ΦiOPEX

Facilities Management & Technical Services   Global

Enterprise Facilities Management and Services Provider Accelerates Automation Discovery with Agentic AI

A leading UK-based facilities management and technical services enterprise serving 3000+ clients sought to modernize how it identified automation opportunities across its engineering, energy, and operations divisions. With teams distributed nationally and workflows spread across multiple systems, the organization needed a repeatable and scalable, intelligence-driven way to prioritize and execute Intelligent Process Automation (IPA) initiatives.

Highlights

- Manual, spreadsheet-driven discovery created slow, inconsistent insight into automation opportunities and depended heavily on SME tribal knowledge.

- iOPEX deployed a multi-layered Agentic AI framework, including Data Studio, AgenticAI Studio, Runtime, and AgentOps to build a scalable Agentic AI discovery engine.

- Discovery timelines shrank from weeks to days, with automated opportunity backlogs, standardized SOWs, and improved alignment across business units.

Business Challenges

The enterprise wanted to maintain speed, consistency, and visibility across its automation discovery processes. However,

Manual, spreadsheet-driven discovery efforts yielded inconsistent, slow insights into automation opportunities.	Traditional process mining tools alone could not capture multi-step workflows, context, or decision logic.	Heavy reliance on SME tribal knowledge made process mapping expensive and time-consuming.	Fragmented systems across finance, operations, and engineering created data blind spots.

The client needed autonomous agents capable of analyzing enterprise-wide datasets, recommending high-value opportunities, and supporting data-driven IPA decision-making.

To enable this, a governed, explainable, end-to-end system was essential, one that could reliably interpret workflows, surface insights, and orchestrate transformation with accuracy and oversight.

iOPEX Solution

iOPEX implemented a **platformized Agentic AI ecosystem** that combined a unified knowledge foundation with specialized agents, governed execution, and auditable orchestration.

Embedding the Intelligence Layer: ElevAIte Data Studio

Purpose

Create a single source of operational truth that Agentic Command Agents could use to understand the business with precision.

Unified Ingestion Fabric

- Consolidated structured, semi-structured, and unstructured sources

- Normalized operational data, SOPs, audit logs, financial models & system traces

Semantic Workflow Understanding

- Vector embeddings for cross-process pattern detection

- Intelligent **RAG models** retrieving contextual process knowledge based on intent

Knowledge Graph of Operational Dependencies

- Automated relationship mapping: cost drivers → approvals → handoffs

- Visibility into failure points and systemic inefficiencies often missed in manual discovery

Outcome

A unified, intelligent foundation that allowed Command Agents to understand, compare, and templatize "as-is" workflows across the client's business units.

Designing Command Agents: Agentic AI Studio

Purpose

Build domain-specialized Command Agents capable of autonomous discovery, prioritization, and SOW drafting.

Command Agents Built

- Process Analysis Agents
- Automation Opportunity Detection Agents
- Cost-to-Serve Intelligence Agents
- Capacity & Resource Modeling Agents
- Opportunity Ranking Agents
- Human-Assurance Recommendation Agents

Agent Studio Features Used

- No-code flow design
- Domain-specialized prompt templates
- Multi-agent collaboration logic
- Automated scoring and prioritization engines
- Model marketplace support (GPT-4, Claude, Gemini)

Agent Capabilities

- Understanding of operating margins, constraints, and models
- Auto-generation of an "Opportunity Backlog" for IPA programs
- Autonomous drafting of Statements of Work for each opportunity
- Automated identification and prioritization of opportunities
- Determination of when human review is required

Outcome

A scalable, domain-trained engine capable of generating an enterprise-wide IPA backlog autonomously.

Automating Execution with Governance: Runtime + AgentOps

Purpose

Enable orchestrated, multi-step discovery with guardrails and human assurance.

Runtime Orchestration

- End-to-end workflow execution: extraction → parsing → scoring → recommendations

- State management across long-running discovery cycles

- Coordination between Command Agents, client systems & process mining outputs

AgentOps Governance Layer

- Human-in-loop assurance for high-impact decisions

- Guardrails enforcing approval flows aligned with client policies

- Full audit trails of all agent actions

- Trust & confidence scoring to trigger escalation paths

Connected Systems

- Operational systems

- Document repositories

- Skan.AI process mining

- Excel/SharePoint datasets

- Reporting systems

Outcome

A scalable, domain-trained engine capable of generating an enterprise-wide IPA backlog autonomously.

Agent Type: System-of-Engagement (SoE)

Cross-system orchestration between document systems, Skan.AI, and operational datasets.

Autonomy Level: L3 Governed Autonomy

Agents independently analyze workflows, prioritize opportunities, and draft SOWs with human assurance a key checkpoints.

Systems Connected

- Document repositories
- Operational data systems
- Skan.AI process mining
- Excel/SharePoint
- Analytics dashboards

The Result

The Agentic AI–powered IPA discovery modernization delivered measurable transformation across operational, governance, and strategic layers:

Efficiency Gains

- Discovery timelines reduced **from weeks to days**
- Automated detection and opportunity scoring across divisions
- SME dependency reduced via structured knowledge capture

Operational Impact

- Clean, data-driven IPA backlogs across Energy & Engineering
- Standardized SOW generation with no manual drafting
- Identification of previously invisible cross-functional inefficiencies

Governance & Accuracy

- Recommendations validated with confidence thresholds
- Real-time dashboards for opportunity visibility

Business Outcomes

- Stronger alignment between operations & IPA roadmap
- Enterprise-wide adoption of the Agentic framework
- Foundation for future **Level-4 self-improving agents**

About iOPEX

iOPEX Technologies is a new-generation agentic AI and automation-led enterprise transformation partner headquartered in San Jose, California. At the intersection of enterprise operations, agentic AI, and intelligent automation, we deliver Intelligence as a Service, helping organizations embed intelligence directly into workflows for measurable impact. Over 70 global brands trust iOPEX to transform operations, accelerate revenue growth, and unlock value at scale. Contact us at **marketing@iopex.com.**