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PILOT · 4 MIN READ

What a pilot looks like

How an ArkOffice pilot runs from first conversation to decision, what we measure, and the monthly adoption report you receive.

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- How it runs
- A typical pilot
- What we measure
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01 / HOW IT RUNS

From first conversation to a clear decision.

A pilot lets your organisation find out whether ArkOffice genuinely helps your people, on your information and under your rules, before you commit to a rollout.

01

Conversation

Every project starts with a conversation, not a pitch. The first 30 minutes go on the actual problem, the regulator and the room — never the demo. We come back with questions before answers.

02

Deployment outline

Within a week you get a one-page outline: your data, your users, your constraints and the architecture we'd propose, with the trade-offs spelled out. Free, no NDA. Most engagements start from there.

03

Pilot with real users

Small senior team start to finish, weekly demos, no handoffs and no subcontractors. Real users from week three — in your building, on your data, under the constraints your team actually lives with.

04

Long-haul partnership

Once you're live we stay with the system: model upgrades, monitoring, evals, user training. Arkintel is a partnership measured in years, not a project that ends at handover.

02 / A TYPICAL PILOT

Three months. Real users, real work.

Scope and length are agreed in the deployment outline. This is the shape most pilots take.

BEFORE DAY ONE

Set up

Agree the deployment, the teams taking part, the workflows to evaluate and the information rules. Connect sign-in and prepare onboarding.

MONTH 1

Onboard

Onboarding sessions for every participant. Teams start with a small set of everyday workflows. First adoption report at month end.

MONTH 2

Broaden

Support inactive accounts, add workflows that are working and adjust model and feature settings to the feedback.

MONTH 3

Decide

Review the three monthly reports and user feedback together, then decide on rollout, a changed scope or stopping.

03 / WHAT WE MEASURE

Usage you can see. Content we never report.

The monthly report shows participation and feature usage based on account activity, never the contents of anyone's work.

What the report measures

- ✓ Sign-ins and active accounts per month
- ✓ Completed feature actions across the eight tools
- ✓ Recurring, one-day and inactive accounts
- ✓ Adoption per team, compared with the previous month

What it does not measure

- – Prompts, chat text, documents, files or recordings
- – Output quality or whether an interaction produced useful work
- – Time saved or financial return
- – Individual performance

What counts as an action?

Chat: request submitted. Docs, Sheets and Slides: saved editing session or creation event. Drive: file action. ArkNotes: note action. PDF: completed PDF operation. Transcription: completed transcription.

Aggregated by default

The standard report shows totals per team. Per-account views are available only to authorised administrators in your organisation, where individual monitoring is lawful, transparent and agreed with the organisation (including its works council where one applies).

04 / MONTHLY REPORT

A clear view of participation and usage.

An excerpt from a sample report. The organisation, teams and figures are fictional.

Monthly adoption report · 1–31 October 2026

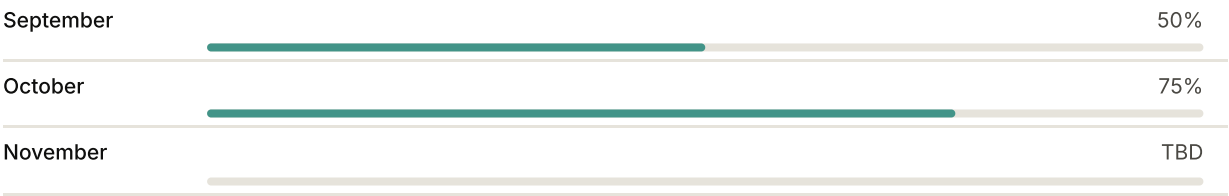
Sample · fictional data

ORGANISATION	DEPLOYMENT	LICENSED SEATS	PILOT STAGE
Northwind Logistics (fictional)	Branded private cloud	100 employees	Month 2 of 3

75 of 100 onboarded employees used ArkOffice this month, compared with 50 in September: a 25-percentage-point increase in monthly adoption. Usage is uneven across features, which gives a practical focus for month three.

75%	67	3,204	25
Monthly adoption	Recurring users	Feature actions	Inactive accounts
↑ 25 pts from September	Active on 2+ days	Across all 8 tools	0 actions this month

ADOPTION DURING THE PILOT



HOW THE EIGHT TOOLS WERE USED

Tool	Unique users	Feature actions	Adoption
Chat	63	965	63%
Docs	47	453	47%
Sheets	35	328	35%
Slides	27	202	27%
Drive	47	433	47%
ArkNotes	24	202	24%
PDF	39	349	39%
Transcription	34	272	34%

Unique users cannot be added across tools: one employee may use several. Feature actions are defined per tool and are not a measure of productivity.

ADOPTION BY TEAM

Team	Active / seats	Most-used tool	Adoption
Operations	11 / 14	Transcription	79%
Finance	11 / 13	Sheets	85%
Marketing	9 / 11	Chat	82%
HR	8 / 10	ArkNotes	80%
Customer Support	7 / 12	Chat	58%
IT	6 / 8	Drive	75%
Commercial	7 / 9	PDF	78%
Procurement	6 / 8	PDF	75%
Risk	5 / 7	Chat	71%
Administration	5 / 8	Drive	63%

> **Suggested action for month three**
>
> Offer optional onboarding support to the 25 inactive accounts, focusing on Customer Support and Administration, and review which tools are underused. Compare the November report against this month's baseline.

NEXT STEP

Questions after reading? Talk to the team.

We can walk through the details with your security, ICT or procurement colleagues and scope a setup around your information and users.

Start a conversation →

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