

Obligatory intro

EnterpriseDB

IBM

Cloudbant

Physics



Who are you?

Industry? Size?

Using AI? How frequently?

Using Claude?

Strawberries & non-determinism

Been using LLMs since 2022

**“Why don’t I get the same
answer every time?”**



Fundamental change

AI is new normal

Seeing exponential
improvement - it's not just
marketing

Everyone has a faster
keyboard

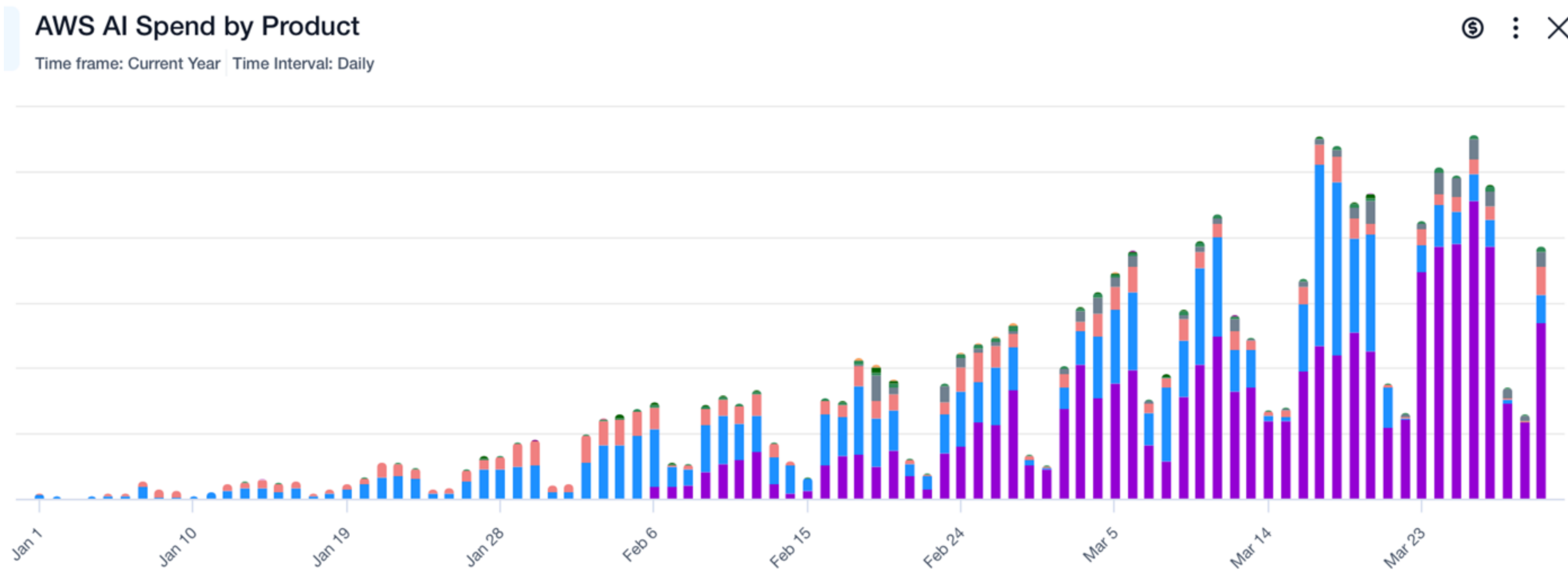


Roll out to ~300 person org

Growth flat lining because we're moving from Bedrock to Anthropic direct

Aiming for 80% utilisation in teams

Mix of skills/roles



Tools & Automation

- Claude enables your team to build tools you might not otherwise invest in
- This is a generally good thing
- Tools overcome non-deterministic output & save tokens
- Need people to think differently



How we work

How we think about work changes, often reinforcing “fundamentals”

- Think system wide
- Communication & alignment
- Estimates are wrong
- Overhead problems & bottlenecks
- Avoid drive by's
- Interdisciplinary/interdependency
- Experiment don't debate

