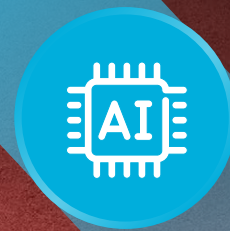# The predictive operations playbook

A practical guide to AI-ready performance

Data powering performance

5Y

Introduction
Why predictive operations matter

Operational leaders face mounting pressure to deliver faster insights, resilient performance and measurable ROI.

Yet many organisations still rely on manual reporting and fragmented systems, leaving them reactive rather than predictive.

Poor data quality contributes to **up to 40%** of operational process errors...

while inconsistent governance can delay transformation **by months**

(McKinsey and Gartner)

75% of bottlenecks are only discovered after performance declines

(Deloitte)

Only 12% of AI pilots reach enterprise scale due to poor governance

(Gartner)

The result is data chaos: manual reports, conflicting KPIs and a lack of visibility that prevent operations teams from anticipating issues before they occur.

Predictive operations begin when organisations can trust, connect and act on their data in real time.

The cost of ungoverned performance data

When performance data is ungoverned, it creates measurable operational risk. The following infographic illustrates the most common signs of ungoverned performance data:

1 — **Endless manual reporting**
Operations teams spend up to 40% of their time collecting and cleaning data.

2 — **Conflicting KPIs across teams**
Inconsistent definitions lead to misalignment and duplication.

3 — **Bottlenecks discovered too late**
Delays and inefficiencies surface only after productivity drops.

4 — **Forecasts you can't trust**
Inaccurate data causes up to 30% forecasting error.

5 — **Compliance and audit surprises**
Weak governance increases compliance breaches by 70%.

6 — **AI pilots that fail to scale**
Only 12% of pilots reach production due to poor data quality.

Sources: Gartner, McKinsey, Deloitte, PwC

Each of these symptoms slows performance, increases cost and undermines transformation initiatives. You can't optimise what you can't measure, and you can't measure what you don't trust.

The Path from manual to predictive operations

Predictive operations are not achieved through technology alone.

They depend on a trusted, connected data foundation that allows leaders to move from describing what happened to anticipating what will happen next.

The 3–stage maturity pathway

1   **Manual → Reactive**
Reporting is delayed and inconsistent. Data lives in silos.

2   **Integrated → Insightful**
Core systems are connected, enabling real-time visibility.

3   **Predictive → Optimised**
AI and analytics provide foresight, enabling automation and continuous improvement.

"

We've gone from explaining yesterday to anticipating tomorrow."

— Head of Operations, 5Y Client

Building the foundations for predictive performance

Establishing strong data foundations is the fastest way to move toward predictive performance.

5Y Data Foundations for Operations provides a structured, four-week diagnostic that helps COOs and operations leaders establish a governed baseline for performance visibility, predictive analytics and resilience. Conducted entirely within your environment, it assesses quality, governance and continuity of operational data to create a clear, measurable roadmap.

What you get in four weeks

- An operational data scorecard that evaluates the completeness and timeliness of data across ERP, IoT and project systems.

- Governance and workflow audits that review how operational data is collected, approved and shared.

- Process and KPI continuity checks that benchmark key processes (P2P, O2C, Projects) against best-practice maturity models.

- A predictive potential analysis that identifies automation and forecasting opportunities.

- A board-ready framework report that consolidates findings into a roadmap to predictive performance.

Key outcomes

- ✓ A unified view of operational performance and bottlenecks

- ✓ Foundations for predictive forecasting and automation

- ✓ Reduced manual reconciliation and exception management

- ✓ Stronger data-driven decision-making

All analysis is performed securely within your environment. No data leaves your tenant.

The ROI of trusted operational data

The business case for governed data is clear and measurable:

Up to 40%

reduction in process errors through improved data quality.

25–40%

faster reporting cycles, freeing teams for value-adding analysis.

70%

fewer compliance breaches through better governance.

3x

higher AI success rates when data is consistent and well-governed.

£3–5

ROI for every £1 invested in data quality and governance.

One construction firm unified its financial and operational data, **cutting manual effort by 50%** and enabling predictive analytics across projects.

Another global enterprise **improved forecasting accuracy by 35%** after consolidating data into a single governed platform.

The operations data toolkit

Below is a simple three-step toolkit for COOs ready to take the first step toward predictive performance.

1   Assess your maturity

Use this checklist to gauge readiness:

- ◯ Do you have a unified view of performance data across systems?
- ◯ Are processes automated or reliant on manual reporting?
- ◯ Are KPIs consistent and validated across departments?
- ◯ Are governance roles and responsibilities defined?
- ◯ Is predictive forecasting currently reliable?

2   Act on insights

- ◯ Identify the biggest sources of manual effort and duplication.
- ◯ Align KPI definitions across teams.
- ◯ Prioritise data quality initiatives that deliver visible impact.

3   Advance with predictive analytics

- ◯ Establish an AI-readiness baseline using 5Y Data Foundations.
- ◯ Build confidence in data lineage, auditability and performance forecasting.
- ◯ Scale predictive models only when data is trusted and governed.

A low-risk, high-value starting point

5Y Data Foundations for Technology is a fixed-price, four-week engagement delivered securely within your environment.

The investment is £10,000, fully creditable toward your first-year subscription.

You receive a board-ready roadmap that shows exactly how to modernise reporting, improve efficiency and prepare for AI-driven operations, without disrupting existing systems.

The future of operations

The next generation of operations is predictive, data-driven and AI-enabled. But predictive capability cannot be achieved without a solid data foundation. COOs who act now will gain the ability to anticipate issues, reduce downtime and operate with confidence.

> "
> For the first time, we can see what's coming. Every decision is based on trusted data."
> — Head of Operations, 5Y Client

In a world where agility and foresight define success, predictive operations begin with data you can trust.

Ready to take the next step?

Get your operational data foundations baseline in just four weeks. It's a measurable, low-risk start to predictive performance.

Book your discovery call today

Learn more about us by visiting **5ytechnology.com**
Contact us online or email hello@5ytechnology.com

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