dlogic SOLUTIONS

AI Automation
& Software Agency

Dlogic AI Automation Audits Explained

Mapping processes and uncovering automation opportunities for measurable business improvement

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Contents

1 Introduction

The concern to answer is: **Why Businesses Need AI Audits ..**

In today's market, nearly **95 % of AI initiatives fail** - not because the technology is weak, but because businesses automate the wrong processes. An **AI Audit** fixes that. It maps how your company actually operates before any automation begins.

By examining workflows, tools, and decision points, an audit exposes **bottlenecks, duplicate work, and untapped potential**. The result is clarity: where automation can create measurable impact and where it would simply add noise.

Dlogic's audits bridge the gap between promise and performance. We combine structured interviews, process mapping, and opportunity analysis to reveal exactly **which improvements will save time, cut costs, and raise productivity**—with clear, data-backed reasoning.

Each audit also serves as the foundation for the broader *Dlogic Solutions AI Adoption and Automation Framework (AIAF)* — our structured approach for transforming audit insights into real, measurable automation outcomes.

2 Our Audit Framework

At Dlogic, every AI Audit follows a structured, evidence-based framework. We do not start with tools or trends — we start with **your real business processes**. Our goal is to uncover what happens daily across your departments, understand where inefficiencies arise, and determine where automation can safely and profitably deliver results.

The framework is inspired by best practices popularized by **leading specialists in the AI automation industry** — focusing on process mapping, cross-departmental discovery, and opportunity identification.

This framework applies to all Dlogic audits — from focused SME sessions to comprehensive Enterprise engagements — with scope and depth scaled to each client's needs. Whether delivered as a concise 3-hour review or a multi-week analysis, the same method ensures consistency, traceability, and measurable outcomes.

This audit method aligns directly with Dlogic's AIAF Framework (AI Adoption and Automation Framework), ensuring that every finding and recommendation can transition smoothly into pilot builds and long-term automation strategy.

2.1 Step 1 - Leadership Alignment & Organisational Readiness

For larger organisations (medium to enterprise), successful automation starts with people, not software. Before any process mapping or audit work begins, Dlogic conducts a short **AI Leadership Workshop** to ensure that decision-makers and department heads share a common understanding of:

- What "AI automation" truly means in practice
- How it fits their strategy and compliance obligations
- Where responsibilities will sit once AI systems are deployed

This step establishes ownership, clarifies expectations, and prevents resistance later in the rollout.

It may also include a simple **"AI-First Structure" visual** – illustrating how existing teams collaborate with new automation roles (AI sponsors, champions, system owners).

2.1.1 When is AI Leadership Workshop required?

- Mandatory for *Enterprise* clients, and for medium-sized organisations with complex departmental and/or job-role hierarchies
- Optional but recommended for *medium-sized* organisations

2.1.2 Duration, Pricing and Delivery

- ≈ 1.5 to 2-hour workshop (+ follow-up Q&A session if needed)
- €400–€800 / £350-£700, or included within the Enterprise Audit scope
- **Delivered on-site at the client's location** (if based in the Dutch provinces of Friesland, Groningen, Drenthe, Overijssel, Flevoland, Gelderland, Utrecht, or North Holland), **or via Google Meet conference call** for other locations or upon client request

2.1.3 AI Leadership Workshop Outline

2.1.3.1 Purpose

Before any AI audit or transformation begins, Dlogic facilitates a focused **AI Leadership Workshop**. Its aim is to align the company's key decision-makers on the goals, principles, and expected outcomes of AI adoption. This ensures that all future audit findings and automation recommendations are understood and supported at the top level.

2.1.3.2 Objectives

- Establish a shared understanding of what "AI automation" means for their business.
- Define leadership roles and accountability for AI initiatives.
- Clarify how automation integrates with current operations and compliance.
- Prepare executives to communicate AI strategy consistently across departments.

2.1.3.3 Agenda

1. **Introduction (up to 15 min)**

- Welcome, workshop overview, and purpose.
- Review of company goals and current operational challenges.

2. **Understanding AI in Business Context (up to 25 min)**

- What AI automation is / is not.
- Practical use-case examples relevant to their sector.
- Benefits, risks, and ethical considerations.

3. **AI-First Organisation Model (up to 25 min)**

- Presentation of the *AI-First Organisation* diagram.
- Explanation of key roles: AI Sponsor, AI Champion, Process Owner, Technical Lead, Compliance Officer.
- Discussion on governance and support infrastructure.

4. **Identifying Strategic Opportunities (up to 30 min)**

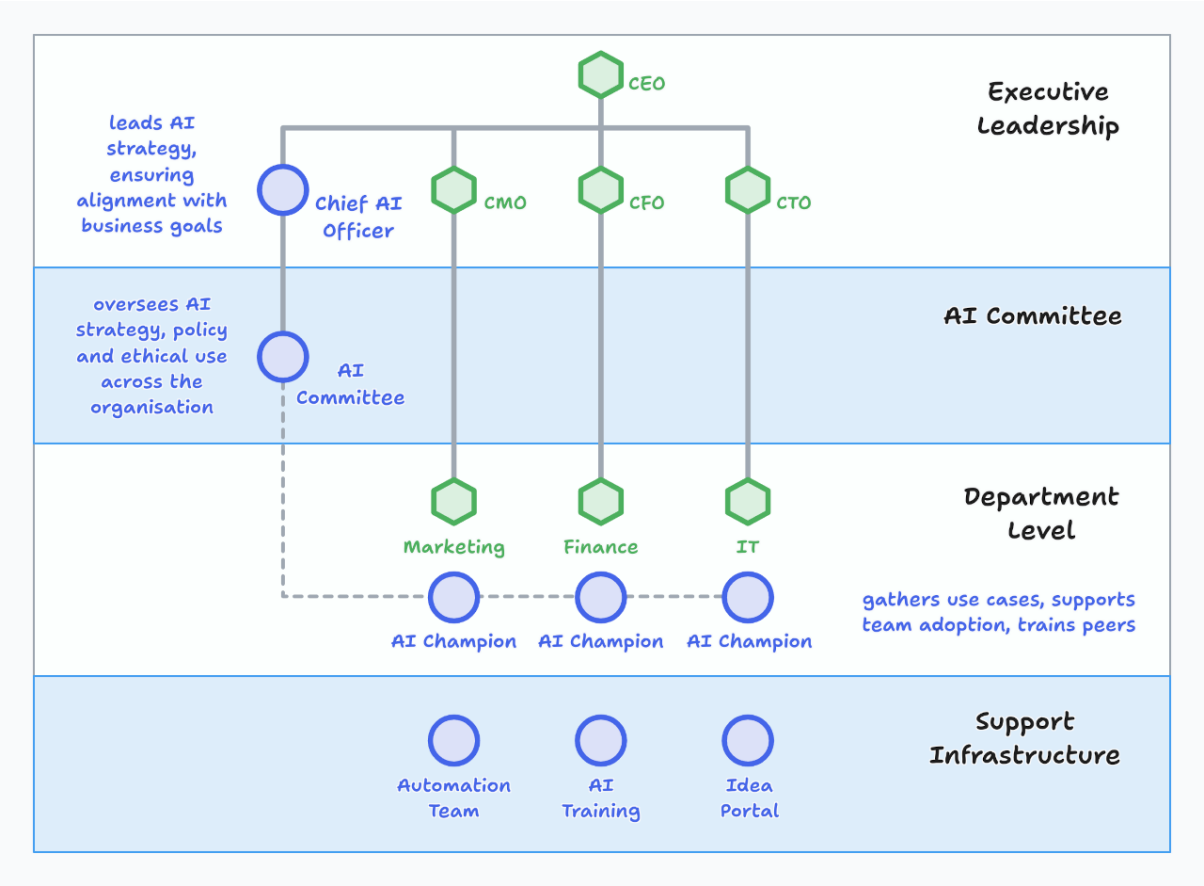
- Interactive brainstorming: where automation could bring measurable impact.
- Gather leadership priorities for the audit focus areas.

5. **Commitment & Next Steps (25 min)**

- Summarise alignment outcomes.
- Confirm data access and participation for upcoming audit sessions.
- Schedule discovery interviews and follow-ups.

6. **Optional Q&A / Feedback (10 min +/-)**

2.1.4 Example AI-First Structure (Organisation)



The example **"AI-First" diagram** illustrates how any organisation with clearly defined roles and departmental structure can adopt AI automation by introducing key AI-related roles and responsibilities.

2.2 Step 2 – Discovery and Mapping

We begin by speaking directly with key team members and department leads. Each session explores:

- How tasks are initiated and completed
- Which tools and systems are used
- Where delays, bottlenecks, or manual repetition occur
- How departments, teams and team members cooperate and communicate

From this, we create a **Current-State Process Map** — a clear flow diagram of how work truly happens today. Once validated, we produce a **Future-State Map** (also as a flow diagram), showing where automation, AI, or integration could simplify workflows and remove friction.

2.3 Step 3 – Opportunity Definition

Next, we define specific **automation opportunities** emerging from the analysis. Each one includes:

- The process name and owner
- A short description of the automation concept
- Expected benefits (time saved, error reduction, cost impact)
- Dependencies and readiness indicators

Each identified process and its potential automation is also mapped against one of four **business categories** to provide clearer organisational context:

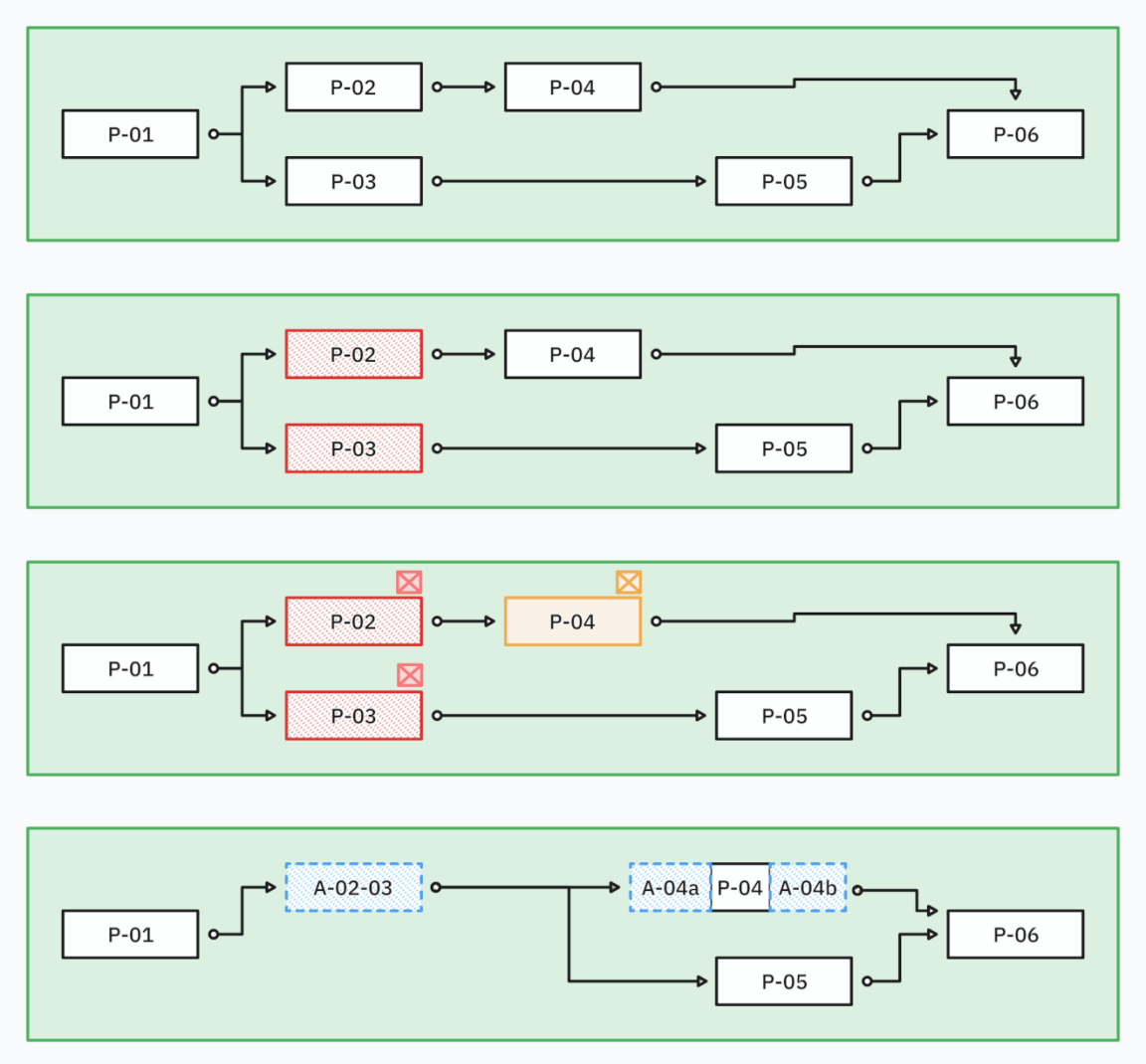
1. **Lead / Customer Acquisition**
2. **Delivery / Operations**
3. **Post-Sale Support & Retention**
4. **Mixed / Internal or Other**

This categorisation helps visualise which part of the customer or operational journey each automation enhances.

For example, the illustrative flow on the next page belongs to the **Lead / Customer Acquisition** category, showing how automation streamlines initial client onboarding and registration.

2.3.1 Illustrative Example: From Process Mapping to Automation

The diagram below demonstrates how process mapping helps uncover inefficiencies and guide automation design.



1 Current-State Workflow

At first glance, the workflow of 6 processes (P-01 → P-06) seems functional. However, two team members manually register the same new customer in two separate systems (P-02 and P-03). This duplication increases workload and risks inconsistent data.

2 Identifying Duplication

In the second frame, duplicated steps are highlighted in **red**. Both P-02 and P-03 record identical information independently, resulting in redundancy and wasted effort.

3 Spotting Friction

The third frame (orange highlight) marks a **friction point** — a manual verification required in process P-04. Even when the duplicated entries are correct, progress depends on staff availability and introduces unnecessary delay.

4 Designing the Future-State Map

In the final frame, automation resolves both issues:

- **A-02-03** automatically registers the customer across all systems, ensuring data consistency and eliminating manual entry.
- **A-04a / A-04b** partially automate process P-04, keeping one human confirmation step for oversight.

The result is a streamlined, consistent workflow:

- ✓ fewer manual tasks
- ✓ reduced risk
- ✓ faster delivery
- ✓ freeing staff to focus on higher-value work

This example visually demonstrates how Dlogic's audit process identifies duplication, friction, and high-value automation opportunities in one clear map.

2.4 Step 4 – ROI and Opportunities Matrix

Finally, we assess every opportunity by two axes:

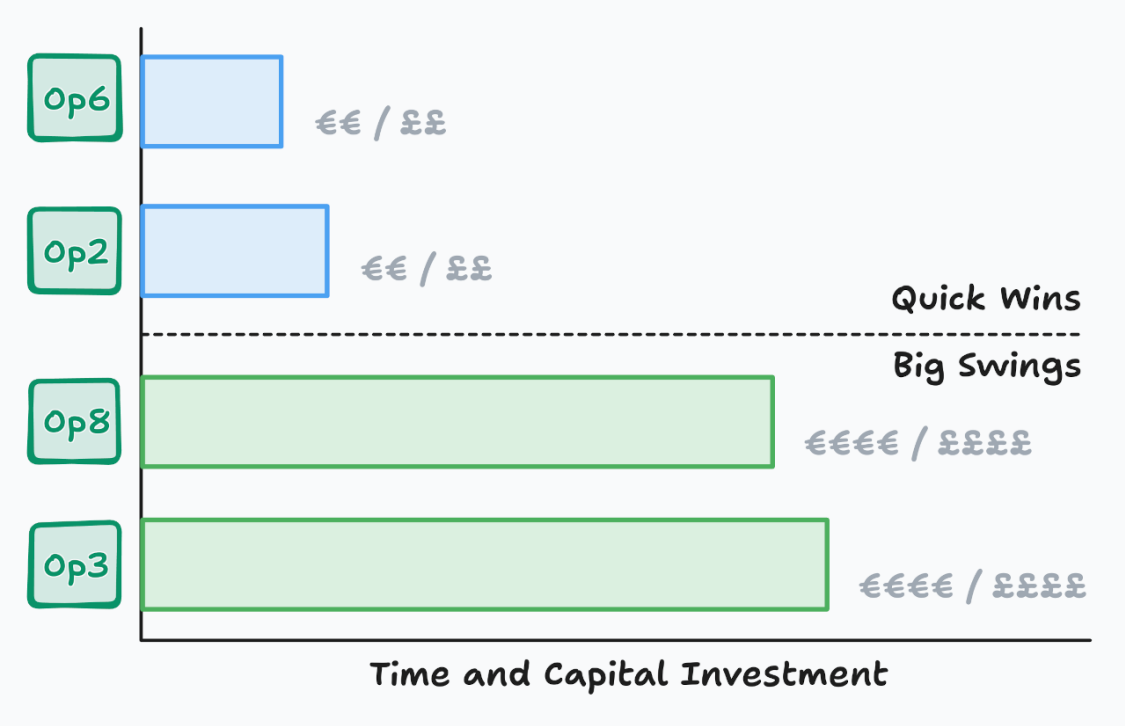
- ROI / Business Impact (vertical)
- Complexity / Implementation Effort (horizontal)

Plotted on a matrix, this highlights:

- **Quick Wins** – simple, high-value automations
- **Big Swings** (Long-Term Goals) – strategic, transformative initiatives (complex but future-valuable initiatives)
- **Small Improvements** – low-value, low-complexity tasks
- **No Gos** – Automations identified but *not recommended* due to high complexity and low or negligible ROI
- **Popular** – Refer to our companion document ***Featured AI Automation Products from Dlogic Solutions*** for details on ready-to-implement automations frequently chosen by business owners and directors. Many of these are classified as **Quick Wins** or **Big Swings**, and you'll see the tags below used throughout this PDF.

Popular Quick Win Big Swing

2.4.1 Illustrative Example: Time and Capital Investment

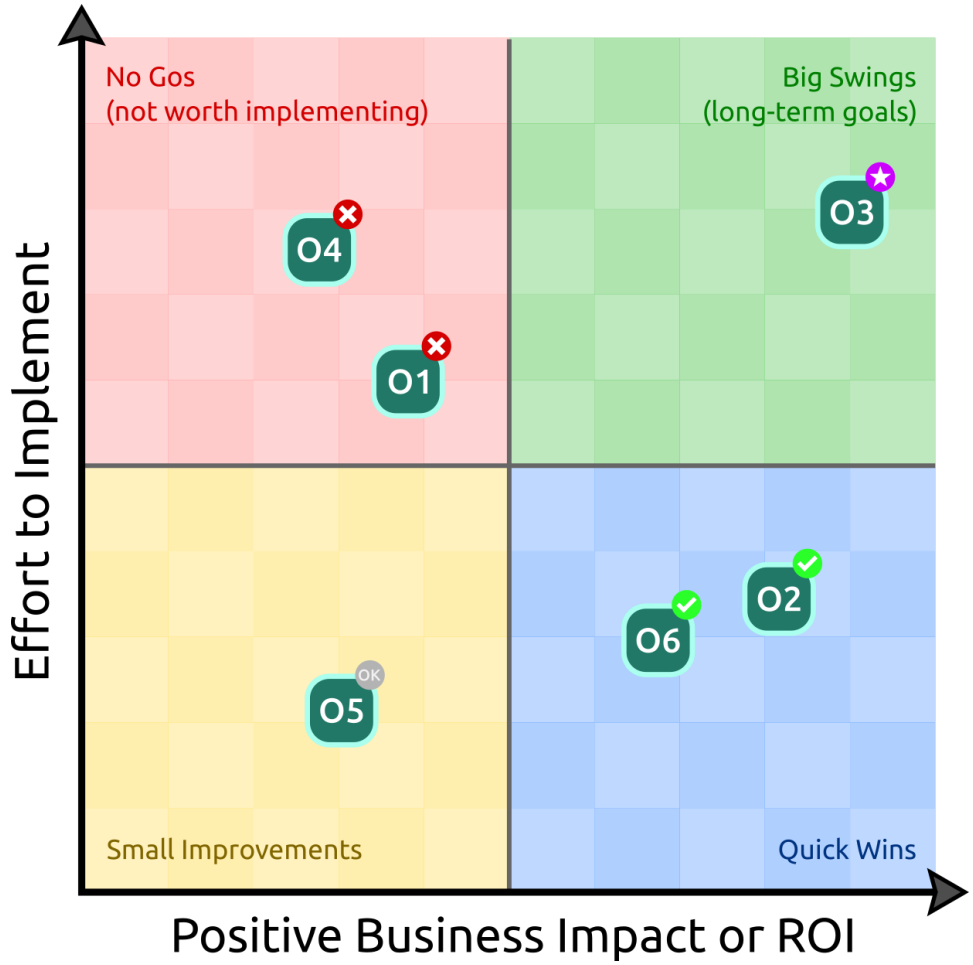


The above diagram demonstrates the mid-process of identifying opportunities and how much time and capital investment they would cost.

An example of the **Opportunity Matrix** is provided on the next page. It briefly illustrates how identified opportunities are mapped into their complexity-versus-value quadrants, and how this helps the client prioritise effectively.

2.4.2 Illustrative Example: ROI & Feasibility Matrix in Action

The chart below visualises how automation opportunities are prioritised based on **business impact (ROI)** and **implementation effort**.



Each identified opportunity (O1–O6) is plotted across four quadrants:

- **Quick Wins** – O2 and O6 deliver high ROI with low effort.
- **Big Swings** – O3 offers strong strategic value but higher complexity.
- **Small Improvements** – O5 provides minor, incremental benefit.
- **No-Gos** – O1 and O4 are identified but not worth implementing due to high complexity and low ROI.

This matrix helps clients focus resources where automation brings the greatest measurable benefit first, ensuring implementation effort always aligns with achievable impact.

2.5 Outcome

The result of this framework is a **clear, prioritized roadmap** — not a generic list of ideas. Clients see exactly *what should be automated, in what order, and why*, backed by visual diagrams, and ROI data.

This process-first approach ensures that every automation delivers measurable value and long-term efficiency.

2.6 🧭 Two Audit Levels, One Core Method

- Both **SME** and **Enterprise** audits follow the **same core 3-step framework** (Discovery → Opportunities → ROI Matrix) + AI Leadership Workshop (when applicable).
- What differs is **depth, scope, and deliverables** — not the method itself.

2.6.1 🧩 SME Audits

- Designed for **smaller companies or quick evaluations**.
- Duration: **1–3 hours total**.
- Output: **Short report (2–6 pages)** with "Quick Wins vs Advanced Options."
- Used mainly to **diagnose and prove value** before any build.
- Often focuses on **one department or one product area** (e.g. "AI Receptionist" audit).

2.6.2 🏢 Enterprise Audits

- Comprehensive engagement — **multi-department, multi-interview**.
- Duration: **10–50 hours of discovery** + analysis/reporting.
- Output: **25–120 page AI Roadmap**, process flows, and ROI matrix.
- Used to **align leadership, plan transformation, and prioritize large initiatives**.

3 Next Steps: Contact us!

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