per feature, and sprint predictability that does not depend on who happens to be available that week.





SALESFORCE ASSIST

As a Salesforce Partner, we've built in-house expertise in configuring and developing this platform for hundreds of clients. And even with all our experience, we're always looking for more opportunities to enhance the performance of this CRM. Moving from human-driven processes is the next step.

The translation layer where stakeholders describe what they need, developers interpret it, specs go back and forth, and code gets written is often where delivery cycles slow down. After passing through enough hands, the original intent can even get muddled or missed, introducing risk at every step.

Digital Worker removes that layer. For starters, all requirements get described in plain language. The agent intakes, clarifies, and checks them against existing org configuration, objects, flows, and patterns. Then, it generates a full blueprint of config and code before a single change is deployed.

Teams watch it build in real time and approve changes as they happen, with guardrails, validations, and rollback readiness built into every deployment. Our Salesforce deployments now come about in faster delivery cycles with higher quality builds. Better yet, our AI-first approach makes the process consistent and repeatable across teams and projects.

CORE FEATURES

Natural-language requirements intake with clarifying Q&A

Org-aware analysis (scans existing config, objects, flows, and patterns)

Live "watch it build" experience with step-by-step transparency

Guardrails: limits, security rules, best practices, and validations

HOW IT WORKS

Describe what you need in plain language; AI clarifies and checks your org.

Review the plan (blueprint of config vs. code + deployment approach).

Watch it build in real time; approve changes as they happen.

Deploy safely with backups, validations/tests, and rollback option.

BENEFITS

Faster delivery cycles and reduced manual effort

Less dependency on lengthy specs and back-and-forth revisions

Higher quality builds with standards and test coverage

Lower risk changes with approvals, validation, and rollback readiness

Consistent, repeatable delivery across teams and projects



SERVICE READINESS SIMULATOR

Most professional development programs share the same fundamental flaw: people learn the material and then get tested on it in the real world, sometimes in front of clients, with real consequences. By the time a skills gap surfaces on a live engagement, the cost of closing it is already higher than it needed to be. Traditional training proves to be too slow to scale. Before you have a formalized program, you'll need to set aside an extensive budget and carve out calendar time that the delivery team rarely has.

We've been experimenting with Conversation Simulator to close that gap. This agent puts consultants in realistic, AI-driven conversations before the stakes are too elevated. Our team can select targeted scenarios built around critical business skills, allowing them to practice through voice or text interactions with AI. After each interaction, they receive an instant scoring against customizable rubrics, so they're never in the dark about their performance.

With all the transcripts, leaderboards, and performance metrics available, our team can measure their ongoing development without the disruption or cost of traditional training.

CORE FEATURES

AI-Driven Realistic Conversations that adapt to user responses in real-time.

Intelligent Performance Scoring with customizable rubrics and instant feedback

Competitive Leaderboards that help track progress through gamification

Voice & Text Interaction for flexible and authentic communication practice

Complete transcripts and evaluation rubrics delivered via email for self-review

HOW IT WORKS

Select Your Training Scenario: Choose from targeted role-play situations designed to develop critical business skills

Engage in AI Conversation: Practice skills through dynamic text or voice interactions with AI-powered characters

Receive Instant Evaluation: Get automated scoring based on customizable rubrics measuring key competencies

Track & Improve: Review transcripts, access leaderboards, and continuously refine your skills

BENEFITS

Accelerated Skill Development: Practice anytime, anywhere with immediate feedback

Standardized evaluation criteria ensure fair, objective assessment across all learners

Data-Driven Insights: Track performance metrics, identify skill gaps, and measure training ROI

Scalable Training: Unlimited practice sessions at a fraction of traditional training costs

Risk-Free Practice Environment that builds confidence before high-stakes real-world interactions



Testing, QA, and Ongoing Maintenance

Every release carries a question that nobody wants to answer after the fact: what did we miss? Defects that escape into production cost exponentially more to fix than ones caught during testing. Manual scripting and reactive ticket triage in the QA cycle can surface issues too late or force support teams to spend more time managing symptoms than resolving root causes. For organizations running complex or legacy environments, that cycle of reactive quality management quietly erodes confidence in each release and drives up the cost of every deployment.

Our approach to testing and ongoing maintenance moves beyond manual to agentic QA and continuous AI execution across run operations. Our agents handle a variety of tasks within our delivery stages, including test validation, rapid support ticketing, unified ITSM, faster root cause analysis, and stable legacy system modernization.

After our early trials, we're seeing lower defect escape rates, faster regression testing, improved mean time resolution, and higher release confidence without disrupting what is already working.





TEST CASE GENERATOR

Writing test scripts manually has always been a time-consuming and inconsistently executed QA process. Scripts get written differently depending on who is doing the work and how quickly the deadline is approaching. When test automation depends on individual effort rather than a repeatable system, release timelines stretch and confidence in coverage erodes.

Test Case Generator turns requirements directly into validated, reusable test scripts without the manual effort in between. Our agent uploads business requirement documents and user stories to extract the right testable scenarios automatically. Then, Test Case Generator records workflows and converts them into page object models. Using Python-Playwright or Java-Selenium, the agent generates test scripts that can verify specific software functionality.

This end-to-end automation moves from requirements to validated outcomes in minutes rather than days. And for delivery teams managing multiple concurrent engagements, that efficiency compounds quickly.

CORE FEATURES

Read Requirements extracts testable scenarios from BRDs and user stories.

Model the App records live flows and builds reusable page/object test models.

Generate Scripts creates modular Playwright/Selenium automation for reuse.

HOW IT WORKS

Input requirements upload BRDs/user stories and extract test scenarios.

Record & map capture workflows and convert them into test models.

Generate test scripts in preferred framework (Python-Playwright or Java-Selenium)

BENEFITS

Faster Testing Cycles reduces manual effort and shortens release timelines.

Reduced Maintenance Overhead: Reusable POMs minimize script updates when UI changes occur

Multi-Framework Support: Generates tests for Playwright and Selenium Framework

End-to-End Automation moves from requirements to validated outcomes in minutes.

Incremental Test Maintenance with multiple BRD support and sprint-wise Metadata upload support



TICKET ANALYZER

Companies have relied on tier support structures for some time now to sort through the complexity of issues and handle escalations. However, high-ticket volume days or even incorrect categorization can result in tickets bouncing through the system or IT support staff not having the right information to quickly resolve the issue.

Putting AI at the heart of this support process simplifies categorization and empowers support agents to make smarter decisions. Ticket Analyzer automatically categorizes tickets based on their complexity and the quality of information before recommending staff based on ticket volume and workload. While agents resolve the tickets, managers have visibility into interactive dashboards that give them ticket trends, employee metrics, performance reports, and a benchmark to measure resolution quality.

Ticket Analyzer eliminates hours of manual analysis, optimizing our costs based on real demand signals and improving our service quality across every ticket in the queue.

CORE FEATURES

AI-Powered Auto-Categorization - Automatically sorts tickets into categories using AI.

Complexity & Quality Scoring - Estimates ticket difficulty and evaluates documentation quality

Knowledge Base Generation - Creates help articles automatically from resolved ticket patterns.

Staffing Optimization - Recommends staff scheduling based on ticket volume and workload.

Analytics & Reporting - Provides dashboards with trends, metrics, and exportable reports.

HOW IT WORKS

Import Tickets - Upload support ticket data via CSV or Excel files.

Process & Categorize - AI automatically sorts tickets and scores their complexity and quality.

Analyze Performance - View Interactive dashboards with metrics, heatmaps .

Optimize Operations - Get staffing recommendations and auto-generated knowledge base solutions.

BENEFITS

Boosts Efficiency - Eliminates hours of manual ticket analysis and reporting

Reduces Costs - Optimizes staffing levels based on actual workload data.

Faster Resolution - Knowledge base provides instant solutions to common issues.

Increases Visibility - Managers get instant insights into team performance and trends.

Enhances Service Quality - Maintains consistent documentation standards across all tickets.



MAINFRAME MODERNIZATION

Mainframes are so critical to infrastructure that many organizations assume it's better to not fix what isn't broken. There's the worry that the complexity of migrating critical workloads while remaining compliant could result in massive disruption. However, legacy systems are often underperforming in ways that are less transparent, though no less impactful. Modernization needs to happen, so organizations need to choose agentic AI.

The ability of an AI agent to follow processes to the tee increases accuracy and mitigates risk while modernizing legacy mainframes. Dexian's Mainframe Modernization, designed for IBMZ models, takes it a step further by building a hybrid-by-design model.

Our AI agent assesses the current client portfolio and identifies how to effectively modernize the mainframe in waves. From there it defines the target architecture before executing the pilot migration with built-in risk and quality controls. The Gen AI conversion assist feature makes refactoring and documentation recovery straightforward. Our AI agent can then scale its modernization efforts, using a repeatable model for multi-account expansion.

We've seen massive benefits from this AI-driven automation. Mainframe Modernization lowers our risk, gives us early wins we can build from, and enables repeatable scalability that we can use across entire systems.

CORE FEATURES

Portfolio Discovery Baselines apps, dependencies, technical debt, and migration complexity.

Wave-Based Roadmap Prioritizes candidates by value, risk, and modernization readiness.

Hybrid Transformation Integrates IBM Z workloads with cloud-native services and APIs.

GenAI Conversion Assist Speeds code understanding, documentation recovery, and refactor planning.

Factory Delivery Model Executes repeatable assessment-to-migration sprints across accounts.

HOW IT WORKS

Assess current portfolio and identify modernization waves.

Define target architecture and business-value sequencing.

Execute pilot migration with risk and quality controls.

Scale through an industrialized modernization factory.

BENEFITS

Lower Modernization Risk
Moves critical workloads with phased controls and governance.

Faster Time to Value Delivers
early wins through pilot-led execution.

Cost Efficiency Reduces run-cost drag from legacy maintenance overhead.

Improved Agility Enables faster feature delivery on modern platforms.

Scalable Growth Engine
Creates a repeatable model for multi-account expansion.



Final Thoughts

As AI maturity grows, we expect to see even more aspects of delivery processes go from AI-assisted to AI-driven with humans validating the results. What separates organizations seeing incremental gains from those redefining their delivery economics is that leaders embrace AI within the core of their operating model.

Dexian's approach is built around lifecycle orchestration, integrated accelerators, governance-first automation, and measurable impact at every phase. That means AI is present at the proposal, the requirement gathering session, the sprint, the test cycle, and the production incident. AI is a continuous thread that runs through every bit of work that gets done.

That path is open to every organization willing to think beyond isolated tools and move toward a cohesive delivery model. The advantage compounds with every sprint, every release, and every resolved incident. Start with one phase of your delivery lifecycle, embed AI deliberately, measure what changes, and build from there. The ceiling on what an AI-first delivery organization can accomplish is still being written.

KEY TAKEAWAYS FROM Q2 2026

- **AI-first operations require system-level thinking.** Organizations that treat AI as a cohesive, end-to-end operating model see compounding gains across every phase of delivery, far beyond what isolated point tools can achieve.
- **Every stage of the delivery lifecycle can be automated.** From sales qualification and proposal writing to QA testing and mainframe modernization, AI agents replace manual processes with repeatable, auditable workflows.
- **Speed and accuracy improve together.** AI-driven processes deliver measurable outcomes: 60% faster documentation turnaround, 3-5% forecast accuracy gains, and proposal cycles shrinking from months to days.
- **Humans remain essential with an evolving role.** AI handles execution while people focus on validation, strategy, and relationship-building at moments that genuinely require judgment and accountability.
- **The competitive advantage compounds over time.** Each sprint, release, and resolved incident builds organizational capability. Businesses that embed AI now will be operating at a fundamentally different level within just a few years.

Learn how to ethically harness AI-driven development. Partner with Dexian Today.

[EXPLORE OUR ARTIFICIAL INTELLIGENCE SOLUTIONS](#)