



HUMAN-CENTERED OPERATIONAL INTELLIGENCE

Human-Centered Tech Stack™

Trusted, practical, and sustainable AI adoption.

FRAMEWORK OVERVIEW

An organizational system—not a collection of tools.

A Human-Centered Tech Stack is the deliberate design of technology around the people who use it, the work they perform, and the outcomes the organization expects to achieve. It is not a collection of tools, it is an organizational system.

As AI becomes embedded in daily operations, organizations succeed not by adopting tools quickly, but by aligning people, process, governance, and resources so adoption is trusted, practical, and sustainable.

Meta Finance Change LLC integrates this framework with our AI-powered operational intelligence services, ensuring every chatbot, AI agent, and automation produces measurable business value.

PILLAR 1: PEOPLE

WORKFORCE

Technology that supports the workforce, not replaces it.

This pillar identifies who the users are, what they need to accomplish, where friction exists, and what support is required for successful adoption.

If people do not trust the system or understand how it fits into their work, adoption will remain limited, even if the technology is strong.

PEOPLE DELIVERABLES

- Stakeholder map
- User personas
- Change impact assessment
- Readiness assessment
- Adoption risk profile
- User journey map
- Training needs assessment

PILLAR 2: STRATEGY

GOVERNANCE

Technology aligned to mission, governance, and measurable outcomes.

Strategy ensures technology decisions align with mission, operating model, governance, and measurable outcomes.

The central question is not what tool to buy, but what business problem to solve.

STRATEGY DELIVERABLES

- Tech stack vision & goals
- Current-state & future-state assessment
- Gap analysis
- Governance model
- Implementation roadmap
- Success metrics & KPIs
- Risk & mitigation plan

FROM ENABLEMENT TO MEASURABLE VALUE

Resources. Implementation. Outcomes.

The operating support and delivery discipline required to make technology work in practice.

PILLAR 3: RESOURCES OPERATIONS

The support required to make technology work in practice.

Even strong tools fail when organizations underinvest in training, staffing, communications, budget, and ongoing support.

RESOURCES DELIVERABLES

- Technology inventory
- Training plan
- Communications plan
- Support model
- Resource & staffing plan
- Budget considerations
- Continuous improvement process

PILLAR 4: PHASED APPROACH

A structured delivery lifecycle for sustainable AI adoption.

- 1 Discover**
Review current tech stack, workflows, pain points, and goals.
- 2 Design**
Define future-state vision, governance, and implementation priorities.
- 3 Enable**
Build training, communications, and support resources.
- 4 Launch**
Roll out technology in phases and support users in real time.
- 5 Improve**
Evaluate outcomes and refine the tech stack over time.

STRATEGIC VALUE OUTPUTS

Five ways the framework converts adoption into value.

Organizations translate the Human-Centered Tech Stack™ into value through five concrete outputs:

OPERATIONAL VALUE

Reduced manual work, rework, delays, and bottlenecks.

FINANCIAL VALUE

Improved productivity, lower avoidable cost, and higher return on technology investment.

WORKFORCE VALUE

Improved AI literacy, manager capacity, and employee confidence.

GOVERNANCE VALUE

Stronger data quality, accountability, and responsible AI use.

CUSTOMER VALUE

Better speed, consistency, personalization, and service quality.

4-TIER SERVICE MODEL™

A Structured Path to Operational Intelligence

MFC's four-tier service model moves businesses from operational baseline to AI-enabled intelligence.



TIER 1

Foundations

Assessment, SOP build-out, and systems baseline — getting the business running clean.

TIER 2

HCTS Deployment

Human-Centered Tech Stack™ rollout aligning people, strategy, and resources to your AI-enabled future.

TIER 3

Operational Intelligence Retainer

Ongoing AI intelligence, reporting, and continuous improvement — keeping the business running confidently.

Running clean, connected, and confidently.

TIER 4
PREMIER SERVICE OFFERING

AI Literacy Training: Real-World AI Literacy Training for Business Users

Literacy training equips business users with the practical skills, confidence, and decision-making ability required to integrate AI into their daily functional tasks using chatbots, AI agents, and automations.

- Role-Based Training
- AI Literacy
- Daily Workflow Integration
- Adoption Confidence Coaching

EXECUTIVE POSITIONING STATEMENT

A Human-Centered Tech Stack becomes strategically powerful when it converts technology adoption into business outcomes, workforce capability, and organizational advantage. It is not just a change management tool, it is a value creation model.

GET STARTED

Ready to design a human-centered, AI-ready organization?

Connect with Meta Finance Change LLC to Start Your Project. We bring the AI expertise, operational intelligence, and framework your business needs to scale clean, connected, and confidently.

metafinancechange.com

AI-Powered Human-Centered Operational Intelligence Partner