



Concierge Automation Studio™

Adaptive AI-enabled workflow automation
with white-glove service

Executive Overview

The What



Concierge Automation Studio™ Program Purpose

Prioritizes **organizational efficiency** over individual productivity.*

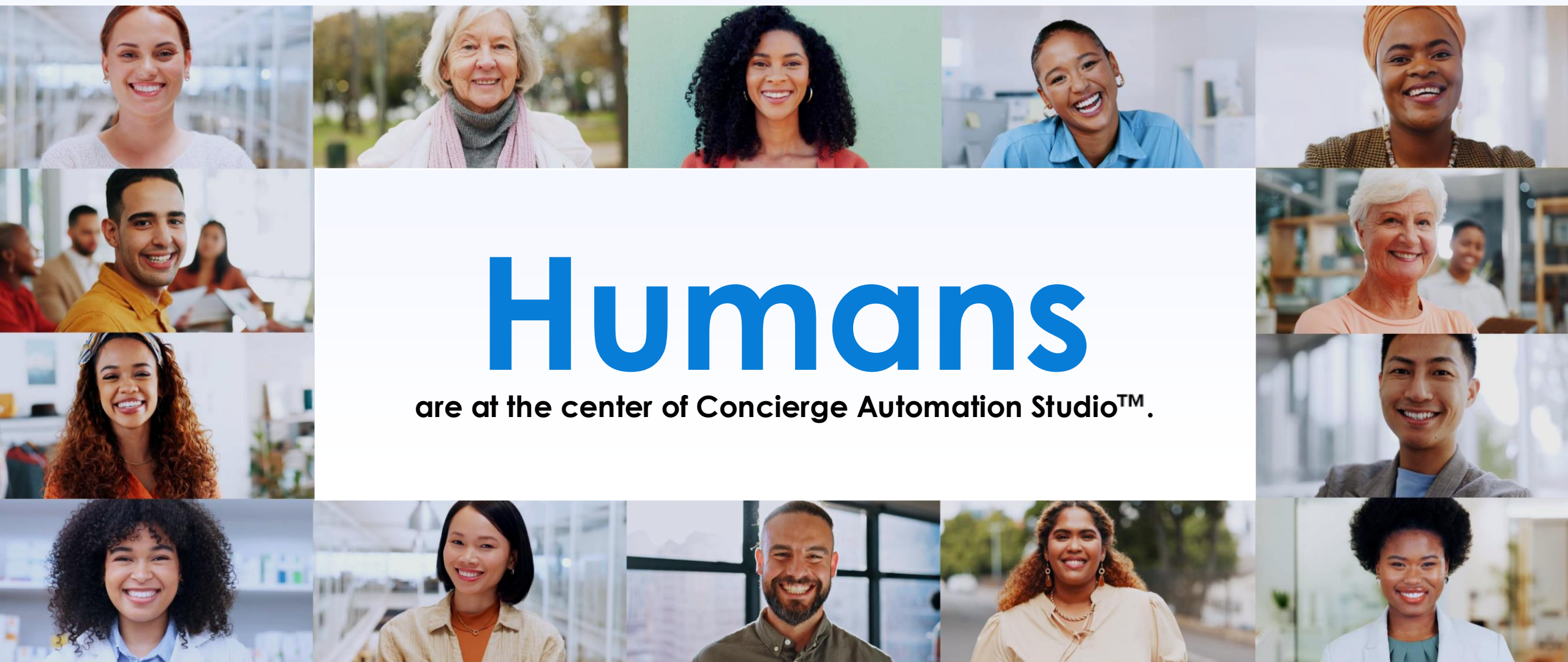
Delivers quick, practical AI wins by improving low-complexity, high-impact business processes.

Builds a strong culture of AI and accelerates adoption.



*For individual productivity, see Everyday AI Studio™





Humans

are at the center of Concierge Automation Studio™.

Because AI delivers value only when it is understood, trusted, and adopted by your people.



That's why **Concierge Automation Studio™** combines AI-enabled workflow automation with white-glove guidance to support adoption, confidence, and lasting impact.

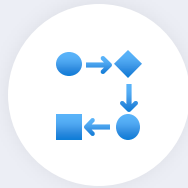


Concierge Automation Studio™ Program Summary



**Automate one
business process
every 3 weeks**

Structured 3-week
sprint methodology



**Flexible packaging
based on your
ambition**

Automation of 3, 4, or
6 business processes



**Executive-led
workshops to guide
the journey**

Initial and ongoing
workshops refines your
AI roadmap



**Strong focus on
change management
and adoption**

Emphasis on
supporting people



Concierge Automation Studio™ Program Includes:



Executive Alignment & Opportunity Framing

Start with business priorities, not tools.



Structured AI Build Cadence

Visible progress every few weeks.



Change, Adoption & Trust Building

Confidence that AI adoption will stick.



Ongoing Care, Optimization & Security

A dedicated team that knows your business deeply and stays involved end-to-end.



Scaled Ambition Over Time

An intentionally designed path from experimentation to strategic differentiation.

Concierge Automation Studio™ Program Details - What's Included



Executive Alignment &
Opportunity Framing



Structured AI Build
Cadence



Change, Adoption & Trust
Building



Ongoing Care,
Optimization & Security



Scaled Ambition Over Time



1

Executive Alignment & Opportunity Framing

Start with clarity, not technology.

- ✓ **Executive-led discovery sessions** to align AI opportunities with business priorities
- ✓ Moderated **focus groups and stakeholder interviews** to surface friction, risk, opportunity
- ✓ A **prioritized AI opportunity** backlog grounded in impact, feasibility, readiness

Concierge Automation Studio™ Program Details - What's Included



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Scaled Ambition Over Time



2 Structured AI Build Cadence

Momentum without chaos.

- ✓ A **repeatable 3-week sprint model** to design and deploy AI-enabled workflow automation
- ✓ Focus on **low-complexity, high-impact processes** first to generate quick wins
- ✓ Each solution **designed to remove “manual taxes” and friction** across teams

Concierge Automation Studio™ Program Details - What's Included



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**Change, Adoption & Trust
Building**



Ongoing Care,
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Scaled Ambition Over Time



3

Change, Adoption & Trust Building

AI only works if people use it.

- ✓ **Clear communication plans** so AI is perceived as working for people, not to them
- ✓ **Training and feedback loops** built into every deployment
- ✓ **Small, intentional moments** of progress recognition to reinforce adoption

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Scaled Ambition Over Time



4 Ongoing Care, Optimization & Security

This is a program, not a project.

- ✓ **Continuous monitoring, refinement, and enhancement** of deployed solutions
- ✓ **Bug fixes, performance improvements, and workflow enhancements** as needs evolve
- ✓ **Strong security posture** aligned to enterprise expectations

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Scaled Ambition Over Time



5

Scaled Ambition Over Time

Start small. Build advantage.

- ✓ **Flexible cadence** based on organizational appetite (e.g. 3, 4, or 6 solutions per year)
- ✓ Progression from **quick wins to higher-impact, strategic AI use cases**
- ✓ Clear line of sight from **efficiency gains to long-term competitive advantage**

Strategic Rationale

The Why



Why AI and Why Now?

1

Business value is real.

The strongest returns come from improving **business processes**.

2

Competitive advantage is shifting.

Organizations that embed AI into how work gets done are pulling ahead of those still experimenting.

3

Efficiency and talent impact.

AI reduces manual work, lowers cost, and frees teams to focus on higher-value contributions top talent expects.

4

Adoption is the differentiator.

AI delivers value only when it is understood, trusted, and adopted by people.



AI is here. AI is ready. The real question is whether
the way work gets done is.

Concierge Automation Studio™
exists to close that gap.



Why Concierge Automation Studio™



Executive Guidance

We help leaders cut through noise, prioritize what matters, and build a clear, practical AI roadmap.



Confident Execution

We bring deep technical expertise to turn strategy into reliable, AI-enabled workflow automation.



Adoption and Change

We support people through change so AI is understood, trusted, and used.





Executives don't need more AI tools. They need clarity, guidance, and a partner who can both advise and execute, while taking care of their people.

— CEOs, everywhere



The Concierge Automation Studio™ Promise

How we show up, every step of the way



We lead with judgment, not tools.

We begin with context, priorities, and trade-offs — so AI is applied thoughtfully, where it creates real and lasting business value.



We stay personally involved.

A dedicated senior member of ProServeIT team remains closely engaged, preserving context and continuity so nothing is lost along the way.



We move at your pace.

Progress follows a deliberate rhythm designed to build confidence, respect your organization, and reduce disruption — not force change.



We anticipate & care beyond delivery.

We look ahead, refine continuously, and address issues before they surface, ensuring solutions remain trusted, effective, and reliable.



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Scaled Ambition Over Time

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Execution Methodology

The How



Phased Agile Approach

1

Discovery and Prioritization

- Executive-led workshops bring clarity to where AI can create real value.
- We identify **low-complexity, high-impact workflows** aligned to business priorities.
- The outcome is a clear, practical roadmap grounded in how work actually gets done.

2

Iterative Implementation

- **Focused three-week sprints** target one workflow/business process at a time.
- Each sprint delivers a working improvement, not a concept or pilot.
- Our concierge-led approach ensures progress without overwhelming teams.

3

Review and Scale

- Outcomes are reviewed against defined success metrics.
- Learnings inform what to refine, extend, or scale next.
- AI adoption expands thoughtfully across the organization as confidence and capability grow.



Three-Week Sprint Breakdown

Week 1

Analyze & Design

- Align on the business objective and success criteria
- Map the current workflow and identify where AI adds the most value
- Design a practical solution that fits how work actually gets done

Week 2

Build & Validate

- Develop the AI-enabled automation for the selected workflow
- Test for accuracy, reliability, and usability
- Validate with stakeholders to ensure it works in real-world conditions

Week 3

Deploy & Enable

- Deploy the solution into the live environment
- Train and support users to ensure confidence and adoption
- Capture learnings to inform the next sprint



AI Use Cases by Complexity and Business Impact

Concierge Studio is designed to progress deliberately from quick wins to strategic advantage

TIER 1. Low Complexity

Achieving Quick Wins

Remove manual friction. Build confidence.

Example processes

- Email intake and response automation
- Document summarization and extraction
- Knowledge base and policy Q&A
- Simple chatbots for inquiries

TIER 2. Medium Complexity

Achieving Operational Efficiency

Improve how work flows across teams.

Example processes

- Intelligent routing of requests or cases
- Invoice and expense processing
- Predictive analytics for operational trends
- Cross-system workflow orchestration

TIER 3. High Complexity

Achieving Strategic Advantage

Differentiate the business.

Example processes

- Supply chain and demand optimization
- Fraud and anomaly detection
- Personalized recommendations
- Advanced decision support and forecasting



Investment Options



Tiered Packages and Costs

TIER	PROCESSES	TIMELINE	COST (USD)
Essential	3	3+ Months	\$80K+
Enhanced	4	4+ Months	\$100K+
Transformational	6	6+ Months	\$150K+



Next Steps



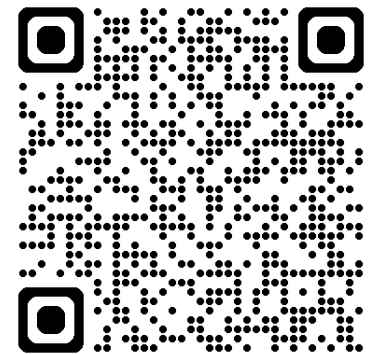


Start. One Step at a Time.

Concierge Automation Studio™ starts with an **executive discovery session** to identify the first high-impact workflow and define a practical path forward.

[Book Yours](#)

SCAN TO
BOOK



Unlock Your Digital Future



People Matter.



Be Like Gumby.



Do It Right.

Certified



Corporation



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