Integrated AI in practice

Three client stories. One principle: design the operating model around the business.



01 / DPS Compliance Hub

An ISMS Workspace that connects risks, controls, documents and everyday responsibilities.

02 / CyprusMove Limited

An AI-assisted client platform joining relocation, property discovery and proposal management.

03 / Data Privacy Services

A portal connecting client management, sales order processing and ongoing privacy compliance.

Business analysis • Purpose-built applications • Reviewable AI

01 / CLIENT CASE STUDY

Making ISO 27001 practical for smaller businesses

SmartflowAI designed and built an ISMS Workspace for DPS Compliance Hub, translating the demands of information security management into a practical application for small and medium enterprises. The result brings implementation planning and ongoing governance into one connected working environment.



The business challenge

For a smaller business, implementing ISO 27001 can create an administrative burden that competes with day-to-day delivery. Risk assessments, control decisions, policy updates, meeting actions and evidence can become scattered across spreadsheets and folders. The difficult part is maintaining a clear connection between what the organisation has decided, who owns the work and how completion is evidenced.

Business analysis before development

SmartflowAI examined the operating needs behind the compliance process: defining scope, identifying assets and risks, selecting applicable controls, assigning responsibilities and preparing evidence for review. The analysis focused on recurring pain points such as duplicate entry, unclear ownership, inconsistent document versions and the effort needed to keep registers current. These needs shaped the application around the work people actually perform, rather than a collection of disconnected compliance forms.

How the solution works

One workspace for implementation and management

The solution connects a management overview, implementation plan, risk register, Statement of Applicability, controlled documents and process records. Owners, dates and status make the next action visible. Risk records capture inherent and residual exposure, treatment decisions and supporting evidence; linked threat information gives reviewers context for reassessment. The implementation timeline helps the team coordinate activities and dependencies, while process links make the relevant documents easier to find.

AI that reduces preparation effort

AI supports the administratively heavy work around risk assessment and governance by preparing process documentation using the organisation's saved context and the selected procedure. This gives the team a structured starting point for risk management documentation, reducing repeated drafting and helping users connect their business context to the assessment process. The risk register provides the structured assessment and calculation of scores. People review the content, assess likelihood and impact, decide treatments and accept risks; AI drafts do not approve controls or certify the organisation.

Designed for practical use

The user experience was refined around familiar business tasks: finding a document, updating a register, assigning an action and understanding what needs attention. Clear process navigation, searchable document lists, visible review status and spreadsheet exports support both consultants and business users. Drafting, named approval and retained Word and PDF versions make document governance part of the working process. The design gives users enough context to act without requiring them to navigate the whole standard at every step.

The resulting operating model

DPS Compliance Hub has a purpose-built environment for supporting SME implementation and continued management of an ISMS. Consolidating the working records reduces fragmented administration and makes ownership, progress and evidence easier to review. The important change is a repeatable way of working: business context informs the assessment, actions have owners, documents pass through review and management can see where attention is needed.

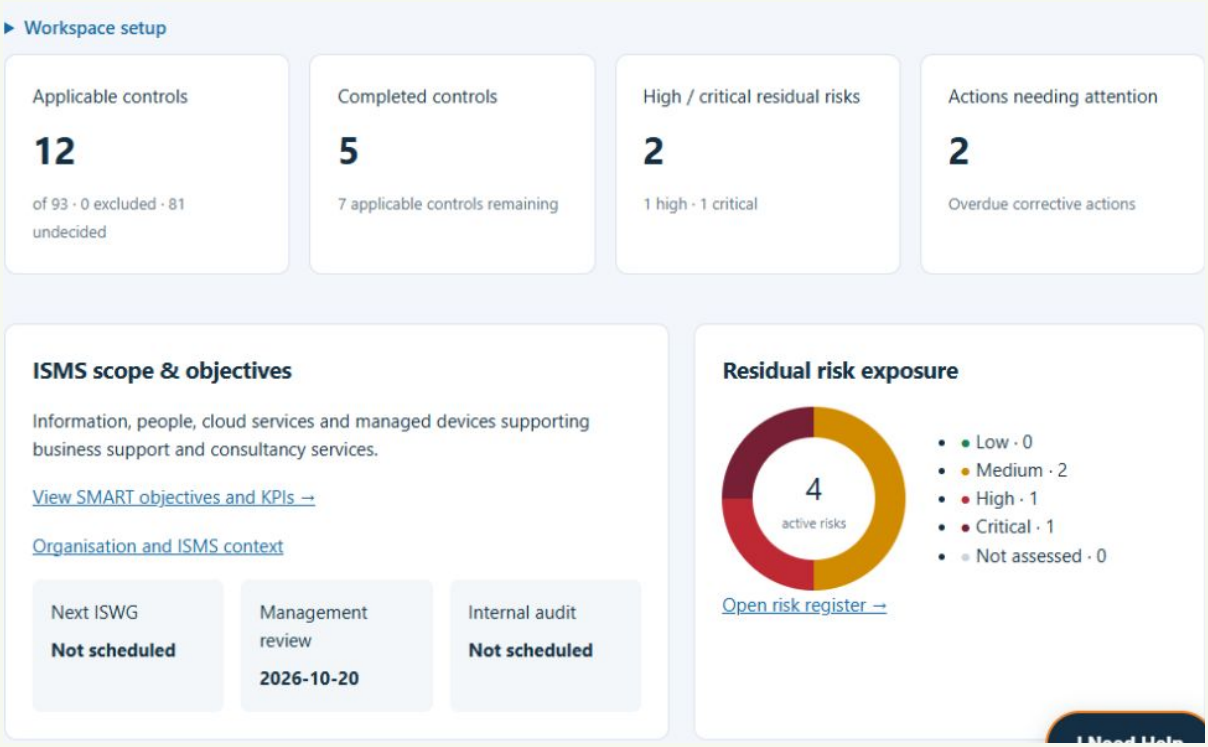
The connected workflow

Business context → Risk assessment → Controls & actions → Reviewed evidence

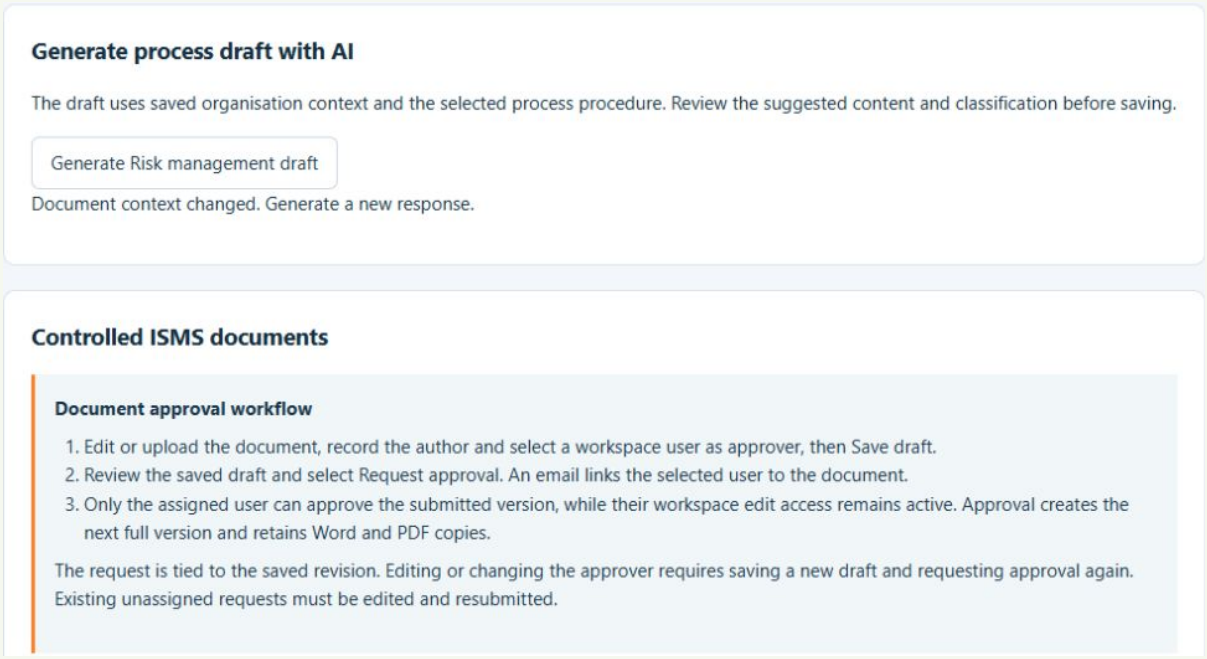
Explore DPS Compliance Hub / https://dpscompliancehub.com/

Inside the implemented workspace

Actual ISMS Workspace screenshots, captured from the Alderbridge demonstration environment. Values and records illustrate the product; they are not client performance results.



Management overview: controls, actions and residual risk exposure.



AI process drafting connected to a named document approval workflow.

02 / CLIENT CASE STUDY

Two websites. One connected client journey.

SmartflowAI helped CyprusMove Limited develop a client management system that joins its relocation and property websites into an integrated platform. The new client portal replaces dependency on separate CRM and ticketing tools for the workflows brought into the application, connecting enquiries to organised client service.



The business challenge

CyprusMove's customer journey spans relocation advice and property searching. Enquiries from different websites need to become coherent client requirements, proposals and delivery actions. Managing those steps across standalone SaaS CRM and ticketing systems creates repeated entry, separate conversation histories and ongoing licensing costs. The team needed a joined-up view of the client, with processes that reflected its own services.

Joining the digital front doors

SmartflowAI connected the operating model behind cyprusmove.com and cyprusmoveproperty.ai through a shared client portal. The design brings enquiry context, client requirements and follow-up activity into one platform, so a property interest can be understood alongside the wider relocation requirement. The websites retain their distinct purposes while the team works from a coordinated client journey.

How the solution works

From enquiry to AI-supported workflow

AI assistance helps turn an initial enquiry into useful working information: a summary of the requirement, gaps to clarify and a starting point for the next response. The portal supports proposal management and client workflows, keeping the service discussion connected to delivery. Staff can review the information, refine the response and manage the next action with the client's context in view, rather than reconstructing the conversation across different tools.

Property discovery within the service journey

The property website and client portal are designed to work together. AI supports the exploration of client preferences and property requirements, helping the team focus the search and prepare relevant follow-up. Property searching becomes part of the broader relationship, alongside proposals and relocation support. Consultants remain responsible for confirming suitability, availability and the advice or commitments made to the client.

Consolidation with a business purpose

The project combines client records, enquiry handling and service workflows in an application designed around CyprusMove's needs. It reduces handovers between separate systems and the manual work required to keep them aligned. Bringing the relevant CRM and ticketing functions into the portal also removes the need for separate legacy licences for those replaced workflows. The efficiency comes from simplifying the operating model as well as introducing AI.

The resulting operating model

CyprusMove has an integrated foundation for managing enquiries, proposals, property requirements and client activity. The team can carry information forward through the journey, reducing rekeying and time spent coordinating tools. Consolidating replaced SaaS functions creates licensing cost savings, while a shared client view supports a more informed customer experience. No percentage or monetary saving is quoted without a measured project baseline.

The connected workflow

Website enquiry → AI-assisted context → Proposal & property search → Client workflow

CyprusMove / https://cyprusmove.com/

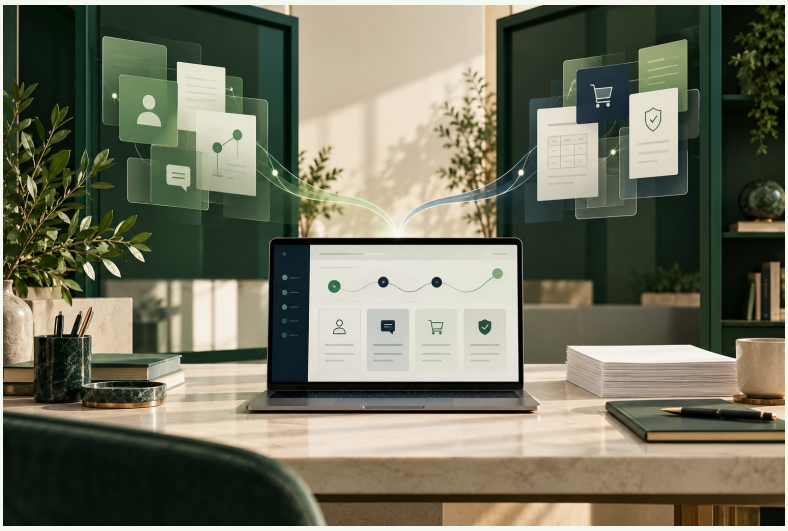
CyprusMove Property / https://cyprusmoveproperty.ai/

Client portal / https://portal.cyprusmove.com/

03 / CLIENT CASE STUDY

Two brands supported by one client platform

SmartflowAI worked with the team at Data Privacy Services to design a client portal from scratch. It brings Data Privacy Services and DPS Compliance Hub, and their associated websites, into a shared back-end operating system for client management, sales order processing and compliance delivery. The portal is now deployed across the business's existing client base.



The business challenge

Clients may first engage through one brand and then need support across a wider range of privacy and compliance services. Without a shared operating environment, sales records, service requests and compliance documentation can become disconnected. The team needed to preserve the identity of each brand while giving staff a consistent way to manage the relationship and the work that follows an order.

Designed with the delivery team

SmartflowAI worked with Data Privacy Services to shape the portal around its customer journey and service responsibilities. The design connected the stages of enquiry, proposal, sales order and ongoing client delivery. It also considered what clients need to provide, what consultants need to review and how documents and actions remain associated with the right organisation. Building from scratch allowed the workflow to reflect the business rather than forcing it into the conventions of separate tools.

How the solution works

One back end, two brand experiences

The system provides a shared foundation for client records and sales order processing across dataprivacyservices.co.uk and dpscompliancehub.com. Brand context can be retained while the delivery team coordinates client work in one environment. Client workspaces organise compliance activity, requests, documents and actions, providing continuity between the commercial relationship and the operational service.

AI supporting the customer journey

AI helps users understand and progress specific requests by preparing useful context and supporting responses. In documentation development, AI provides a starting point based on client information and the required process, reducing repetitive preparation. Consultants review and adapt the output before it becomes advice or an approved document. This combines faster preparation with the professional judgement needed for privacy compliance work.

Practical delivery and ongoing support

The portal supports the recurring activities involved in managing data protection compliance, including client requests, tasks, meetings, risk information and documentation. Organised records make it easier to see what has been requested, what remains outstanding and who needs to act. The experience is designed to help clients engage with their obligations while giving the service team the information needed to provide targeted support.

The resulting operating model

Data Privacy Services now has a purpose-built client portal deployed to its existing clients, supporting their management of compliance with data protection legislation. A shared back end connects the two brands' customer journeys with sales and service delivery. AI reduces the effort involved in preparing information and documentation, while the team retains responsibility for review, client advice and decisions. The platform provides a foundation for consistent service and continual improvement.

The connected workflow

Brand website → Proposal & sales order → Client workspace → Ongoing compliance

Data Privacy Services / https://dataprivacyservices.co.uk/

DPS Compliance Hub / https://dpscompliancehub.com/

Build the next way of working.

Start with your business challenge. Connect the systems, information and decisions that matter.

Assess

Understand the current operating model, the pain points and the opportunity for improvement.

Build

Design focused applications and AI-assisted workflows around the practical needs of your team.

Improve

Support adoption, review outcomes and identify the next opportunity to improve.

Let’s discuss your opportunity for automation.

smartflowai.uk

info@smartflowai.uk

+44 20 8834 0177

Project descriptions reflect the delivered solutions and operating models. No audited financial or time-saving figures are asserted. Product screenshots show demonstration data.