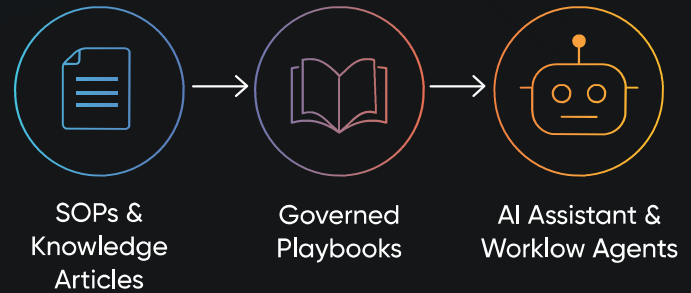


SOP-Driven Process Automation

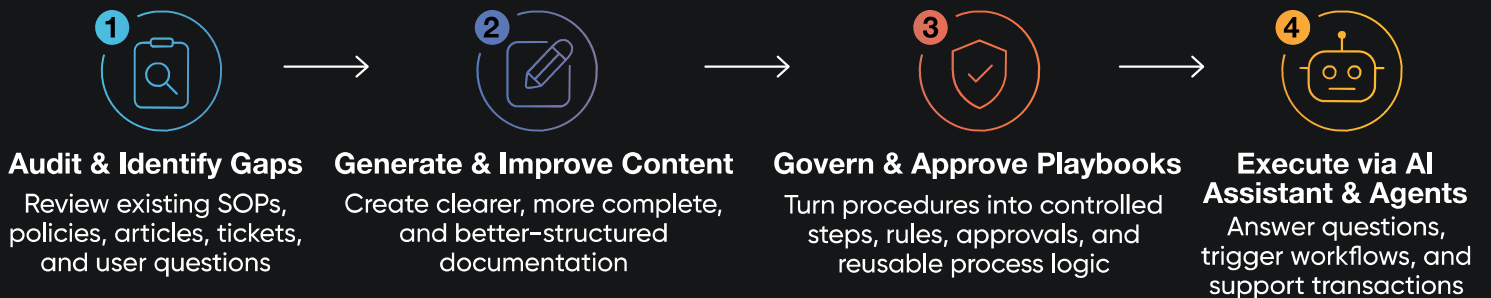
**Turn SOPs into governed playbooks
that AI agents can execute.**

Create, improve, and govern operational procedures – then connect them to AI assistants and workflow agents that help teams act faster and more consistently.



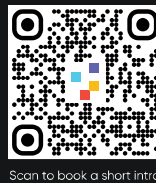
 When this matters	 What it does	 Business value
 SOPs are outdated, inconsistent, or hard to maintain	 Audits existing SOPs and knowledge articles	 Faster self-service and fewer repetitive tickets
 Knowledge lives in documents, portals, tickets, and people's heads	 Identifies gaps, unclear steps, and missing requirements	 More consistent execution across teams and locations
 Employees ask the same questions repeatedly	 Generates improved, structured, compliant content	 Better compliance and auditability
 Support teams spend too much time redirecting users	 Converts procedures into reusable playbooks and decision flows	 Less manual work for service and operations teams
 You want automation grounded in approved procedures	 Connects approved playbooks to AI assistants and workflow agents	 Foundation for agentic process automation

How it works



Typical use cases

 ServiceNow / ESM knowledge automation	 Procurement & vendor onboarding processes	 Master data requests & approvals	 Finance, HR, IT, logistics & operations self-service	 SOP standardization across plants, countries, or BUs	 Agentic workflows for repetitive transactions
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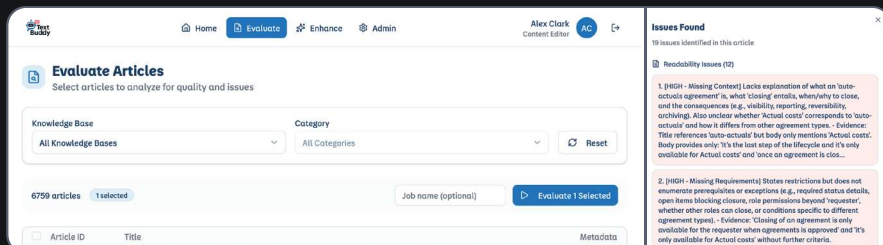
From unstructured knowledge to executable workflows

A modular platform for auditing, improving, generating, and activating enterprise knowledge across service and operational processes.

1 Knowledge Audit

Automatically evaluate existing SOPs and knowledge articles.

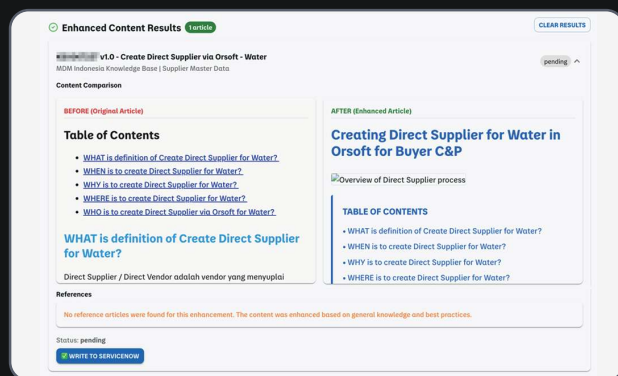
- Detect unclear or missing steps
- Identify outdated or low-quality content
- Score content quality and prioritize improvements
- Find knowledge gaps from tickets, searches, and user questions



2 Content Improvement

Create better operational content faster.

- Generate new SOPs from notes, templates, or process inputs
- Improve weak articles into structured, user-friendly guidance
- Apply brand, terminology, and compliance rules
- Prepare content for publication



3 Governed Playbooks

Make SOPs usable for automation.

- Convert procedures into steps, rules, and decision logic
- Add approvals and ownership where needed
- Keep human review for sensitive or regulated content
- Maintain version control and auditability

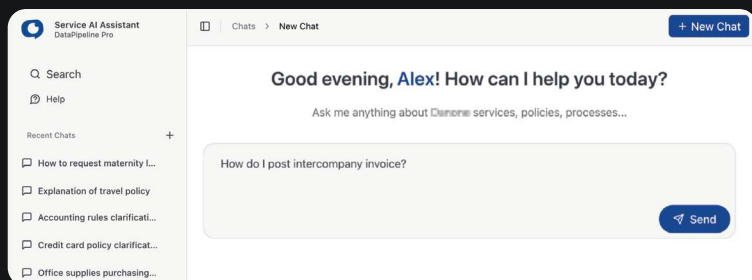
Example Playbook Structure



4 Connected AI Assistant

Give employees one place to ask and act.

- Search across connected knowledge bases and portals
- Provide answers with source references
- Remember context across the conversation
- Route transactional requests to the right workflow

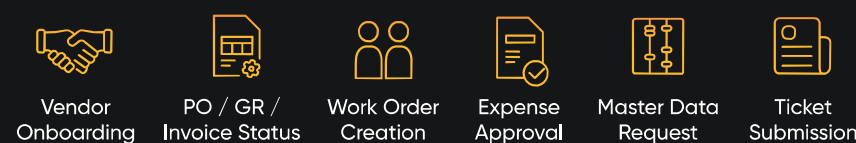


5 Agentic Workflow Execution

Automate repetitive service and operational requests.

- Route requests to the right agent
- Pull or push data from systems
- Orchestrate multi-step processes
- Deliver results back to the user

Example Agentic Workflows



Built around your systems

ServiceNow, Salesforce, Confluence, ERP, MDM, procurement tools, ticketing systems, and custom APIs

Start simple. Scale modularly

Begin with content audit or self-service AI, then add workflow agents as process maturity grows