

• INITIAL PILOT SCOPE

Client Agent for ALS

A low-risk 3-month pilot that answers every testing enquiry and turns it into qualified work, built on everything ALS's laboratories test.

Delivered by Express Agent.

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Your next client just asks

No PDF catalogue to hunt through, no contact form. They ask in plain language, and the Client Agent answers from the full test catalogue and captures the enquiry for your team.

 **ALS**
• Online

EXAMPLE

We run about 40 haul trucks and want oil analysis across the fleet. Where do we start?

Happy to help. Is this routine condition monitoring across the fleet, or are you investigating a problem on particular units?

Routine monitoring. Do you test coolant as well?

We do, plus fuel and grease. For 40 trucks I would start with the standard mobile equipment panel and add coolant. I will capture your details for a Tribology quote:

**Mobile Equipment Panel · fleet of 40**
Captured for a Tribology quote · routine results in 48 hours

Example

Ask me anything... 



Knows every test you run

Packages, methods, sample volumes and turnarounds, across the catalogue.



Recommends and captures

The right package for the job, with the enquiry captured quote-ready.



Can explain the result

The differentiator: what the numbers mean, not just the number.



Hands off to an analyst

Any call that changes a maintenance decision goes to a person.

From first enquiry to standing account

New clients start with a question about what you test. The Client Agent answers on your website the moment they ask, and follows the work onto the kits and reports existing clients already handle.



On your website

PRIMARY

Prospects get answers across the full test catalogue on the spot, and every enquiry is captured with the detail your team needs to quote.

- ✓ Answers package, method and turnaround questions instantly
- ✓ Qualifies the enquiry before it reaches your team
- ✓ Captures the lead even outside laboratory hours



QR codes on kits, labels and reports

The same agent by QR code on sample kits, labels, reports and the collateral clients already handle, where it can also explain a result, with escalation to an analyst built in.

Real questions, real answers

A few more conversations, across the enquiries that win or lose work. The client asks in plain language; the agent answers, qualifies, and captures.

Which test package should I use?

- ✓ Asks what the equipment is and what it is doing
- ✓ Recommends the package and confirms sample volume
- ✓ Captures the enquiry for a quote

Which of our equipment is worth testing?

- ✓ Asks about the fleet, sump sizes and duty cycle
- ✓ Applies ALS's own five selection criteria
- ✓ Recommends what to enrol first

What do these tests mean?

- ✓ Reads the result against that unit's own history
- ✓ Explains each test in plain language
- ✓ Flags anything that needs an ALS analyst

What is my condemning limit on this result?

- ✓ Applies ALS's severity ratings for that component
- ✓ Works through the uncertainty range on a borderline result
- ✓ Escalates the call rather than making it

Why ALS, and why now

Every new client starts as an enquiry, and enquiries go to whoever answers first. That is exactly where a Client Agent earns its keep.



No client FAQ anywhere on alsglobal.com – a prospect with a question today has a phone number, a contact form, or nothing.



ALS's own trainers say which-package and which-equipment questions arrive constantly – buying questions that today wait for a person.



More than 150 specialised tests across oil, coolant, fuel and grease – more catalogue than any enquiry form can navigate.



Maintenance teams work around the clock; the enquiry that arrives at 9pm should be answered at 9pm, not next shift.



Caterpillar now delivers oil analysis with recommendations inside VisionLink – clients are learning to expect answers where they work.



ALS already white-labels this analysis for brands like Phillips 66 – one proven agent can roll out under every partner brand.

• THE PLAN

A staged, low-risk 3-month pilot



MONTH 1

Live on your website

The Client Agent goes live on your site, trained on a defined slice of the test catalogue, answering and capturing real enquiries against a baseline agreed up front.

Baseline agreed



MONTH 2

The full catalogue

Coverage extends across the full test catalogue and every enquiry type, with analyst and client feedback reviewed at the mid-pilot checkpoint.

Client feedback

Mid-pilot review



MONTH 3

Gated rollout: QR on all collateral

Add QR across reports, sample kits and collateral, and extend to existing-client uses including result explanation, only if targets are met and UAT is signed off, with portal integration scoped separately with your IT team.

Conditional expansion

CONTROLLED ROLLOUT



Limited start

Core services first, not the whole catalogue.



UAT before release

You sign off before each go-live.



Reviewed monthly

Performance checked every month.



Criteria-gated

Expansion only when targets are met.

What the pilot is designed to prove

The pilot proves the Client Agent can capture and convert inbound enquiries across your full service range, measured against an agreed baseline. Everything else it does is upside.



More testing enquiries captured

Every which-package and can-you-test question answered and captured.



Answers across the whole catalogue

Packages, methods, volumes and turnarounds, including the services clients never think to ask about.



Better qualified enquiries

Fleet, equipment and scope detail arrives with the enquiry, quote-ready.



After-hours capture

Maintenance teams work around the clock. Their 9pm enquiry is answered at 9pm.



And the differentiator is upside

The same agent can explain what a result means, with the analyst always in charge.

Measured, real outcomes

The same agent platform is already live with real customers, and the standout lesson is that it makes the biggest difference where customers have questions to answer before they commit. Those are exactly the conversations this pilot targets.

MORE SPENT PER
TRANSACTION (+\$38)

+42%

ENGAGED CUSTOMERS WHO
PURCHASED

58%

AVERAGE RESPONSE TIME

8 sec



Double the big baskets

12% of agent-assisted transactions exceeded \$200, double the store average.



Any customer, any language

27 languages on day one: the agent answers in the customer's own language.



No new hardware

Activated by a QR code, with no new hardware and no POS integration.



Staff made it theirs

Frontline teams adopted the agent as their own on-demand expert.

Benchmark results from a previous live retail deployment of the same agent platform. They are the benchmark, not this pilot's baseline: ALS's own baseline is measured in month 1, and this pilot's measures are agreed at kick-off.

Why this works, and why us

Has this been done before, will it work here, and why are we confident. Five reasons.



It is already live

PROVEN

The Client Agent is a working product in production today, not a prototype.

- ✓ A live deployment you can use in the meeting
- ✓ The same engine proposed here, answering from a real business's data
- ✓ Interpretation scope proven with your analysts in UAT before any client sees it



Proof before approval

Before approval, ALS sees a live demo and anonymised deployment snapshot covering usage, feedback and handoff behaviour.



Enterprise-grade delivery

Built and run by AI Consulting Group, a Sydney data and AI consultancy delivering for BHP, Downer, Fremantle Ports, NRL and government, partnered with AWS, Databricks, Microsoft and Snowflake.



Built on your data

It answers from ALS's own test packages, accredited method scopes and sample history with minimal integration, working alongside the laboratory system and client portal you already run.



The analyst stays in charge

The agent answers from ALS's published methods, reporting guidelines and that account's own sample history. It never gives a diagnosis outside ALS's accredited scope, and it hands any call that would change a maintenance decision to an ALS analyst.

The approval pack includes a live demo plus current deployment results and customer feedback before the kick-off is booked.

What it costs

Priced to be an easy yes: \$15,000 all-in to prove and deploy. That buys a white-gloved pilot with us in charge of making it successful – and if it does not earn its place, it ends there.

TO PROVE AND DEPLOY:
\$5,000 A MONTH FOR 3
MONTHS

\$15,000 all-in

ONGOING, SCALED TO USAGE

**\$100-\$400 /
month**

SETUP AND PLATFORM FEES

\$0

The 3-month pilot

Everything it takes to succeed: build, training on your full test catalogue, structured testing and UAT, go-live and hands-on tuning. \$15,000 all-in.

\$5,000 / month

Ongoing, after the pilot

A subscription that scales with usage. Continuing is a decision you make on the results, not a default.

\$100-\$400 / month

Setup and platform fees

No setup fee, no platform fee, no usage charges during the pilot.

\$0

\$15,000 all-in to prove it. From \$100 a month to keep it.

WHAT THE \$5,000 A MONTH BUYS



Tested before it's live

Structured testing and UAT with your team. Nothing customer-facing until you sign it off.



White-gloved throughout

We build it, run it and tune it hands-on through the pilot, with a review every month.



We own the outcome

Making the pilot successful is our job, not yours. Your team's only asks are data and sign-offs.



Go/no-go at three months

The pilot ends unless the evidence earns what comes next, with the ongoing price confirmed before you continue.

How we start

A defined, low-risk start. Four steps from go-ahead to a live agent in the first account.



01 Kick-off meeting

Lock scope, success targets and timing, and agree data handling and confidentiality before anything is shared.



02 Data request

Core inputs from ALS.

- ✓ The test catalogue: packages, methods, sample volumes and turnarounds
- ✓ Coverage and laboratory locations
- ✓ The qualifying questions your team asks before quoting
- ✓ Where captured enquiries should land, even a shared inbox
- ✓ Where the agent must stop and hand to a person



03 UAT

Your analysts sign off before anything goes live.



04 Go live

The Client Agent goes live for the first account.

THE ASK

Approve the pilot, share the data, and book the kick-off. We handle the rest, and you see a working agent live within weeks.