AI REASONING & OPERATIONAL INTELLIGENCE

# AI-Assisted Workshop Operations

● PROPOSED CAPABILITY — APPLICATION OF OUR AI/ML DELIVERY EXPERIENCE TO AUTOMOTIVE

Workshop scheduling and prioritisation is typically manual — a service manager has to scan the full day's bookings to spot at-risk jobs, missing parts, or an expiring MOT with no future booking. We design AI reasoning layers that sit on top of existing operational data and surface exactly what needs attention, with every recommendation shown as an auditable trail rather than a black-box output.

## The Problem We'd Be Solving

The information needed to run a workshop well already exists in the booking system, the technician rota, and the parts stock list — the problem is that nobody has time to cross-reference all of it, every morning, before deciding what to prioritise. A job quietly running past its promise time, or a customer's MOT expiring with no booking on file, gets missed not because the data isn't there, but because finding it means manually scanning a full day's bookings first.

## Where It Would Apply

- **Franchise & independent dealer groups:** daily job prioritisation and risk flagging
- **Workshop & service departments:** technician capacity and scheduling
- **Multi-site operations:** consistent, auditable decision support across locations, not one manager's personal system

## How the Reasoning Would Work

Every recommendation would follow the same structured reasoning, not a free-form response — this is what makes it auditable rather than a black box a manager has to just trust:

**OBSERVATION**
The current state, in plain terms — e.g. bookings in view, jobs at risk, parts blockers, MOTs due.

**REASON**
The rule that produced the observation — comparing remaining job duration with promise times, stock against required parts, MOT dates against future bookings.

**IMPACT**
Why it matters — unresolved risks affecting customer promise times and workshop throughput.

**RECOMMENDED ACTION**
What to actually do about it, in priority order.

RELEVANT AI/ML DELIVERY EXPERIENCE

### British Engineering Services — AI-Powered Predictive Maintenance

A different domain (asset failure prediction, not workshop scheduling) but the same underlying discipline: turning a reactive, manually-monitored process into a proactive, data-driven one. We modernised BES's legacy platform and built the AI/ML layer — including cognitive monitoring with automated anomaly detection and alerts, and an AI-enhanced dashboard giving real-time, prioritised visibility rather than a raw data dump — directly analogous to the "what needs attention now" reasoning a workshop operations tool requires.

| 92% | 70% | 55% |
|---|---|---|
| Failure prediction accuracy, 30 days ahead | Reduction in manual work via automation | Improvement in maintenance planning efficiency |

*Full case study: 200oksolutions.com/insights/case-study-details/british-engineering-service*

**BUILT FOR** Franchise & Independent Dealer Groups · Workshop & Service Departments · Multi-Site Operations

## How We'd Approach a First Engagement

We'd start with one workshop's operational data — bookings, technician capacity, parts stock — rather than a full multi-site rollout, so the reasoning logic can be validated against real scheduling decisions before scaling. The exact scope depends on what booking/DMS system is already in place and what data it can expose, which we'd assess together in an initial technical discovery conversation rather than quoting a fixed timeline upfront.

> This brief describes a capability we're positioned to deliver, based on directly relevant AI/ML delivery experience — not an already-built workshop operations product. The figures shown are from a separate, named engagement (British Engineering Services), cited to show AI/ML delivery track record, not workshop-operations-specific results.