How We Saved €2M in Operational Bloat for a Facilities Management Firm

Results Achieved

85K
Hours Saved Annually

Eliminating repetitive morning calls and reducing helpline volume by 85%.

€2.1M
Direct Labor Savings

Annual savings from recovered time: 85,000 hours × €25 average hourly cost.

€500K
AI API Fees Saved

Estimated annual savings by owning our AI infrastructure solution instead of Public AI

The Client

A major European facilities management company with 12,000 field technicians (plumbers, electricians, HVAC specialists) and a huge office-based call center managing daily operations.

Imagine this happening every single morning:

- Mark, a technician, waits for his daily phone call to receive his work order. The call center has to call 12,000 people like Mark to tell them their first job. It takes *hours*.
- Later, Mark is at a client's office fixing an air conditioner. He need further assistance from company regarding repair. He has to stop, call the helpline, wait on hold (queue), and ask for help.

This happens thousands of times a day. It caused:

Frustration	Costly Mistakes	Massive Expenses
Technicians spent more time on phones than fixing problems, reducing productivity and morale.	Wrong addresses, mixed-up instructions, and wasted trips plagued daily operations.	Paying a huge team of executives primarily for routine calls and simple questions was unsustainable.

There has to be a *smarter way* to run their 12,000-person team.

Our Solution:

We gave every field technician a *Smart AI assistant*.

- This eliminated the need for daily dispatch calls. Now, technicians get their schedules instantly by voice - *all on their app*.
- It also acts as *an on-site expert.* For any procedure question, they just ask their phone and get instant, accurate steps spoken back to them.
- We turned their phones into a *personal dispatcher and senior guide*, powered by an AI that lives on their servers—eliminating massive cloud fees.

01 — Automated Morning Briefing

- Instant daily schedule delivery to all 12,000 technicians
- Eliminates all manual dispatch calls
- Every technician receives full job details simultaneously via voice/app
- Zero waiting time - work begins immediately

02 — Instant Expert Help

- *Voice-activated guidance* - just ask a question aloud
- Immediate, accurate answers for any procedure or issue
- Step-by-step instructions without phone calls or hold times
- Eliminates work stoppages and delays

03 — Seamless Scaling

- Added 2,000 new technicians with *zero additional call center staff*
- AI system handled increased workload instantly
- No delays, no extra costs, no infrastructure changes required
- Business grows without operational friction

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The Game-Changer: We Built the "AI Brain" In-House

- Instead of renting AI services with uncontrolled recurring fees, we installed the entire system on the company's own servers. They own the AI brain—eliminating millions in ongoing costs.
- The AI cost of answering 1,000 or 10,000 questions is now virtually the same: **Zero**.

The Results: Real Impact

The transformation was immediate and measurable, delivering substantial financial and operational improvements across the entire organisation.

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Before AI Implementation

12,000 daily calls × 2 minutes each = 400 hours spent just on morning briefings. Thousands of additional helpline calls throughout the day created constant bottlenecks.

After AI Implementation

Only complex calls (approximately 15%) require human agents, dropping call time to just 60 hours. Simple questions and briefings are handled instantly by AI.

Total Annual Savings

€2.3M - €2.6M combined savings every year, not including potential call center staff reductions that could push savings even higher.

Productivity Boost

Technicians spend more time fixing problems and less time waiting on hold or navigating communication barriers.

Scalable Growth

Business expansion no longer requires proportional increases in support staff—the AI scales instantly.

More Than Just Money

We replaced a slow, expensive, and frustrating system with a smart, instant, and owned solution. The company doesn't just save millions of euros annually—their technicians are more productive and less frustrated, and the business can grow without communication headaches holding them back.

We build AI you own, for savings that last.

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