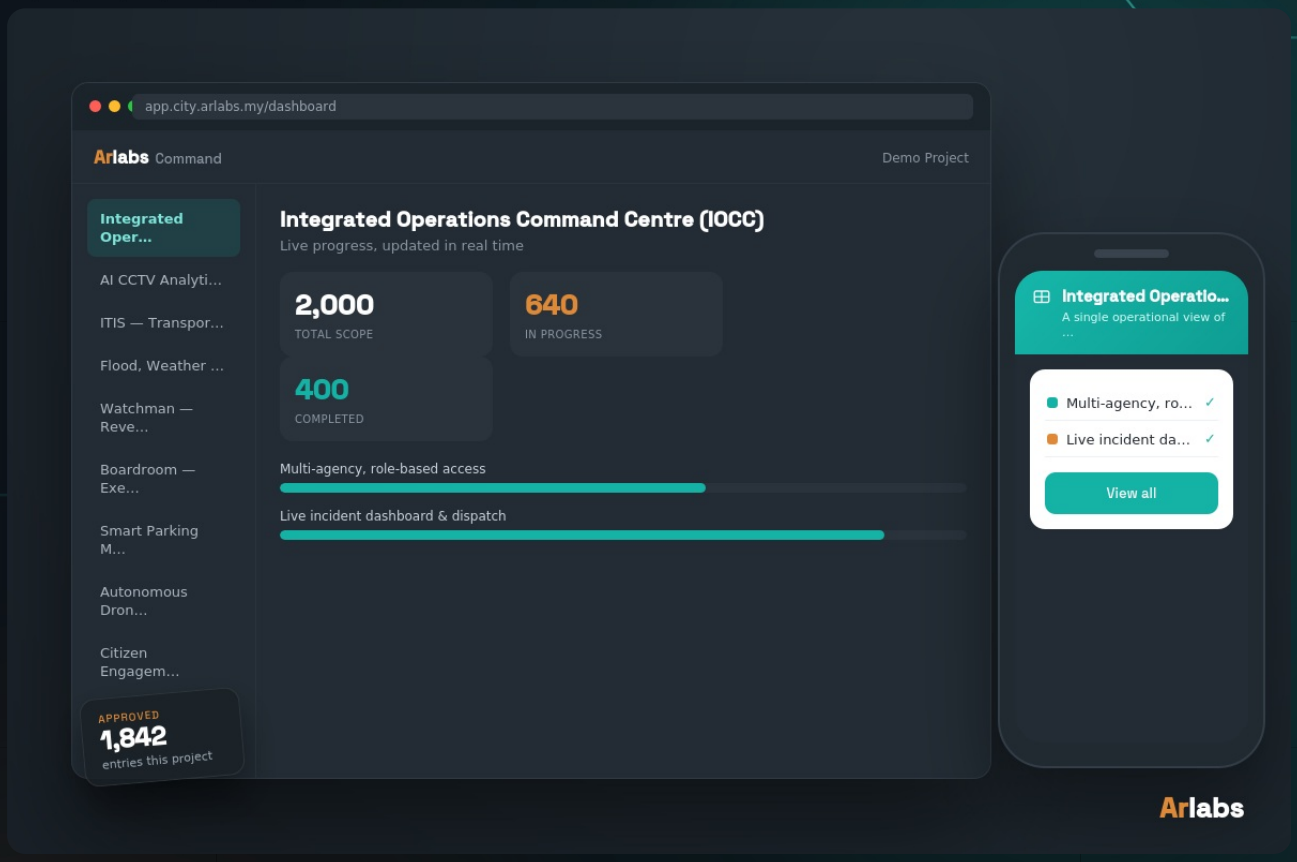
GUIDE

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PRACTICAL GUIDE · OPERATIONS

AI & Automation for Operations

Where automation and AI pay off first in operations — and how to start without over-investing.

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GUIDE

AI & Automation for Operations

Where automation and AI pay off first in operations — and how to start without over-investing.

> Automate the rules you already follow before reaching for anything predictive.

Start with the boring, repetitive work

The highest-return automation is rarely the flashiest. Auto-calculating overtime and payroll, generating reports, reconciling petty cash, and importing scopes from quotations remove hours of manual work and a whole class of errors — with little risk. Automate the rules you already follow before reaching for anything predictive.

Where AI adds real value

Computer vision can turn camera feeds into alerts — incidents, number plates, safety events — instead of footage nobody watches. Language models can draft reports, summarise activity logs and answer questions over your own data. The value comes from narrow, well-scoped tasks tied to a real decision, not from AI for its own sake.

Keep humans in control

Automation should propose and assist; people approve. Approval-gated workflows, full audit trails and role-based access keep automated systems accountable and safe. This matters most where money, compliance or safety are involved.

A staged approach

Digitise and clean the data first — automation is only as good as the record beneath it. Then automate deterministic rules, add dashboards and alerts, and only then layer in AI where a clear task and payoff exist. Measure time saved and errors avoided at each step.

Questions to ask a vendor

Which decisions does the automation touch, and who approves them? What happens when it is wrong? Can we see every automated action in the audit log? What data does it need, and where is that data stored? Can we switch a feature off without breaking the rest?

What to measure

Hours of manual work removed per month, error and rework rates before and after, time from event to alert, and the share of automated actions that needed human correction. If a number cannot be measured, the automation is not ready.

> ABOUT ARLABS
>
> Arlabs builds and runs operational software for Malaysian organisations — field operations, maintenance, command centres, workforce and accounting. This guide draws on what we see across those deployments.

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