

Building the Foundation for Successful AI Adoption

Company Name: Thai Life Insurance
Industry: Insurance
Revenue: \$2.5B USD
Employees: 4,000



Mission-critical priority

Establishing a robust AI strategy and governance framework for the organization, while equipping the team with foundational knowledge and best practices to build AI capability.



How Gartner helped

The client used:

- **Gartner frameworks and AI guidance:** leveraged essential information, frameworks, and references for AI strategy and governance.
- **Leadership enablement content:** Enabled leadership to define clear deliverables and expectations for consulting engagements.
- **Gartner research:** Access to Gartner research and best practices to support team learning and modernization.



Outcome

With support from Gartner, the client was able to:

- **Empower** teams through skill development.
- **Equip** the organization for AI transformation.
- **Establish** a trusted strategic partnership.
- **Develop** a clear roadmap for modernization and AI adoption.

“Gartner isn’t just a vendor—they’re helping us lay the foundation for successful AI adoption and enterprise modernisation.”

— **Montree Thirasakthana, Executive Vice President, Thai Life Insurance Public Company Limited**