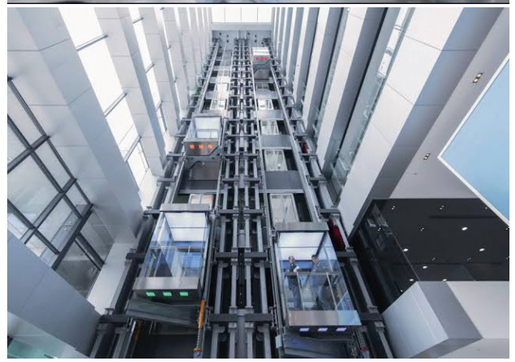
SIX OF DIMO'S ENGINEERING AND TECHNOLOGY PARTNERS PROVIDE EXAMPLES OF HOW THE APPROPRIATE SECURITY AND HUMAN AGENCY CAN GUIDE ENTERPRISE AI ADOPTION

DIMO DRAWS ON INTERNATIONAL PLAYBOOKS TO FASHION ITS AI ROADMAP









In an era where generative tools and autonomous algorithms are rapidly redefining enterprise architecture, the true differentiator for a diversified conglomerate is not technological velocity alone anymore. It is how mature their system of governance is.

For a conglomerate operating across sectors such as Engineering, Mobility, Healthcare, Education, and Agriculture, adopting artificial intelligence cannot be treated as an open-ended digital experiment. Instead, it must be approached with the same disciplined engineering standards that govern heavy industrial machinery, clinical environments, and life-critical infrastructure.

For a diversified entity like DIMO, which operates across many different industries, using AI responsibly is not just a theory.

It is learned directly from long-standing partnerships with some of the world's leading engineering brands, such as Mercedes-Benz, Siemens, Tata Motors, MTU, Komatsu, and TK Elevator (TKE).

By following the proven safety playbooks of these global giants, a business can turn AI into a dependable, well-behaved tool rather than an unpredictable risk.

Real-World Lessons from Global Tech Leaders

The world's top engineering companies have shown that AI only works well in the real world when strict guardrails are put in place.

Mercedes-Benz, for instance, has established explicit AI Ethics Principles covering responsibility, explainability, privacy protection, and safety-by-design as it pioneers Level 3 autonomous driving and integrates generative interfaces into its vehicle ecosystems. These principles require automated driving decisions to be verifiable and explainable, passenger privacy to be protected, and computer glitches to be prevented from distorting brand designs or compromising safety.

Siemens takes a similar approach through its AI Ethics Board and strict Trustworthy AI rules. In manufacturing, the company maintains a zero-tolerance policy for AI hallucinations, where systems generate false information. It also places restrictions on the use of private company data to prevent sensitive information from leaking into public AI tools.

For Komatsu, which operates autonomous dump trucks and bulldozers capable of navigating worksites independently, safety measures extend to physical emergency stops built into every vehicle. These ensure that real-world safety requirements take precedence over automated decisions. MTU, part of Rolls-Royce Solutions, uses machine learning to predict maintenance requirements for large engines before failures occur. Given the use of these engines in ships and defence systems, the company keeps diagnostic data separated and protected against hacking or tampering.

Tata Motors, meanwhile, applies strict digital boundaries across its assembly lines and connected commercial vehicle operations, where thousands of vehicles continuously generate road data. These measures are intended to prevent customer trip information and factory data from being mixed or shared without permission. Similarly, TK Elevator uses its cloud-based MAX system to collect sensor data from elevators and identify potential wear and tear early. Despite this automated monitoring, manual safety overrides remain in place, allowing technicians to intervene when passenger safety requires it.

Who is Accountable?

For Gahanath Pandithage, Group Managing Director and CEO of DIMO, the responsibility of leading a diversified conglomerate extends beyond encouraging the adoption of new technologies to establishing clear rules, guidelines, and safeguards governing their use. He believes these measures must be in place before AI is introduced across business operations to ensure that innovation does not advance at the expense of accountability.



Gahanath Pandithage
Group Managing Director and Chief Executive Officer, DIMO

Pandithage sees the operational discipline inherited from DIMO's global principals as a framework for managing this transition. By incorporating strict governance protocols and retaining human judgement in critical decisions, he believes executive leadership can enable businesses to benefit from AI while protecting stakeholder trust, ethical standards, and the human care associated with DIMO's operations.

The company recently implemented state-of-the-art SAP S/4HANA modules, which integrate SAP Business AI directly into core enterprise resource planning (ERP) workflows to automate tasks, generate insights, and enable natural language interactions.

Adopting the rigorous governance standards of industrial leaders does not stifle operational agility; it builds the resilience necessary for sustainable growth. The objective of enterprise AI is not to depersonalise business or replace nuanced decision-making, but to strip away mechanical overhead so teams can invest their energy where it matters most: building authentic client relationships, solving complex industrial problems, and driving purposeful innovation.●