

Intelligent Workflow Automation

Automations that combine AI decisioning with structured workflows.

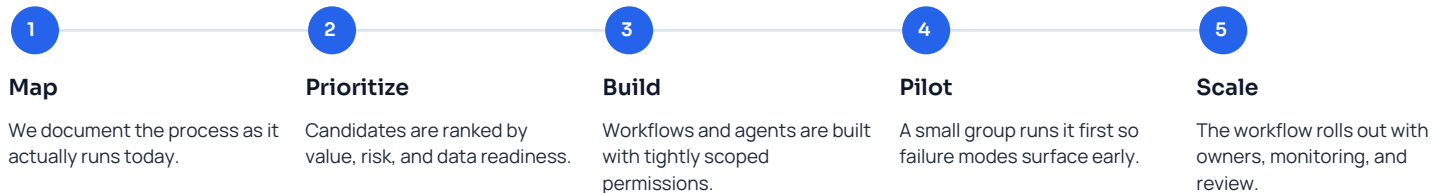


Service illustration • Ai Automation

What this service addresses

- Repetitive manual processes consuming staff time
- Interest in AI without a clear starting point
- Data spread across disconnected systems

A clear path to delivery



Included capabilities & what they mean

Capability	Practical detail
Readiness and data governance assessment	Review data quality, ownership, and permissions before enabling AI or connecting sensitive information.
Use case identification and prioritization	Choose opportunities based on business value, risk, and practical data readiness.
Workflow automation design and build	Map the current process, design integrations, and include exception handling and named owners.
Copilot and agent implementation	Configure scoped access, test with a small group, and review behavior before wider adoption.
Reporting and dashboards	Bring relevant information together so teams can make decisions from consistent business context.

Business outcomes

- Time returned to higher-value work
- Responsible, governed AI adoption
- Faster access to insight

Before we begin

Is our data ready for AI? An AI readiness assessment reviews permissions, data quality, and governance before tools like Copilot are enabled.

Scope and licensing vary by environment. Product availability and support terms are confirmed during planning.

AI AND BUSINESS AUTOMATION

Intelligent Workflow Automation: a closer look

Automations that combine AI decisioning with structured workflows.

From challenge to coverage

SIGNS IT IS TIME TO ACT	WHAT THE SERVICE COVERS
1 Work handed between systems by hand	Process and exception mapping
2 Exceptions that stop the whole process	Automation design with human checkpoints
3 Automations nobody can explain afterwards	System and application integration
4 No measurement of whether the change helped	Error handling and audit trail
	Measurement of cycle time and volume

Separate AI judgment from deterministic control

Area	What we review	Why it matters
AI assistance	Classification or extraction needing review	Use AI where variable inputs make rigid rules insufficient.
Workflow rules	Validation, approvals and system updates	Keep critical transitions explicit and auditable.
Exceptions	Low-confidence cases and failed integrations	Route uncertain results to a responsible person.

The savings tool estimates repeatable-work capacity; it does not validate AI accuracy or implementation feasibility.

How an engagement runs

01	02	03	04
Discover	Plan	Deliver	Review
Review the current environment, priorities and constraints with your team.	Agree scope, owners, timing and how success will be reviewed.	Carry out the agreed work with documented changes and checkpoints.	Revisit results, open items and next priorities on an agreed cadence.

What good looks like

The results this service is designed to support. Actual results depend on your environment and the agreed scope.

Fewer manual hand-offs between systems	Exceptions routed by a defined rule
Automations documented and monitored	Cycle time measured before and after

Questions clients ask

Does this need AI?

Not always. Many workflows improve with straightforward automation; AI components are only proposed where the task genuinely needs interpretation.

How do you handle a mistake?

Every automation carries error handling and an audit trail, so a bad case is detected, recorded, and routed to a person.

Your next step

Free self-assessment Help Desk & Automation Savings Estimate support time that could be recovered. massiveit.com/help-desk-assessment	Talk to an engineer Book a consultation Walk through your environment and get a scoped recommendation. massiveit.com/consultation • (813) 518-5454
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RELATED AI AND BUSINESS AUTOMATION SERVICES

AI Readiness Assessments • Microsoft Copilot Implementation • Microsoft Copilot Studio • Power Automate • Business Process Automation • AI Agent Development

Scope, licensing and service levels vary by environment and are confirmed in your agreement. This overview describes typical engagements, not guaranteed results.