

PROCESS IMPROVEMENT WITH AI

From conversation to improvement

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WELCOME

Why we started Tovara

An employee searches for an answer a colleague once found. In a handover, the reason behind an agreement disappears. The system stores all the data, but one experienced colleague keeps having to explain what needs to be done with it.

I saw this for almost four years as a Business Central consultant at trading companies. Besides the software, I always looked at the work around it: who needs which information, and where does a handover go wrong? That is what Tovara is for.

This catalogue shows how we work, with two examples from our own work: BMS (Business Model Software) and the Ticket Agent. Then come five ideas, each with a number. The number that appeals most is where the first conversation begins.

Jonathan van de Lustgraaf
Founder



HOW WE WORK

We start with how the work is done today

AI is a means, not a goal. Together with the people who do the work, we capture the process in a map that everyone can read and correct. Only when the map is right do we choose for each step: simplify, make better use of existing software, automate, AI, or keep as is.

01

The conversation

The team explains how the work is done. BMS maps it and we ask further questions when a step is missing.

02

Correcting together

Together we read the map back and point out what happens differently. The agreed version is the basis for everything else.

03

Choosing what fits

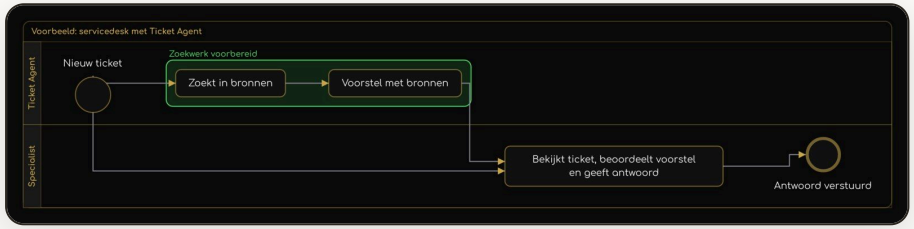
For each step, we determine what changing it would deliver. Sometimes that is a better agreement, sometimes automation, sometimes AI.

PROCESS ANALYSIS

The work mapped and clear where it can improve

In conversations with the people who do the work, we map a process. The analysis and a substantiated direction for improvement can be the whole assignment.

The maps of the work examined remain available. We agree in advance on how an improvement will be assessed.



An example service desk in BMS, with what helps chosen for each step.

WHAT A PROCESS ANALYSIS DELIVERS

The process map

Who does what, in which order, and where the work passes from one person to the next.

The story per step

A short explanation at each step, so that even people who were not there understand it.

Bottlenecks and opportunities

Where work stalls or keeps being figured out again is marked.

Advice per step

Keep it as it is, automate, use AI or let a person decide. With the reason included.

A direction for improvement

A different agreement, better use of existing software or a new application.

BMS · BUSINESS MODEL SOFTWARE

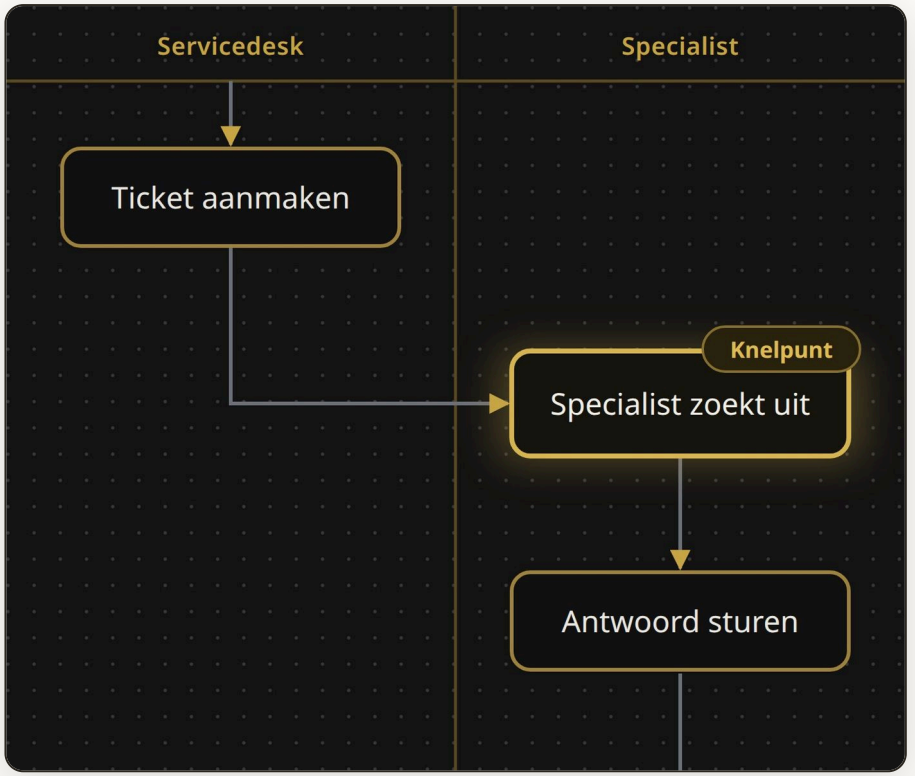
A map everyone can read and correct

BMS is our own software for mapping work processes. It connects the map with text: how a process runs, who is involved in a step and what a handover means.

Example. In a conversation about order processing, we put the steps from order to delivery on a map. An employee sees that the stock check is missing and explains when it happens. The map is adjusted, so that everyone can read back the same way of working.

WHAT IS INCLUDED

- Creating and editing maps
- An explanation at every step
- Documents across multiple pages
- Sharing and comments
- Viewing earlier versions
- Exporting



BMS itself: an example service desk.

View the interactive BMS map
tovara.eu/en/map.html

TICKET AGENT · HOW IT WORKS NOW

The knowledge is there. But who knows where?

A specialist who picks up a ticket starts by searching: in previous reports, in the documentation, in the knowledge base. Often a colleague has already solved exactly this problem. That answer sits in a closed ticket, but it is hard to find again.



An example service desk in BMS, how it works now: the specialist's searching is the bottleneck.

TICKET AGENT · HOW IT WILL WORK

The groundwork is ready

The people stay. The groundwork is ready for them.

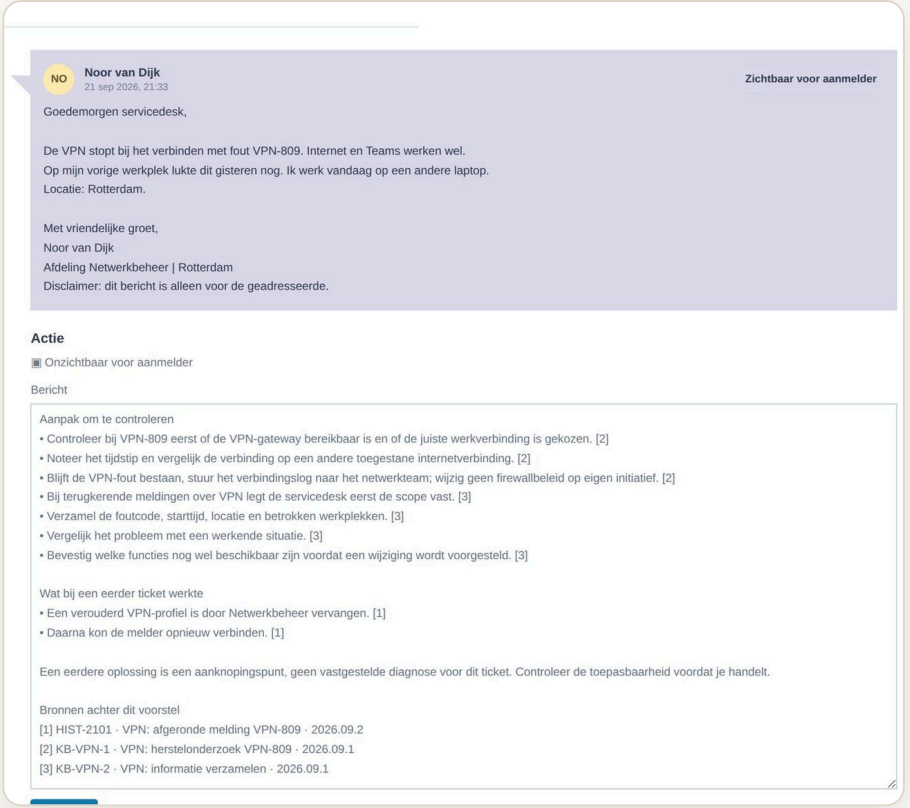
For a new ticket, the Ticket Agent searches the same sources as the specialist. It puts a proposal in the ticket as an internal note, with the sources included. The customer does not see it.

The specialist reads the proposal, checks what is needed and writes the answer themselves. If the Ticket Agent finds nothing useful, the note says so, along with the information that is still needed.

WHAT IS INCLUDED

- Works alongside the ticket system already in use. We build the connection on request.
- First a trial on previously closed tickets, compared with what the team did at the time.
- Runs on Microsoft Azure in European data centres. The tickets are not used to train AI models.
- Set-up in about seven working days.

The Ticket Agent does the groundwork. The specialist decides how the customer is helped.



The proposal as an internal note, in a helpdesk such as TOPdesk.

Try the demo with a fictional ticket
tovara.eu/en/ticket-agent.html

IDEAS

Where is it for you?

The kind of work says more than the sector. Where do colleagues keep searching for the same information? Where is knowledge lost in a handover? Which task needs explaining again and again? Five situations, each with a number.

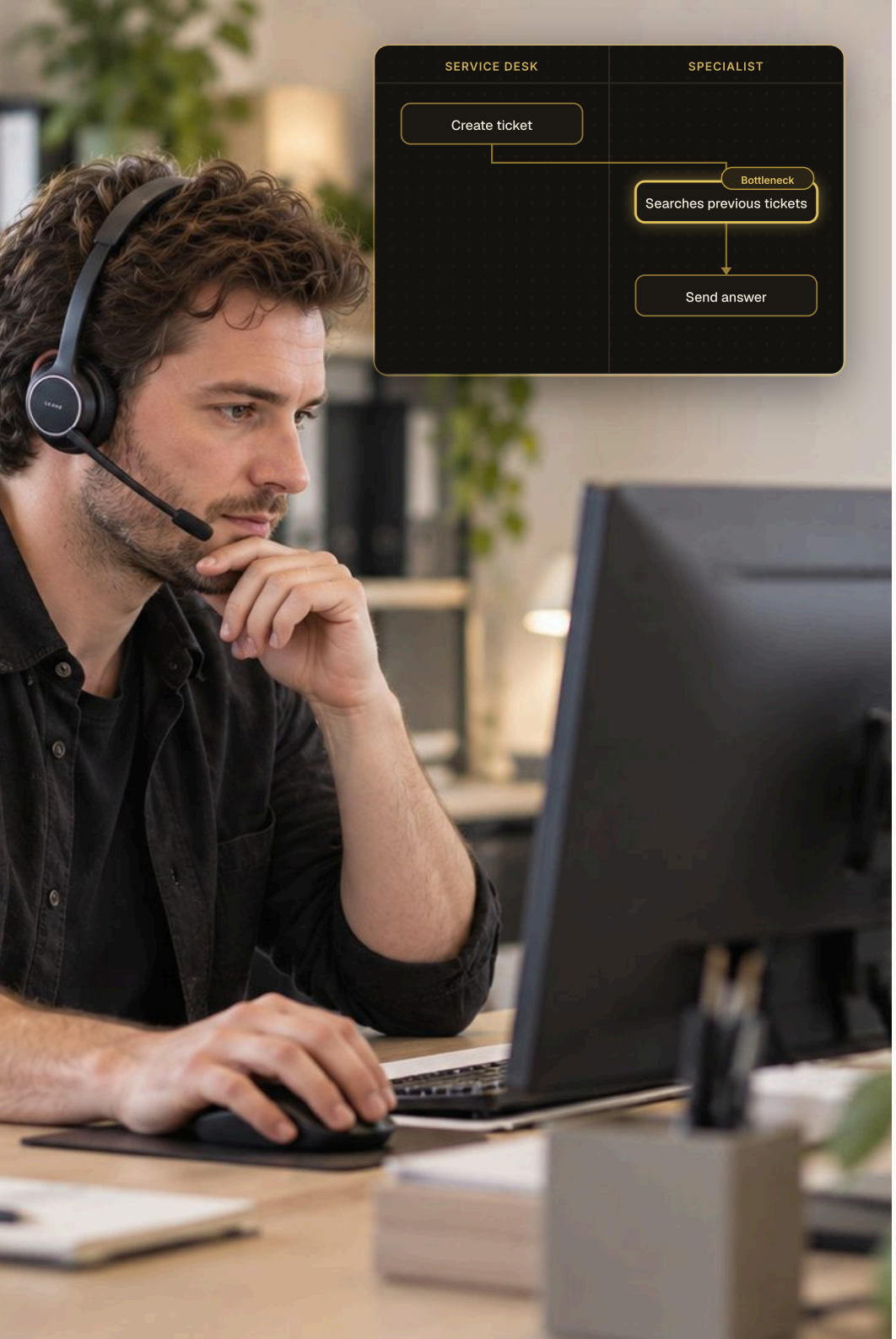
01
Service desk

02
Orders and delivery

03
Service and repair

04
Handover and onboarding

05
Working with AI



01

IDEA 01 · SERVICE DESK

The answer is in a closed ticket. But which one?

NOW A specialist first searches previous reports, the documentation and the knowledge base before they can help the customer.

POSSIBLE For a new ticket, the Ticket Agent prepares the groundwork: a proposal with the sources included. The specialist decides.

WHAT IS INCLUDED

Ticket Agent, starting with a trial on your own closed tickets



02

IDEA 02 · ORDERS AND DELIVERY

A step everyone does, but that is written down nowhere

NOW The stock check does happen, but only the colleague who always does it knows when and how.

POSSIBLE The steps from order to delivery on a map, corrected by the team. After that, everyone can read back the same way of working.

WHAT IS INCLUDED

Process analysis with BMS



03

IDEA 03 · SERVICE AND REPAIR

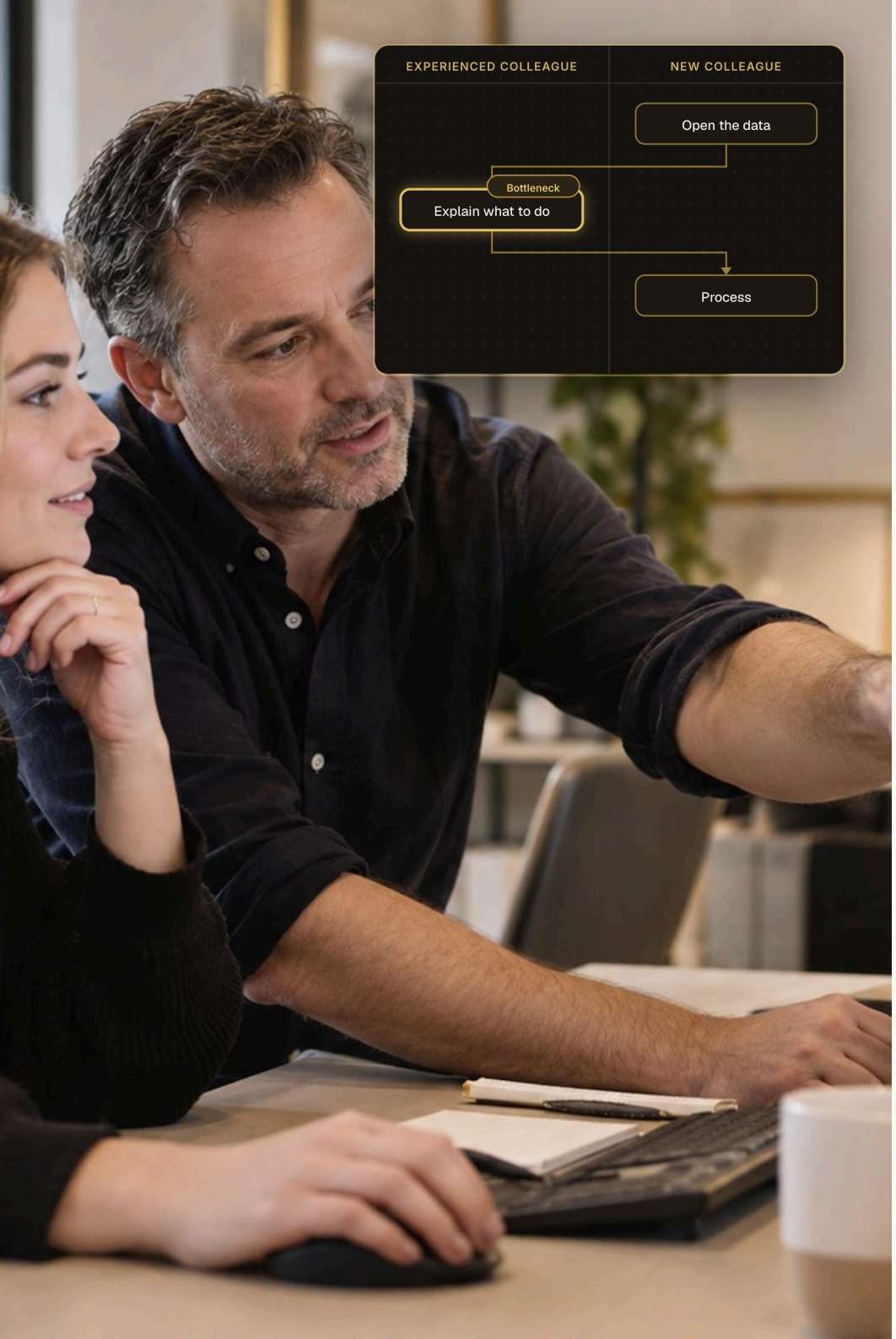
The repair is quick, the customer waits long

NOW The work stalls somewhere in between: in the handover, the planning or the information.

POSSIBLE See on the map where the work stalls, and choose the first improvement there.

WHAT IS INCLUDED

Process analysis



04

IDEA 04 · HANDOVER AND ONBOARDING

One colleague who has to explain everything

NOW The system stores all the data, but one experienced colleague keeps explaining what needs to be done with it.

POSSIBLE That explanation is added to the steps on the map, so that a new colleague can read it back.

WHAT IS INCLUDED

Process analysis with BMS



05

IDEA 05 · WORKING WITH AI

Getting started with AI. But where does it help?

NOW There is a wish to work with AI, but no clear picture yet of where it pays off.

POSSIBLE For each step of the work, we look together at where AI makes sense and where it does not. Sometimes a better agreement or the existing software is the answer.

WHAT IS INCLUDED

Process analysis

HOW A PROJECT RUNS

From introduction to delivery

01

Introduction

We hear the question and see whether Tovara can offer a suitable next step. After that, what the next step delivers and what it costs is fixed.

02

Process analysis

Together with the people who do the work, we map the process and choose a substantiated direction for improvement.

03

Design

Before building, we record the desired behaviour and boundaries, with concrete examples against which the delivery is assessed.

04

Building and delivery

The responsible manager and the users assess the result together with us. The delivery includes a manual.

Not every project goes through all the steps. The process analysis can be the whole assignment.

WHO WE ARE

What we promise can be checked



Jonathan

Founder

Examines how the work is done at a client and which improvement helps. Worked for almost four years at a Business Central partner for trading companies, with many warehouse processes, and for a year at a Zoho partner with clients from all kinds of sectors.



Theo

Back and front office

Point of contact for appointments, planning and administration.

Transparency

Nobody has to trust an outcome blindly. A proposal always comes with its sources.

Measurability

We agree in advance on how an improvement will be assessed.

Quality

The smallest solution that works reliably and can be maintained. Where it matters, a person keeps the final check.

TovAra

Get in touch

Seen an idea that fits? Mention the number in a reply to the email, or call Jonathan. In the web version, the saved ideas come to us with one button.

Jonathan van de Lustgraaf

06 40 65 10 28

jonathanvandelustgraaf@tovara.eu