

— AI-POWERED PROCESS IMPROVEMENT

Process improvement in **hours**, not months.

Midshift productises the same analytical framework a senior BA applies in a two-week consulting engagement — and runs it in hours. Embedded methodology. Professional outputs.



[Start free at midshift.co.nz](#)

[View pricing →](#)

2–5
DAYS TO REPORT

20+
YEARS BA EXPERTISE

\$0
FIRST ENGAGEMENT

90%
COST VS CONSULTING

— WHY THIS EXISTS

Every SME has broken processes. Most do not know exactly **where**.

Traditional process improvement costs tens of thousands of dollars and takes months. Internal attempts stall without a methodology. The problems stay invisible — until they become expensive.

01 TIME BLEEDING UNNOTICED

Rework, handoff delays, and manual steps that should be automated — the hours stack up across every process, every day. Most organisations have no idea what it is costing them.

02 CONSULTANTS YOU CANNOT AFFORD

A process improvement engagement with a Big 4 firm costs NZ\$30,000–\$150,000. A boutique consultant is cheaper, but still significant. Most SMEs simply absorb the pain instead.

03 IMPROVEMENT ATTEMPTS THAT STALL

Without a structured methodology, internal improvement efforts loop back to the same symptoms without addressing root causes. The problem resurfaces three months later.

04 NO STRUCTURED EVIDENCE BASE

Decisions are made on gut feel or loudest voice, not structured stakeholder data. Opportunities are identified inconsistently and the reasoning behind decisions is rarely documented.

*"Midshift productises the same analytical framework a senior BA applies in a two-week engagement — and runs it in **hours**. The AI does not replace the expertise. It operationalises it."*

90%
COST REDUCTION
VS TRADITIONAL
CONSULTING

— WHAT IS MIDSHIFT

AI-facilitated interviews. Embedded methodology. Professional outputs.

Clients complete a structured intake, stakeholders complete AI-facilitated interviews, and Midshift produces a complete professional deliverable — process map, improvement register, automation assessment, and implementation roadmap.

<p>STEP 01</p> <p>STRUCTURED INTAKE</p> <p>Process owner completes guided form: process scope, systems, stakeholders, known pain points, strategic context. 5–10 minutes.</p>	<p>STEP 02</p> <p>AI STAKEHOLDER INTERVIEWS</p> <p>The Midshift AI Engine conducts adaptive 15–20 min interviews with each stakeholder. Probes based on responses. Transcripts auto-processed.</p>	<p>STEP 03</p> <p>PROFESSIONAL DELIVERABLES</p> <p>Seven structured outputs in a professional Word document. Human review gates ensure quality. Board-ready format.</p>
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<p>01</p> <p>SME Owners & Directors</p> <p>Processes on institutional knowledge. Staff in workarounds. Need a plan without a 6-week engagement.</p>	<p>02</p> <p>Operations Managers</p> <p>Accountable for a process inherited or grown past its original design. Leadership expects a plan fast.</p>	<p>03</p> <p>Councils & Public Sector</p> <p>Efficiency mandates. Processes not reviewed in years. Limited internal capacity. Audit-ready deliverables.</p>	<p>04</p> <p>Independent Consultants</p> <p>Run Midshift as a productivity tool. Deliver Big 4-quality for clients in a fraction of the time. White-label available.</p>
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EMBEDDED METHODOLOGICAL FRAMEWORKS

- Lean DOWNTIME
- BABOK
- BPM CBOK
- ADKAR
- 8-Dimension Opportunity Rating
- Automation Taxonomy
- Change Readiness Assessment
- Service Design Principles

— THE PROCESS

An end-to-end methodology — fully guided, mostly **automated**.

Each phase builds on the last. Human approval gates at critical transitions ensure quality before the analysis proceeds.

0

FOUNDATION

Organisational Onboarding

Organisation setup, user accounts, and configuration. Platform calibrated for the engagement context.

1

SETUP

Project & Stakeholder Setup

Process owner completes structured intake: scope, systems, stakeholders, known pain points, strategic context. 5–10 minutes.

2

DISCOVERY

AI Stakeholder Interviews

Each stakeholder completes a 15–20 min adaptive AI-facilitated interview via browser. The Midshift AI Engine probes based on responses. Transcripts processed automatically.

3

ANALYSIS

Current State Analysis

AI extracts and structures current state: process step register, pain point register, SOP gap analysis, stakeholder inconsistencies flagged.

○ HUMAN APPROVAL GATE

4

OPPORTUNITIES

Opportunity Identification & Research

Lean DOWNTIME, BABOK, and BPM CBOK applied. Each opportunity rated across 8 dimensions. Stakeholder ideas surfaced and preserved regardless of AI assessment.

○ HUMAN APPROVAL GATE

5

VALIDATION

Stakeholder Validation Session

Practitioner-facilitated session confirms findings, validates pain points, agrees scope for future state design.

6

DESIGN

Future State Design

Confirmed improvements documented as a future state step register. Changes justified and sequenced. ADKAR change readiness assessment included.

○ HUMAN APPROVAL GATE

7

AUTOMATION

AI & Automation Assessment

Every future state step assessed for automation potential. RPA, AI/ML, API integration, workflow automation, and no-code opportunities. Indicative FTE savings with confidence levels.

○ HUMAN APPROVAL GATE

8

DELIVERY

Report & Handover

Full seven-component report generated, branded, and delivered. Optional 30-min handover call to confirm priorities.

— WHAT YOU RECEIVE

Eight professional deliverables. One engagement.

All components packaged into a single professional Word document — executive summary, methodology, findings, recommendations, and roadmap. Formatted, branded, and ready to present. Editable source files included.

01

Current State Process Map

Every step, handoff, decision point, and system involved. Annotated with pain points from stakeholder interviews.

02

Pain Point Register

All pain points catalogued with source, severity rating (High/Medium/Low), and category. Structured for filtering and audit trail.

03

SOP Gap Analysis

Documented procedure vs actual practice. Missing steps, sequence deviations, ownership changes, undocumented workarounds.

04

Improvement Opportunity Register

Improvements rated across 8 dimensions: impact, time savings, error reduction, effort, readiness, dependency, alignment, quick win.

05

Future State Process Design

Updated process map post-improvement. Step-by-step changes documented and justified with rationale.

06

Automation Opportunity Assessment

Automation type, time reduction %, FTE savings, tool recommendations, complexity rating, and payback period — with confidence levels.

07

Implementation Roadmap

Prioritised action plan sorted by value vs effort. Quick wins (90-day) identified. Dependencies mapped. Change management considerations flagged. Board-ready format.



Format: All deliverables are packaged into a single professional Word document with executive summary, methodology section, findings, and recommendations — plus editable source files. Typical turnaround: 2–5 business days from intake completion to final report.

— THE DIFFERENCE

Same rigour. Same frameworks. A fraction of the **cost and time.**

Midshift is not a generic AI tool. It is a structured improvement engagement with embedded methodology — the same analytical approach a senior BA applies, automated and guided.

DIMENSION	TRADITIONAL CONSULTING	MIDSHIFT
Cost per engagement	NZ\$10,000–\$150,000+	From NZ\$0 (free 14-day trial)
Turnaround time	4 to 12 weeks	2 to 5 business days
Stakeholder interviews	Manual scheduling, consultant-led	AI-facilitated, no scheduling required
Improvement type coverage	Varies by consultant focus	Process, organisational, digital & automation
SOP gap analysis	Often excluded or extra cost	Included where applicable
AI & automation assessment	Often excluded or treated separately	Included every engagement
Report format	Varies — often not board-ready	Eight components, board-ready
Human review	By assigned consultant	Senior BA review before delivery

2–5

Business days from intake to final report (vs 4–12 weeks)

20+

Years of BA and Lean Six Sigma expertise embedded in the platform

\$0

To run your first process engagement — no card required

— EMBEDDED EXPERTISE

The same frameworks Big 4 consultants use. Embedded in the **analysis engine.**

Midshift does not generate generic AI output. Every analysis runs through a structured methodology built from 20+ years of BA and process consulting practice.

LEAN / DOWNTIME

Lean Six Sigma Waste Identification

Identifies and categorises the eight types of operational waste: Defects, Overproduction, Waiting, Non-utilised talent, Transportation, Inventory, Motion, and Extra-processing. Applied to every step in the current state analysis.

BABOK

Business Analysis Body of Knowledge

Requirements and process standards. Solution evaluation concepts applied to opportunity identification. Stakeholder analysis and needs elicitation embedded in the AI interview design and current state extraction.

BPM CBoK

Business Process Management CBoK

Process governance, maturity models, and improvement principles applied to current state analysis, future state design, and the structured improvement opportunity register.

ADKAR

Change Management & Readiness Model

Awareness, Desire, Knowledge, Ability, Reinforcement. Applied to change readiness assessment, implementation roadmap sequencing, and change management considerations flagged throughout.



Four human-in-the-loop approval gates

Mandatory human review at Phases 3 → 4, 4 → 5, 6 → 7, and 7 → 8. No phase produces irreversible outputs without human confirmation. The AI operationalises the expertise — a senior practitioner reviews before delivery.



8-Dimension Opportunity Rating — full reasoning visible

Every improvement rated across: Impact on pain point, Time saving potential, Error reduction, Implementation effort, Organisational readiness, Dependency risk, Strategic alignment, and Quick win potential. Reasoning visible — not a black box score.



Automation taxonomy applied to every future state step

RPA, AI document processing, AI classification, AI generation, system integration, intelligent decision support, workflow orchestration, and hybrid human-AI. Metric estimates presented as ranges with explicit confidence levels.

— TRY IT FREE. SCALE WHEN YOU'RE READY.

Clear pricing for practical process **improvement.**

All paid tiers include the full eight-phase methodology and every deliverable. Start with one process, then add capacity when you need it.

<p>TRIAL Free 14 days No credit card required</p> <ul style="list-style-type: none"> ✓ Full 8-phase features ✓ 1 process included ✓ Up to 5 stakeholders ✓ All deliverables included ✓ Card required after trial only 	<p>MOST POPULAR ONE-OFF Starter NZ\$497 per engagement</p> <ul style="list-style-type: none"> ✓ 1 process ✓ Up to 5 stakeholders per process ✓ Full eight-phase methodology ✓ Every deliverable included ✓ 48-hour turnaround target 	<p>MONTHLY Growth NZ\$397 per month · Annual saves 17%</p> <ul style="list-style-type: none"> ✓ 3 processes per month ✓ Up to 8 stakeholders per process ✓ 48-hour turnaround target ✓ All features included ✓ No rollover 	<p>MONTHLY Teams NZ\$797 per month · Annual saves 17%</p> <ul style="list-style-type: none"> ✓ 5 processes per month ✓ Up to 15 stakeholders per process ✓ 48-hour turnaround target ✓ All features included ✓ White-label reports
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Add-ons & Enterprise
Additional processes available for Growth and Teams. Enterprise pricing for councils, larger organisations, consultants, and white-label delivery models.

- Growth add-on: NZ\$147/process
- Teams add-on: NZ\$97/process
- Unlimited processes
- White-label reports
- Custom frameworks
- NZ data residency option

What counts as a process? A process is a specific workflow with a clear start and end point — one customer request, one approval path, one data handling operation. Examples: Invoice Approval, Staff Onboarding, Client Intake, Procurement Sign-off. Not a department, function, or whole-of-business area.



— START TODAY — NO CREDIT CARD REQUIRED

Your first process engagement is free.

Run the full eight-phase methodology on one process at no cost. All seven deliverables. 14-day trial. See what Big 4-quality process improvement looks like — in hours, not months.

[Start your 14-day free trial →](#) [View pricing](#) [Talk to us first](#)

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