

Questions to ask

Write down and compare the answers of the GenAI solutions you are evaluating.

Technology maturity	Solution 1	Solution 2	Solution 3
How long have you been in the AI business?			
Which AI technologies are in your solutions?			
How do your products incorporate generative AI?			
Does your product roadmap include future AI products and features?			

Data privacy, trust, and security	Solution 1	Solution 2	Solution 3
What is the source of your AI's training data? Does it represent various industries and languages?			
How do you protect the integrity and confidentiality of vendor or third-party data used in training?			
How do you uphold data privacy and security in your products?			
Provide details on the data privacy certifications and regulatory compliances your solution meets.			
Describe how you prevent the exposure of proprietary or financial information.			

Proof of concept	Solution 1	Solution 2	Solution 3
Can you give me a live demo of your AI's autonomous ("touchless") capabilities?			
Can you share customer references, testimonials, and data on their outcomes after one year?			

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Accuracy and reliability	Solution 1	Solution 2	Solution 3
Can you provide examples of how your AI has been fine-tuned with deep domain expertise in finance?			

How do you minimize the risk of "hallucinations," where the AI generates inaccurate or irrelevant outputs? What safeguards are built into your system to prevent AI-generated errors?

Integration and change management	Solution 1	Solution 2	Solution 3
How well does your solution integrate with our existing financial systems?			

Can you explain the IT infrastructure needed to support your AI solution and describe how IT will be involved in the integration process?

How long before we can start using your product and how quickly can we expect a return on investment? How do you measure that?

Do you have ongoing training and support available? What's your SLA?

Adaptability	Solution 1	Solution 2	Solution 3
How quickly does your AI learn and what are its limitations?			

How does it learn from and adjust to new document formats, expense policies, or invoice workflows?

