

AI Automation & Agents

AI agents and workflow automation that run real operational tasks end to end.

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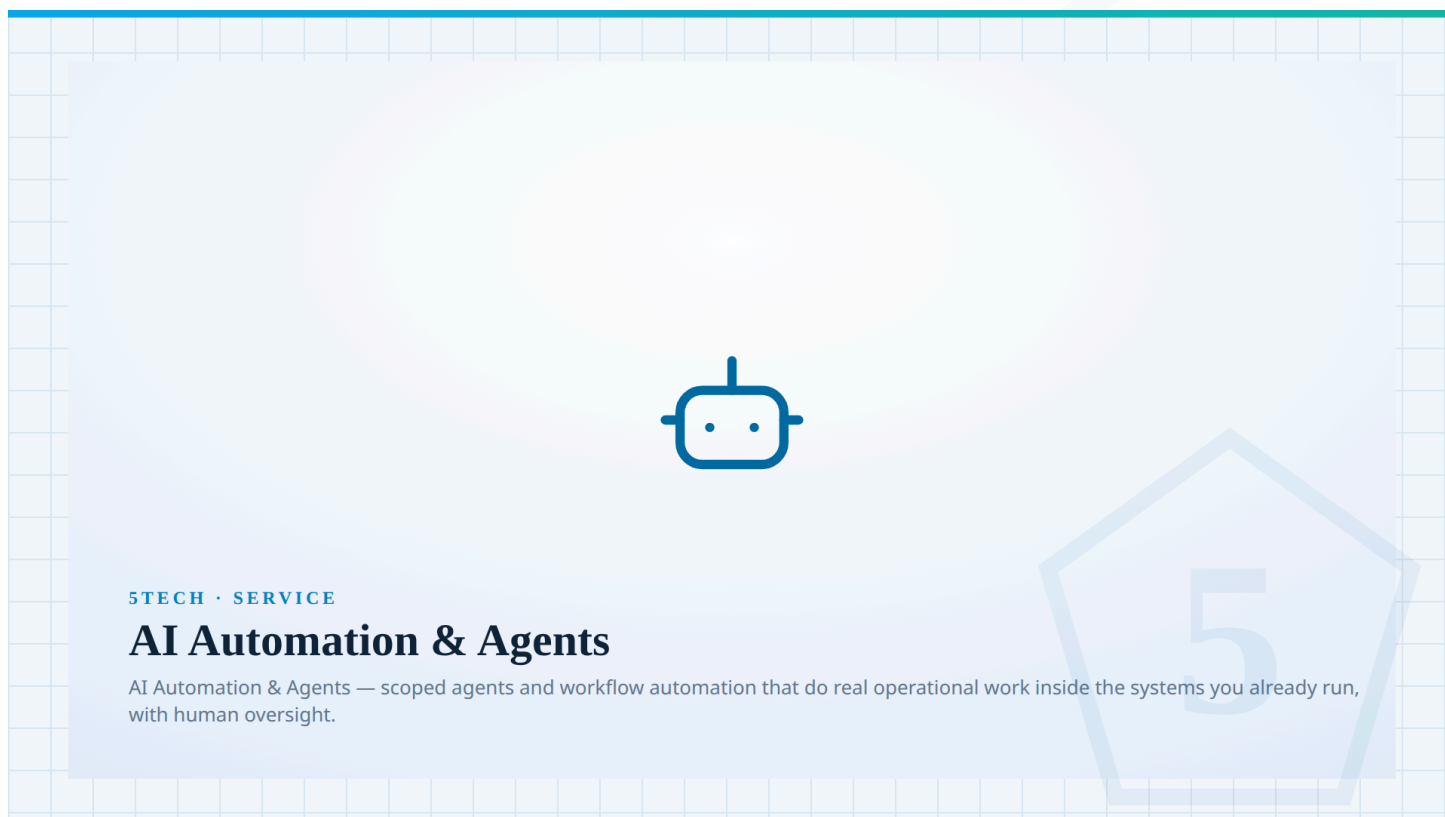


Figure FIG-001 — AI Automation & Agents: scoped agents and workflow automation that do real operational work inside the systems you already run, with human oversight.

Overview

We design and build AI agents and automation workflows that do real operational work — reading documents, triaging events, drafting responses, and driving decisions across your existing systems. Not chatbots for their own sake: automation with a clear ROI target.

AI automation only earns its keep when it does real operational work and stays reliable in production — that is the standard we build to. An AI agent, in our sense, is not a chatbot bolted onto a website: it is a scoped system that reads your documents and data, applies your rules,

takes actions in the tools you already use, and hands off to a person when it should. We start from a single, measurable workflow rather than a platform, because that is what produces a return you can actually see.

Every 5Tech build includes the parts that make automation trustworthy: authenticated access to your systems, validation of extracted data, human-in-the-loop checkpoints for anything consequential, logging and audit trails, and a rollback plan. We integrate with the software you already run — email, CRMs, ERPs, spreadsheets, and internal portals — instead of asking you to move your operation onto something new.

Because we also work across data and hardware, agents can reach the physical side of your operation when that is where the value is — equipment telemetry, machine-vision results, or sensor data feeding the same decision loop. The goal never changes: take repetitive, error-prone work off your team and give them visibility and time back.

Engagements are scoped to your budget and risk tolerance. Most begin with a small, fixed-scope prototype on one workflow so you can see a real return before committing to a larger build, and we give a budgetary estimate after a short discovery call rather than a generic price list. We work with small and mid-sized businesses as readily as larger operations, and we are equally happy advising on approach or building, integrating, and handing over a production system. Whichever path you choose, you get honest guidance on what AI can and cannot reliably do in your context — including when a simpler, rules-based automation is the better and cheaper answer. Everything we deliver comes with logging, guardrails, and documentation, so the automation is auditable and your team can maintain it long after the project ends.

Who this is for

- Operations and back-office teams drowning in manual, repetitive tasks.
- Businesses with data spread across email, spreadsheets, ERPs, and portals.
- Teams that tried off-the-shelf AI tools but need something integrated and reliable.

Problems we solve

- Manual data entry and document handling that does not scale.
- Slow, inconsistent responses to routine customer and internal requests.

- Decisions delayed because information is scattered across systems.
- Generic AI tools that cannot act inside your workflows or enforce your rules.

What you get (deliverables)

- Scoped AI agent(s) integrated with your tools and data sources.
- Automated workflows with human-in-the-loop checkpoints where they matter.
- Document processing / extraction pipelines with validation.
- An operations dashboard for visibility and audit trails.
- Guardrails, logging, and a rollback plan for safe production use.

How we work

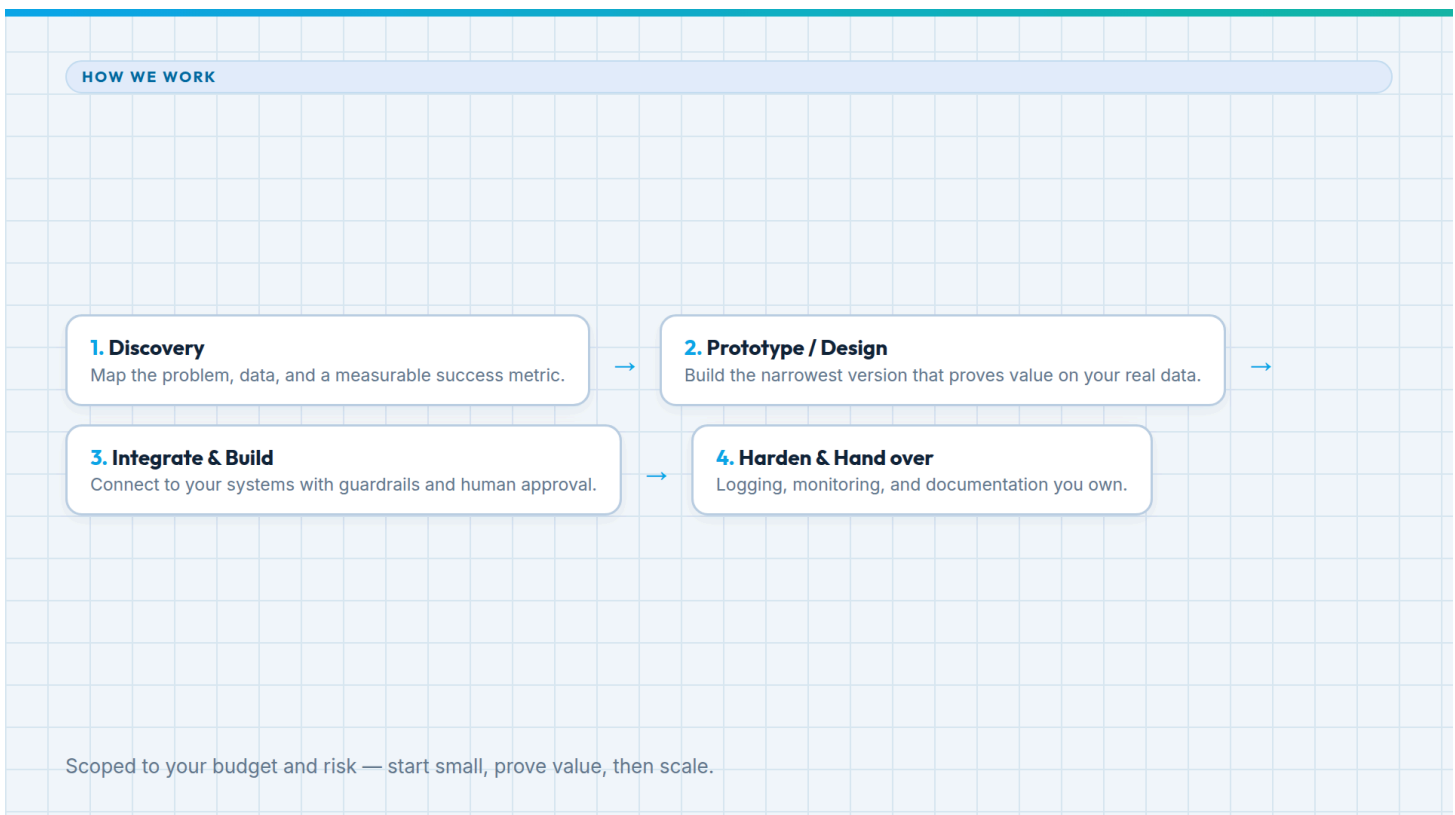


Figure FIG-002 — The engagement: Discovery, Prototype, Integrate, then Harden & hand over — starting narrow to prove value before committing to a larger build.

We scope each engagement to your budget and risk tolerance and, in most cases, start with a small, fixed-scope prototype so you can validate the return before committing to a larger build.

1. **Discovery.** Map the workflow, data sources, and a measurable success metric before building anything.
 2. **Prototype.** Build a narrow, working agent on your real data to prove value quickly.
 3. **Integrate.** Connect to your systems with authentication, guardrails, and human approval steps.
 4. **Harden & hand over.** Add logging, monitoring, and documentation so the automation is maintainable.
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Example use cases

- AI agents for small businesses that handle intake and routing.
 - AI workflow automation across email, CRM, and spreadsheets.
 - AI customer-support automation with escalation to humans.
 - AI document processing and data extraction.
 - AI operations dashboards that summarise and alert.
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Industries served

- Small business operations
 - Retail & e-commerce
 - Manufacturing
 - Professional services
 - Logistics
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FAQ

How much does an AI automation project cost? It depends on scope. Most engagements start with a small, fixed-scope prototype so you can validate ROI before committing to a larger build. We give a budgetary quote after a short discovery call.

Do you work with small businesses? Yes. Much of our AI automation work is scoped specifically for small and mid-sized businesses that want practical automation without an enterprise budget.

Do you provide consulting only or full implementation? Both. We can advise on approach and feasibility, or build, integrate, and hand over a production system — whichever fits your team.

Can the AI act inside our existing tools? Yes. The point of an agent is to take action in your systems (with guardrails and approvals), not just to chat. We integrate with the tools you already use.

Related services & industries

Related services

- Machine Vision & Computer Vision — </services/machine-vision-computer-vision>
- Embedded Systems & IoT — </services/embedded-sensors-iot>
- Custom Engineering & Consulting — </services/custom-engineering-consulting>

Related industries

- Small Business Automation — </industries/small-business-automation>
- Retail AI Automation — </industries/retail-ai-automation>
- Manufacturing Automation — </industries/manufacturing-automation>

Figures

ID	TITLE	STATUS	FILENAME	ASPECT	PURPOSE
FIG-001	Service Hero	Placeholder	images/hero_service.png	16:9	Cover / hero image
FIG-002	Engagement Process	Placeholder	diagrams/process.png	16:9	The four-step engagement process

Prompts for every figure live in `figures.json`. Voice mirrors the live `services.ts` (slug `ai-automation-agents`): capability-based and honest, with no invented metrics, clients, or results.