

PIA

Process Intelligence and Automation

Optimize, automate, secure. PIA maps how work really flows through your organization, connects the systems you already own, and automates the repetitive steps, without adding new complexity or new ways in.

/01 Most organizations underuse the tools they already own

The software is paid for. The work still runs on re-keying, email chains and spreadsheets.

01 Manual re-entry

The same data typed into three systems, with errors at every step.

02 Siloed systems

Legacy applications that do not talk to modern ones, so people carry information between them.

03 No visibility

Leadership cannot see where time goes, so nobody can fix it.

/02 What PIA does

01 Discover

Process discovery and bottleneck analysis across departments and systems.

02 Connect

Integration design that links legacy systems to modern tools, plus data cleanup and standardization.

03 Automate

Workflow automation for approvals, updates and routine tasks, with documentation, training and rollout planning.

04 Measure

ROI dashboards, impact reports and a roadmap for continuous improvement.

AT A GLANCE

SERVICE

Managed process discovery, integration and automation

WORKS WITH

Platforms you already pay for, such as DocuSign, Verizon Reveal, Tyler Technologies, Sortly, GE and Rockwell Automation

SECURITY

MFA, least-privilege access and logging on every automated workflow

REPORTS

ROI dashboards and impact reports for leadership

BUILT FOR

Municipalities, departments of public works, utilities, schools and public health

COMPLIANCE RESULT

Reporting you can audit, for regulators, incidents and grants

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/03 Automation that does not open new doors

We are a security company first. Every workflow we automate is hardened before it goes live, so efficiency never comes at the cost of a new way in.

- Multi-factor authentication on every automated workflow
 - Logs for every step, so processes are consistent and audited
- Access controls that follow least privilege
 - SCADA addition and integration enabling secured control room automation

/04 Modernize SCADA and PLCs

We upgrade PLCs, add new SCADA equipment and integrate it with the systems you already run, so your control room can automate securely.

/05 Where PIA helps

SECTOR	TYPICAL WORKFLOWS
Government, municipalities and departments of public works	Permitting, fleet, HR, finance and compliance
Utilities and critical infrastructure	Regulatory reporting, asset tracking, work orders and SCADA integration
Education and SLED	Student services, grants and vendor processes
Public health	Intake, approvals and records

/06 Questions about PIA

Do we have to buy new software?

Usually not. PIA works with the platforms you already pay for, such as DocuSign, Verizon Reveal, Tyler Technologies, Sortly, GE and Rockwell Automation, and connects legacy systems to them.

Does automation create new security risks?

Not the way we do it. Every automated workflow gets multi-factor authentication, least-privilege access and logging before it goes live.

Where do we start?

With one workflow that costs the most time. We map it end to end, find the bottlenecks, and show the savings before anything is built.

Find the hours hiding in your workflows.

Start with a process discovery: we map one workflow end to end and show where the time goes.

Request an assessment

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