Section	Question	Tiny LLC
Company Profile	**Industry & Business Model**	Services, B2B
Company Profile	**Scale (Revenue & Headcount)**	Micro (<$2M), 5 emp. + 10 freelance
Org Structure	**Who manages finance & accounting?**	Outsourced bookkeeping
IT Landscape	**Core Systems (Accounting, CRM, Task Trackers)**	Excel, Messengers
IT Landscape	**How is data exchange configured between systems?**	No systems, no exchange
Budgeting	**Where/How is the budget managed (Plan/Fact)?**	Excel, Annual plan, irregular actuals
Treasury	**Incoming Invoices Volume per month & Format**	~7 pcs (PDF/Scan)
Treasury	**Approval & Payment Process**	Messenger approval -> Manual input in Bank
Treasury	**Effort: Data entry from invoice to system**	Manual, ~15 min/invoice
Sales	**Outgoing Invoices/Acts Volume per month**	~1-2 pcs
Sales	**Client Invoicing Process**	Manual (Excel/Word)
Contracts	**New Contracts Volume per month**	Up to 5
Contracts	**Where are contracts stored & approved?**	Shared folder, messengers
HR	**Monthly Hiring & Onboarding**	0-1 (rare), manual process
HR	**Time Tracking (Timesheets)**	Not tracked
Pains & Risks	**Key "Manual" Operations (Copy-Paste)**	Inputting payments to bank, creating contracts
Pains & Risks	**Dependency on specific people (Bus Factor)**	High (Everything on CEO)
Pains & Risks	**Satisfaction with current automation (1-10)**	2 (Chaos)

Automation Potential Assessment Report

Date: December 10, 2025

1. Executive Summary

Company Overview
The Company, operating under the name Tiny LLC, is a micro-enterprise focused on B2B services. The organization size is very small, comprising 5 employees supplemented by 10 freelance resources. Financial management, specifically bookkeeping, is currently outsourced.

Current State Assessment
The current operational state is characterized by a high degree of manual intervention and reliance on unstructured data handling. Core processes utilize rudimentary tools such as spreadsheets and instant messaging applications for critical tasks, resulting in low maturity and significant operational risk. The stated satisfaction level with current automation is low (2 out of 10).

Key Conclusion
The primary opportunity for improvement lies in standardizing and automating core financial transactional processes, particularly invoice processing and payment initiation, which currently suffer from significant manual data entry and approval bottlenecks.

2. Maturity Assessment

Model Overview
The Capability Maturity Model Integration (CMMI) is a process improvement framework used to evaluate the maturity of an organization's processes. It defines five progressive levels: Level 1 (Initial—unpredictable, reactive processes), Level 2 (Managed—processes are established but project-dependent), Level 3 (Defined—processes are standardized across the organization), Level 4 (Quantitatively Managed—processes are measured and controlled), and Level 5 (Optimizing—continuous process improvement through quantitative feedback).

Company Assessment
Level 1 (Initial).

Justification
The assessment points strongly toward Level 1. Processes are highly reactive and undocumented, relying almost entirely on manual execution within non-enterprise tools (Excel, Messengers). The dependence on the CEO for critical oversight (Bus Factor: High) confirms that processes are not repeatable, managed, or defined beyond immediate, ad-hoc execution. The lack of system integration ("No systems, no exchange") further anchors the environment at the lowest maturity level.

Data Readiness Index
Low. Data structure is predominantly unstructured or semi-structured. Financial data resides in Excel for budgeting, and invoices are received as PDFs or scans. Critical approvals and contract

storage exist in shared folders and messengers, indicating a significant lack of structured data repositories or standardized digital formats.

3. Process Deep Dive

Finance and Treasury Operations

Current Status
Incoming invoice volume is approximately 7 pieces per month, received primarily as PDF or scanned documents. Budget management is performed annually in Excel, with actuals tracked irregularly. Outgoing invoice volume is very low, approximately 1-2 pieces monthly, generated manually using Excel and Word. Data entry effort for incoming invoices to the bank system is estimated at 15 minutes per invoice.

Pain Points / Bottlenecks
Approval relies on informal communication via messengers, creating an audit trail risk. Significant manual effort (copy-paste) is required to input payment instructions into the bank system. Budget tracking lacks rigor due to irregular actuals reporting.

Recommendation
1. Incoming Invoice Processing: Implement Optical Character Recognition (OCR) and workflow to automate data extraction from PDFs and route for digital approval, eliminating manual data input before payment initiation.
   - Solution Type: AI
2. Payment Execution: Develop a system connection or file interchange mechanism to push approved payment batches directly to the bank interface, bypassing manual input.
   - Solution Type: RPA

Budgeting and Financial Control

Current Status
Annual budgeting is done via Excel. Actual performance tracking is irregular. Bookkeeping is outsourced.

Pain Points / Bottlenecks
Lack of real-time or standardized actuals reporting hinders proactive financial control and variance analysis, contributing to the overall Level 1 maturity.

Recommendation
1. Budget Tracking Standardization: Migrate from irregular Excel actuals tracking to a standardized monthly reconciliation process utilizing the outsourced bookkeeper's final records to populate a central budget tracking template.
   - Solution Type: Process Optimization / Standardization

Sales and Contracts Management

Current Status
Outgoing invoices/acts are 1-2 per month, created manually. Up to 5 new contracts are generated monthly. Contracts and approvals are managed via shared folders and messengers.

Pain Points / Bottlenecks
Manual creation of sales documentation (invoices/acts) is inefficient despite low volume. Contract management lacks formal version control, approval workflow, and centralized, secure storage, creating potential legal risk.

Recommendation
1. Contract Standardization: Develop standardized contract templates and establish a formal, documented approval workflow within the existing shared folder structure, mandating approval sign-off before final filing.
   - Solution Type: Process Optimization / Standardization
2. Sales Documentation Generation: Implement templates within a standard document tool (even if still Excel/Word based initially) ensuring consistent data fields for outgoing documents.
   - Solution Type: Process Optimization / Standardization

Human Resources

Current Status
Hiring volume is rare (0-1 per month). Time tracking (timesheets) is explicitly not tracked.

Pain Points / Bottlenecks
Lack of time tracking introduces potential compliance or payroll ambiguity, especially concerning freelance resource allocation, although volume is low.

Recommendation
1. Time Tracking Policy: Establish a minimal, required process for tracking freelance engagement hours to ensure basic governance, even if the mechanism remains manual temporarily.
   - Solution Type: Process Optimization / Standardization

4. Prioritization Matrix

Recommendations are prioritized based on estimated impact versus required implementation effort, focusing initially on high-risk transactional processes.

Quick Wins (High Impact / Low Effort)

   - Sales Documentation Generation
   - Solution Type: Process Optimization / Standardization
   - Rationale: Low volume (1-2 pcs/month) suggests that standardizing templates is a rapid, high-value step to ensure consistency in outgoing documentation.

   - Budget Tracking Standardization
   - Solution Type: Process Optimization / Standardization
   - Rationale: Establishing a defined schedule for reconciling outsourced data monthly, even using existing Excel, requires minimal technological lift but immediately improves financial oversight regularity.

   - Contract Standardization
   - Solution Type: Process Optimization / Standardization
   - Rationale: Creating defined templates and enforcing documented approval paths for up to 5

contracts monthly is achievable through internal policy definition.

Strategic Initiatives (High Impact / High Effort)

- Incoming Invoice Processing
- Solution Type: AI
- Rationale: Automating extraction (OCR/AI) for 7 monthly PDF invoices offers significant time savings (15 min/invoice manual entry) and eliminates manual input risk, but requires investment in OCR technology.

- Payment Execution
- Solution Type: RPA
- Rationale: Eliminating the manual data entry of payments into the bank represents a critical process fix, but establishing bank connectivity or secure RPA deployment typically requires moderate to high integration effort.

Low Priority Items

- Time Tracking Policy
- Solution Type: Process Optimization / Standardization
- Rationale: Hiring volume is rare, making the governance risk associated with non-tracked time a lower immediate priority compared to financial transaction automation.

5. Technology Landscape & Risks

Current Stack
- Core Systems: Excel, Messengers
- Financial Interface: Bank System (manual input required)
- Document Storage: Shared Folder

Risks
- Bus Factor / Operational Dependency: Critical reliance on the CEO for process oversight and execution creates an existential risk should the CEO become unavailable.
- Data Integrity and Auditability: Approval processes conducted via messengers lack formal audit trails, posing risks during financial review or audits.
- Manual Error Risk: High risk of data transposition errors due to significant manual data entry required for bank payments (~15 minutes per transaction).
- Document Control Failure: Storage of contracts in a shared folder without defined workflow exposes the company to version control issues and insecure approval paths.

6. Implementation Roadmap

The roadmap is structured to first stabilize basic documentation and governance (Foundation), then implement high-impact financial automation (Pilot), and finally refine supporting functions (Scaling).

Phase 1: Foundation and Governance Stabilization (Months 1-3)
This phase addresses manual documentation and internal control maturity issues identified as Quick Wins.

- Activity 1.1: Implement Contract Standardization, developing templates and enforcing documented approval flows for all new contracts.
- Activity 1.2: Define and implement the Budget Tracking Standardization process, ensuring actuals reconciliation occurs monthly with the outsourced bookkeeping service.
- Activity 1.3: Establish the Time Tracking Policy and minimal required reporting mechanism for freelance hours.

Phase 2: Financial Transaction Automation Pilot (Months 4-7)
This phase focuses on the highest-volume, highest-effort transactional gains identified as Strategic Initiatives.
- Activity 2.1: Pilot Incoming Invoice Processing utilizing an OCR solution. Integrate the tool to automatically extract key fields from the 7 monthly PDF invoices and route them digitally for CEO approval, eliminating initial manual data entry.
- Activity 2.2: Begin preparatory work for Payment Execution RPA, including mapping the exact data fields required by the bank system for secure upload based on finalized, approved digital payment batches from Activity 2.1.

Phase 3: Optimization and Scaling (Months 8+)
This phase completes the major automation path identified.
- Activity 3.1: Deploy the Payment Execution RPA solution to push approved payment batches directly to the bank, completing the straight-through processing (STP) path for procure-to-pay functions.
- Activity 3.2: Review the Sales Documentation Generation process to determine if the low volume warrants moving to a light, template-driven CRM/billing tool or if standardization in the current tools is sufficient given the micro-scale.