



# Becoming Frontier: Framework for success

Driving AI-first differentiation across every industry and every customer engagement is essential to staying competitive. Becoming Frontier is the mindset that empowers organisations to lead with AI, driving innovation and readiness at scale to keep ahead of the competition.

This framework will help you enable transformation in your organisation through four key pillars paired with the expertise of Wanstor and backed by Microsoft solutions across:



AI business solutions like Copilot and agents that amplify human potential and drive new levels of productivity



Cloud and AI platforms that are flexible, scalable, and built with safety and observability to ensure reliable results



Security solutions that create a Zero Trust foundation, safeguarding data, identities, and AI applications

## Enrich employee experiences

AI can quickly analyse large volumes of data to deliver insights that drive smarter decisions and stronger business outcomes. Empower every employee to work smarter, faster, and with greater focus by embedding AI across the employee lifecycle.

**90%** of Frontier Firms report having opportunities to do meaningful work.

### Real-world customer examples:

[Eaton](#) reduced time spent on repetitive tasks: Standard operating procedure documentation **time cut from 1 hour to 10 minutes**

[LTI Mindtree](#) enhanced productivity and expertise: Reported a **20% improvement in time to detect and respond**, and stronger accuracy and focus

[PP&G](#) lowered support costs and demand: Saved USD1.1 million annually on helpdesk support and **reduced helpdesk volume by up to 40%**

## Reinvent customer engagement

Use AI to deliver personalised, scalable customer experiences at every touchpoint. Streamline operations, enabling teams to launch campaigns faster with less effort, while also driving innovation that creates new experiences customers love and employees can manage more easily.

### Real-world customer examples:

[Saphyre](#) accelerated service and response: **Reduced patient wait times by 55%** and **manual paperwork by 75%** with agents built with Azure AI Foundry

[Apollo Travel Group](#) improved service visibility: Achieved a **360° customer view**, enabling quality service at scale

[Hero AI](#) created a customisable platform capable of real-time data analysis: Achieved **55% reduction in patient wait times**

## Reshape business processes

Generative AI offers unparalleled opportunities to innovate and streamline operations across all functions. Organisations can unlock efficiencies by automating workflows and augmenting decision-making while creating new avenues for growth and efficiency.

### Real-world customer examples:

[Cineplex](#) cut service handling time by up to **93%**, with thousands of refunds processed automatically while increasing customer satisfaction.

[Ramp](#) scaled repetitive tasks with ease, using GitHub Copilot to process 5 million receipts monthly and saving **30,000 hours per month**.

[Volkswagen](#) achieved over **40% in time savings** by streamlining workflows with Copilot.

## Bend the curve on innovation

Organisations can move beyond the traditional limits of innovation using AI, speeding up design, discovery, and content creation. This leap forward allows businesses to bring products to market faster, engage customers more effectively, and stay ahead of the competition.

46%

of employees see AI as a thought partner, having conversational exchanges to challenge their thinking or brainstorm ideas

Source: Work Trend Index, Microsoft, 2025.

### Real-world customer examples:

[Amgen](#) built agent in six weeks: **Shortened the cycle of drug discovery**

[Kuka](#) fuelled rapid experimentation: Programming for simple tasks **reduced by 80%**

[Pacific Northwest National Laboratory](#) accelerated scientific innovation: New materials discovery went **from years to 80 hours**

Kick start your  
AI transformation

wanstor

Becoming Frontier takes a trusted partner who can help you align AI to business priorities, scale innovation responsibly, and deliver measurable outcomes. With deep expertise in the Microsoft AI ecosystem, Wanstor can guide your organisation through every stage of transformation.

Together, we will help you unlock new productivity, reinvent customer engagement, reshape core processes, and accelerate innovation so your business can thrive in the AI era.

Start transforming today | [wanstor.com](https://wanstor.com)