

Skani AI: Enterprise AI – Context Graph of Work, Planning to Agentic Execution

Observation-led AI platform live at an American multinational financial services company (\$15.3M recoverable value in 20 days) and an American insurance company (\$15M savings 5 months ahead of target), replacing consulting interviews with ground-truth data from billions of actual work executions.

Award standing: **Finalist**

Skani AI emerged as a Finalist in the 2026 HFS SaS Awards, selected from more than 250 submissions across the awards program. The recognition centers on Skani AI's submission, "Enterprise AI: Context Graph of Work, Planning to Agentic Execution", in the category of Best Services-as-Software Transformation.

The challenge behind the Skani AI entry

The modern enterprise faces a structural failure in AI adoption: 80% of AI pilots fail to reach production. The bottleneck is not a lack of model intelligence, but a critical Context Gap. To date, businesses have relied on process mining tools, task mining tools, or the Big 4 consultancies to understand what works and then create technical solutions to automate them.

The work described was delivered for American financial services companies, a large European insurance firm, a computer and Hardware equipment manufacturer, and many US-based financial services companies.

What they built

Skani AI's Enterprise AI is the first integrated platform designed to bridge the gap between strategic planning and agentic execution through a Context Graph of Work. Skani AI Blueprint (ROADMAP): An "operational X-ray" for the C-suite that uses lightweight AI sensors to observe tens of thousands of operators simultaneously. This replaces interviews with data-driven Enterprise AI Opportunity Maps that prioritize investments based on actual EBIT impact. Similarly, Skani AI built Skani AI Intelligence (TRANSFORM) and Skani AI Agents (AUTOMATE), which are agents trained on the Context Graph of Work, a living digital brain, allowing them to achieve 70 to 90 percent automation coverage for complex, regulated workflows such as claims adjudication and KYC.

Results

Skani AI's collaboration has delivered massive, verifiable economic impact across the world's most complex organizations. In just 20 days, Skani AI identified \$15.3M in annual recoverable value and provided the data to support a \$500M AI investment at an American financial services company. Skani AI scaled to deliver 1,200+ agents and increased mortgage quality assurance sampling from 5% to 50%—an output that would have otherwise required 4,000 additional FTEs.

Bottom line

Skani AI's entry backs up its claims with production evidence rather than a roadmap. At a top-tier US bank, Skani AI identified \$15.3M in annual recoverable value in 20 days and provided the data to support a major enterprise AI investment. That is the kind of evidence this category was built to reward.

Learn more about Skani AI at skani.ai

Appendix: About the Category and the Awards

Best Services-as-Software Transformation

This category recognizes the enterprises and providers furthest along in merging services and software into a single delivery model. Rather than fitting into one of the three emerging Services-as-Software paths HFS Research has mapped out, transformation entrants are judged on how completely they have moved from people-led delivery toward outcomes produced by a combination of codified IP, AI agents, and human oversight, at production scale rather than in pilot.

Every submission in this category was evaluated by HFS analysts and board members against five shared criteria:

- AI-driven delivery – is the solution genuinely autonomous, or is AI still assisting humans doing the work?
- Agentic adaptability – does the platform learn and orchestrate across workflows, or does it execute fixed rules?
- Outcome orientation – are commercial terms tied to results? Is there a quantified business case?
- Scalable architecture – is the IP reusable across clients and industries, or bespoke to one engagement?
- Proven enterprise success – verifiable, production-scale evidence with named or named-tier clients.

The HFS Services-as-Software Awards recognize the enterprises and technology providers leading the shift from labor-based delivery to AI-native, software-defined operations. Finalists in each category were selected by the HFS analyst team following a structured review of submissions against the criteria above. Winners were then determined by the HFS board of external advisors, who scored and ranked the finalists to reach a final result.

About HFS Research

HFS Research is the leading global analyst firm focused on business operations, digital transformation, and enterprise modernization.

For over a decade, HFS has shaped market language – from OneOffice to Services-as-Software – helping enterprises and providers understand where operating models are headed.

We work with global enterprises, IT and business services providers, software and cloud vendors, investors, and innovators.

The Services-as-Software Awards extend that leadership by recognizing organizations delivering measurable transformation in the market.