

AI Governance & EU AI Act Readiness

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Transparency, human oversight, and process-first AI for enterprise use.

The responsible use of artificial intelligence is a core element of modern enterprise solutions for us. In designing our systems, we follow recognized principles of responsible AI as well as relevant European regulatory developments, including the EU AI Act.

Human Oversight and Responsibility

Our solutions are designed to support human decision-making, not to replace it in an uncontrolled way. Depending on the use case, approvals, overrides, escalations, and manual intervention by responsible staff remain possible.

Process First instead of Black-Box Automation

We prefer a process-first approach in which AI is embedded into clearly defined business workflows. This helps ensure that responsibilities, rules, decision paths, and quality requirements remain transparent, manageable, and adaptable.

Traceability and Auditability

Relevant interactions, system responses, and process-related actions can be documented and made available for analysis, quality assurance, or governance purposes. This supports internal controls, optimization, documentation, and audits.

Combining AI with Rule-Based Mechanisms

Where appropriate, we combine generative AI capabilities with deterministic rules, validations, and fixed process logic. This helps balance flexibility, efficiency, and reliability.

Competence and Responsible Operation

We seek to ensure that employees working with AI-related functions have an appropriate understanding of the relevant use cases, limitations, and control mechanisms.

Customer-Specific Governance

Requirements vary depending on industry, process, and risk profile. We therefore support our customers in implementing suitable organizational and technical governance structures.

Our Principle

AI delivers the greatest value where it is controllable, traceable, and meaningfully integrated into real business processes. This is the principle that guides our solutions.

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