Intelligent Automation

AI-driven workflow automation—with human-in-the-loop and control

Overview

We deliver intelligent automation at enterprise scale: AI-driven workflow automation, agent orchestration, document processing, decision automation, and human-in-the-loop systems—so you scale without losing compliance.

Business problems we address

- High-volume workflows and document processing that consume FTE time and still produce errors and backlogs.
- No unified agent orchestration—multiple point solutions with no shared workflow or escalation model.
- Decision automation lacks clear rules for when to escalate to humans; compliance and audit need accountability.
- Document processing and extraction are manual or brittle; exceptions and edge cases stall throughput.
- Pilot automation works in one department but fails to scale or replicate across the organization.

How we deliver

We combine workflow discovery, agent orchestration design, and deployment: we map your as-is workflows, document flows, and decision points; design AI-driven workflow automation with document processing, decision automation, and clear human-in-the-loop and escalation rules; and deploy in your environment with monitoring and SLAs. You get a production system that scales, with documentation and ownership handover.

Delivery steps

1. **Workflow & process discovery**
   Map as-is workflows, document flows, and decision points; define human-in-the-loop rules.
2. **Agent orchestration & design**
   Design automation, document processing, decision logic, and escalation paths.
3. **Deploy & operate**
   Rollout in your environment with monitoring, SLAs, and ownership handover.

Security & governance

Automation is designed with security and governance from the start: access control and least privilege, audit trails for every automated decision and human override, PII and sensitive data handled in-scope and compliant with your policies, and alignment to operational risk and regulatory expectations. Human-in-the-loop systems ensure accountability; we document controls so internal audit and compliance can review and sign off.

Who should use this service

Ideal for COOs, heads of operations, and process owners who need AI-driven workflow automation, document processing, and decision automation with human-in-the-loop—and for IT leaders who must integrate agent orchestration with existing ERP, CRM, and data systems. We serve enterprises in logistics, finance, healthcare, and manufacturing where volume, control, and compliance matter.

Example use case

A logistics company automated invoice matching, document processing, and exception handling with AI-driven workflow automation and agent orchestration. Human-in-the-loop rules routed edge cases to operators while high-confidence decisions were automated. Error rates dropped 60% and processing time was cut by half.

Key capabilities

- AI-driven workflow automation
- Agent orchestration and task routing
- Document processing and extraction
- Decision automation with escalation rules
- Human-in-the-loop systems