

24/7

Always-on availability

80%

Routine task automation

Instant

Response times

KEY CAPABILITIES

- Help Desk Automation
- HR Digital Worker
- Acquisition Worker
- Knowledge Worker
- PMO Digital Worker
- Executive Intelligence
- AI Conversation
- Human Handoff

AI Digital Worker Solution

Deploy Intelligent Workers That Automate Mission Tasks 24/7

THE CHALLENGE

Your Workforce Is Overwhelmed With Routine Work

Help desks, HR departments, contracting offices, and PMOs spend the majority of their time on repetitive, low-value tasks — answering the same questions, routing requests, and generating status reports. This leaves no capacity for complex, mission-critical work.

Repetitive Help Desk Queries

Staff answer the same IT, HR, and policy questions hundreds of times per week

Manual Status Reporting

Program managers spend hours assembling status reports from multiple systems

Slow Request Processing

Requests queue up and wait for human routing and triage

Knowledge Scattered Everywhere

Critical information is buried in documents no one can find

OUR SOLUTION

Intelligent Digital Workers for Every Mission Function

Synergistic Agility deploys AI-powered digital workers that handle routine tasks autonomously — answering questions, routing requests, processing forms, and generating reports — freeing your human workforce for higher-value work. Built on IBM watsonx and integrated with your enterprise systems.

HOW WE DELIVER



Assess



Design



Implement



Train



Support

SYNERGISTIC AGILITY

SBA 8(a)

Streamlined federal procurement

IBM Partner

Certified in watsonx, Maximo & more

Federal Exp.

Proven agency deployments

Agile

Working solutions from sprint one

Managed Ops

Ongoing support & improvement

Mission Focus

Every outcome tied to impact

EXAMPLE USE CASES

IT Help Desk Worker

Resolves Tier 1 IT requests, resets passwords, and escalates complex issues

HR Digital Worker

Answers policy questions, guides onboarding, and routes HR requests

Acquisition Worker

Answers procurement questions and assists with solicitation research

Knowledge Assistant

Surfaces relevant policies, SOPs, and documents on demand

PMO Status Worker

Generates weekly status reports from project system data automatically

Executive Intelligence

Delivers daily briefings, performance summaries, and risk alerts

SOLUTION COMPONENTS

Advisory

- Use case assessment
- Worker design
- Integration planning

Technology

- IBM watsonx
- NLP & AI models
- System integration

Accelerators

- Worker templates
- Dialog frameworks
- Training datasets

Managed Support

- Worker tuning
- Performance analytics
- Expansion

Key Platforms: IBM watsonx Assistant | IBM watsonx Orchestrate | OpenAI | Microsoft Copilot | ServiceNow
Technology supports the solution. It is not the solution.

Ready to Deploy AI Digital Workers?

sales@synergisticagility.com | (443) 826-6461

SBA 8(a) Certified

IBM Silver Partner

MBE / DBE / SBE

CAGE 84C72

synergisticagility.com

(443) 826-6461