MorrowScale

Data & AI / Software / Consulting

Intelligent automation & agentic workflows

Fewer manual handoffs in a defined business process.

The business decision

Requests, documents, and approvals move between email, spreadsheets, and disconnected systems. Automation should make the process easier to operate while preserving accountability for decisions and exceptions.

Process trigger — Rules & tools — Human approval — Audit trail

Engineering and delivery considerations

Separate deterministic rules from model-driven tasks. Define tool permissions, human approval thresholds, retries, duplicate-action protection, exception queues, and traceable execution across selected APIs.

What the engagement delivers

01 Process mapping and automation opportunity assessment

02 Workflow development and selected system integrations

03 Human approvals, exception handling, and audit logs

04 Pilot validation, monitoring, and operational handover

Artifacts you can use

Process map; integration contracts; approval and exception matrix; workflow implementation; monitoring and support runbook.

Acceptance and operational readiness

Manual handoffs within the agreed process; Completion and exception rates; Traceability of approvals and actions. Ownership, access, documentation, and support responsibilities are agreed before handover.

Start with: One workflow with agreed inputs, actions, and approval rules.

Scope, schedule, platform costs, and acceptance criteria are agreed during discovery.

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