

Service catalogue

Fourteen service lines for the Gulf industrial back office, grouped by the function that buys them, and the four stages they are bought in.

One Industry AI · Industrial AI for the Gulf back office · First Settlement, New Cairo, Cairo, Egypt · oneindustry.ai. No prices in this document: an engagement is priced against a defined outcome in a written proposal, with three options.

How you buy: four stages

Each stage is a complete piece of work with its own deliverable, and each ends in a decision rather than an assumption. You can stop after any one of them. The audit stands alone: its findings are yours to act on, with us or with anyone else.

STAGE	WHAT IT PRODUCES	TYPICAL DURATION
Stage 1 Readiness & Opportunity Audit	Real data, real systems, the workflow as it runs rather than as documented. Ends in a ranked map of opportunities against impact, effort and data readiness, including the explicit finding that a case is not worth doing.	2-4 weeks
Stage 2 Strategy & Roadmap	The prioritised cases turned into a sequenced plan with a baseline for each, the architecture to support it, and the data work that has to happen first.	6-10 weeks
Stage 3 Implementation	Building and shipping to production against the baseline established upstream, phased so each phase is judged before the next is committed.	3-12 months, phased
Stage 4 Governance & Advisory	Oversight of systems in production, ours or anyone's: measured performance, incident history, drift, and the regulatory change that affects them.	Ongoing, reviewed annually

An audit can conclude that no AI work is warranted, and sometimes does.

What gets built: fourteen lines

Grouped by the function that signs for the work rather than by the technology that builds it. Nobody has a computer-vision budget; they have an invoice problem, or a defect problem, or a forecast that is wrong every month.

AI for Finance & Procurement

1. AI Document Intelligence

Four thousand supplier invoices a month, and three people typing them into the ERP. Month-end waits for them.

Reads supplier invoices, purchase orders, contracts, delivery notes and material submittals. Extracts the fields, validates them against what the system already holds, and flags what disagrees rather than what merely looks unusual.

DOCUMENTS

supplier invoices · purchase orders · delivery notes · three-way match · contracts and variation orders · material submittals

Bought by: CFO, finance director, procurement director

2. Report & Reconciliation Automation

Somebody rebuilds that report by hand every month, and it is three weeks out of date the day it lands.

Replaces the recurring manual report - pulling from the systems of record, grouping and scoring what arrives continuously, and producing the thing a person currently assembles.

DOCUMENTS

month-end packs · reconciliation schedules · HSE and quality returns · management reporting

Bought by: finance, operations, HSE, quality

AI for Operations

3. Semantic Search

Someone asks about retiring early. The system returns something that reads like an answer - and it governs a different category of member entirely. Nobody catches it until the wrong expectation is already set.

Finds the answer keyword search would never reach, because the asker doesn't know the document's own vocabulary for their situation - and, just as important, catches the answer that reads correctly but doesn't apply, before it reaches anyone. The value here is not speed. It is surfacing what would otherwise never be found, and stopping what would otherwise be confidently wrong.

DOCUMENTS

procedures · standards and specifications · method statements · drawings registers · policy and regulation libraries

Bought by: operations director, HSE, engineering, legal, compliance

4. Workflow Copilots & Agents

They already have four systems open. Nobody wants a fifth place to go and ask.

An assistant inside the tools people already use that drafts, summarises, answers and completes routine steps - and, critically, one operating environment rather than another destination.

DOCUMENTS

correspondence · shift handovers · meeting and site notes · internal requests

Bought by: department heads, COO, IT

5. Document & Request Triage

It arrives in a shared inbox and goes to whoever has time.

Classifies what comes in and routes it - service requests, RFIs, claims, applications - with the basis for each decision recorded.

DOCUMENTS

shared inbox · RFIs · service and maintenance requests · claims · applications

Bought by: IT, shared services, procurement

AI for HR & Shared Services

6. HR & Shared Services AI

Keyword screening rewards the CV written to mirror the posting, not the person who can do the job.

CV screening and candidate scoring, policy question answering, and the internal requests that never reach a system.

DOCUMENTS

CVs · policy and handbook libraries · HR letters · onboarding packs

Bought by: HR director

AI for Customer & Revenue

7. AI Voice Agents

The caller has to read out an account number, and if the system mishears one digit the whole call is wasted.

Answers the phone in Arabic and English, completes the routine transaction rather than only answering questions, and hands over cleanly when it should.

DOCUMENTS

inbound service calls · authentication and account lookup · booking and status · overflow and out-of-hours

Bought by: customer service director, COO, shared services

8. AI Sales Agents

We push the same offer to everybody and measure whether they took it.

Works out what to offer which customer next, and why - recommendation and next-best-action with the reasoning visible rather than a score on its own.

DOCUMENTS

offer and product recommendation · lead and account scoring · campaign list construction · renewal and churn signals

Bought by: sales director, commercial, marketing

9. Service & Conversation AI

Routine enquiries consume the people who should be handling the difficult ones.

Text and web assistants that complete a service action rather than only answering, plus call summarisation and quality review on what still reaches a person.

DOCUMENTS

website and portal assistants · published guidance and FAQs · call transcripts and QA

Bought by: customer service director, COO, shared services

AI for Compliance & Governance

10. Bilingual Document AI

Your contracts are in Arabic, your invoices in English, and your HR letters are both on the same page. The tool you bought last year reads one of the three.

Document intelligence on mixed-script material handled natively rather than translated first - which is where global tooling degrades and where the practice's strongest technical evidence sits.

DOCUMENTS

contracts, invoices, HR letters and correspondence where the language is mixed within one document or one process

Bought by: every function; usually reaches us through legal, compliance or finance

11. Risk & Anomaly Detection

The one that does not belong looks exactly like the others until somebody adds it up.

Flags the transaction, claim, submission or reading that is out of pattern, with a reviewable reason rather than a score alone.

DOCUMENTS

transactions · claims · submissions and returns · meter and sensor readings

Bought by: risk, finance, audit, compliance

Cross-functional

12. Forecasting & Planning AI

The forecast is a flat assumption that hides a twenty-point swing.

Demand, consumption, spares and cash forecasting - built on history that has been cleaned first, because that is usually where the error actually lives.

DOCUMENTS

demand and sales history · consumption and spares records · maintenance and work-order history

Bought by: operations, supply chain, finance

13. Inspection & Safety Vision AI

There are ninety cameras and nobody is watching them.

Reads images and video for defects, PPE breaches and asset condition.

DOCUMENTS

inspection reports · camera and drone footage · condition surveys

Bought by: HSE, quality, operations

14. AI Training & Enablement

The licences were bought and nobody uses them.

Teaching teams to use what has been built - practical enablement and adoption programmes rather than generic AI awareness training.

Bought by: HR, L&D, department heads

The product: AI Workspace

One private place where everyone in an organisation works with AI, running on your own infrastructure. A system you keep rather than a project that ends.

One governed place every AI request goes through

Knowledge, search and specialised agents in a single private workspace, with access decided once for the space rather than per tool.

The model is a setting, not a commitment

Everything reaches the models through one layer, so which model answers is configuration. A model inside your own boundary takes the work that cannot leave it and a commercial model takes the rest, without a user choosing per question.

Spend is attributable, and capped

Every request carries who made it and which model answered, so "what did AI cost us last month, by department" is answerable and a department budget can be a limit rather than a guideline.

Where it runs is your decision

On your own hardware, in a sovereign cloud region, or in your own cloud tenancy. Every licence sits in your name, so you can change supplier without changing platform.

Our own operating benchmark

MEASURE	BEFORE	AFTER
Time to find an answer across separate repositories	about 12 minutes	under 90 seconds
Common internal questions answered or correctly routed without a further repository search	no prior measure	over 70%
Separate access points a person had to try	three or more	one

Measured in the practice's own environment, on indexed enterprise content.

How proof is published

Four rules, so a figure in this document can be judged rather than taken on trust.

One engagement, never an average. Every figure is a single delivered engagement measured against the process that preceded it. Combining figures across engagements would produce a number nobody measured.

The same three columns, everywhere. Measure, before, after. A row with no prior measurement says so rather than printing an empty cell.

Organised by problem shape, not by client sector. A telecom's invoice problem and an industrial one are the same shape, which is what makes one usable as proof for the other.

Descriptors, not client names. A record is described by region plus sector. Where a name is cleared for use it is used, and no company name is ever invented.

How to start

Tell us the documents, the systems they sit in and the monthly volume, and you will get a scoped answer rather than a brochure. A reply within one working day, from the engineer who would do the work.

oneindustry.ai/contact · The 35 published records are at oneindustry.ai/case-studies.pdf · Four calculators, ungated, at oneindustry.ai/tools/