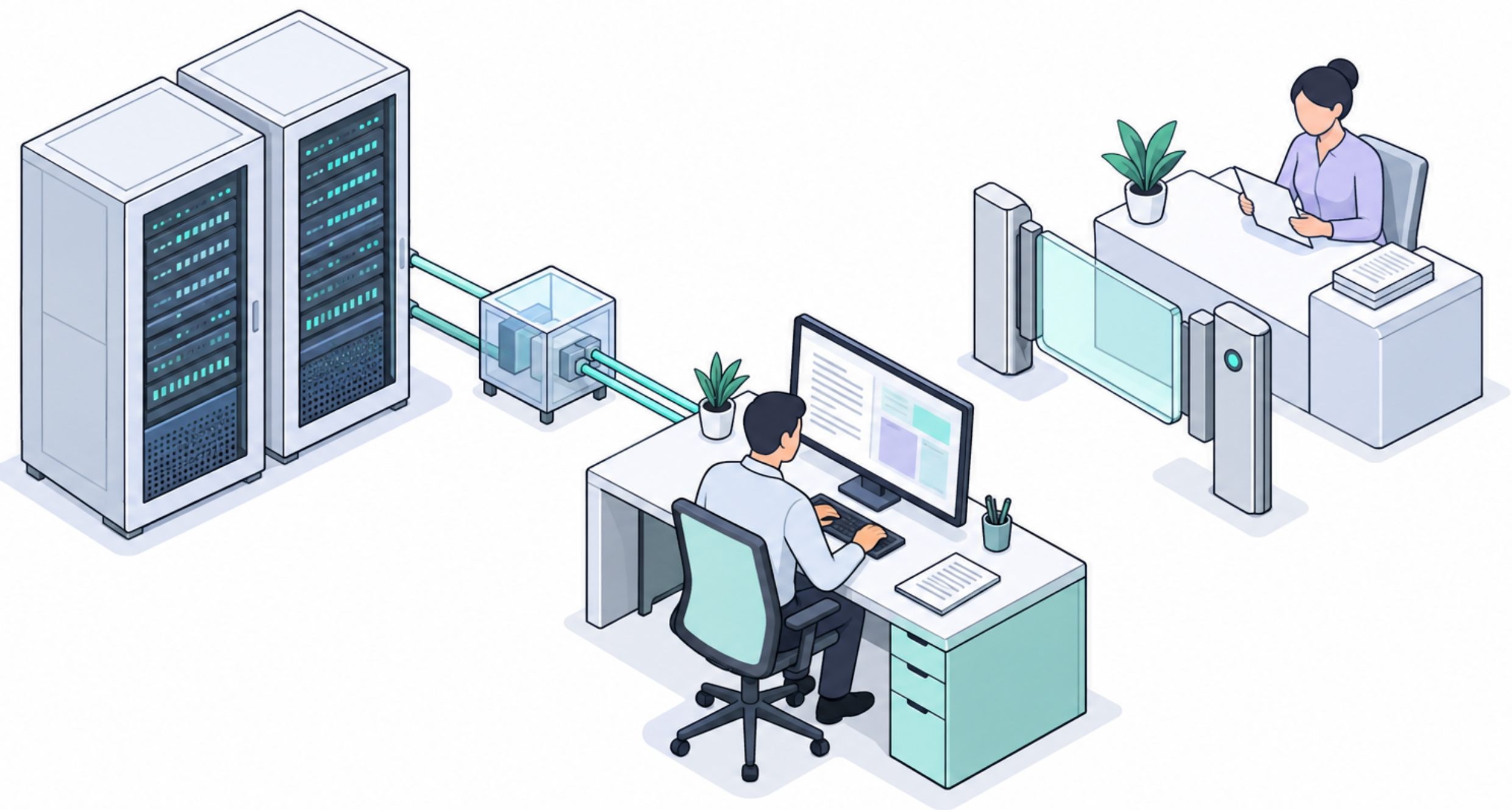


Connect the workflow. Keep control.

Choose the smallest useful intervention and preserve the authoritative record.



THE OPERATING QUESTION

4

intervention paths

Repair / Assist / Integrate /
Replace

01 / MATCH THE INTERVENTION TO THE FAILURE

Repair the workflow

Clarify ownership, inputs and rules.

Add an assistant

Read and explain, within a narrow scope.

Integrate systems

Translate, validate and reconcile.

Replace the system

Address structural limits with a separate case.

02 / KEEP AUTHORITY EXPLICIT

Read

Propose

Validate

Approve

Write

An assistant reading a record has not earned permission to change it. Limit actions, record approval and reconcile the result.

03 / COUNT THE WORK THAT REMAINS

Fictional monthly workload

40 h

Baseline enquiry handling

16 h

Net capacity after 16 h handling and 8 h maintenance

Illustrative capacity model. A read-only pilot does not establish safe write-back, and capacity value is not automatic cash savings. Replacement needs its own business case.