

PROFESSIONAL SERVICES • DELIVERY

Cutting research and drafting cycle time in half with agent-assisted delivery

A professional-services firm put agents on its highest-volume work — research, first drafts, and client intake — and redeployed senior talent to the judgment clients pay for.

Client: A mid-size professional-services firm

51%

faster research & drafting

2 days

proposal turnaround, from a week

30%

more senior hours on client work

+9 pts

proposal win rate

THE CHALLENGE

High document and process volume — research, first-draft proposals and memos, and client intake — pulled senior professionals off billable, high-value work. Proposal turnaround was slow, and quality depended on who happened to be free.

THE APPROACH

KOI built agents for the firm's repeatable knowledge work: a research-synthesis agent that gathers and summarizes source material, a drafting agent that produces structured first drafts of proposals and memos in the firm's voice, and an intake agent that captures new-client information into a clean brief. Everything runs through the firm's own systems, with a professional reviewing and owning every output.

◆ Research synthesis

◆ First-draft generation (proposals, memos)

◆ Structured client intake

THE RESULTS

First drafts arrived in hours instead of days, senior staff spent their time sharpening rather than starting, and the firm won more of the proposals it chased — while every deliverable still carried a named professional's judgment.

“Our people do the thinking; the agents do the assembling. Clients get better work, faster.”

