

AI Readiness Consultancy

We start with your business challenges and identify the agent opportunities most likely to deliver a measurable return.





Where AI Value Sits

You are expected to do more with the same budget. Better service, faster decisions, higher output, no extra headcount.

That pressure is real, and AI is the obvious place to look for answers. The honest position is more interesting than the hype. AI agents can pull information from your systems, weigh options and take action on a defined task in accordance with the rules you set.

Managed well on the right process, they take repetitive tasks off teams and ensure a consistent standard.

Adoption is rising. Microsoft's 2026 Work Trend Index found that 66% of AI users say the technology lets them spend more time on high-value work, and 58% say they are producing work they could not have produced a year ago.¹

In the UK, Microsoft's 2025 Agents of Change research found that 64% of organisations seek efficiency and productivity gains through AI-led workflows, while 71% aim to reduce costs through automation.²

Gartner expects at least 15% of day-to-day work decisions to be made through agentic AI by 2028.³

The direction of travel is clear. The real question is which parts of your operation are worth changing, and which are best left alone.

¹ Microsoft, 2026 Work Trend Index Report

² Microsoft, 2025 Agents of Change Report (UK findings)

³ Gartner, June 2025 (15% of day-to-day decisions via agentic AI by 2028)

How We Identify Your AI Opportunities

Our AI Readiness Consultancy starts with your problems. We work with your team to identify where processes slow or break down, and then look at where an agent could help. Four questions shape this work.

What problems do you need to solve?



We start with the root cause behind an operational issue and how the process runs today. That shows us the friction points where an agent could take pressure off your team.

What would the agent do?



We move past general possibility to specific proposals. You'll see how an agent would fit inside your actual workflow, what it would handle and what it would hand back to a person.

What outcome are you aiming for?



We define the result in terms you already track, so each agent is tied to a clear operational goal rather than a vague promise of efficiency.

How will you demonstrate value?



We help you set the metrics up front and establish a baseline, so that when you report back, the improvement is always a number, not a feeling.

Agent Assessment Framework

Not every idea that sounds good survives contact with reality. We will test each opportunity against three questions before it earns a place on your roadmap.

Viability:

Will it create value?

We look at how the agent fits your broader strategy, how long it should take to pay back, and the likely impact on your team's workload. The aim is to separate the ideas that move cost, time or throughput from those that don't.

Adoption:

Will people use it?

An agent people don't trust won't be used. We work out who it affects, how it changes their day, and where resistance is likely to come from, then plan how to earn adoption.

Feasibility:

Can you deliver it?

We assess the integration work, the operational risks, how you maintain agent accuracy, and the oversight that lets you see what it did and why. This includes fitting your data and compliance rules, so governance is clear from the start.

AI Readiness Consultancy

What You Get

- ✓ A working session to find automation opportunities with the strongest case.
- ✓ A written report on where AI can help, focused on processes that carry real impact and low risk.
- ✓ A view on how to redesign your workflows so an agent can run inside them.
- ✓ A suggested approach to balancing what the agent decides and where people stay in control.
- ✓ Guidance on the metrics that show whether an agent is earning its keep.
- ✓ Recommendations to strengthen your data so it can support agents as you grow.

Five Ways Agents Can Change How You Work

The consultancy looks at where agents could help across five areas. Each one starts from a recognisable problem.

Better days for your team



Repetitive admin wears down people. Handing dull, recurring tasks to an agent gives teams their focus back for work that needs judgement. As early wins land, you can let people shape further agents around their workflows.

Strong customer relationships



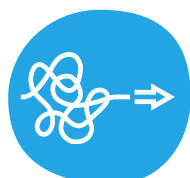
Slow, inconsistent responses cost you trust. Agents help teams respond faster and maintain consistent quality across every interaction, and they can flag what a customer is likely to need before it becomes a complaint.

Processes that finally move



Some workflows have resisted automation for years because they span several systems, rely on messy data, and require a judgement call partway through. That mix is where agents go beyond traditional automation, which only handles tidy, rule-based processes.

Less drag from old systems



Rather than a costly rip-and-replace, you can put agents alongside legacy systems to ease the load and modernise in steps. You cut complexity and cost without disrupting the operations you depend on.

Capacity without extra headcount



When a busy spell hits or you can't fill a role, an agent handles the extra volume, so your current team copes and you don't hire for a temporary spike.

Agents at Work

We identify opportunities to build agents with Microsoft tools, including Copilot Studio. Agents can take on data entry, processing, scheduling, document review, routine decisions and day-to-day admin.

Six examples that are already at work in organisations:



Onboarding Agents

Handle the steps that come with a new hire, partner or client, from document handling to sending the right material. Everyone gets a consistent start, and your team saves time on repetitive setup work.



Knowledge Agents

Classify, tag, and version your content automatically so people can find what they need and the knowledge base stays consistent rather than drifting.



Contract Agents

Track contracts through their life, manage approvals and keep the repository in order, so nothing slips, and you hit deadlines and terms.



Invoice Agents

Spot invoice exceptions, match purchase orders and flag the ones that need a human eye. You cut processing time and catch errors earlier.



Compliance Agents

Monitor contracts, policies and communications for risks and raise them before they become costly problems. You keep on the right side of regulation with less manual checking.



Lead Agents

Score leads and predict which are worth the call, using your data and customer behaviour. Your sellers spend their time on the prospects most likely to close.

Working with ServerSys

Consultancy is the first step. From there, we work alongside your team to build and run agents on Microsoft Cloud and AI.

You get a prioritised roadmap with a costed business case for each idea, and a clear view of how to redesign your processes so your team stays firmly in control of what each agent does.

You also get a long-term partner, with consultants who have guided many technology projects and know what holds up in practice.



A return you can measure within 12 months

We start with quick wins that show value early, roll out in phases that prove themselves before scaling, and adjust as we learn.

Performance metrics and monitoring get set with you, and we keep data security and AI governance tight, with a clear line of sight into how each agent reaches a decision.

You will see measurable efficiency gains in the first year. If you do not, we keep working with you until you do.

Start With a Clear View

AI is moving fast, and the temptation is to rush. The better move is to be deliberate. Decide where agents earn their place in your operation before you commit budget to building anything.

Our AI Readiness Consultancy gives you that footing. We will help you identify your highest-impact opportunities, assess whether your data is ready, quantify the likely return, and propose solutions to deliver measurable improvement within 12 months.

If you want to see where agents could cut costs, improve how you serve customers and unblock the processes that frustrate your team, talk to us. We will tell you straight which ideas are worth backing.



ServerSys

www.serversys.com