

The margin issue was hiding in the handoffs.

A visual case narrative for how Deskwise would turn fragmented evidence, ownership, and follow-through into a controlled operating queue.

BEFORE

Leaders rebuilt facts in the meeting.

AFTER

The decision file arrived ready to review.

Public-source account facts

\$1.78B

FY2025 net sales, down 4% YoY

3

Reportable specialty-chemicals segments

22

Countries in the employee footprint

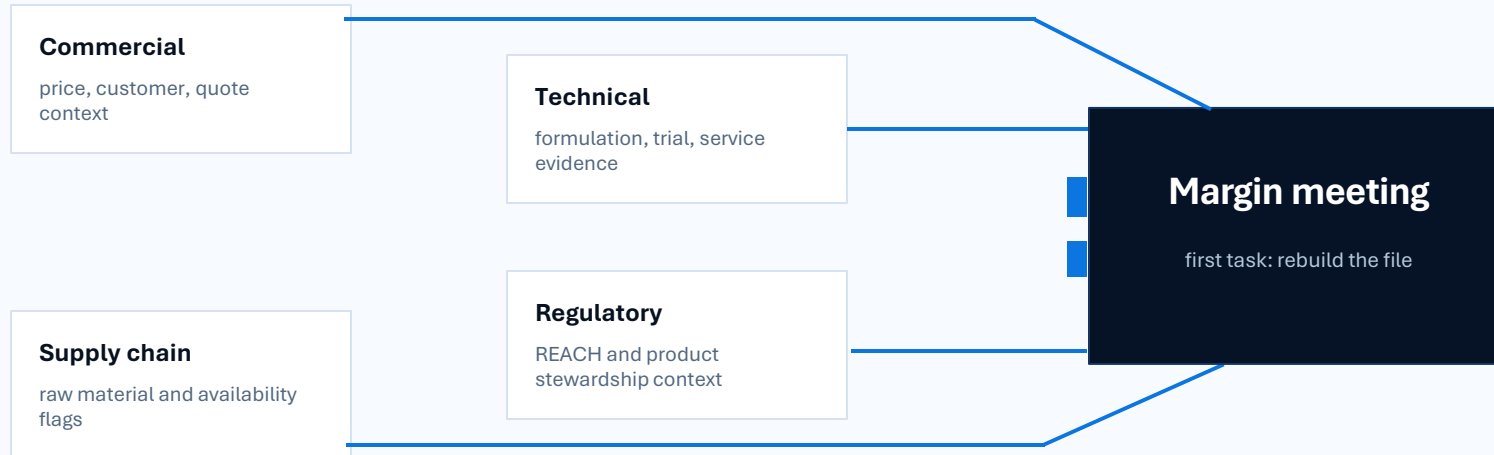
\$23.6M

Internal-use ERP software capitalized in 2025

BEFORE

Decisions started with archaeology.

The work was not missing. It was dispersed across specialist functions, source systems, and informal follow-up paths.



“We had the data. What we did not have was a clean operating file: owner, evidence, decision, next step.”

REGIONAL HR MANAGER | COMMERCIAL LEADERSHIP

The pressure was real, and it was uneven.

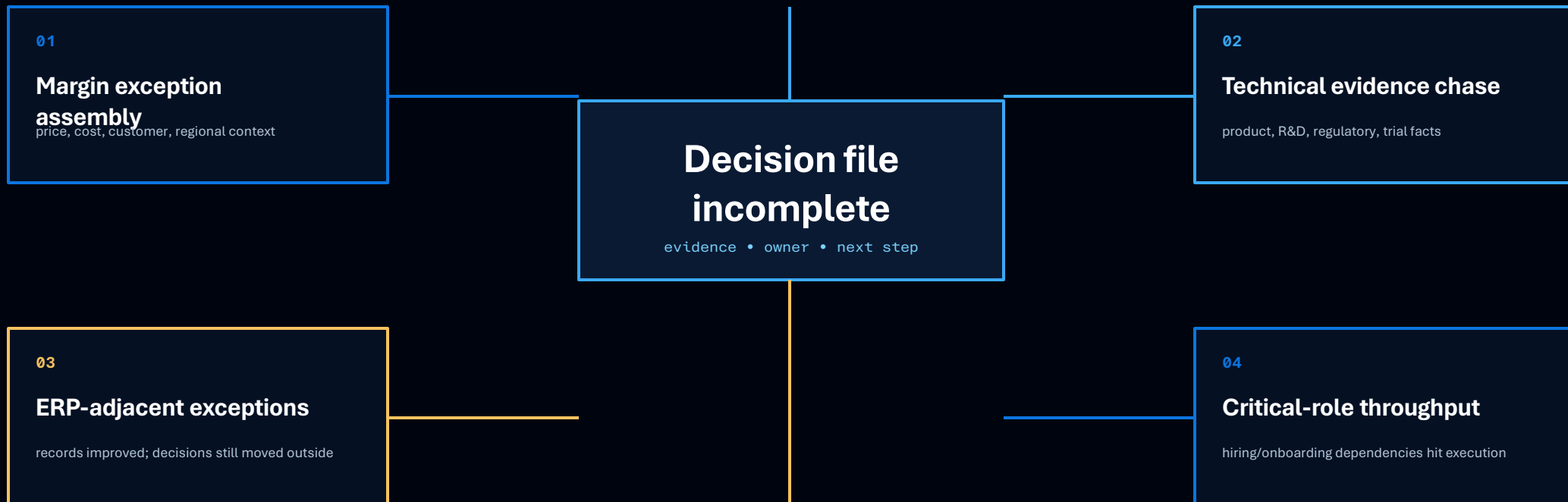
FY2025 operating income moved in different directions by segment, which is exactly where exception-driven execution matters.



Implication

When pressure is uneven, leaders need faster exception handling, not another static dashboard.

Four unmanaged loops slowed execution.

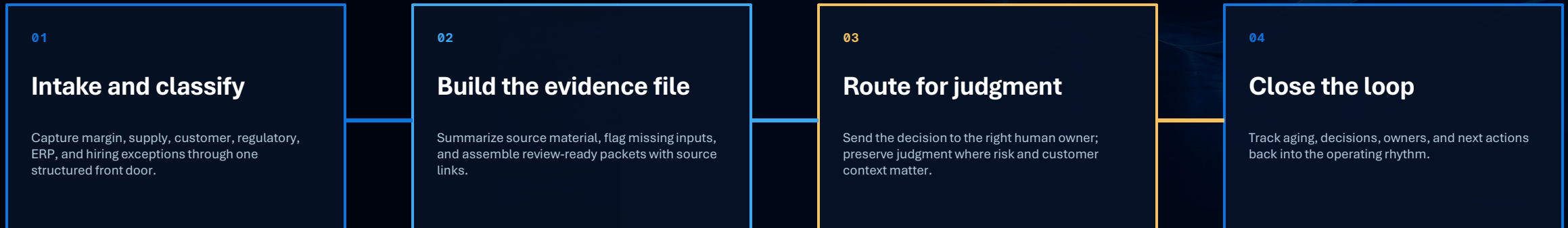


Finding

The bottleneck was not a single system. It was the unmanaged work between systems.

Deskwise built the layer ERP was never meant to own.

The intervention was not a broad AI transformation. It was an operating layer for exceptions, evidence, ownership, and follow-through.



AI assisted with classification and summarization. Humans retained control of fit, risk, pricing, customer, and policy decisions.

AFTER

Meetings shifted from finding facts to making decisions.

BEFORE

Backward-looking meeting
First half spent reconstructing the issue.

No single owner
Commercial, technical, supply, finance, and HR each held fragments.

Side trackers
ERP-adjacent work still lived in spreadsheets and inboxes.

AFTER

Decision-ready queue
Ready, blocked, owner, and next step were visible.

Pre-assembled packets
AI summarized; humans reviewed the judgment calls.

Measurable follow-through
Aging, missing evidence, and handoff latency became operating metrics.

Same-day
routing target for new exceptions after intake

50-70%
target reduction in recurring packet assembly time

0
duplicate side trackers in the pilot queue

“The system did not make the commercial decision. It made the decision visible early enough for the right people to make it.”
EXECUTIVE TALENT ACQUISITION MGR | BUSINESS UNIT LEADER

Start with one queue, then scale what proves value.

A credible first engagement should create measurable operating visibility before attempting enterprise-scale automation.

0-30 DAYS

X-Ray the work

Map price/cost actions, regulatory evidence, ERP handoffs, and priority hiring dependencies.

31-60 DAYS

Prototype the queue

Stand up the exception queue with AI-assisted summaries, routing, owners, due dates, and status.

61-90 DAYS

Operationalize

Connect source systems, document controls, train owners, and measure cycle-time reduction.

Decision gate

Scale only if the pilot reduces handoff latency, removes duplicate tracking, and gives leaders a cleaner decision queue.