

AI Workflow Assessment

*Finding Friction, Opportunity, and
the Best Places for AI to Help*



Finding the Right Place for Intelligence Before Automation Begins

AI does not create value simply by being added to a workflow. It creates value when it is placed where decisions are unclear, work is repetitive, information is underused, or people are spending too much time managing processes that could be made smarter.

The Predictionian AI Workflow Assessment helps organizations identify where AI, automation, and intelligent process design can improve how work gets done. It is designed for leaders who want to explore AI responsibly, practically, and strategically before investing in tools, vendors, platforms, or large implementation projects.

This assessment is not about replacing people. It is about understanding where human effort is being drained, where information is being delayed, where decisions are being repeated, and where intelligent support could make the organization more effective.

Why This Assessment Matters

Many organizations are interested in AI but are unsure where to begin. Some feel pressure to adopt AI quickly. Others have already experimented with tools, but do not yet have a clear strategy. In both cases, the risk is the same: investing in technology before understanding the workflow.

A workflow assessment helps answer a more important question than “Which AI tool should we use?”

It asks:

Where does intelligence belong in the way this organization works?

Before automation can be useful, the organization must understand the current process, the people involved, the decisions being made, the information being used, and the friction points that slow everything down.

Prediction's assessment helps bring that picture into focus.

What Assessment Reviews

The AI Workflow Assessment examines how work currently moves through the organization. Depending on the client's needs, the review may include:

- Current business processes
- Manual or repetitive tasks
- Document-heavy workflows
- Data entry and information handoffs
- Approval steps and decision points
- Customer or client intake processes
- Internal reporting practices
- Communication gaps
- Process delays and bottlenecks
- Areas where employees rely on judgment, memory, or informal workarounds
- Opportunities for AI-assisted writing, summarization, classification, routing, research, analysis, or decision support

The goal is to understand not only what work is being done, but why it is being done that way.

What Prediction Looks For

Prediction looks for signs that a workflow may benefit from AI, automation, or redesign. These signs may include:

Repetitive Work

Frequently performed tasks follow a predictable pattern and consume time without requiring deep human judgment.

Information Overload

Processes where people must read, sort, summarize, compare, or extract information from large volumes of documents, emails, forms, records, or reports.

Decision Delay

Workflows are slowed because the right information is scattered, incomplete, or difficult to interpret.

Manual Handoffs

Processes where work moves between people, departments, files, spreadsheets, inboxes, or systems without a clear structure.

Inconsistent Outputs

Tasks where different people produce different results because there is no shared framework, template, rule, or decision guide.

Underused Data

Situations where useful information exists but is not being organized, analyzed, or turned into business insight.

High-Value Human Work Being Crowded Out

Roles where employees spend too much time on administrative or repetitive activity instead of judgment, service, strategy, creativity, or relationship-based work.

What the Assessment Helps Clients Understand

The assessment helps clients view their workflows more structurally. It can reveal:

- Where AI may create practical value
- Which tasks are good candidates for automation
- Which tasks should remain human-led
- Which workflows need redesign before automation
- Which information sources may be useful for AI-assisted work
- Which risks or constraints must be considered?
- Which opportunities should be prioritized first?
- What the organization should avoid automating too soon

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- How AI may support employees rather than disrupt them
 - What next steps may be realistic based on budget, readiness, and complexity

The assessment gives leaders a clearer view of what is possible, what is practical, and what should be handled carefully.

Assessment Process

1. Discover the Current Workflow

Predictionian begins by understanding the current process. This may include discussing how work begins, who is involved, what information is used, where delays occur, and what outcomes the organization needs.

This step is designed to uncover how the workflow operates, not just how it is supposed to.

2. Identify Friction and Opportunity

Next, Predictionian reviews where time, effort, information, or decisions are being lost. This may include repetitive tasks, unclear handoffs, inefficient document review, fragmented data, or unnecessary manual steps.

The purpose is to identify where AI or automation may help and where the real problem lies: in the processing design, not technology.

3. Evaluate AI Readiness

Not every workflow is ready for AI. Predictionian considers whether the workflow has enough structure, data, consistency, and business value to support AI-assisted improvement.

This step may also consider privacy, security, compliance, user adoption, oversight, and the need for human review.

4. Prioritize Use Cases

Predictionian helps separate attractive ideas from practical opportunities. Some AI ideas may sound impressive but have low immediate value. Others may be simple but highly useful.

The assessment helps prioritize opportunities based on potential impact, feasibility, complexity, cost, risk, and organizational readiness.

5. Recommend Next Steps

The final step is to provide clear directions. Recommendations may include workflow changes, automation opportunities, AI-assisted use cases, reporting improvements, pilot ideas, or areas requiring deeper analysis.

The output is designed to help clients make informed decisions before committing themselves to a major project.

Potential AI Use Cases Identified Through the Assessment

Depending on the organization, the assessment may identify opportunities such as:

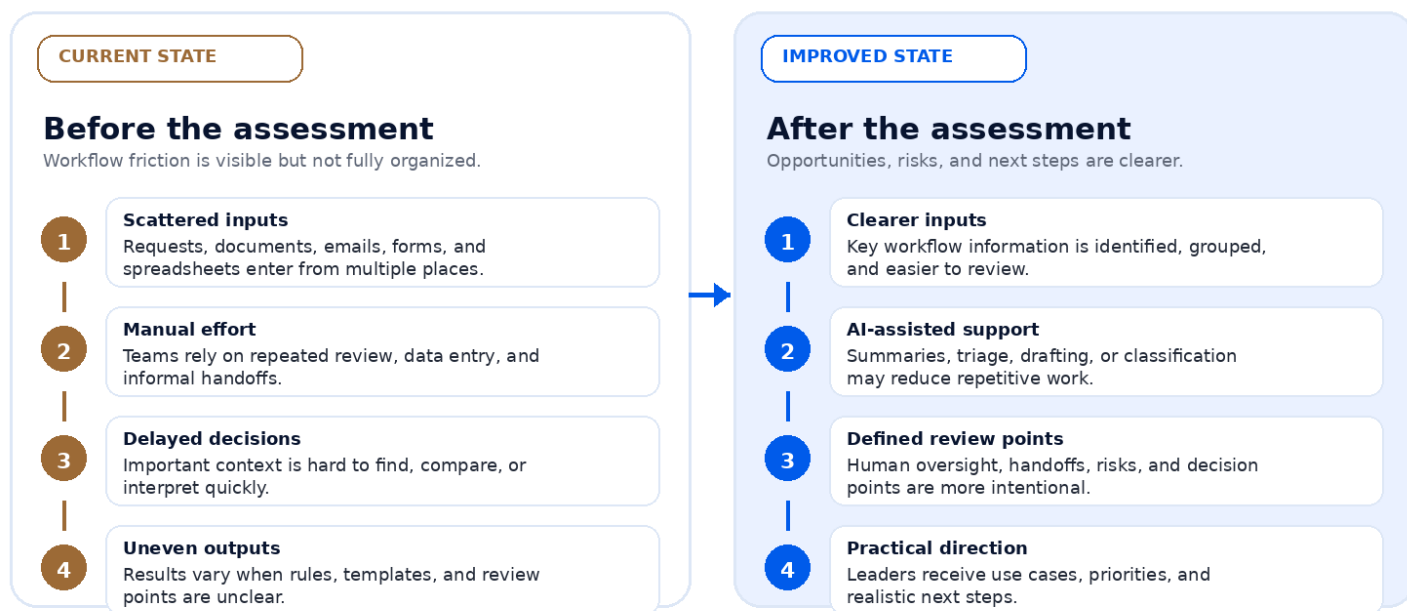
- AI-assisted document summarization
- Email or inquiry classification
- Client intake support
- Proposal or report drafting assistance
- Meeting notes and action item summaries
- Knowledge base support
- Workflow triage
- Form review and routing
- Policy or procedure Q&A
- Internal research support
- Customer service response drafting
- Data cleanup and categorization
- Financial or operational reporting support
- Risk flagging
- Process documentation
- Employee productivity support

These use cases are evaluated carefully. Predictionian does not assume every task should be automated. The goal is to identify where AI can responsibly support better work.

Service View: AI Workflow Assessment

A before-and-after view of how an assessment turns workflow friction into clearer, more practical next steps.

The assessment compares how work currently moves with how it could move after the workflow is clarified, reviewed, and organized for responsible AI support.



What improves

- Repetitive work
- Handoffs
- Information use
- Review points
- Next-step clarity

Who Should Consider This Assessment

The AI Workflow Assessment is especially useful for:

- Small and mid-sized businesses exploring AI
- Nonprofits with limited staff capacity
- Professional service firms with document-heavy work
- Organizations relying on spreadsheets, emails, or manual tracking
- Teams with repetitive administrative processes

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- Leaders are unsure where AI fits
 - Businesses considering automation but needing a roadmap first
 - Operations teams seeking efficiency without losing quality
 - Founders evaluating how AI can support growth
 - Organizations that want to modernize carefully and strategically

What Clients Receive

Depending on the scope of the engagement, clients may receive:

- A summary of current workflow issues
- A map of possible AI or automation opportunities
- Recommended priority areas
- Use case descriptions
- Risk and readiness observations
- Suggested next steps
- Questions to resolve before implementation
- A practical roadmap or action summary
- Optional follow-up consulting recommendations

The deliverable is designed to be clear, useful, and decision-ready.

What This Assessment Is Not

The AI Workflow Assessment is not a software implementation project. It is not a generic list of AI tool recommendations. It is not designed to pressure clients into buying technology.

It is a strategic review that helps organizations understand where AI may fit before they invest in tools, vendors, or custom development.

This distinction matters. Many AI projects fail or underperform because organizations start with technology rather than workflow clarity. Predictionian helps clients start in the right place.

The Predictionian Difference

Predictionian approaches AI workflow assessment through a combination of business strategy, process analysis, document intelligence experience, and human-centered thinking.

The focus is not simply on what can be automated. The focus is on what should be improved, what should remain human, and what intelligence is needed to support better outcomes.

Prediction helps clients avoid the common mistake of treating AI as a shortcut. Instead, AI is examined as part of a broader system involving people, data, decisions, documents, operations, and trust.

A Smarter Starting Point

Before an organization invests in AI, it should understand where intelligence can create meaningful value.

The AI Workflow Assessment gives clients a practical starting point. It helps them see their work more clearly, identify realistic opportunities, and move toward AI adoption with greater confidence.

AI should not be added blindly. It should be placed thoughtfully.

Prediction helps organizations find the right place to begin.

Suggested Next Step

Start with one workflow.

Prediction can review a selected business process, document flow, service activity, or operational challenge to determine where AI or automation may provide useful support.

Contact Prediction, info@prediction.com, to begin an AI Workflow Assessment.