



EDGE Scale

Department-level AI workflow optimization without enterprise complexity.

A coordinated operating sprint that upgrades four to five workflows inside one department.

Better workflows. • Smarter AI. • Measurable results.

1 Who It's For

- One department has multiple recurring workflow problems
- 10–50 employees or role groups are affected inside the department
- Work is slowed by handoffs, reporting, repetitive communication, or knowledge gaps
- Leadership wants measurable lift without full enterprise transformation

2 Common Use Cases

- Customer support agent + knowledge base + reporting dashboard
- Lead follow-up + proposal generation + CRM hygiene + call summaries
- Maintenance ticket triage + document processing + staff knowledge assistant
- Operations reporting + scheduling assist + exception routing

3 What's Included

- Four to five approved use cases
- Department workflow inventory and prioritization matrix
- Live workflow deployments, role-based training, and SOP library
- Adoption tracking and outcome review
- Sprint 2 design brief for the next horizon

4 Engagement Snapshot

Duration
10–14 weeks

Scope
4–5 use cases inside one department or tightly bounded function

Next Step
EDGE Enterprise if workflows must connect across departments

Not Included
Company-wide governance, portfolio structure, or enterprise transformation

5 Why Caprock Agility

- This is the top SMB workflow tier before multi-department complexity begins
- It creates a department-level step-change, not a random stack of tools
- Every use case has an owner, baseline, training path, and measurement plan



Caprock Value: We deliver practical, department-level operating improvement—aligning people, process, and AI to eliminate friction and create measurable lift where it matters most.

HOW TO START

1



Step 1
Use CAE to identify department friction



2



Step 2
Prioritize 4–5 use cases



3



Step 3
Deploy, train, stabilize, and design Sprint 2.



Start with the work.

We help departments create a broader productivity layer without enterprise complexity.



caprockagility.ai



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AI.AGILE.RESULTS.