

How Much Is Intelligence Worth?

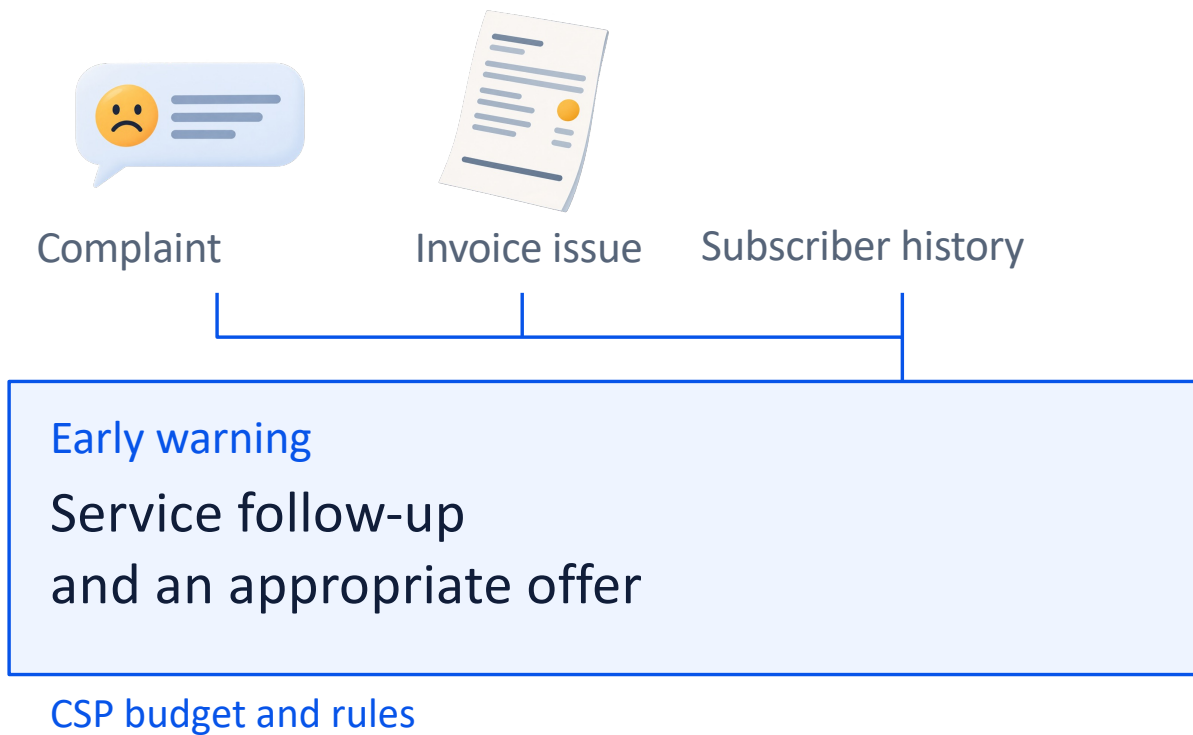
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Sara, a fictional subscriber

An earlier response

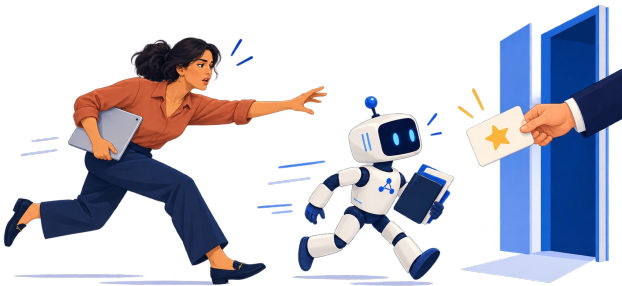


The intelligence behind the response



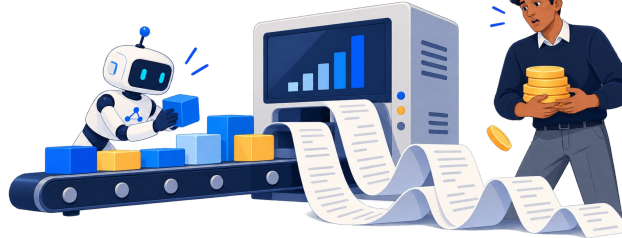
The tensions behind intelligence

Autonomy and control



Agents can overreach or be manipulated.

Capability and cost



Usage and upkeep add cost.

Access and sovereignty



Access can create dependency.

A new option for monitoring

New model options



Vendor service

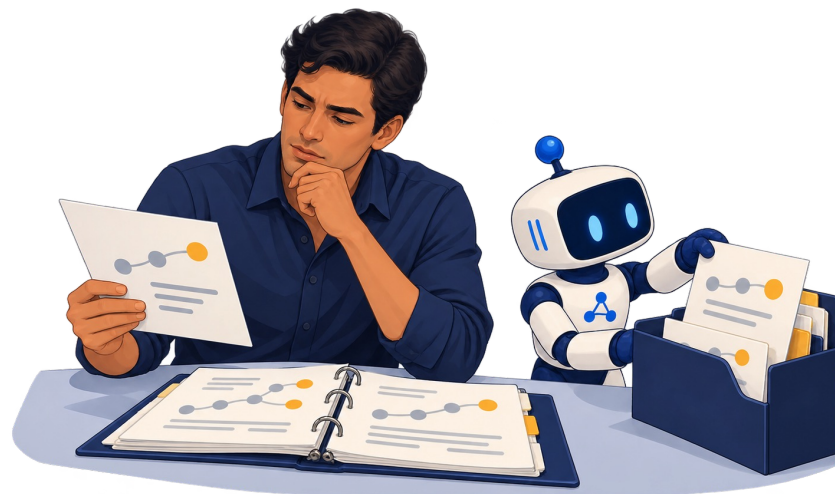


Open weights

Growing classifier upkeep



Product management



Earlier trials and decision evidence



Is monitoring worth reevaluating?

Evaluating agent behavior

How reliably does the whole agentic system succeed?

Define success



Subscriber cases
Outcomes and boundaries

Repeat realistic trials



Execution trace

Actual account state

Assess the evidence (e.g., Evals)



Code checks and model grading
Experts calibrate and review

Review failures, improve, rerun

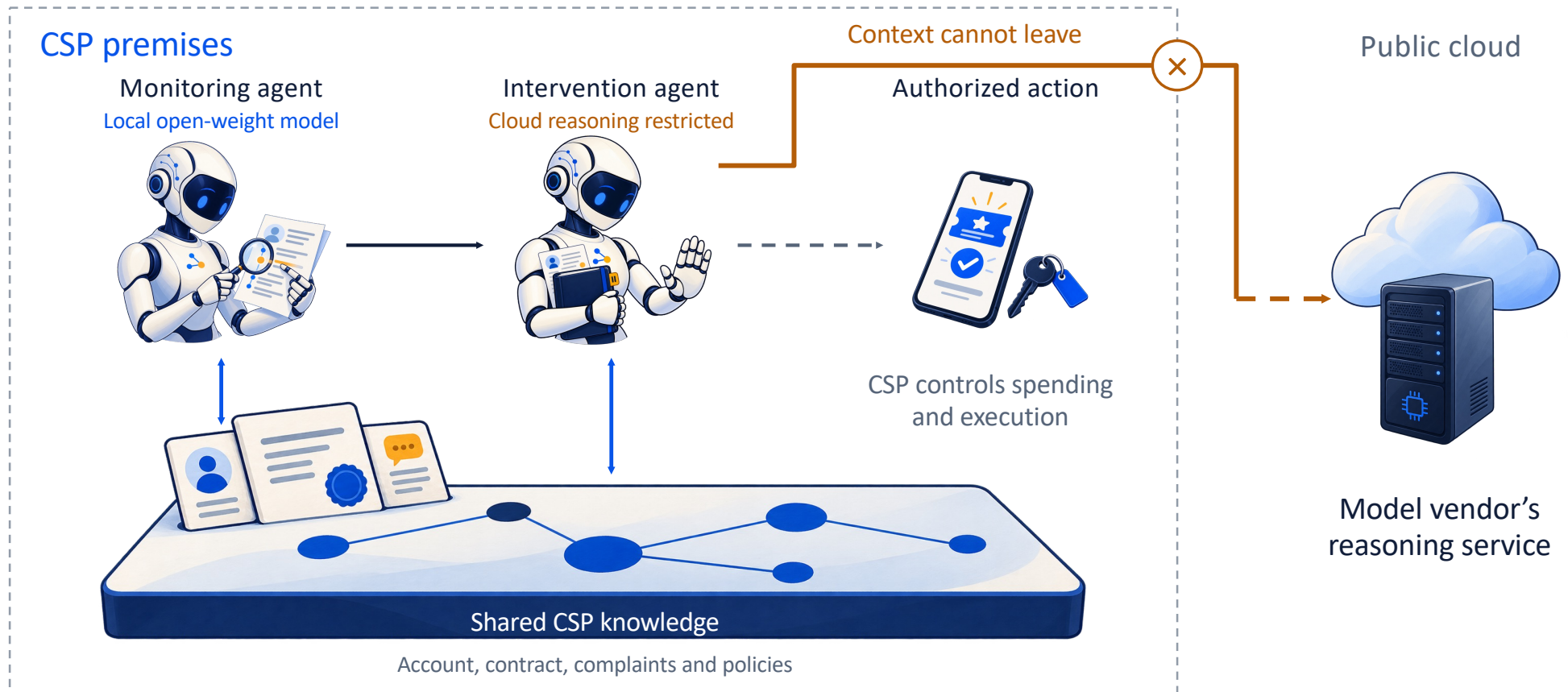
The monitoring decision

Illustrative findings relative to the existing baseline

Dimension	Existing local classifier (baseline)	Paid cloud service	Selected
			Open-weight local model
Recognition of relevant cases	Baseline	Better	Better
Inference cost	Low	Higher	Higher
Feature and retraining work	Substantial	Lower	Lower
Processing and serving	Existing local operation	Model vendor's cloud	Heavier local operation
Full lifecycle cost	Baseline	Higher	Lower

A new boundary for subscriber context

Hypothetical rule change with a short transition



The intervention decision

Illustrative findings under the new processing requirement

Selected

Dimension	Existing cloud service (baseline)	Licensed local model	Open-weight local model
Required reasoning quality	Reference	Preserved	Preserved
New processing requirement	Fails, excluded	Meets	Meets
Initial fine-tuning	Existing configuration	Limited	More extensive
Model vendor's lifecycle support	Cloud service included	Contracted support	No support service
Model charges	Service fees	License and support fees	No model-license charge
Full lifecycle cost	Cloud reference, excluded	Above cloud, below open weights	Above cloud and licensed local

The organization remembers why

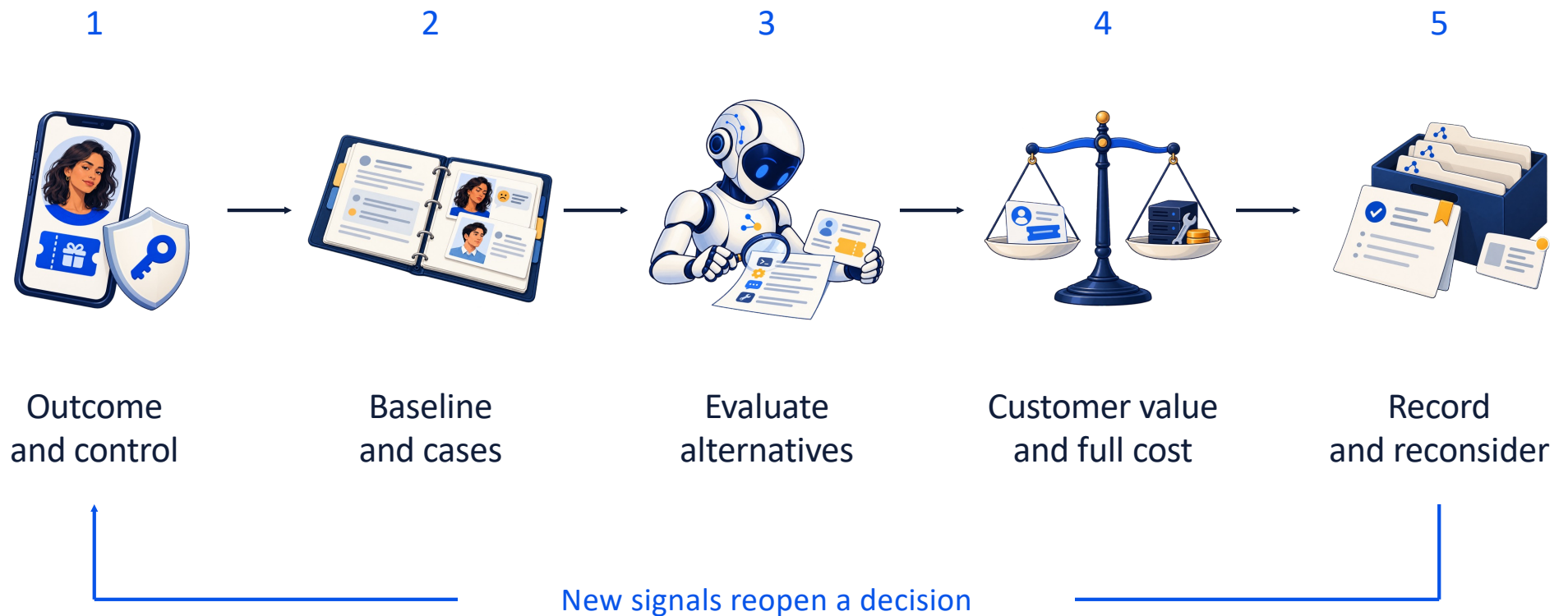


What we chose

Why it was worthwhile

What would make us
reconsider

Your next intelligence decision



How Much Is Intelligence Worth?

Customer value we can
demonstrate and sustain

But sustaining intelligence has a price

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