

THE BSC AI TRIAGE

THE FIVE RUNGS TO AI AUTONOMY

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AI ISN'T A SWITCH. IT'S A LADDER.

Most AI advice is either fear mongering or a generic 30-day plan.
Neither one fits how a real cleaning company actually runs.

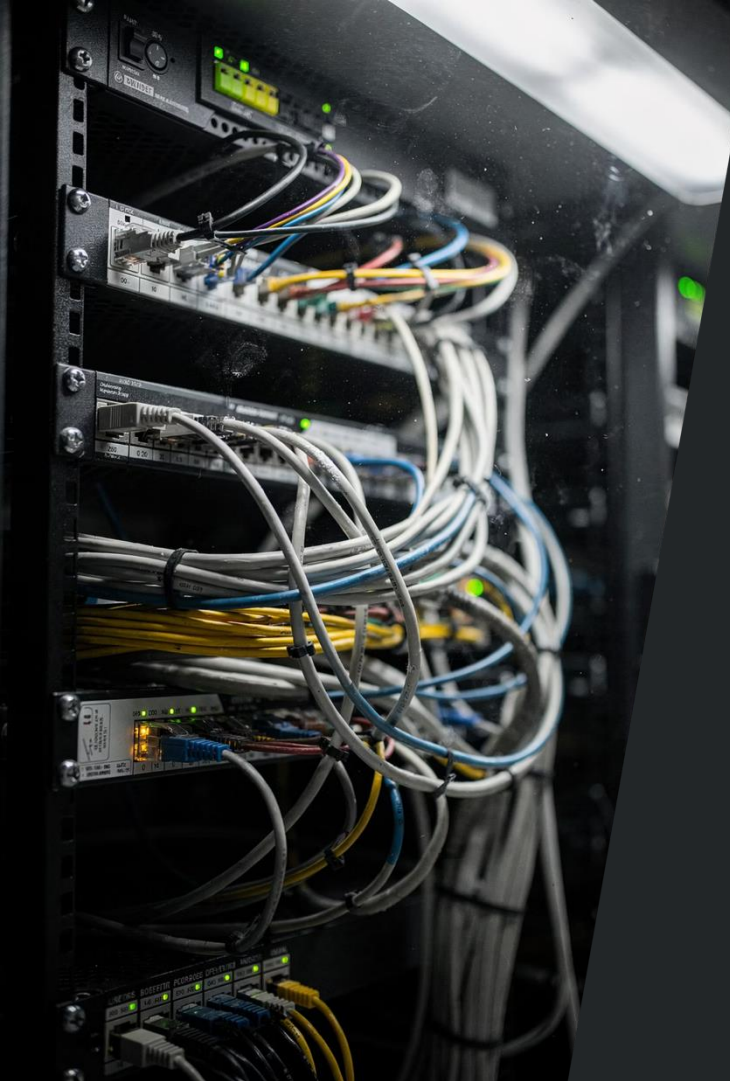
THE STAKES

THE MOAT IS MOVING

The next **24 months** decide who pulls ahead. Not who buys the most tools — who builds the operating system underneath.

A lean back office means a better price and more profit. The math is simple and unforgiving.

If it isn't cleaning, it's overhead...which means AI can probably do it!



THE ONE THING EVERYONE GETS WRONG

AI is a prediction engine, not a chatbot

It forecasts and acts based on the patterns you give it.

Feed it your mess, it scales your dysfunction

AI only amplifies what you've already made clear — for better or worse.

THE FRAMEWORK

The AI Adoption Ladder

5

AUTONOMY

The lean machine. Agents run workflows; people supervise.

4

AUTOMATE

The connector. Systems talk to each other and act.

3

CONTEXT

The company brain. Tribal knowledge becomes something AI can follow.

2

ASSIST

The operator. AI helps individuals work faster.

1

CURIOSITY

The dabbler. Experimenting with tools, no system yet.

A person's hands are seen organizing stacks of papers on a wooden desk. The desk is cluttered with various items: several stacks of papers, some with sticky notes attached, a few blue and white folders, and a spiral-bound notebook. The scene is lit with warm, natural light from a window on the right, creating a professional and organized atmosphere.

RUNGS 1-3

THE FOUNDATION

Before you build anything, get the house in order: **Curiosity**, then **Assist**, then **Context**.

Turn tribal knowledge into a company brain an AI can actually follow.



RUNG 4

AUTOMATE: CONNECT THE SYSTEMS

Buy 90% of your software. Build the 10% that connects it.

RUNG 5

AUTONOMY: THE **LEAN** MACHINE

Agents run workflows end to end. People supervise — they don't execute.

The real unlock is a **feedback loop**: the system learns from every correction, getting sharper with each pass.



YOU **CAN'T STAND** ON A
RUNG YOU HAVEN'T BUILT

THE TRAP: EVERYONE REACHES FOR RUNG 5 FIRST.

You don't buy
autonomy.
You **earn** it.

ISSA

ALTUS
COLLECTIVE

WORKBOOK — PAGE 1

WHERE ARE YOU, HONESTLY?

Mark the one rung that sounds like you *today*. Not where you wish you were.



WORKBOOK — PAGE 2

FIND YOUR **ONE GAP**

Forget Rung 5. Name the single thing standing between you and the next rung up.

01

What makes it a gap?

Identify what's actually missing right now.

02

What's the real problem?

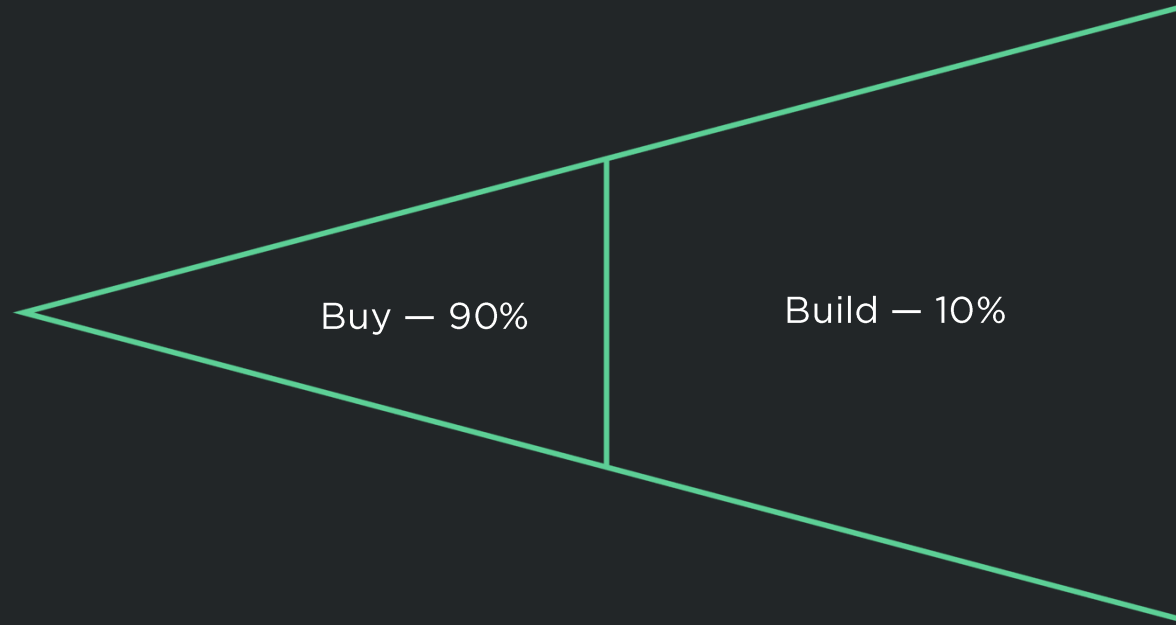
Dig past the symptom to the root cause.

03

What does "fixed" look like in a number?

Define success as a metric you can measure.

BUY THE 90%. BUILD THE 10%.



Don't rebuild your CRM or time tracking — it's never worth it. Build the 10% that connects systems and turns data into decisions. That 10% is exactly what's eating your back office.

THE TRIAGE

Build / Kill / Skip



BUILD

The unique 10% — the connective tissue only you can create.



KILL

Ideas with no real problem behind them. Let them go.



SKIP

Anything you can simply buy off the shelf.



WORKBOOK — PAGE 3

YOUR AI BLACK OPS TEAM

- **2 to 4 AI tech-savvy people**, a few hours a week, one real problem
- **First 90 days:** one narrow win



Keep it small, focused, and aimed at a single measurable outcome.

The best companies run lean, with AI doing the heavy lifting. The cleaning industry won't be any different.

