

# Eburutu AI Solutions

AI & IT Services · Kent, UK

## AI Readiness Checklist

Is Your Business Ready to Benefit from AI?

A practical self-assessment for UK small & medium businesses

7

Sections

50+

Checkpoints

10

Minutes

### How to use this checklist

1. Work through each section, ticking every statement that is true for your business today.
2. Add up your score at the end of each section.
3. Use the Results Guide on the final page to interpret your overall score.
4. Book a free strategy call to turn your results into an action plan.

✓ **Scoring: Each ticked item = 1 point. Total possible score = 56 points.**

Higher scores indicate stronger AI readiness — but every business has room to grow.

## 1 ■ Leadership & Strategy

AI implementation succeeds when it starts at the top. Rate how well your leadership team is aligned on AI.

- Our leadership team understands what AI can and cannot do for our business
- We have discussed AI as part of our business strategy in the last 12 months
- We have at least one person responsible for driving technology adoption
- We are open to changing existing processes if AI offers a better way
- We have a realistic budget allocated (or are willing to allocate one) for AI tools
- We have defined at least one clear business problem we want AI to solve
- We understand that AI requires ongoing investment, not just a one-off purchase

■ *Tip: You do not need a dedicated IT team to start with AI. Many effective tools require no coding.*

Section 1 total

Score: \_\_\_\_ / 7

## 2 ■ Data & Information

AI learns from your data. The better organised your information, the more value you will get from AI tools.

- Our customer and business data is stored digitally (not primarily on paper)
- We use a CRM, spreadsheet, or database to track customers and sales
- Our data is reasonably accurate and kept up to date
- We collect some form of performance data (sales figures, website visits, response times)
- Our files and documents are organised in a consistent folder structure
- Staff know where to find the information they need without asking a colleague
- We have basic data protection measures in place (passwords, access controls)
- We could describe our most important data in plain English if asked

■ *Tip: AI does not need perfect data to be useful — it needs enough consistent data to find patterns.*

Section 2 total

Score: \_\_\_\_ / 8

## 3 ■ Current Technology

Your existing tech stack determines how quickly you can adopt AI. Tick everything that applies to your business right now.

- We use cloud-based software (Microsoft 365, Google Workspace, or similar)
- Our team regularly use email and instant messaging for internal comms
- We have reliable broadband at our main place of work
- Our core business tools (accounting, CRM, project management) are up to date
- We have a business website that we update at least occasionally
- Our devices (laptops, phones) are less than 5 years old and run current software
- We already use at least one automated process (e.g. invoicing, email auto-responders)

■ *Tip: Most modern AI tools work as browser extensions or connect to existing software — no new hardware needed.*

**Section 3 total**

Score: \_\_\_\_ / 7

## 4 ■ People & Skills

Technology is only as good as the people using it. Assess your team's readiness to learn and adapt.

- Our team is generally comfortable learning new software tools
- We have run at least one training session on technology in the past year
- Staff are encouraged to suggest better ways of doing things
- We have a go-to person who helps others with tech questions
- Our team spends more than 2 hours per day on repetitive tasks (emails, data entry, reports)
- We would be willing to invest in a half-day AI training session for the team
- We have low resistance to change — staff embrace new approaches
- We track team productivity in some way (output, hours, milestones)

■ *Tip: Repetitive tasks = highest AI ROI. Start by identifying where your team loses the most time.*

**Section 4 total**

Score: \_\_\_\_ / 8

## 5 ■■ Processes & Operations

Well-defined processes are much easier for AI to enhance. How structured are your day-to-day operations?

- We have documented (written down) at least some of our key business processes
- New staff can follow our processes without excessive hand-holding
- We track customer enquiries from first contact through to sale
- We have a consistent approach to handling complaints or escalations
- Our invoicing and financial admin follows a regular, predictable pattern
- We know approximately how long key tasks take (quoting, onboarding, reporting)
- We review our processes and look for improvements at least annually

■ *Tip: If you cannot describe a process step-by-step, AI cannot automate it. Start by writing down what you do.*

**Section 5 total**

Score: \_\_\_\_ / 7

## 6 ■ Customer Experience

AI can dramatically improve how customers interact with your business. Rate your current customer-facing readiness.

- We respond to customer enquiries within 24 hours (or aim to)
- We collect feedback from customers after a sale or service
- We send follow-up communications to customers (newsletters, check-ins)
- We know which customers are our most valuable and why
- We have a consistent way of handling new enquiries (email, form, phone script)
- We have considered using a chatbot or automated FAQ for common questions
- We track customer retention or repeat purchase rates
- We personalise communications to different customer segments

■ *Tip: AI chatbots and email automation can handle 60–70% of routine customer queries instantly.*

**Section 6 total**

Score: \_\_\_\_ / 8

## 7 ■ Security & Compliance

AI tools process real business data. Make sure your foundations are secure before you connect new tools.

- We have an up-to-date privacy policy on our website
- We are registered with the ICO (required if you process personal data in the UK)
- Our staff use strong, unique passwords for business accounts
- We use two-factor authentication (2FA) on key accounts
- We have a basic policy on what data staff can and cannot share externally
- We back up important business data at least weekly
- We have a plan for what to do if we suffered a data breach or cyber incident
- We have discussed AI data privacy (not inputting sensitive client data into public AI tools)

■ *Tip: Never input confidential client data into free, public AI tools. Always check a tool's data policy.*

**Section 7 total**

Score: \_\_\_\_ / 8

## 8 ■ Your Results

Section	Topic	Max Score	Your Score
1	Leadership & Strategy	7	
2	Data & Information	8	
3	Current Technology	7	
4	People & Skills	8	
5	Processes & Operations	7	
6	Customer Experience	8	
7	Security & Compliance	8	
	<b>TOTAL</b>	<b>53</b>	

### 45 – 53: AI Ready

Excellent foundations. Your business is well-positioned to implement AI now. Focus on choosing the right tools for your highest-priority use cases and setting clear KPIs to measure ROI.

### 30 – 44: Growing Readiness

Good progress. You have the fundamentals in place but a few key gaps to close first. Prioritise data organisation, staff training, and picking one AI use case to pilot.

### 15 – 29: Building Blocks Stage

You are at the beginning of your digital journey. Focus on getting core technology and processes right before adding AI on top. AI can still be useful in limited areas.

### 0 – 14: Foundation First

Your business needs to strengthen its digital foundations before AI can add real value. Start with cloud tools, data organisation, and a basic tech audit. AI can wait 6–12 months.

#### Ready to turn your results into an action plan?

Book a free 30-minute AI Strategy Call with Eburutu AI Solutions.

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