kaizen SOFTWORKS

Automate one task *with AI agents.*

We design and implement AI agents that connect to your systems, execute tasks, and collaborate with your team.

We start with one specific use case, measure the impact, and scale what works.

Map
UNDERSTAND THE PROCESS

Build
PROVE REAL VALUE

Scale
REDESIGN WITH EVIDENCE

An AI agent can interpret, decide, and *act*

An AI agent is a system that works toward a goal and completes tasks on behalf of a user, with different levels of autonomy and controlled access to tools.

01	Observe	receives context and signals
02	Reason	interprets information
03	Plan	breaks work into steps
04	Act	uses tools and systems
05	Collaborate	works with people or other agents
06	Refine	incorporates feedback and context over time

KEY COMPONENTS

Model
understand and reason

Memory
maintain context

Tools
retrieve and execute

Planning
solve multi-step work

Guardrails
limit and control

AUTOMATION LEVEL

From assistance to *autonomy*

The more predictable a task is, the more autonomy the system can take on. The more judgment, creativity, or context it requires, the more important human involvement becomes.

MORE PREDICTABLE

MORE HUMAN JUDGMENT



Code automation

Stable rules, structured data, high predictability.

- CALCULATIONS
- CHECKS

LLM automation

Text or input variation, but a known objective.

- CLASSIFICATION
- SUMMARIES

Agent + supervision

Medium variability, contextual decisions, exceptions.

- UPDATE CRM
- PROCESS CASES

Human + agent

Low predictability, creativity, negotiation, judgment.

- COACHING
- STRATEGY

A PRACTICAL RULE

Automate what's stable. Assist with what's ambiguous. Keep human approval where the cost of being wrong is high.

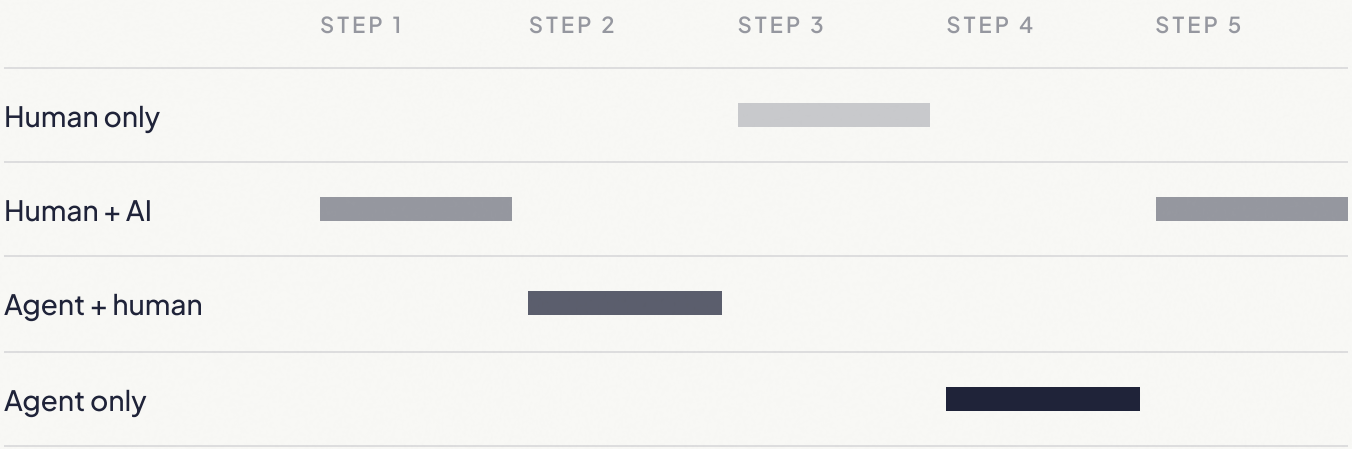
APPROACH

Don't automate everything. *Automate what makes sense.*

A process doesn't have a single level of automation. Each task within it can have its own: some stay fully human, some get AI assistance, and some run on AI agents with different levels of autonomy.

EXAMPLE PROCESS MAPPING

[Name of the process]



DARKER MEANS MORE AUTONOMY

The goal is to optimize each task with AI where it adds value, and keep the right level of human involvement everywhere else.

Where opportunities *usually appear*

We look for tasks that happen often, consume time, rely on accessible information, and have decisions that can be expressed as rules, criteria, or review paths.



Financial analysis and reporting

Extract data, compare periods, summarize findings, and prepare reports.



Customer support

Classify requests, retrieve context, respond to cases, and update the CRM.



Compliance monitoring

Check rules, identify risks, record evidence, and escalate exceptions.



Operations and back office

Read documents or forms, validate information, and trigger actions across internal systems.

A strong use case is focused enough to test quickly, and important enough for the impact to be visible.

From process to *operational AI agent*

We build a first AI agent integrated into a real business process. We start with one specific task, connect the systems and data it needs, define the right level of autonomy, and put the agent to work in a controlled environment.

WHAT YOU'RE ENGAGING US FOR

A product and engineering team that takes an opportunity from process analysis to a first operational implementation.

What's *included*

01 Process discovery

Map tasks, friction points, systems, and available data.

02 Use case prioritization

Evaluate business impact, risk, feasibility, and success metrics.

03 Agent design

Define architecture, autonomy level, user experience, memory, tools, and human handoffs.

04 Implementation and integration

Build the agent core and interface, connect systems, data sources and APIs, and implement approval flows.

05 Security and control

Set permissions, guardrails, traceability, abstention criteria, logs, and AI usage policies.

06 Agent in production

Put the agent into production for the first task, measure real use, and recommend the next task that could benefit from AI agents.

HOW WE DELIVER

TIMELINE

2-4 weeks

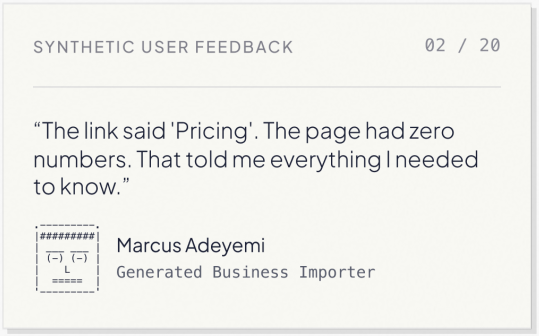
PRICE

$4,500-12,000

depending on the complexity of the process.

kaizen SOFTWORKS

OUR WORK



AI-Powered UX Research with Synthetic Users

AI agents test your product like real users, uncovering usability issues, emotional responses, and actionable insights.

WATCH THE DEMO

https://www.kzsoftworks.com/synthetic-users

Let's start with one task *that takes too much time.*

We map the process, identify a use case with meaningful impact, and build a first implementation to validate it in a real-world context.

START A CONVERSATION

https://www.kzsoftworks.com/get-in-touch

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