

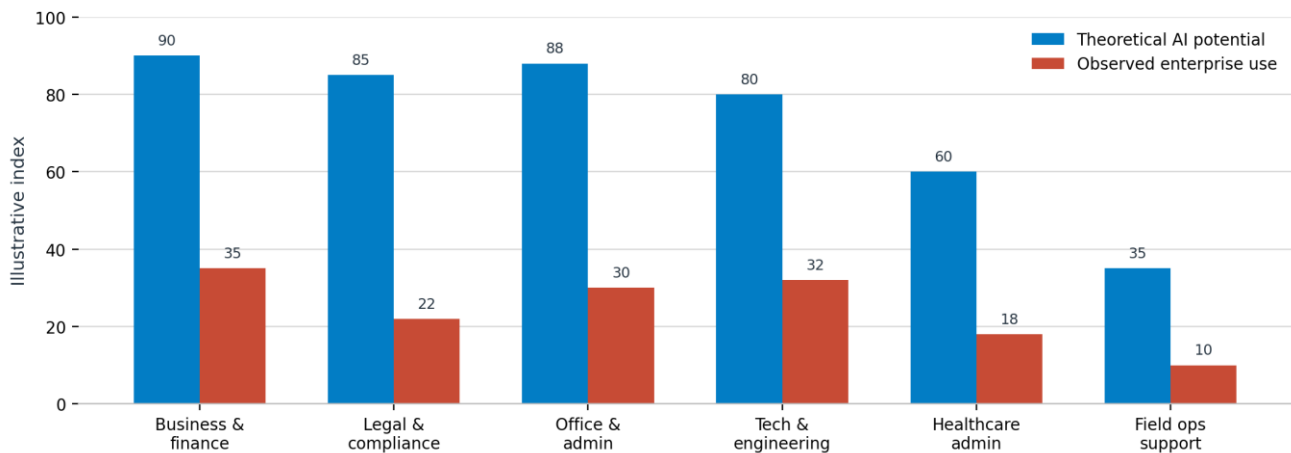
Bridging the AI Capability Gap

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Executive summary

The source graphic suggests AI can support far more work than most companies currently use. The widest gap sits in digital, document-heavy, rules-based work—finance, legal, office administration, technical support, and knowledge services. For workforce solutions firms, the opportunity is role redesign: deciding what to automate, what to co-pilot, and what to keep human-led but AI-augmented.

Directional AI capability gap by work domain



Directional interpretation of the shared occupational exposure graphic; values shown are illustrative planning indices.

What the graphic is really saying

- Near-term value sits in drafting, summarization, search, reporting, coding support, and intake.
- Where judgment matters, AI needs human validation layered over output—especially in legal, finance, policy, client communication, and care administration.
- Field-heavy roles benefit first around the job: scheduling, dispatch, diagnostics, SOP retrieval, and service notes.

Illustrative client case

ESP Services supports a diversified enterprise client base with shared services, legal operations, technology administration, and field support. Leadership sees strong AI potential, but adoption is fragmented: promising pilots exist, yet staffing, training, and quality controls have not caught up.

- 1. Automate repetitive digital tasks** — Reduce low-value drafting, intake, and reporting work.
- 2. Build co-pilot roles for experts** — Speed contract review, analysis, coding, and policy workflows with human sign-off.
- 3. Augment frontline coordination** — Use AI around the work: dispatch, diagnostics, safety summaries, and service notes.

25–30%

faster document workflows (illustrative)

10–15%

admin relief in care and field support

15–20%

task redeployment into QA and client work

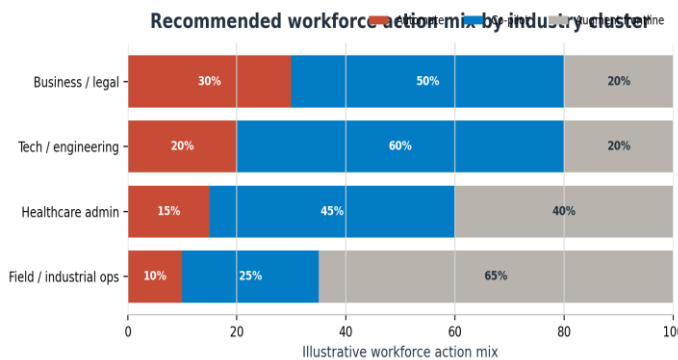
Industry and skill-domain playbook

The strongest workforce strategy is built on task composition, not job titles alone.



Below is a practical workforce map that translates AI potential into staffing design, skill priorities, and early use cases.

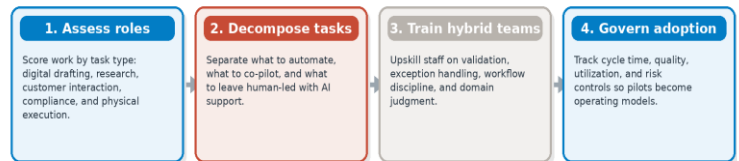
Industry cluster	AI-ready work	Critical skill domains	Workforce solution design
Business, finance & legal	Contract abstraction, reporting support, audit prep, intake, policy Q&A, reconciliation review.	Validation, compliance judgement, source discipline, exception handling.	AI operations analysts, contract review pods, legal ops QA teams.
Tech, data & engineering	Requirements translation, code assistance, testing support, documentation, analytics narratives.	Prompt specification, code review, systems thinking, model evaluation.	Hybrid technical squads and AI-enabled specialist staffing.
Healthcare & social services	Documentation support, care navigation, patient communication drafts, coding and admin workflows.	Privacy, empathy, escalation, clinical verification, service judgment.	AI-supported care operations teams with strong human sign-off.
Field services & industrial ops	Scheduling, diagnostics, work orders, SOP retrieval, safety summaries, dispatch notes.	Troubleshooting, digital fluency, service communication, decision quality.	Remote support coordinators, dispatch intelligence, supervisor enablement.



Illustrative mix by industry cluster. High-digital environments skew toward automate + co-pilot; field-heavy environments skew toward AI augmentation around the job.

ESP Services deployment framework

Move from AI curiosity to measurable workforce redesign



What to screen for now

- Validation and QA
- Workflow design
- Exception handling
- Domain judgment
- Client communication
- Data hygiene

The graphic is best read as a workforce redesign map, not a replacement map. Organizations will capture the most value where they connect AI capability to staffing models, training, governance, and operating metrics. For ESP Services, that means building client offerings around task decomposition, hybrid talent pools, redeployment pathways, and human-in-the-loop delivery teams.

Bottom line: the adoption gap is where workforce solutions firms create the most commercial and operational value.