Build vs. Buy vs. Blend Checklist

Before diving into your next AI initiative, **use this quick checklist to find the smartest path forward.** Whether you're facing resource gaps or need fast results, this guide will bring clarity to your decision.

Building is better if you...

- ☐ Have a deep internal bench of AI experts with time and domain knowledge to spare
- ☐ Are exploring use cases in R&D or innovation labs, not production environments
- ☐ Only need a narrow, low-risk capability (e.g., a simple internal chatbot)
- ☐ Aren't under pressure to move fast – and can wait 12+ months for tangible results
- ☐ Need total control over every line of code, model update, and governance rule
- ☐ Are prepared to invest heavily in maintaining, updating, and securing the system long-term (e.g., you have a DevOps team)
- ☐ You're a tech-first organization with a dedicated AI infrastructure strategy
- ☐ Can manage evolving AI needs across teams without disrupting core operations

Score: ___/8

Buying is better if you...

- ☐ Operate in the field or on the frontlines – servicing complex equipment in high-stakes environments
- ☐ Need to scale expertise fast, so newer techs and support agents can perform like seasoned pros
- ☐ Have hit the ceiling with DIY experiments, chatbots, or generic copilots that lack depth
- ☐ Face strict regulations or safety requirements, and can't afford inaccuracies or hallucinations
- ☐ Need ROI this year, not next – and want a solution that drives measurable results out of the box
- ☐ Rely on diagrams, parts catalogs, and schematics – not just text-based documentation
- ☐ Require tools that work anywhere, including low-connectivity or offline environments
- ☐ Want AI that gets smarter over time – with built-in feedback loops, updates, and adoption support

Score: ___/8

Blending is better if you...

- ☐ Work in high-stakes environments where both speed and precision are critical.
- ☐ Want to integrate external AI tools without sacrificing control over infrastructure or data.
- ☐ Need to scale internal expertise across a distributed or less-experienced workforce.
- ☐ Tested DIY tools or generic copilots and found they fall short of your needs.
- ☐ Have proprietary workflows or IP that should be layered onto a proven platform.
- ☐ Operate in mixed environments—some needing full control, others benefiting from fast, plug-and-play tools.
- ☐ Face compliance or governance needs but still require rapid time to value.
- ☐ Need quick ROI without compromising on customization, flexibility, or oversight.

Score: ___/8

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Making the AI call? Read this first!
Download the full eBook: "Build vs. Buy vs. Blend: How to Choose the Right AI Path for Your Service Team."

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