AI Is Easy.
Organisational Readiness Is Hard.

Hanzel Nillo × **Jason Lawrence**

The Data Gap™ · AgentFix | True Blue Blazing 2026

TRUEBLUE BLAZING

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Meet Your Presenters



Hanzel Nillo

Founder & Principal Advisor

The Data Gap™

Trusted Data → Trusted AI → Trusted Decisions™

Independent advisor helping organisations build trusted foundations for data, AI and technology transformation. 20+ years' experience across hundreds of data and transformation initiatives.

SPECIALISING IN

Data Foundations	Responsible AI Readiness	Right Sized Governance™
Data & AI Strategy	Transformation Readiness & Assurance	Trusted Navigation
Executive Advisory	Operating Models	Rescue & Recovery



Jason Lawrence

Chief AI Instigator, AgentFix

AgentFix

Founded SalesFix, a 23-person Brisbane Salesforce consulting partner, in 2012, and is its Chief AI Officer. Led the firm's Claude rollout. Now runs AgentFix, the SalesFix group's Claude practice, built on that rollout with the failures left in.

Claude Certified Associate (Foundations) · Claude Partner Network member · Salesforce MVP Hall of Fame

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Today's Session

1. Why AI Readiness Matters
2. The Readiness Gap
3. Trusted Data → AI → Decisions™
4. What Happened In Practice?
5. 3 Things You Can Do Next Week
6. Discussion & Q&A

KEY MESSAGES

- AI adoption is accelerating
- Most organisations already have access
- Readiness is the differentiator
- Today's session blends theory and reality

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AI Adoption Is Accelerating



Many organisations are using AI.
Not everyone is ready.

- AI is everywhere
- Adoption is accelerating
- Readiness varies dramatically
- Governance struggles to keep pace

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Quick Pulse Check

Where Are You Today?

Group Question

Where is your organisation in this AI and Governance Maturity Model?

1

Evaluating

where AI fits within our organisation.

2

Exploring

AI opportunities, not yet adopted widely.

3

Using AI

governance is still evolving.

4

Using AI

with governance in place.

Less Mature

More Mature

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The AI Readiness Gap

The Gap Between AI Adoption and Organisational Readiness

What We Are Seeing

- Experimenting with AI
- Piloting AI solutions
- Exploring AI use cases
- Investing in new capabilities

But Often Lack

- Trusted Data Foundations
- Data & AI Governance
- Clear Ownership & Accountability
- Organisational Readiness



AI does not create new organisational problems. It exposes and amplifies existing ones.

Ask Yourself: Are we adopting AI faster than we are governing it?

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Technology Is Not The Whole Answer



- Technology
- People
- Process
- Governance
- Ownership
- Executive Alignment

TECHNOLOGY ALONE RARELY DELIVERS TRANSFORMATION SUCCESS

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Trusted Data → Trusted AI → Trusted Decisions™



Trusted Data

Quality

Ownership

Context



Trusted AI

Governance

Accountability

Transparency



Trusted Decisions

Confidence

Action

Outcomes

Trusted data does not mean perfect data — it means understanding quality, ownership, limitations and risk.

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Readiness Questions Before You Scale AI

Start with readiness. Then decide how you introduce AI.

READINESS QUESTIONS

1. Can we trust our data?
2. Do we know who owns and governs it?
3. Are people and processes ready?
4. Do we have appropriate guardrails?
5. Are we solving a real problem?

AI EXPERIMENTATION IS NO LONGER FREE.

What was once curiosity is increasingly becoming a real investment decision.

ARE WE…

- **Creating value?**
- **Governing the investment?**
- **Scaling intentionally?**

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Readiness Meets Reality

From principles to practice — AgentFix's story



What worked?

What surprised them?

What broke?

What would they do differently?

Over to Jason — AgentFix ▶

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READINESS MEETS REALITY

We Started With AI Anyway

Hanzel: *“Don’t start with AI. Start with readiness.”*

“We started with AI anyway, and built readiness while the plane was flying.”

23
people on the team

22
licensed on Claude today

20
through the training gate first

On Hanzel’s scale we’re a 3, not a 4. Twelve months in. Still a 3.



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READINESS MEETS REALITY

Where We Started

A year ago we looked like most of you.

- **Everyone had an AI tab open.** Nobody had the same one. Nothing sounded like us.
- **SMB1001 Gold** meant every person needed AI risk training anyway.
- **Two of us picked Claude,** on results from real client work. The AI team hadn't decided. So I did.
- **Leadership said yes on two conditions:** give people use cases, and build a feedback loop.
- **No pilot. No graduation criteria.** We enabled first and assessed as we went.

What follows is what that cost us.

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READINESS MEETS REALITY

No Licence Without Training

MINIMUM VIABLE ONBOARDING

1. A fifteen-minute Workspace Tour
2. A quiz, hosted inside Salesforce
3. Completion tracked. Badge issued.
4. **Then the licence. No shortcut.**

20 of 22

came through the gate before they got a licence.

"Let me learn in the tool while I read about the tool." We held the line. I'm still not sure that was right.

READINESS MEETS REALITY

A Control Without an Owner Is a Wish

2

licences issued to people who never did the training.

Both are new starters. They joined after the rollout. The gate lived in the rollout project, not in onboarding.

The control existed. It had no owner past launch day.

Fixed now: the gate lives in the new-starter checklist, with a name against it.

READINESS MEETS REALITY

A Policy That Wouldn’t Sit Still

v1.0 · 1 April — Reissued · 20 May — v2.3 · 12 August

Three versions in five months. That’s a feature, not a failure.

Approvals in the open

From an inbox to a public Slack channel. Asked once, answered for all.

An exception route

Two named approvers. A one-business-day target.

Named incident triggers

Including the one that actually happens: work in a personal account.

Thirteen pages became one

Nobody reads the policy. Everybody reads the Five Rules.

A policy that hasn’t changed in a year of AI is a policy nobody is using.

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READINESS MEETS REALITY

Claude Read a Four-Month-Old Policy

WHAT BROKE

For four months the AI was confidently compliant with a policy we had already replaced. Twice.

The copy Claude read, and the summary on our wiki, both stayed on the April text until August.

The thing Claude reads and the thing humans read have to be the same thing.



READINESS MEETS REALITY

Skills: Our Way, Built In

Two repositories, one job: make Claude behave like SalesFix.

CLAUDE.AI · 15 ORGANISATION SKILLS

Think like a SalesFix consultant

Brand and tone · AI policy · Solution design · User stories · SOW review

CLAUDE CODE · 10 ENGINEERING SKILLS

Build and check like a SalesFix engineer

Flow peer review · Apex test scaffolding · Security review · Adversarial UAT

Every skill has an owner. Every change is peer reviewed. Both repos sync read-only into Confluence.

Half a day saved, minimum. The skill did the “our way” part. She did the judgement part.

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Claude Code: The Bit We Didn't Plan

THE PLAN

Documentation and analysis only. No build.

THE REALITY

The team used it on real client work within weeks. So we governed what was actually happening.

WHAT WE PUT AROUND IT

- A rules repo for Apex, Flow and tests
- Same review and testing bar as human work
- Client data read in place. **Never exported.**

REAL OUTCOMES, DE-IDENTIFIED

Found tens of thousands of missing donor records

Surfaced an over-privileged integration profile

Shipped an overdue-case reminder from a dead field

The hard part wasn't Claude. It was Git.

Two learning curves, stacked, for a team that builds with clicks.

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Go Where People Are



WHAT FLOPPED

Claude in Slack

Usage is low. Two mistakes, both ours: the skills never moved across, and access wasn't each person's own.

WHAT WORKED

Ask people to brag

A Slack workflow: "share a successful use". 30+ entries. The champions turned up in the log on their own.

THE RHYTHM

Labs: 30 minutes, Wednesdays

Leadership wanted an hour. The business wanted none. Thirty is where it landed.

Don't make people come to the tool. Take it to the channel they live in, and give them somewhere to show off what it did.

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READINESS MEETS REALITY

Our Scorecard, Twelve Months In

Hanzel's five questions, marked honestly.

agentfix.ai/tbb

Can we trust our data?	Partly
Who owns and governs it?	Yes
Are people and processes ready?	Getting there
Do we have guardrails?	Yes, v2.3
Real problem, or chasing the tech?	Both

"Hanzel, you said start with readiness. We started with AI and built it behind us for a year. Would you have let us?"

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BEFORE YOU GO

Three Things You Can Do Next Week

1. **Run the poll on yourselves, honestly.**
   Which AI tools does your team actually use? Ask in a channel, not a survey.

2. **Write the “never goes in” list on one page.**
   Five rules, not thirteen pages. Pin it where people work.

3. **Pick one repeatable job. Write it down. Name an owner.**
   That’s your first skill. Then fifteen minutes of training before the licence, wired into onboarding.



AI is easy. Readiness is hard.
Start anyway, but start with an owner.

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Questions?

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Let’s Continue The Conversation



Hanzel Nillo

Founder & Principal Advisor, The Data Gap™

info@thedatagap.com.au

+61 3 9587 6486

linkedin.com/in/hanzelnillo

thedatagap.com.au

thedatagap.com.au/insights (TBB session recap + slides)



Jason Lawrence

Chief AI Instigator, AgentFix

jason.lawrence@agentfix.ai

0425 469 737

agentfix.ai/tbb (slides, lessons and the Five Rules)

agentfix.ai