



10xWork.AI:

From Reading the SOP to AI Helping People Do the Job Correctly



The Real Question on the Frontline

Most organisations do not have a shortage of SOPs. They have a shortage of **SOPs that actually help people while work is happening**. The procedure may exist in a PDF. Training may have been conducted six months ago. A video may sit somewhere in SharePoint. The most experienced supervisor may know exactly what to do.

But when an employee is standing in front of a machine, receiving goods in a warehouse, inspecting a hotel room, servicing an HVAC unit or handling a safety-critical procedure, the real question is much simpler:

"What should I do now?"

That is the problem **10xWork.AI** is designed to address.

10xWork.AI is an **AI Frontline Knowledge, Training and Work Assistant** that connects organizational knowledge with actual work execution.

The idea is to move organizations from:

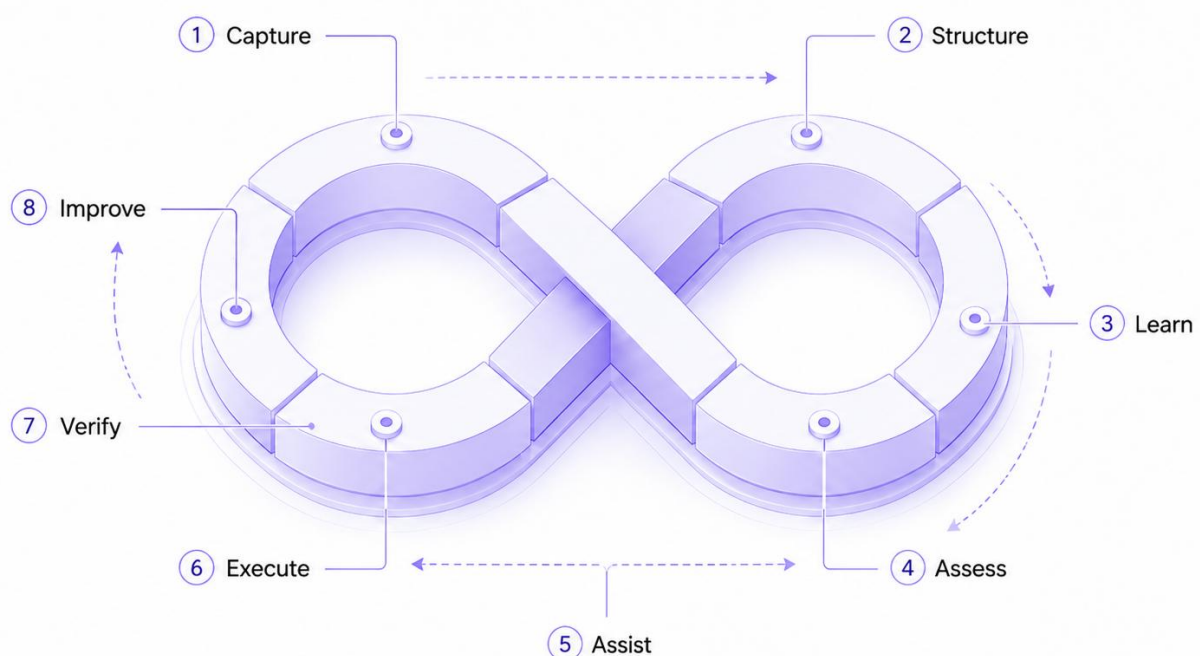
"Read the SOP and remember what to do."



"AI helps me perform the work correctly, step by step."

This creates a completely different approach to frontline operations.

Instead of treating knowledge management, training, skills management, work execution and compliance as separate activities, 10xWork.AI connects them into one continuous cycle.



The Frontline Knowledge Problem

Most companies already have tremendous amounts of operational knowledge. The problem is that the knowledge is fragmented.

It may sit across:

Documents & Systems



SOP documents



Work instructions



Maintenance manuals



Training videos



SharePoint sites



PDFs and PowerPoint presentations



Safety manuals



Quality checklists

People & Informal Sources



WhatsApp conversations



Service tickets



Experienced supervisors



Long-serving employees



People's personal notebooks

And, unfortunately, people's memories. This creates several operational problems.



Knowledge disappears when people leave

A technician with 15 years of experience may understand hundreds of practical situations that were never properly documented.

When that employee retires or leaves the company, a significant portion of that knowledge can disappear.

The organisation may still have the SOP. But it may not have the practical knowledge required to execute the SOP correctly.

SOPs do not automatically translate into correct execution

Employees may receive a 40-page procedure. But during actual work, they may need only three lines from that document. Finding the correct information quickly can be difficult.

This becomes even more challenging in environments such as:



Manufacturing



Warehouses



Construction sites



Hospitals



Facilities management



Hotels



Oil and gas operations



Retail stores



Field service environments



Frontline workers typically need **answers within seconds**, not documents within minutes.

Training is disconnected from actual work

Traditional training usually happens before the employee starts performing the task. But people forget. More importantly, operational situations change. A worker might complete a training programme and encounter a problem three months later that was never covered in the classroom. The real opportunity is therefore not simply better training. It is **continuous learning while work is being performed**.

Management often cannot verify actual competency

An employee may have:



Attended training

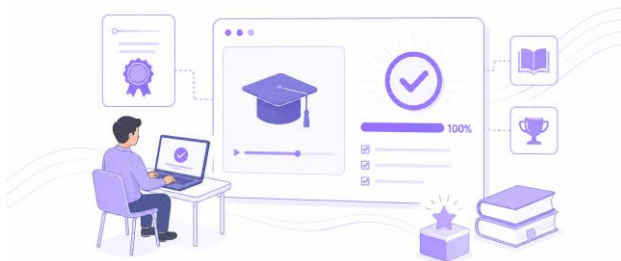


Watched the training video



Completed an assessment

But does that mean the employee can perform the task correctly? Not necessarily.



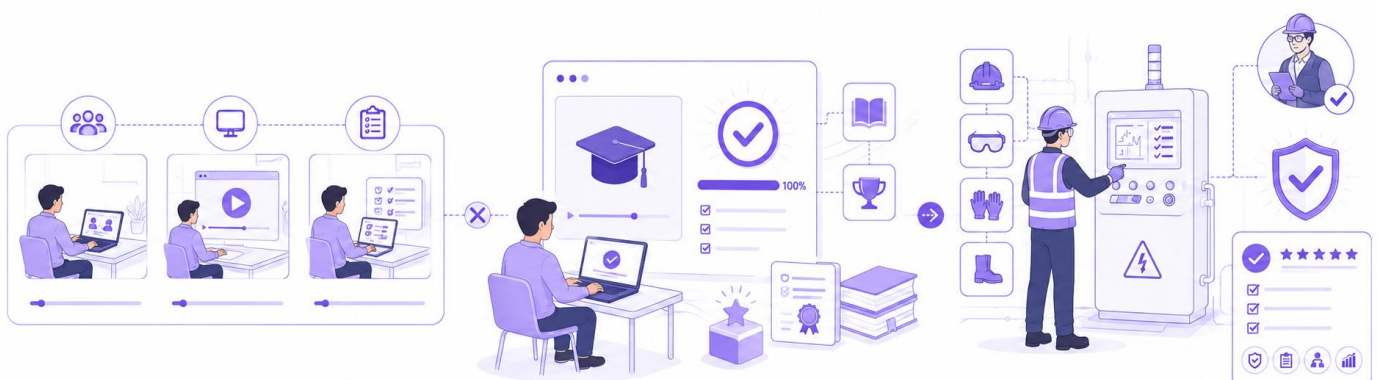
"The employee completed the course."



"The employee demonstrated that they can safely perform the task."

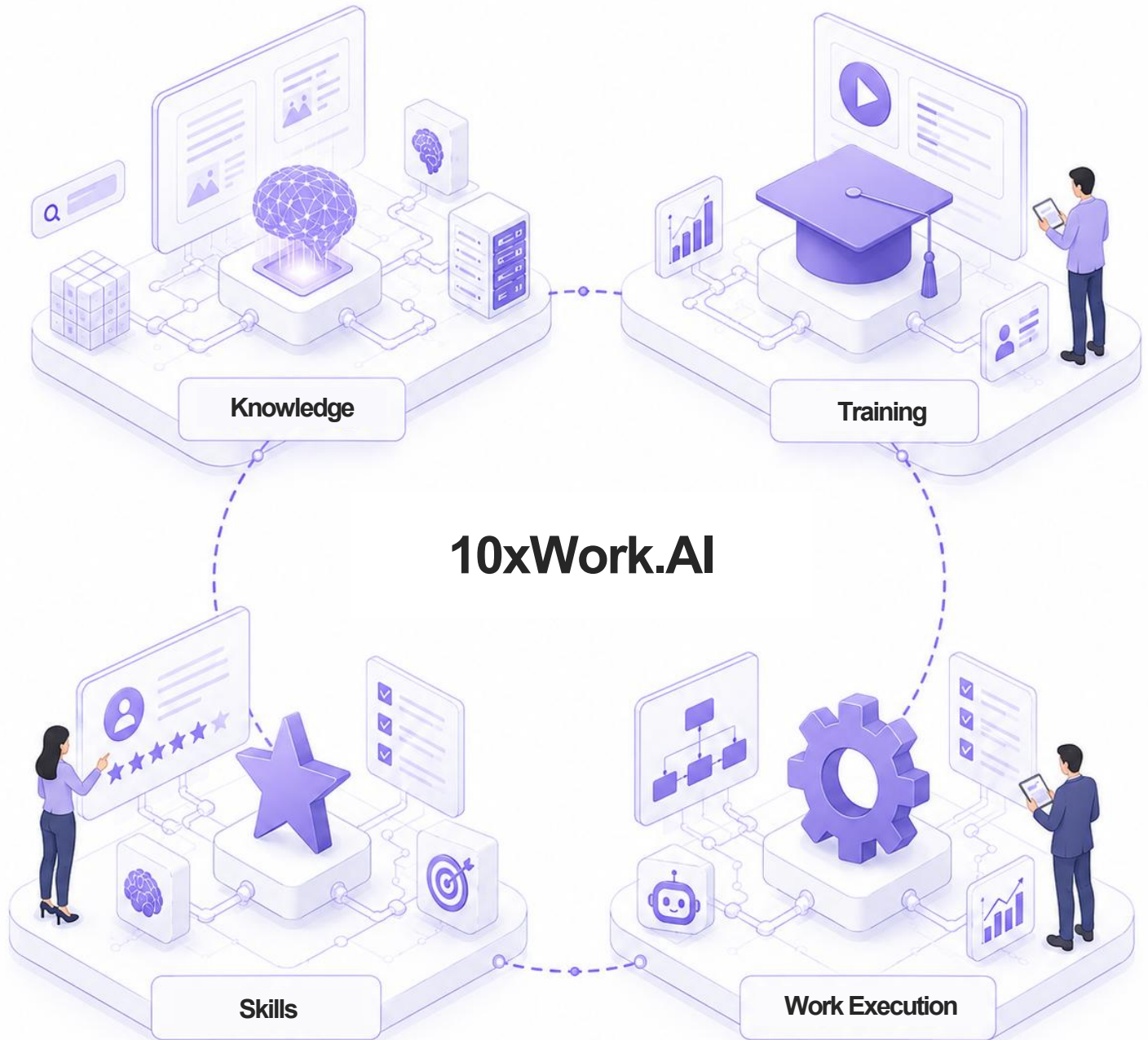
There is an important difference between these two statements.

10xWork.AI introduces the concept of a **Live Skills Passport**, where organizations can understand what each employee is actually trained, tested and authorized to perform.



Introducing 10xWork.AI

10xWork.AI connects four things that organisations traditionally manage separately:



The platform is designed around eight interconnected capabilities.

1. 10xCapture.AI

Capture how work is actually performed

The first challenge is capturing knowledge. Traditional documentation projects can take weeks or months because someone has to:

Observe the work → Interview employees → Write the SOP → Review it → Correct it → Publish it.

AI can dramatically simplify this process. With **10xCapture.AI**, an experienced employee or supervisor can simply demonstrate the process.

The system can capture:



Video



Voice



Actions



Machine interactions



Process steps



Safety instructions



Quality checks



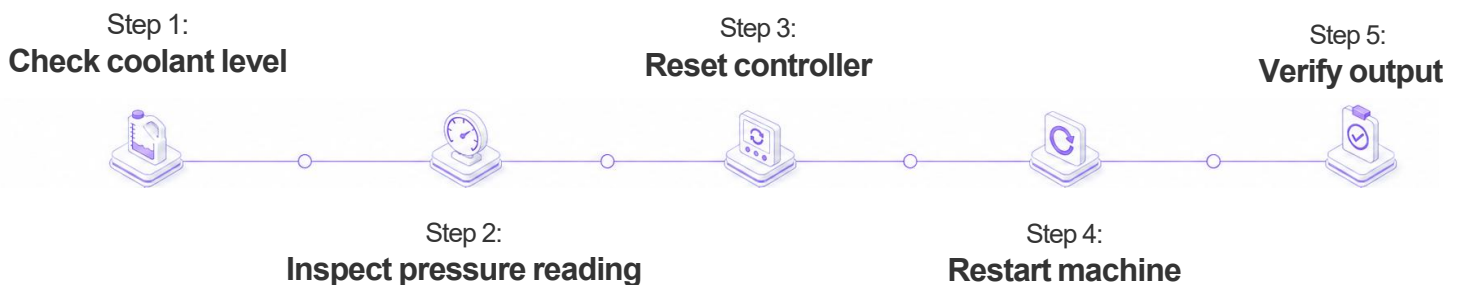
Exceptions



Troubleshooting knowledge

AI can then help convert this into structured content.

For example, imagine a senior technician demonstrating how to reset an industrial machine. The AI could automatically identify:



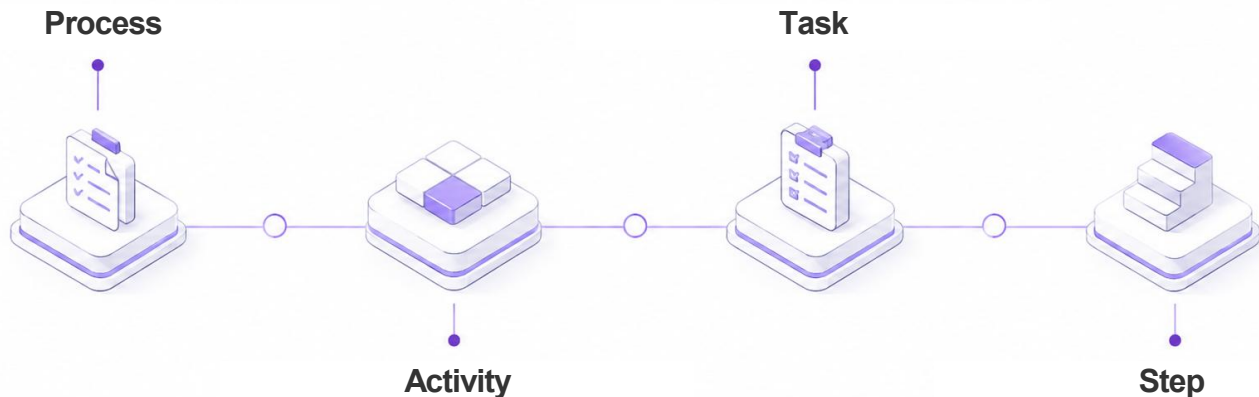
Additional information such as warnings, safety requirements and exceptions can also be captured. This can turn **days of documentation work into minutes or hours**. The important point is that organizations start documenting **how the work is actually performed**, not merely how someone believes it is performed.

2. 10xSOP.AI

Convert knowledge into controlled work instructions

Captured knowledge needs structure. 10xSOP.AI converts operational knowledge into controlled digital work instructions.

A procedure can be structured as:



Each step can contain:



text



images



videos



diagrams



voice instructions



checklists



forms



quality checks



safety warnings



troubleshooting
guidance



approvals



escalation rules

This creates what can effectively become a **digital operating manual for the organisation**.

Version control becomes particularly important. When a procedure changes, employees should not continue referring to an outdated PDF downloaded six months earlier.

10xSOP.AI can maintain the principle:

One approved version. One source of operational truth.

3. 10xLearn.AI

Train people around the work they actually perform

Traditional corporate training is often organised around courses. Frontline training should instead be organised around **roles and actual work responsibilities**.

- A forklift operator requires different knowledge from a warehouse receiver.
- A maintenance technician requires different training from a facility supervisor.

10xLearn.AI can therefore create role-based learning paths.

Employees can receive:



task-specific training



micro-learning content



assignments



reminders



assessments



quizzes



refresher training

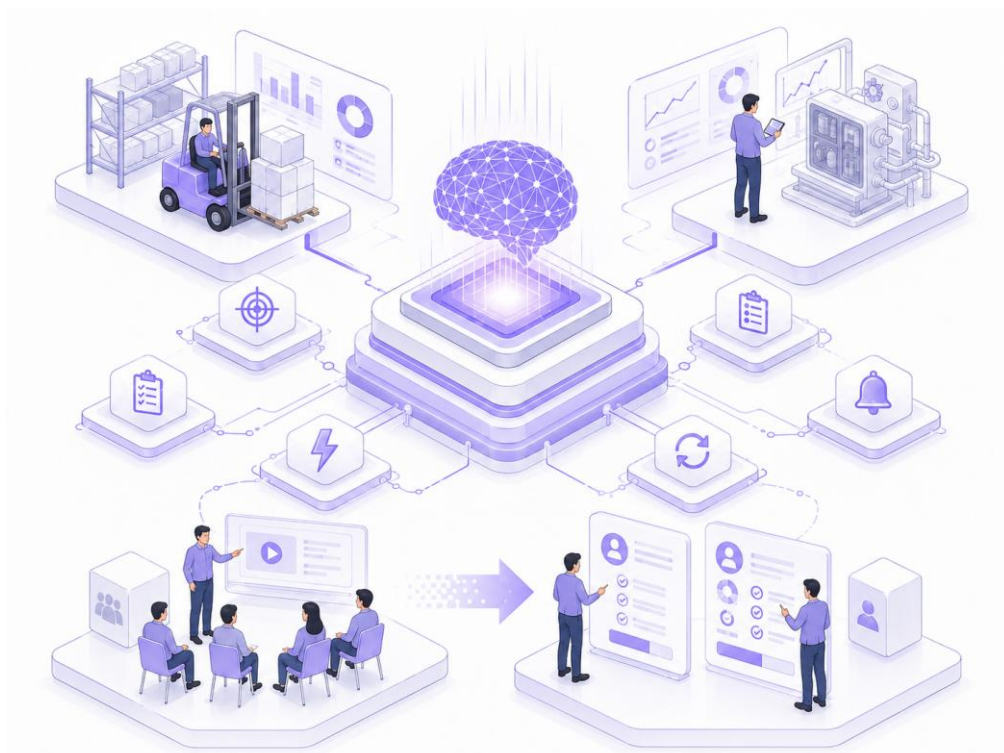


certification

Training can also become adaptive. An employee who repeatedly performs a task successfully may require less training. Someone struggling with a particular activity can receive additional guidance.

This moves organizations from:

"Everyone gets the same training." to: "Every employee gets the training they actually need."



4. 10xSkills.AI

Create a Live Skills Passport for every employee

One of the most valuable outcomes of the platform is the ability to build a real-time skills profile for every employee.

Consider a warehouse employee whose skills passport might show:

Skill	Status
Forklift Operation	Certified
Receiving	Advanced
Picking	Advanced
Packing	Intermediate
Dangerous Goods	Not Certified

Management immediately understands what that employee can and cannot safely perform.

The platform can track:



skill levels



certifications



expiry dates



re-certification requirements



multi-skill capability



competency gaps



training needs



authorisation levels

AI can also help identify organizational skills risks.

For example:

"Only three employees on the night shift are currently certified to handle dangerous goods."

That becomes a workforce planning issue before it becomes an operational problem.



5. 10xAssist.AI

Put the AI assistant beside the employee

This is where the knowledge starts becoming operational. Employees can ask questions naturally.

"Machine 7 is showing error E27. What should I do?"

Instead of searching through a manual, the AI assistant can respond:

➤ **"E27 indicates low coolant pressure."**

Then guide the worker:

➤ **"Step 1: Check the coolant level."**

If the problem continues:

➤ **"Step 2: Inspect the coolant pump."**

The employee can continue interacting conversationally.

The assistant may be available through:



WhatsApp



Microsoft Teams



Mobile application



Tablet



Kiosk



QR code



Web interface



Voice interface

This means operational knowledge becomes available **at the point of work.**

The objective is simple:

The right help. At the right moment.



6. 10xVision.AI

Let AI see the work

Some frontline situations cannot be solved through text alone. The worker may need to show the AI what they are seeing.

Using Vision AI, an employee could point the device camera at:



a machine



a component



damaged
equipment



a product



a safety
condition



a quality
defect



a hotel
room



a warehouse
pallet



a maintenance
issue

The AI can then assist with inspection and guidance.

Vision AI can support areas such as:



inspection



quality assurance



troubleshooting



maintenance



safety compliance



equipment identification



defect detection



work verification

For example:

An employee shows the AI a mechanical component. The system identifies the component and checks the maintenance procedure.

It may respond:

"The connector appears loose. Verify fastening before restarting the equipment."

Importantly, AI should not automatically replace human judgement in safety-critical situations. The appropriate model is **AI assistance with human oversight and controlled escalation.**

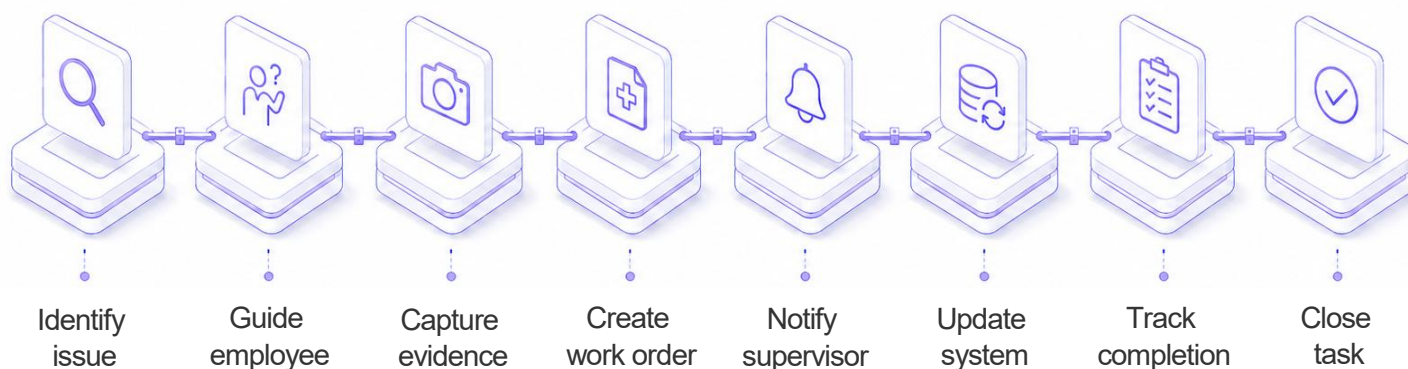
7. 10xExecute.AI

Move from instructions to work execution

Most knowledge platforms stop after giving the employee information. 10xExecute.AI goes further. The platform can help move from:

"Here is what you should do." to: "Let us help complete the work."

A typical flow might be:



For example, imagine a hotel employee discovers that an air-conditioning unit is not cooling. The employee shows the unit to 10xWork.AI. The AI identifies the probable issue. The troubleshooting steps do not resolve it.

10xExecute.AI can then:



capture the
equipment details



record the
problem



attach the
employee's photo
or video



create
a maintenance
ticket



identify the
appropriate
technician



send the work
order



update
the CMMS



track the
resolution



notify
the original
employee



close
the issue

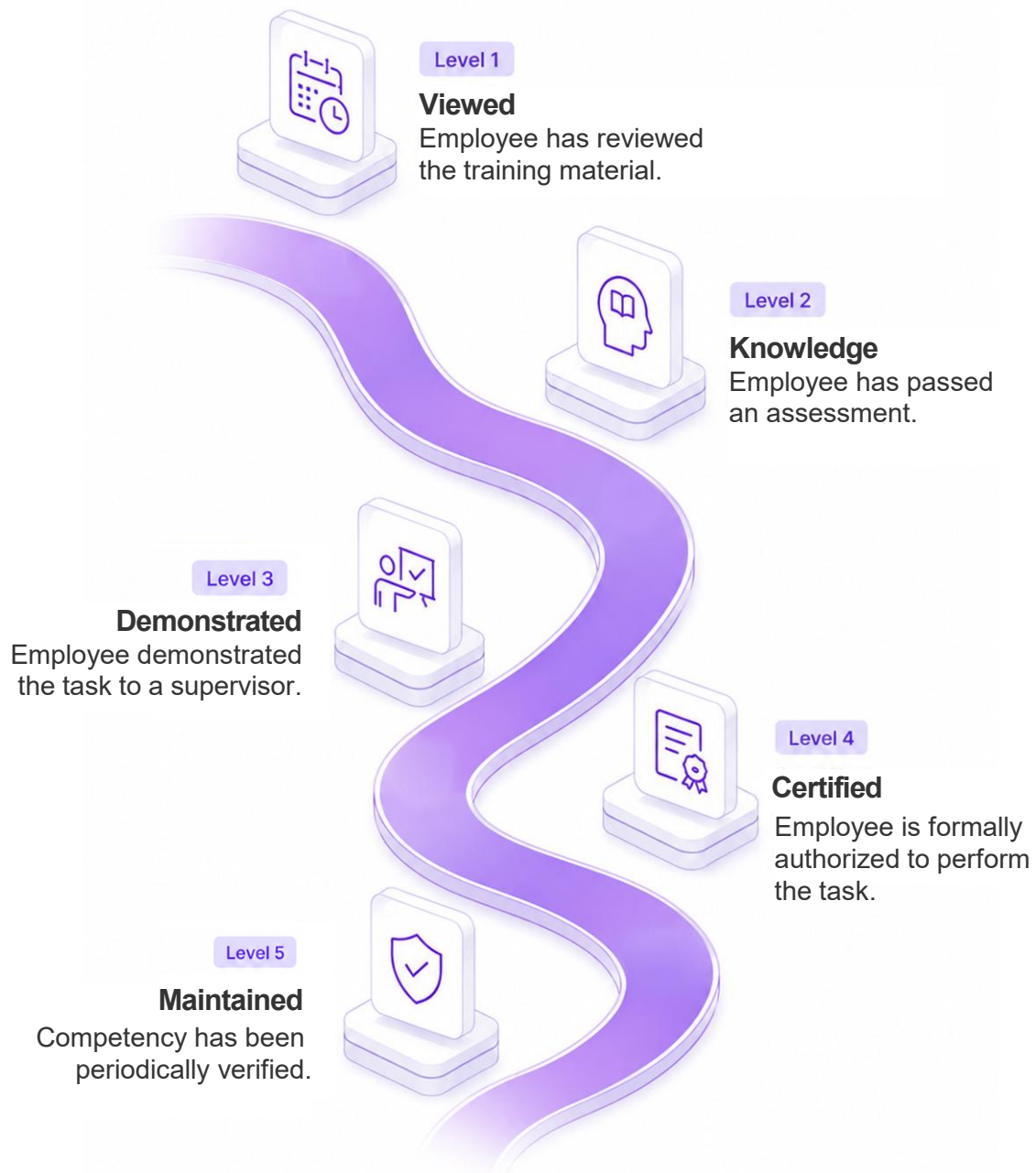
This creates a much more powerful operating model. The AI does not simply **answer questions**. It helps **move work forward**.



8. 10xVerify.AI

Verify that people actually understand the work

Training attendance alone is not sufficient. 10xVerify.AI introduces multiple levels of competency verification. A typical structure could be:



This provides organisations with far better visibility into operational capability. Instead of saying:

"Everyone completed the training."

Management can say:

"87% of employees are currently certified to independently perform this operation."

That is a much more meaningful operational metric.

The Intelligent Knowledge Architecture

For 10xWork.AI to work across a large organisation, knowledge needs structure. The platform can organise knowledge around the operating hierarchy of the company.

For example:

- Enterprise
- Function
- Location
- Process
- Activity
- SOP
- Knowledge Object

A knowledge object could include:



video



document



checklist



troubleshooting guide



image



work instruction



safety warning

Metadata can describe information such as:



employee role



equipment



location



skill



language



risk level



document version



owner

This allows the AI to provide the correct answer in context. A technician in Bahrain servicing Equipment A might receive different guidance from another employee servicing Equipment B in India. Context matters.

Multilingual by Design

Frontline workforces are often multilingual.

A single organization may have employees speaking:

- English
- Arabic
- Hindi
- Malayalam
- Tamil
- Bengali
- Telugu
- Urdu
- many other languages

Traditional SOP translation is expensive and difficult to maintain. AI creates an opportunity to maintain one approved knowledge source while allowing employees to interact with it in their preferred language. An employee could ask a question in Malayalam. Another employee could ask the same question in Arabic. The underlying approved process remains the same. This can significantly improve accessibility and adoption.



Governance and Trust

AI cannot simply be allowed to answer anything based on anything it finds. Operational environments require governance.

10xWork.AI can include controls such as:

- approved knowledge sources
- role-based access
- version control
- approvals
- audit trails
- compliance records
- escalation rules
- human oversight

The AI should know:

- Which content is approved?
- Which version is current?
- Which employee is authorised to perform the task?
- Which questions require supervisor escalation?
- Which actions can AI execute automatically?

This governance layer is critical. Especially in industries involving:



Safety



Healthcare



Manufacturing



Regulated operations



Food production



Energy



Aviation



Logistics



Integration with Existing Enterprise Systems

10xWork.AI is not intended to replace every existing system. It can operate as an intelligent layer across existing platforms. Potential integrations include:

Operational Systems



CMMS platforms



ERP systems



HRMS platforms



WhatsApp Business



document management systems

Enterprise Platforms



This is important because operational knowledge rarely exists inside one system. Employees may need information from multiple platforms to complete a task. The AI assistant can become the conversational layer that brings those systems together around the employee's job.



Industry Applications

The concept can be applied across many industries.

Manufacturing

Applications could include:

- machine operation
- line changeovers
- maintenance
- troubleshooting
- inspections
- quality control
- safety procedures
- operator certification

Hospitality

Applications could include:

- housekeeping standards
- room inspection
- maintenance procedures
- food handling
- guest service protocols
- safety procedures
- employee onboarding

Facilities Management

10xWork.AI could assist technicians working on:

- HVAC
- electrical systems
- plumbing
- elevators
- generators
- fire systems
- building maintenance

Retail

Employees could receive assistance with:

- store opening
- merchandising
- inventory
- product knowledge
- returns
- customer service
- promotions
- safety
- closing procedures

Healthcare

Potential applications include:

- equipment procedures
- clinical support processes
- sterilization
- facility procedures
- patient-handling protocols
- training
- Compliance

Clinical governance &
human oversight essential

Logistics & Warehousing

Use cases include:

- receiving
- picking
- packing
- dispatch
- forklift operation
- dangerous-goods procedures
- inventory handling
- equipment troubleshooting

Oil & Gas / Energy

Possible use cases include:

- maintenance
- safety checks
- inspection
- permit procedures
- equipment operation
- incident response
- competency verification



The Business Impact

The real value of 10xWork.AI is not the AI itself. The value comes from improving how work is performed. There are three major areas of impact.

1. Safer Operations

Employees receive the correct procedure when they need it. Potential outcomes include:



fewer safety incidents



better adherence to procedures



easier auditability



stronger compliance



faster escalation of dangerous conditions

2. Better Quality

AI-guided work helps standardise execution. Potential benefits include:



fewer defects



less variation



fewer repeat errors



reduced rework



better first-time-right performance

3. Higher Productivity

A significant amount of supervisor time is currently spent answering repetitive questions.

Examples include:



"Which form do I use?"



"What is the correct procedure?"



"Where is this part located?"



"What should I do if this error appears?"



"Who should approve this?"

If AI can answer routine questions instantly, supervisors can concentrate on situations requiring experience and judgement. Employees also spend less time searching for information. New workers can become productive faster.

A Simple ROI Example

Consider an organisation with:

- 500 frontline employees
- 50 supervisors

Assume each supervisor spends approximately:

- **30 minutes per day** answering routine questions that could reasonably be handled through an approved AI work assistant.

That equals:

50 supervisors × 0.5 hours × 225 working days
= 5,625 supervisor hours per year

Even if the platform eliminates only half of this repetitive support effort:

2,813 hours per year could potentially be redirected toward productive work.

And this calculation does not include savings from:



Reduced
Onboarding time



Fewer
Mistakes



Lower
Rework



Reduced
Downtime



Faster
Issue resolution



Fewer
Safety incidents

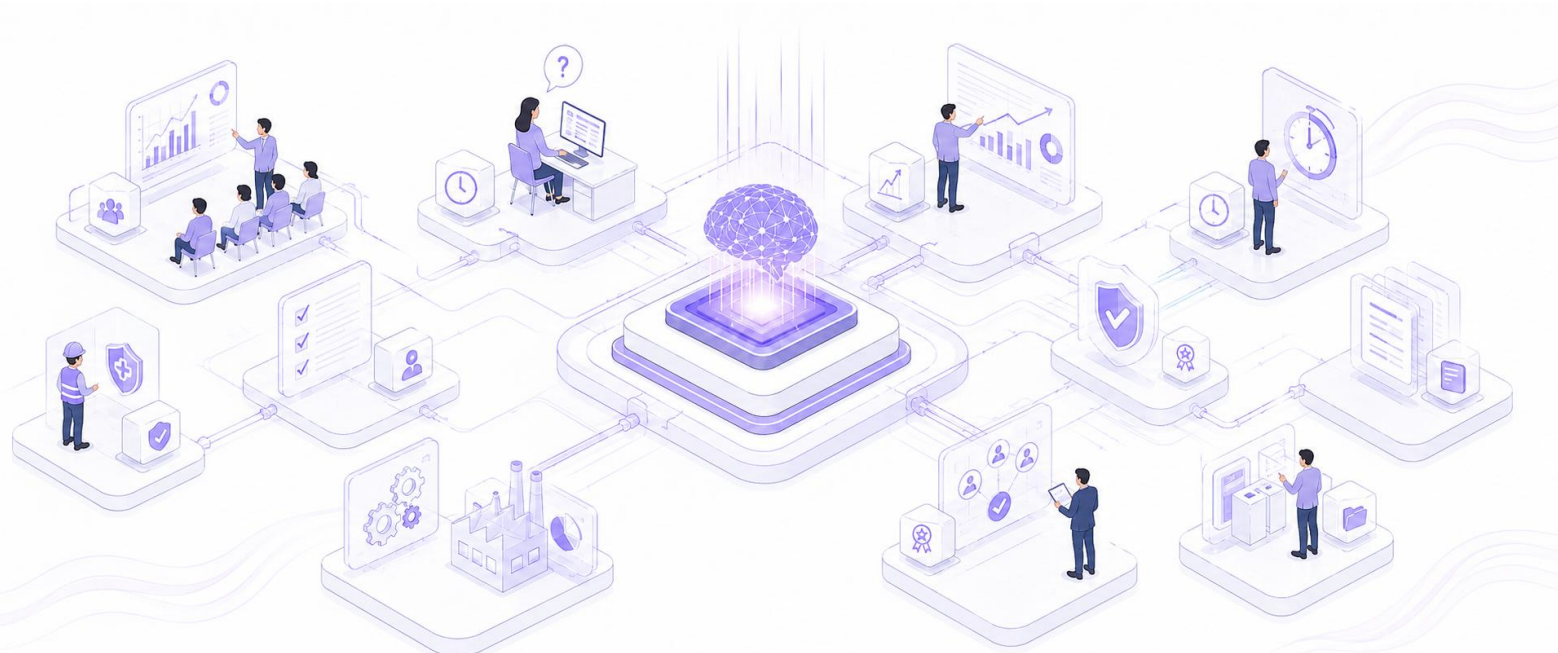


Better
Compliance



Reduced
Documentation effort

The larger financial opportunity may therefore sit outside direct labour savings.

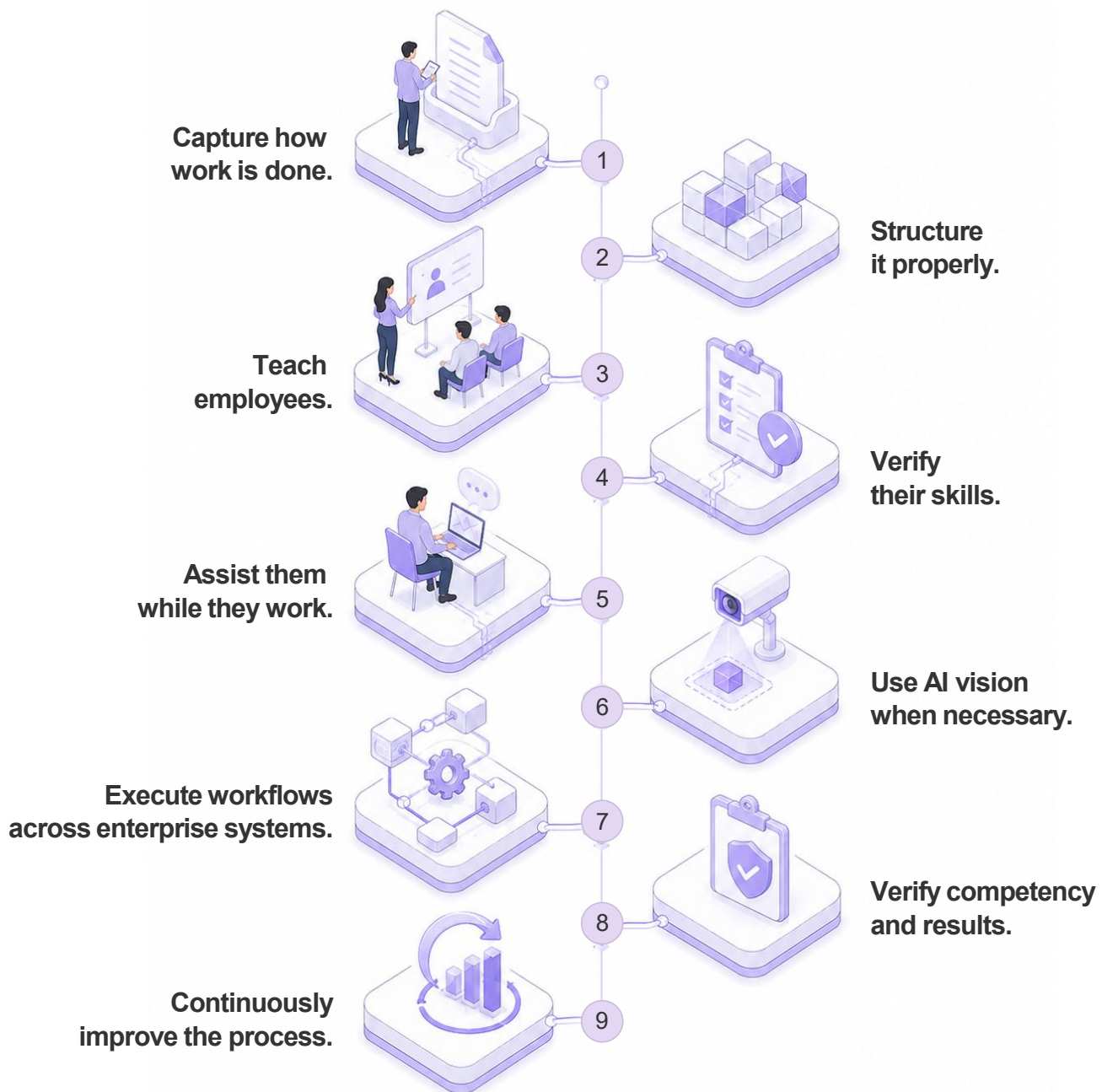


From Training Platform to Digital Workforce

This is the important shift.

10xWork.AI should not be viewed merely as another Learning Management System. Nor should it be seen only as a knowledge management platform.

It sits across the complete operational lifecycle.



That is why the concept is closer to a **Digital Workforce** for frontline operations.

Frontline Knowledge as a Managed Service

Technology alone will not solve the knowledge problem.

Someone still has to continuously:



Identify critical knowledge



Capture processes



Structure sops



Digitize instructions



Build training



Configure AI assistants



Integrate systems



Monitor usage



Identify knowledge gaps



Analyze employee questions



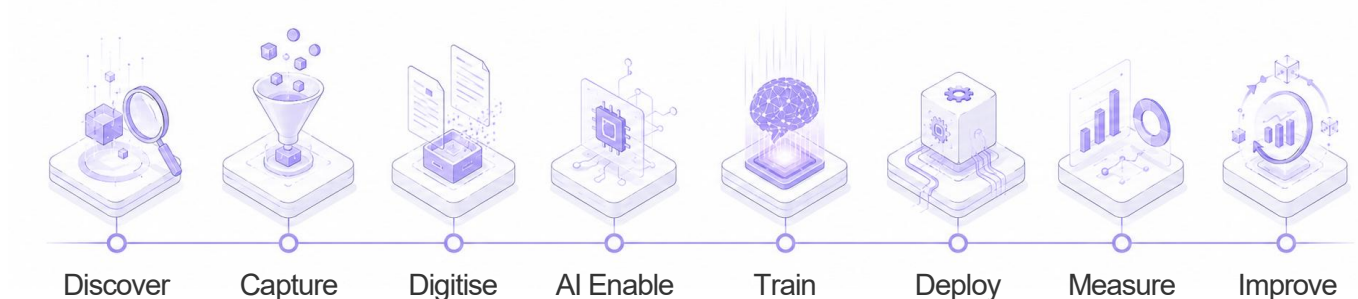
Improve content



Update procedures

10xDS helps continuously build and manage the frontline knowledge environment.

A managed-service lifecycle could include:



The customer's operational teams provide the domain knowledge. 10xDS helps convert that knowledge into an AI-enabled operating system.

The Bigger Opportunity:

Turning Organisational Knowledge into Operational Intelligence

For decades, organisations have invested heavily in ERP, CRM, HR systems and document management platforms.

Those systems store transactions.

But a huge amount of operational knowledge still remains outside them.

10xWork.AI introduces another organisational layer: **The operational intelligence layer.**

This layer understands:



how work should be performed



who is qualified to perform it



what equipment is involved



what procedure applies



what exceptions exist



what evidence is required



which systems need to be updated



when humans need to intervene

Over time, this creates something extremely valuable: **an organisational knowledge graph of how the business actually works.** The company starts moving from tribal knowledge to institutional knowledge.



AI Should Not Replace the Worker. It Should Make the Worker Better.

The most interesting opportunity in frontline AI is not replacing people. In many situations, that would not even be desirable.

The more practical model is:

AI handles information, repetition, guidance, documentation and workflow coordination.

Humans handle:



judgement



physical work



relationships



leadership



complex exceptions



safety-critical decisions

The combination can create a much more capable workforce.

- An inexperienced employee supported by excellent organizational knowledge can become productive faster.
- An experienced technician supported by AI can spend less time searching for information.
- A supervisor can spend less time answering repetitive questions.
- Management can gain far better visibility into capability and compliance.



From SOPs to an Intelligent Operating System

The future of frontline operations will not be another folder full of SOPs. It will be an intelligent operating environment where knowledge, training, skills and work execution are connected.

The employee should be able to:



Ask.



See.



Learn.



Execute.

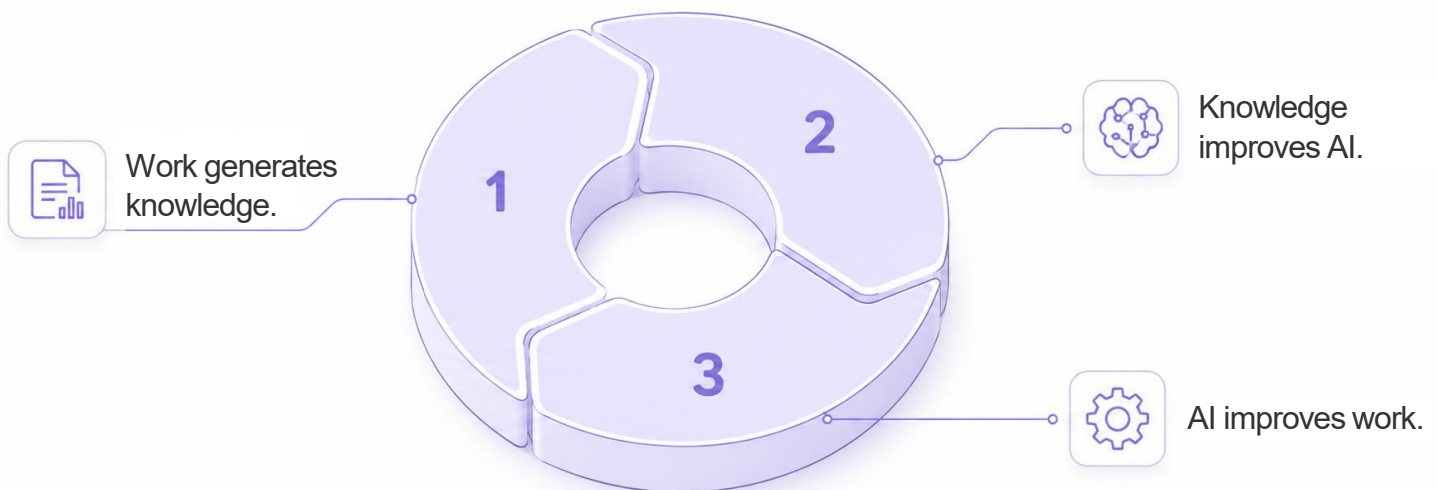


Verify.

And the organisation should continuously learn from every interaction.

- Every question employees ask reveals a knowledge gap.
- Every repeated mistake reveals a training opportunity.
- Every exception reveals an opportunity to improve the process.
- Every resolved issue becomes new organisational knowledge.

That creates a continuous improvement loop:



That is the direction behind **10xWork.AI**. Not simply digitising the SOP. Not merely delivering another training platform. But creating an **AI-assisted frontline workforce where every employee has the organization's knowledge available at the moment it matters most.**

10xWork.AI

The Digital Workforce for Frontline Operations





Let's build what's next.

Partner with us to accelerate transformation and deliver measurable impact.



www.10xDS.com



www.10xDS.ai



Connect@10xDS.com