

process automation

Repetitive business processes — intake, triage, reporting, document handling, approvals — turned into reliable automated pipelines that log everything and know when to ask a human.

// scope

what we automate

intake & triage

Email, forms, and tickets classified, enriched, and routed to the right person — before anyone has to read a queue.

documents & reporting

Extraction, summarization, and recurring reports generated from the documents and data you already have.

approvals & handoffs

Multi-step flows with human-in-the-loop gates where judgment matters, and clean automated handoffs where it doesn't.

// deliverables

what you get

- A pipeline that runs unattended — with alerting for the moments it shouldn't.
- Human-in-the-loop checkpoints wherever a decision carries real consequences.
- An audit trail of every action the automation took, and why.
- Failure handling that degrades gracefully instead of failing silently.
- Documentation and monitoring your ops team can actually live with.

// approach

how it runs

phase 1 — discover

map the process

End to end — including the exceptions everyone forgets to mention until week three.

phase 2 — build

automate in layers

The happy path first, then the exceptions — weekly demos on your real data.

phase 3 — harden

review and switch on

Access review, credential lockdown, monitoring — then live, with a rollback plan.

// fit

a good fit if

- A repetitive process — intake, triage, reporting, approvals — eats a real share of your team's week.
- Volume is growing faster than you want headcount to.
- You need every automated action logged and explainable after the fact.
- Parts of the process genuinely need a human — and you want those gates designed in, not bolted on.

// honesty

probably not, if

- ✗ The process changes shape weekly — stabilize it first, and we'll tell you that honestly.
- ✗ No two cases look alike — automation needs at least a spine of repetition to stand on.
- ✗ You want human accountability removed entirely — we design humans in, not out.

// engagement

how we engage

fixed scope

A fixed-scope proposal with a fixed price — no hourly meter running.

weekly builds

Real builds you can click through every week — no long silence, then a reveal.

you own it

Code, docs, and tests land in a repository your team controls. No lock-in.

reviewed before ship

Every build passes the same review verrou applies to client systems.