



SG Systems

APPLIED AI · FORWARD-DEPLOYED ENGINEERING · SOUTHEAST ASIA

Service Offering

An AI agent that works your incoming cases — reads, checks, asks, decides — with your people reviewing what matters.

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WHAT WE DELIVER

One agent. *Your decisions.*

Invoices, claims, complaints, applications and tickets arrive as photos, PDFs, emails and chat messages in Thai, Vietnamese, Bahasa, Tagalog and English. Our agent, Casesure, works each case the way your best clerk does: reads, looks things up in your systems, checks the rules, asks for what is missing, and decides from the options you define. Uncertain cases go to a person. Every step is recorded. Built for banks and insurers; used by any business that receives documents and has to act on them.

Integrations

everything in, everything out

One door for every channel. The same connections serve as tools mid-case: the agent looks up a customer, an order or a policy before it decides, and writes the result back.

- Email, upload, SFTP, Drive
- WhatsApp, LINE, Zalo, API
- Accounting, ERP, claims, CRM
- MyInvois, InvoiceNow

Decision

the agent at work

Fine-tuned extraction reads messy documents in your languages; every field shows where it came from. Rules run first, then a model trained on your past decisions picks from your list of outcomes — or hands over.

- Thai, Vietnamese, Bahasa, Tagalog
- Photos, scans, handwriting, chat
- Look up, compare, request, decide
- Models trained on your data

Proof

human in the loop, by design

A review desk for the cases the agent is not sure about: evidence first, the agent's steps, one click to confirm or correct. A full record of every case and regulator-ready reports generated from it.

- Automation on per decision type
- Shadow mode first: nothing executes
- Every step recorded, exportable
- Reports for MAS, SBV, OJK, PDPA

HOW WE ENGAGE

Embedded. *Fixed scope.*

Forward-deployed, not consulted.

Our engineers sit with your operations, finance or claims team, map what arrives, which systems it touches, who decides and what the regulator needs — then build and train the agent on it.

Fixed scope, fixed price.

We agree the workflow, the numbers that count as success and the timeline up front. No hourly billing.

Nothing executes until you say so.

Every deployment starts in shadow mode. You see how much the agent would have handled and how often it was right, then switch on automation per decision type.

Runs where your data lives.

Hosted by us or deployed in your own cloud account. Your tuned models and your records are yours. Partners and integrators can resell under their brand.

ENGAGEMENT TYPES

Discovery

2–4 weeks

Workflow design, data and integration map, decision list, model plan and a fixed price for the build. Recommended first step.

Build & Train

8–12 weeks

The agent set up for your workflow, models fine-tuned on your documents and decisions, deployed and run in shadow until you switch it on.

Run & Improve

Ongoing

Monitoring, monthly retraining from your reviewers' corrections, releases, regulator reports and support in your time zone.

Scope, timeline and price are agreed at the end of Discovery, before any build starts.

SAMPLE ENGAGEMENT

Twelve weeks. *One workflow, live.*

Weeks 1–3

Discovery

We shadow your team: what arrives and from where, which systems the agent must read and write, the list of decisions, who reviews, what the auditor needs.

Weeks 4–6

Build

Intake channels, connectors, decision list and rules, the review desk. Models fine-tuned on your documents and past decisions, measured on your own data.

Weeks 7–8

Agent & Record

Look-ups, cross-checks and requests for missing information wired up. Every step recorded; first regulator-ready report generated.

Weeks 9–11

Shadow

Live data, nothing executes. Weekly readout: automation rate, error rate, time saved, cost per case. Corrections feed the next retrain.

Week 12

Go-live & handover

You switch on automation per decision type. Runbook, training, monitoring and support begin.

Ready to scope a workflow?

The first step is a 30-minute call about one process and its numbers.

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