



AI consulting for real operations

An operational AI worker, built around the way your business works.

DEFINE. DESIGN. EXECUTE.

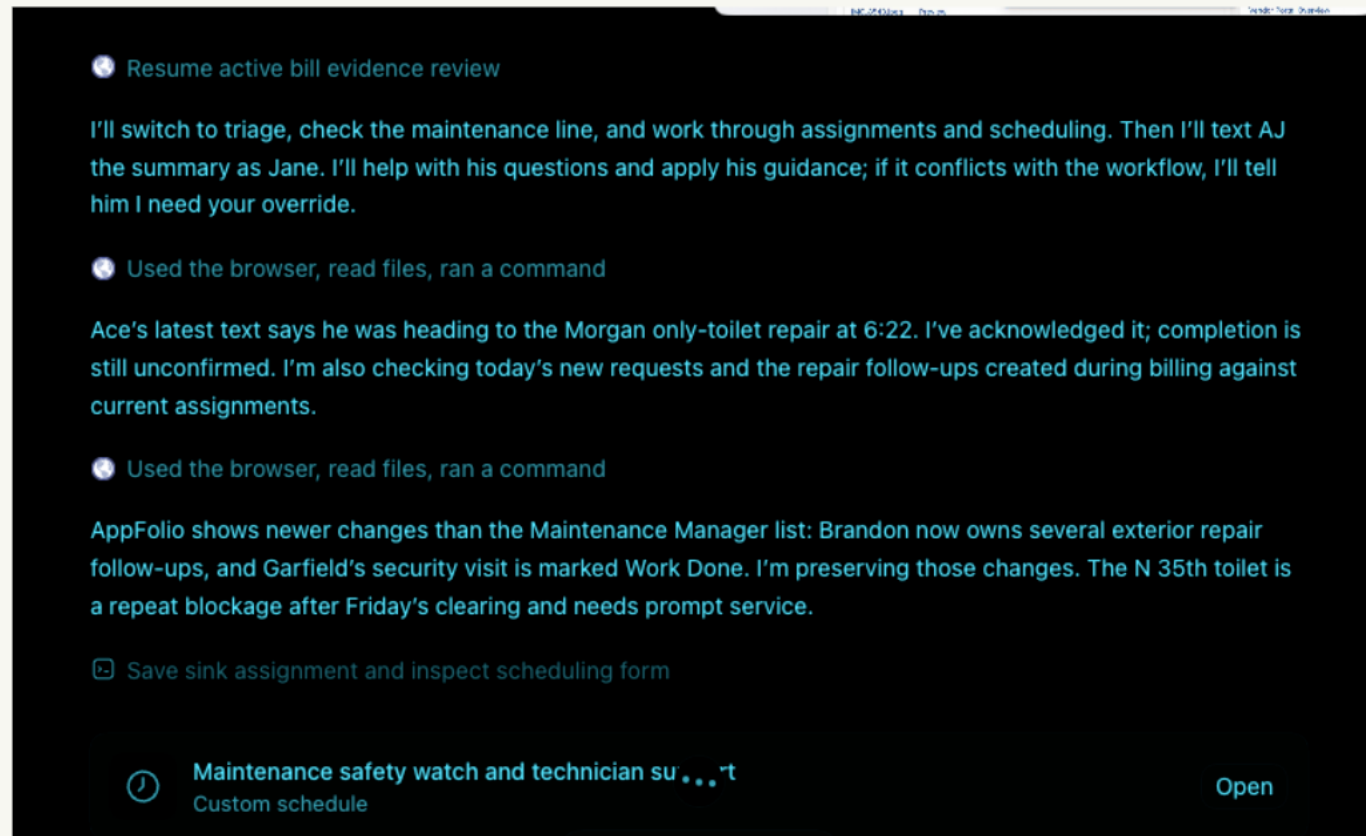
An AI worker inside your operation

Routine work continues, with a visible account of what changed and what remains open.

The work keeps moving

Messages and follow-up
Work orders and scheduling
CRM and property records
Routine billing administration

Calls and exceptions go to people.



When people are the process.

The result depends on who picks up the task.

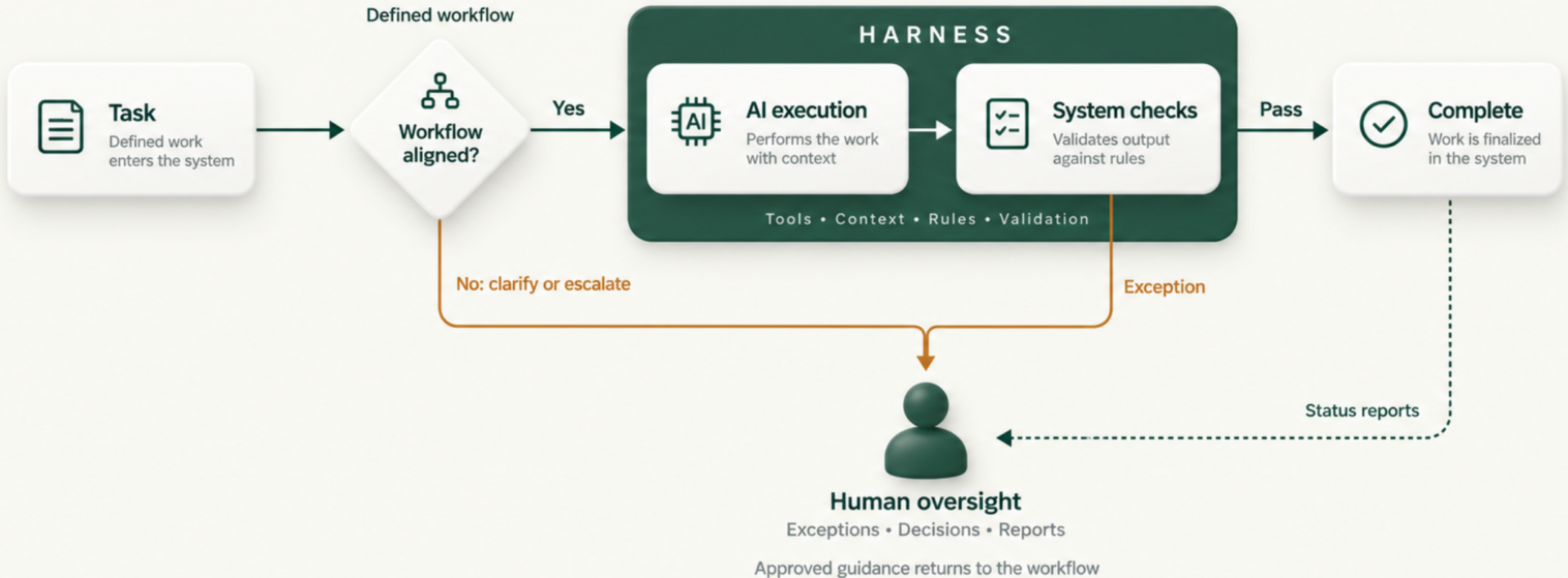


- **Unclear definitions**
Tasks are open to interpretation.
- **Knowledge lives with individuals**
Context isn't captured or standardized.
- **Quality varies by handoff**
Outcomes depend on experience and individual judgment.

People carry the missing structure.

Build the process. Multiply the capability.

Defined work, controlled execution, and human oversight.



Routine work advances. People manage the exceptions.

The potential economics

Three common roles show the cost of administrative capacity.

Role / benchmark proxy	Annual wage
Maintenance coordination ¹	\$54,740
Application / front desk ²	\$39,460
Billing specialist ³	\$51,070
Combined wage baseline	\$145,270

\$72.6k

Potential annual capacity

Illustration: 50% of this workload. Wage-equivalent capacity before service, technology and oversight costs.

Fewer corrections

Measure rework hours and errors.

Wider coverage

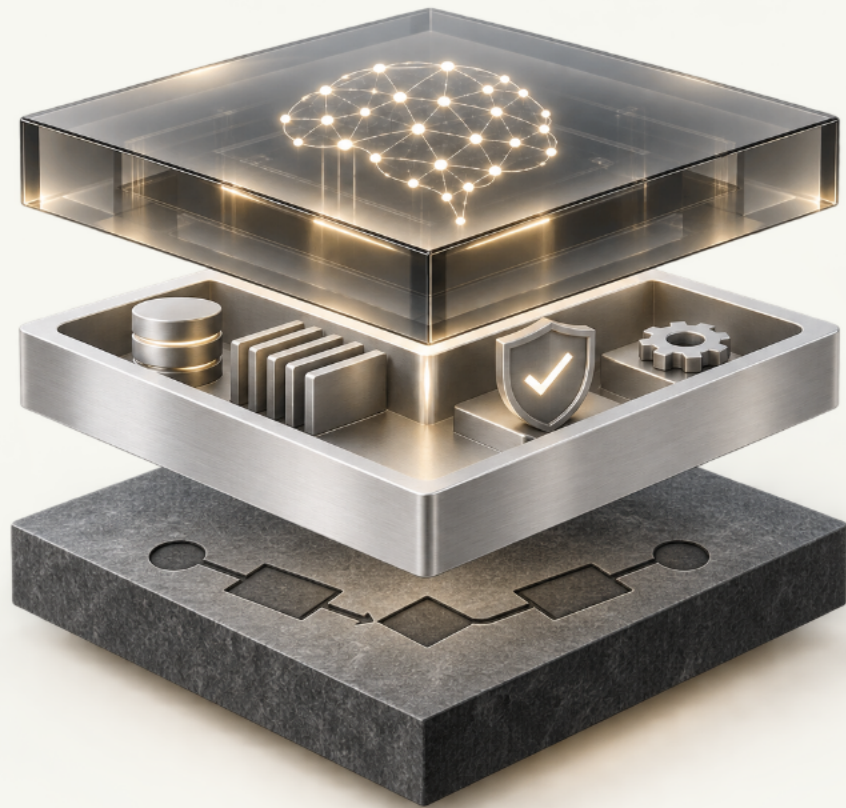
Up to 24/7, by agreed scope.

Staffing flexibility

Redeploy time or avoid added hires.

The AI operations architecture

A stable workflow supports the tools and controls that AI works through.



03 ADVANCED AI

Executes the work

Interprets the task, uses tools and advances the workflow.

02 HARNESS

Controls how it gets done

Supplies context, tools, permissions, checks and escalation.

01 WORKFLOW

Defines the work

Sets the sequence, decisions, ownership and completion criteria.

The harness supports informed decisions

History, clear scope and escalation rules turn a new request into an actionable decision.



Context before action

Jane connects a recurring leak to the previous repair and prepares a 1.5-hour scope.

A clear human handoff

When qualified coverage is unavailable, Jane asks for guidance. The manager directs a next-morning check if the leak remains contained.

Karl, Jane here-separate from the sewer/odor priorities: new #37147-1 at 2035 N Buffum has a recurring sink leak. Resident says they can contain the drip but cannot use the sink; photo appears to show the drain disconnected below the strainer. Skye previously replaced trap washers/nuts in both units. I saved a 1.5-hour diagnostic/repair scope, PTE No. Ace is unavailable for contact today; Frank and Angel are out of town. Who can provide qualified plumbing coverage/access today, or should I queue Ace for the first opening after Sunday contact? It is not an imminent-threat report on current evidence.

Ok, if the drip is contained and safety/property damage isn't imminent let's check up on this first thing tomorrow morning and I'll provide more guidance.

Two ways to work with us

The engagement fits your team's ability and the work you need covered.

01

Coaching & capability building

Review the operation and identify the opportunity

Design the workflow and controls together

Train your team to build, run and improve it

You own the capability.

02

Temporary virtual staffing

Our agents work within your approved process

Agree coverage, responsibilities and escalation

Review results, then extend or hand over

Your operation gains capacity.

Escalation and oversight, in real messages

Jane flags urgent needs, states what is unconfirmed and acknowledges revised instructions.

Urgent escalation

Karl, Jane here-NEW CRITICAL #37150-1 at 6:02: police caller Joseph Duncan needs a keyholder for a welfare check at 1731 N Warren, reporting caged animals and accumulating mail. Please call [414-935-7212](tel:414-935-7212) now and coordinate the keyholder/ETA with Tony, whom I just alerted. AppFolio property is 1729 N Warren with no unit selected- confirm the exact unit/entrance with the officer. No responder/ outcome is recorded, so I'm keeping this on the emergency watch.

The alert identifies the next human action.

A manager changes the assignment

Please assign to Ace

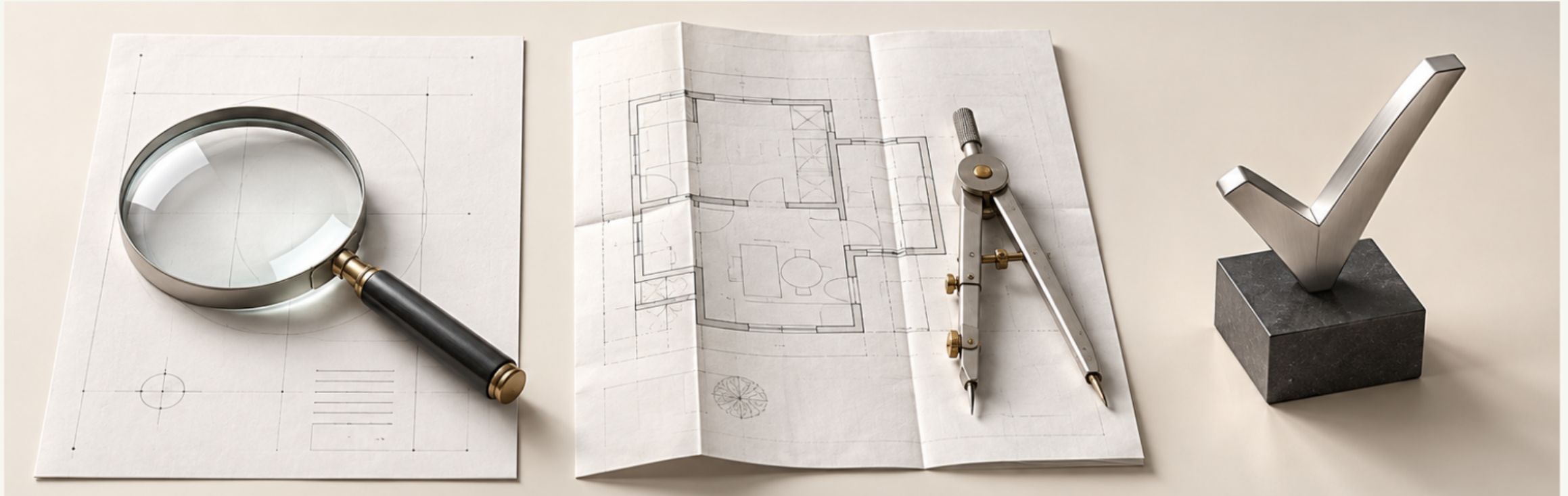
Nvm, please assign to Rick

Then text the tenant let them know we're on the way

Got it-Jane here. Rick, superseding Ace. I'll save that assignment, send the on-the-way update you requested, and get Rick's ETA/access confirmation.

“Rick, superseding Ace.”

Define. Design. Execute.



DEFINE

Understand what is actually happening before deciding what to change.

DESIGN

Build the future workflow and controls around the actual problem.

EXECUTE

Implement, verify and stabilize the change against measurable results.

A clear path from problem to implementation

Evidence and usable operating documents support every phase.

DEFINE

Initial problem statement
Discovery and presentation
of facts
Final problem definition

DESIGN

Current state and
cost-benefit
Future state and controls
Test, measure and analyze
SOP and implementation
plan

EXECUTE

Validate the controls
Monitor performance
Implement and stabilize

What you keep

Current-State Flowchart Future-State Flowchart
Summary of Change SOPs and control documentation



A measurable return starts with one workflow

Bring us the process that consumes your team's time.
We'll help define the opportunity and a practical next step.

LET'S START WITH 30 MINUTES

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