



Ambassador Confessions — October 2025

Exploring What's Next in Generative AI

Welcome to the October 2025 edition of Ambassador Confessions, where our community of GenAI innovators, policy leaders, and technologists share what they're building, learning, and imagining next.

This month's reflections highlight just how far we've come, from pilots to production, from ideas to impact; as GenAI continues to redefine what's possible across industries, public services, and data ecosystems.

What We're Working On

Across our ambassador network, teams are applying GenAI to some of the most complex and high-impact challenges in the world, from secure enterprise systems to responsible public sector innovation.

One ambassador is now helping police forces deploy live, production-grade AI agents across a range of policing use cases, from information triage and intelligence assistance to operational decision support. Their work, powered by the Great Wave AI platform, emphasizes trust, control, and quality, ensuring that every deployment aligns with ethical and legal standards while enhancing efficiency.

"It's about enabling responsible capability, not just flashy AI, and doing so with the level of oversight policing demands."

Elsewhere, a team is developing a Security Agent in Copilot, embedding protective intelligence directly into developer workflows. Another is integrating chat interfaces with graph databases, building smarter data classifiers, and automating onboarding for new users.

One organization has gone enterprise-wide, deploying AI agents through AgentCore with Role-Based Access Control (RBAC). Their system allows users to query only the data they are authorized to see, ensuring governance and accelerating insight across multiple departments.

At eSynergy, leaders are focused on scaling responsible AI adoption, building multi-agent systems, document intelligence tools, and AI governance frameworks aligned with the EU AI Act and NIST standards.

And within government, teams are exploring LLM-driven policy support tools, knowledge management assistants, and even reflective practice agents, helping public servants think more deeply about their own processes and decisions.

Collectively, these projects illustrate a shift from *experimentation to sustainable transformation*.

What's Exciting Us in GenAI

The mood across the community is one of measured excitement — a recognition that the technology is maturing fast, and new frontiers are opening.

One ambassador is energized by Co-Pilot type Agents, assistants that collaborate intelligently across systems, and by improvements in Dynamic Retrieval-Augmented Generation (RAG) pipelines, which are making GenAI outputs far more grounded and reliable.

Several respondents called out the promise of Graph-enhanced LLMs, combining structured data relationships with natural language reasoning to deliver precision and transparency in answers.

The rise of multi-agent systems and model context protocols is also generating excitement. These advances enable AI systems to reason collectively, audit themselves, and interact safely within complex enterprise environments.

One ambassador highlighted the emerging potential of edge-deployed AI agents, a field the Great Wave AI platform is pioneering.

“Imagine agents running securely in a police car, offering real-time analysis and insight while maintaining local control and data sovereignty. That’s where this is heading, trusted AI that works where it’s needed most.”

Finally, there’s strong curiosity about Google’s NotebookLM, which offers researchers fine-grained control over sources — a step toward AI systems that are not only powerful but *accountable*.

What Matters Most Right Now

When we asked ambassadors what currently matters most in GenAI, the answer was almost unanimous:

 Governance, trust, and transparency.

As AI moves from labs to live production, ensuring control, fairness, and auditability is now the top priority. Many contributors framed this not as a barrier but as a *design principle* — one that defines sustainable innovation.

What's Working Well

Success stories this month show real progress in integrating GenAI into production systems:

- Reliable referencing: Ensuring AI outputs are supported by verifiable sources.
- Quality evaluation: Using one LLM to validate another's work, improving consistency.
- Enterprise rollout: AI agents now integrate with authentication systems securely, enabling rapid adoption.
- Smaller, tuned systems: Domain-specific agents with governance guardrails outperforming large generic models.
- Research assistance: AI is excelling at summarization, ghostwriting, and interpreting complex data — augmenting human analysis, not replacing it.

These trends mark a shift toward maturity — from prototypes to practical value.

Where GenAI Still Has Untapped Potential

Despite all the progress, our ambassadors see several areas still waiting for GenAI to make its mark:

- Workflow automation, especially in legacy-heavy organizations
- Sales and business development, where adoption lags despite clear ROI
- Network security and mining, where predictive and autonomous capabilities could reshape operations
- Insurance, where *85% of data remains unstructured* and underused
- Video editing and visualization, where GenAI could democratize high-end creative work

Each represents a frontier where applied innovation, not just new models, will unlock the next wave of impact.

Our Hopes for GenAI

Our ambassadors' hopes range from immediate progress to long-term transformation.

Short-term hopes:

- Faster, cheaper models
- Consistent results via improved vector memory and context handling

- Real transitions from pilots to production systems

Mid-term:

- Affordable fine-tuning
- Seamless agent integration across enterprise tools
- Standardized governance frameworks for multi-agent deployments

Long-term:

- Genuine, intelligent engagement between humans and AI
- Responsible automation of the simple and complicated, leaving humans to handle the complex
- Trusted collaboration between humans and agents, grounded in context, control, and clarity

As one ambassador put it:

“When AI truly understands what humans care about, safety, reliability, and trust, it will become a partner, not just a tool.”

Our Fears for GenAI

Ambassadors also shared what keeps them cautious.

The most common concerns include:

- Security vulnerabilities and job displacement
- Concentration of power; “more money going to the same global consultancies”
- Reliability and safety of AI agents in mission-critical operations
- AI slop; poor usage of AI that hides or amplifies organizational problems

And from our policing ambassador:

“Noise, and the lack of true sovereignty, worry me most. There’s too much chatter and hype, and not enough focus on control, ownership, and national trust in AI systems.”

Yet amid these concerns, optimism persists.

“I don’t fear AI,” one ambassador said. “Electricity killed more people, but we still use it. We learn, adapt, and build better.”

What the Centre for GenAIOps Could Do Differently

Feedback for the Centre this month was candid and constructive.

Many ambassadors asked for more meet-ups and forums, opportunities to connect, share use cases, and learn from each other's deployments.

Another theme was the desire for the Centre to serve as an intelligence hub, curating trends, analysis, and real-world insights, rather than acting primarily as a training or consultancy provider.

The message is clear: the community values knowledge-sharing and insight over instruction.

Final Reflections

This month's confessions reflect a network at the heart of GenAI's evolution, curious, creative, and deeply aware of both potential and responsibility.

From enterprise data systems to edge-deployed AI in police vehicles, ambassadors are proving that GenAI is no longer a futuristic idea, it's an operational reality.

And yet, beneath the technical achievements, one theme runs through every story: trust.

Building AI systems that earn, maintain, and deserve trust is what will define the next chapter.

As we move into November, let's continue to lead with transparency, share our lessons, and push the boundaries responsibly, together.