

cplace



The cplace Promise of Responsible AI

Generative AI (GenAI) is a revolutionary development in the field of information technology. Although AI has been on everyone's lips for some time, it only became available to the masses as a user-friendly interface with the release of ChatGPT in November 2022.

Gartner predicts a significant global uptake of GenAI. While less than five percent of organizations surveyed currently use generative AI, this is expected to rise to more than 80 percent by 2026. This includes using generative programming interfaces (APIs) or models for artificial

intelligence (GenAI), as well as using GenAI-enabled applications.¹

However, despite its obvious benefits, GenAI is also a cause for concern. In a survey conducted by Deloitte in the summer of 2024, using sensitive data in models, privacy issues, and data security were among the top concerns for businesses. Companies were far more concerned about their use of sensitive data (e.g. customer or client data) than using their proprietary data (e.g. sales, operational or financial data).

Levels of concern around data management: How much concern does your organization have with respect to its data management for Generative AI implementations?



¹<https://www.gartner.com/en/newsroom/press-releases/2023-10-11-gartner-says-more-than-80-percent-of-enterprises-will-have-used-generative-ai-apis-or-deployed-generative-ai-enabled-applications-by-2026> | ²<https://www2.deloitte.com/content/dam/Deloitte/us/Documents/consulting/us-state-of-gen-ai-q3.pdf>

In addition to the many clear advantages that justify the use of generative AI, its uncontrolled use also poses risks to businesses. There are too many opaque AI tools without sufficient controls. Organizations using AI face several potential governance-related hazards and risks that must be addressed.

○ **Privacy and Information Security:**

AI systems can expose sensitive corporate data, leading to data breaches. The utilization of cloud systems from some U.S. providers may violate corporate policies and jeopardize the protection of corporate and customer data.

○ **Legal and Regulatory Risks:**

An ever-changing regulatory framework for artificial intelligence requires constant monitoring and adaptation. Failure to comply with laws and regulations can quickly lead to fines, sanctions, or litigation.

○ **Ethical Concerns:**

AI systems unintentionally discriminate against or make ethically questionable decisions. Reputational damage and legal ramifications are the result.

○ **Lack of Transparency:**

Over-reliance on AI can leave companies without a full understanding of how their models work, making it difficult to detect errors and ensure ethical standards.

○ **Liability Issues:**

In the event of damage caused by AI-driven decisions or actions, it is often unclear who bears responsibility.

○ **Cybersecurity Risks:**

AI systems can create new attack surfaces for cybercriminals and increase vulnerability to cyberattacks.

○ **Uncontrolled Results:**

Without careful monitoring, generative AI can produce unpredictable and potentially harmful content that violates corporate policies or laws.

To minimize these risks, organizations need to implement comprehensive AI governance that includes ethical policies, quality control processes, and regular assessments of AI systems.

With this in mind, we are committed to responsible AI practices that aim to take our customers' concerns seriously and address them effectively.

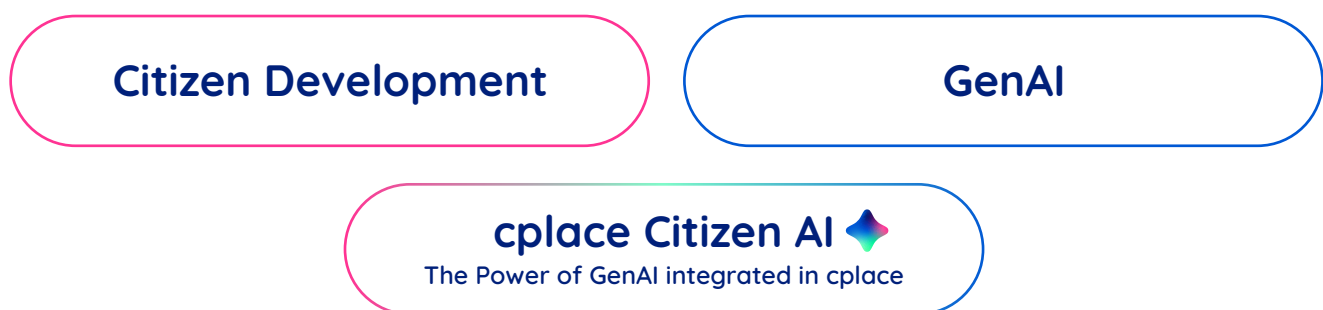


cplace is committed to responsible AI

Responsible AI refers to the development, implementation, and use of artificial intelligence in an ethical, transparent, and safe manner. The positive impact of the technology should be maximized, and potential risks minimized.

Our approach: Combining the Power of cplace and GenAI

We call this „*cplace Citizen AI*“.



Our solution platform revolutionizes project and portfolio management, making it easier for organizations and people to manage complex projects. We enable market leaders to design their customized solutions for digital transformation and the development of complex products. *cplace Citizen AI* revolutionizes the integration of AI in cplace. For this, cplace provides the necessary technical infrastructure. Companies using *cplace Citizen AI* decide which AI model they want to use.

This “*bring your own*” approach gives enterprises complete freedom in the choice and number of AI vendors and models they wish to work with. Their specific needs and compliance requirements are met by being able to choose between different options such as Microsoft Azure OpenAI, OpenAI, Google Vertex AI Gemini, and many more.

This allows organizations to customize their GenAI strategies and ensure that the AI solutions deployed are optimized to their business processes. The “*bring your own*” principle also promotes compliance with security and privacy standards by allowing organizations to retain control over data processing.

cplace Citizen AI goes one step further. Following the “*AI need to know*” principle, organizations decide what data can be processed in different use cases based on context. This functionality gives always deploying organizations complete data sovereignty.

The cplace “AI need to know” principle aims to control and restrict access to and use of sensitive information by GenAI systems. Features of this principle about GenAI are:

- **Data Access:**

GenAI systems can access only the data that is necessary for their specific task.

- **Information Processing:**

The AI can only process and output the information that is relevant and authorized for the specific use case.

- **Security:**

By limiting access to sensitive data, the risk of data leakage or unauthorized disclosure of information by GenAI systems is minimized.

- **Privacy:**

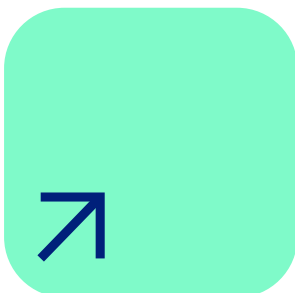
Implementing this principle helps protect the confidentiality of personal or business-critical information.

- **Regulatory Compliance:**

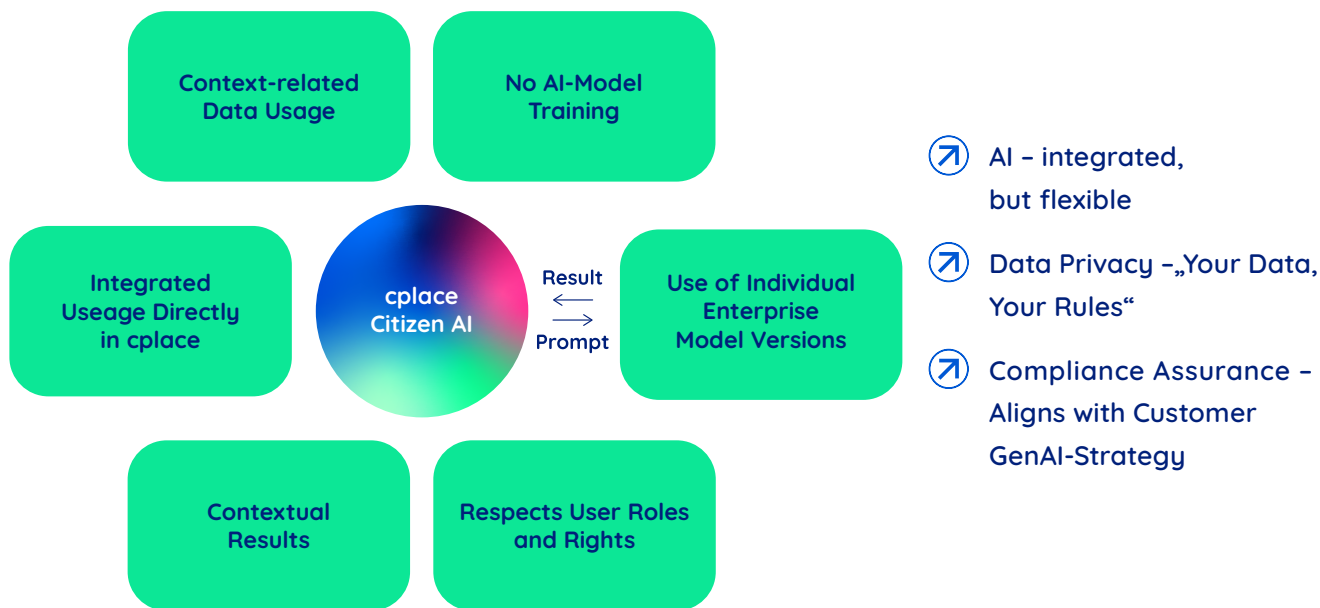
Applying the AI Need to Know principle to GenAI supports compliance with privacy regulations and security standards.



cplace does not train or create models; instead, user companies get access to either their custom models or the existing base models of their provider.



Use Trustworthy AI with cplace Citizen AI



Conclusion

We have committed to responsible AI, and we are committed to it at all times. The fact that no cplace AI model is built into the cplace platform, but that each company individually decides which AI provider to use, ensures robust security and compliance standards. The flexibility of cplace also allows for role and rights management to define what data GenAI makes available to different employees in various use cases. By giving our customers control over their data and choice of AI provider, the cplace platform ensures that all data processing meets individual security and classification requirements.

We strive to minimize the GenAI risk for our customers and promote transparency and accountability. cplace *Citizen AI* guarantees that the AI only accesses the necessary data fragments - according to the principle of „as much as necessary, as little as possible“ - and assures users that the AI is used appropriately and effectively in their projects.

cplace customers can use Citizen AI capabilities with confidence. Our commitment to the responsible use of GenAI, our focus on providing a secure framework, and our comprehensive approach to minimizing GenAI risks means that our customers can quickly achieve value and benefit from productivity and efficiency gains.

Would you like to learn more about how cplace **Citizen AI** can help you take project management to the next level and use AI to simplify and improve your daily project work? Please do not hesitate to contact us.



Nicolas Rabe, Head of Sales
sales@cplace.com



With its Next-Generation Project and Portfolio Management platform, cplace is revolutionizing and transforming the way people and organizations collaborate and manage their projects. The flexible PPM software with its powerful AI extension cplace Citizen AI enables leading companies to easily design customized solutions for their specific requirements, e.g. for the development of complex products or for the implementation of their strategy. Its customers include numerous DAX-listed companies from various sectors, e.g. the automotive, pharmaceutical, aviation and retail industries.

Behind the cplace brand is collaboration Factory GmbH, founded in 2014 by project management pioneer Dr. Rupert Stuffer. The company is headquartered in Munich, with additional locations in Hanover and Ludwigsburg.

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