Intelligent Choice

STEP 3 · PROVE

Proof of Concept Report

What the prototype proved on real jobs,
and what it did not.

Prepared for

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CLIENT CONFIDENTIALITY & ANONYMISATION

This sample document is based on a real client engagement. The organisation and individual names have been changed to protect client confidentiality. The document is published with the client's permission for illustrative purposes.

Intelligent Choice treats client confidentiality and the responsible handling of business information as fundamental to our work.

SECTION 01

Executive Summary

The prototype coordination loop was tested in two stages on Meridian's own jobs: a replay of 40 past jobs, then a supervised live demonstration on real PropertyMe records with Sarah, Phil and Michelle watching. The loop worked, trades used SMS only, and no job went unowned. It also found four problems that would have been expensive to discover during a full build, and each has been fixed or specified.

38 / 40

past jobs routed the way Sarah would have routed them

6 / 8

live demonstration jobs completed with no one stepping in; the other 2 went to a person as designed

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silent failures: every job reached an owner or a flag

Recommendation: proceed to a tendered build of Phase 1, with the changes listed in this report written into the Request for Proposal (Builder Brief).

SECTION 02

What We Set Out to Prove

Success criteria were agreed before testing began, so the result is measured against a standard set in advance rather than a story told afterwards.

Criterion	Target	Result	Verdict
Routing matches Sarah's own decisions (replay)	90% or better	95% (38 of 40)	Met
Live jobs completed end to end without anyone stepping in	All but exceptions	6 of 8, the other 2 were handled by a person as designed	Met
Silent failures (a job with no owner and no flag)	None	None	Met
Trades participate by SMS only, no app	All trades	All five trades contacted replied by SMS	Met
Status written back to PropertyMe within a minute	95% of updates	All updates	Met

Criterion	Target	Result	Verdict
Landlord update drafts ready for review	Every status change	All drafted. 2 of 8 needed more than a light edit	Met, with tuning

SECTION 03

How We Tested

Stage 1: replay of 40 past jobs

Forty completed jobs, including six deliberately awkward edge cases, were run through the routing logic without contacting anyone. Sarah compared the system's decisions with her own. Of the 40, 38 matched. The two that differed both involved a landlord-nominated trade that was not in the data.

Part 2: supervised live demonstration

A small set of real plumbing and electrical jobs was run through the loop in a single supervised session: real SMS to real trades, real write-back to PropertyMe. Sarah was present as the safety net and noted every point where she would have stepped in. Phil, James and Michelle reviewed the results afterwards.

Measure	Before (Sarah's log)	Demonstration jobs
Time from job logged to trade confirmed (median)	About three hours	About 40 minutes
Jobs needing a person	Every job	2 of 8

Of the two jobs that needed a person, one involved a trade replying with a photo and no text, and one was a tenant who was not home for access.

> **WHERE THE PROTOTYPE STOPS**
> The prototype is demonstrated, not left running. Sustained live operation, with monitoring and an intervention log, belongs to the Phase 1 build and is specified in the Builder Brief.

SECTION 04

What Went Wrong, and What We Changed

A proof of concept is only useful if it is honest about what failed. These are the issues found and how each was handled.

Finding	Why it mattered	Change
Trades replied with fragments such as 'ok' or 'tmrw'	Ambiguous replies could be read as a booking	The reply reader now flags low-confidence replies for a person. Added to requirements
A manual dispatch and the automatic one overlapped, texting a trade twice	Erodes trust with the trades	Each job now carries a unique dispatch key so it can only be sent once
One after-hours plumber was missing from the contractor list	The loop could not reach a trade the team always uses	Contractor list audited and centralised. Completeness check added to preparation
Tenants replied to the trade SMS number	Messages reached the wrong place	Tenant replies are routed to the property manager and logged

SECTION 05

Remaining Risks and Next Step

Risk	Mitigation
The demonstration covered two trade categories and a small set of jobs	Phase 1 rolls out category by category, with the same review step
A supervised demonstration is not sustained operation	The build includes a monitored period with an intervention log, quoted by the builder
Reliance on a third-party language model	Failure path tested: retry once, then flag to a person

The evidence supports moving to a full build of Phase 1. The next step is the Request for Proposal, which turns the validated design and these findings into a tender document. Intelligent Choice remains independent: we specify and assess the work, and the build is quoted and delivered by a partner.



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