

# The Problem Wasn't Complexity, It Was The Volume of Small Decisions

*What this looked like inside a construction and industrial operation*

Every day, a steady flow of emails came in.

Job requests, purchase orders, scheduling details.

Each one required someone to read it, interpret it, extract the right information, and route it correctly.

Individually, simple. Together, overwhelming.

## What We Did:



- ✓ Mapped high-volume inbound workflows and the decision points within each email.
- ✓ Built AI classification and extraction models to interpret incoming communications.
- ✓ Structured key data (job details, POs, scheduling inputs) automatically.
- ✓ Integrated outputs into existing workflows to route tasks without manual triage.

BEFORE	SHIFT	AFTER
<h3>Manual Coordination</h3> <ul style="list-style-type: none"> <li>• High volume inbox triage</li> <li>• Manual data extraction</li> <li>• Missing information follow-ups</li> <li>• Growing backlogs</li> </ul>	<h3>What Changed</h3> <ul style="list-style-type: none"> <li>• AI reads and classifies incoming emails</li> <li>• Extracts structured data automatically</li> <li>• Flags missing or incomplete information</li> <li>• Routes tasks into workflows</li> </ul>	<h3>Streamlined Operations</h3> <ul style="list-style-type: none"> <li>• Faster response times</li> <li>• No backlog accumulation</li> <li>• Improved data accuracy</li> <li>• Team focused on higher-value work</li> </ul>

**Nothing about the work was particularly complex.**

**But removing the friction changed how the entire operation moved.**

Most inefficiencies don't come from big problems.

They come from thousands of small ones repeating every day.

## Does This Sound Familiar?

We're always happy to walk through how we typically approach it.

**Let's Chat**