

# Case Study: Enterprise AI Command Center & Co-Pilot for Executive Governance

**Dr. Amey Pangarkar**  
Director, Syncai Consultancy Pvt Ltd

## I. INTRODUCTION

### Client Context & Challenge

A leading real estate developer in Pune managing 8 active developments (spanning ₹1,250+ Cr revenue realization) faced significant operational friction at the leadership level. The Chairman received 20 to 25 manually compiled MIS reports weekly. Created in functional silos by junior staff without strategic context, these reports lacked a single source of truth, obscured cross-departmental dependencies, and delayed executive decision-making.

### The Solution: AI Audits & Intelligence Integration

Following an in-depth AI Audit & Opportunity Mapping, SyncAI Consultancy deployed custom AI agents to unify disparate data streams. The system ingests structured data directly from the enterprise ERP alongside unstructured, real-time site updates from active WhatsApp operational groups, establishing a single source of truth.

### Key Dashboard Capabilities

- **Executive Portfolio Surveillance:** Centralizes portfolio health scores (e.g., 78/100), active development status, milestone tracking, and planned vs. actual progress curves.
- **Cross-Departmental Roster:** Tracks progress percentages across Civil, MEP, Electrical, and Finishing stages, identifying schedule variances (e.g., 12-day delay in Kharadi, 2-day lead in Baner).
- **Predictive Risk Monitoring:** Runs continuous surveillance across manpower, procurement, and site execution, surfacing automated recommendations (e.g., "Increase manpower by 15%" for electrical delays or "Deploy additional contractor" for RCC slowdowns) with up to 94% AI confidence.
- **Zero-Hallucination AI Co-Pilot:** Ingests decades of institutional knowledge and ERP records to answer complex operational queries grounded strictly in validated company data.

| System Feature      | Traditional MIS Reports                 | SyncAI Executive Command Center                            |
|---------------------|-----------------------------------------|------------------------------------------------------------|
| Data Integrity      | Siloed, manually edited by junior staff | Automated single source of truth via ERP + WhatsApp agents |
| Visibility          | Isolated department-wise metrics        | Real-time cross-functional dependencies & risk scoring     |
| Root-Cause Analysis | Evasive, delayed manual feedback        | Grounded AI Co-Pilot instant diagnostic insights           |

### Root-Cause Intelligence in Action

During a quarterly executive review, the Chairman questioned why cash inflows for a major township project dipped significantly despite promising sales bookings. Manual departmental feedback yielded unsatisfactory answers.

When queried through the AI Co-Pilot, the system performed instant cross-departmental root-cause analysis:

*"Four months ago, the purchasing team delayed placing the tile order by 22 days. This resulted in a 37-day delivery delay to the site, pushing back milestone completion and delaying the issuance of customer payment demand letters."*



**Business Impact**

- Eliminated Administrative Overhead: Consolidated 25+ disjointed manual reports into a single executive dashboard.
- Data-Driven Accountability: Exposed inter-departmental bottlenecks across procurement, site execution, and billing cycles.
- Repeat Enterprise Mandate: Based on the success of the executive dashboard, the Chairman awarded SyncAI a mandate to roll out tailored AI interventions across 6 major departments company-wide.

