

AI CONFIGURATION AGENT

for Complex SaaS

CHALLENGE

The platform offered high flexibility — clients could define products, forms, workflows.

But the complexity of configuration created major friction:

- Onboarding took up to 8 weeks for new clients
- Non-technical users struggled with setup, requiring constant support
- Internal onboarding team overloaded with repetitive tasks, limiting ability to take on new clients without hiring

KEY FEATURES

- Domain-trained on product architecture and industry-specific terminology
- Role-based permissions to control configuration scope
- Built-in error handling and rollback for safe deployment

OUR AI-POWERED SOLUTION

Users could describe their needs in plain language — e.g.:

“Set up a workflow that sends renewal reminders 30 days before expiry”

and the AI would:

- Map the request to the platform’s configuration options
- Validate dependencies
- Execute the setup automatically

**CUSTOMIZE COMPLEX WORKFLOWS
TO MEET USER NEEDS**

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CONTEXT

We carried out an in-depth review of the platform's configuration workflows, client onboarding steps, user pain points, and internal support processes to understand where complexity was slowing time-to-value.

KEY INSIGHT

This uncovered a clear opportunity to introduce an AI-driven configuration agent, enabling users to set up workflows in natural language and drastically reduce onboarding effort.

Phase	Key Activities	Duration
Discovery & Knowledge Base Structuring	Analyse configuration schemas, gather documentation, define user flows, review existing processes.	2 weeks
LLM Integration	Set up LLM environment, initial prompt engineering, build configuration interfaces for both internal teams and end-users.	4-5 weeks
Testing & Refinement	Conduct internal testing with product and user teams, refine solution based on feedback.	2-4 weeks
Pilot Rollout	Deploy to a pilot client/project for real-world validation.	2 weeks
Full Deployment & Monitoring	Gradual rollout to all clients, continuous improvement, performance tracking.	Ongoing

Total Estimated Timeline: 12-15 weeks (~3-3.5 months)

**LET'S PLAN YOUR AI ROLLOUT
TOGETHER**

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WHY IT MATTERS FOR SAAS LEADERS

- **Scalability without scaling the team** — same resources, more clients onboarded
- **Faster revenue recognition** — reduce time-to-go-live
- **Better customer experience** — self-service onboarding boosts client satisfaction and retention

"Previously, every client setup felt like a mini-project. Now, our AI agent handles 80% of the work instantly. We can onboard twice as many clients without adding headcount."

— Chief Customer Officer, UAE SaaS provider

BUSINESS IMPACT

Metric	Before AI Implementation	After AI Implementation	Impact
Average client onboarding time	6–8 weeks	2–3 weeks	Go-live 3× faster
Support team utilisation	90–100% workload	55–60% workload	Reduced overload, more focus on
Number of clients onboarded	3–4	8–10	2–3× higher throughput
Revenue activation delay	€250k/quarter	€0	Eliminated revenue leakage

ROI: Recouped investment in 2.5 months through team cost savings & faster revenue realization.

**PARTNER WITH THE PROVEN TEAM —
LET'S START**

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