

## From kickoff to production in 24 hours

### HIGHLIGHTS

Automated product request routing, replacing inconsistent manual triage

Safety-critical compliance review handled by Edra's AI, freeing project managers for judgment calls

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SYSTEMS	JIRA, Outlook
USE CASE	Product Management, Compliance, Permitting
INPUT DATA	>5000 JIRA tickets, 2000 emails

### The problem

Ergeon is an American home improvement company providing fences, decks, and other services across the United States. The company has always embraced technology to scale processes without scaling headcount and partnered with Edra to automate multiple operational processes across the business.

First, bug reports submitted by frontline staff managing project delivery had to be handled manually. Teams were routing issues through a Slack channel, relying on the institutional knowledge of long-term staff for issue routing and resolution, which slowed down response times and delayed resolution.

Second, certain home improvement projects require excavation permits, which involve submitting notices to utility companies and interpreting their responses. Each utility company sends unstructured replies in different formats to flag gas lines, cables, or other infrastructure. These replies had to be reviewed one-by-one by dedicated project managers to ensure safety and compliance.

### The solution

As Ergeon grew, these manual bottlenecks became a constraint on the business and addressing them required a deeper understanding of the processes than what the high-level documentation could provide.

Edra's partnership with Ergeon started with product bug triage. Edra built a knowledge library from 5,000+ historical Jira tickets, discovering and writing down the implicit rules and process Ergeon employees were using to run the process. Today, every incoming request is triaged automatically, replacing what was previously an inconsistent, manual process.

Building on that success, Edra expanded to compliance, classifying utility company replies to identify potential hazards and confirm whether excavation permits were granted. Given the safety stakes, the system is tuned for zero false positives, ensuring every project stays compliant. Project managers now focus only on cases that genuinely require their judgment, rather than working through hundreds of utility replies manually. The compliance knowledge library was built and Edra was live in production within 24 hours.

We always want to be at the cutting edge of technology for process automation. But home improvement is a highly custom business with lots of edge cases, capturing all of that manually to then automate workflows was never going to work. Edra took a completely different approach: they built a knowledge library from our actual conversations, whether in product management or with utility companies. That let us automate a much greater share of our processes. Better yet, Edra keeps learning from every new edge case, so we can see a path to full automation. Now we're excited to look beyond these two processes and find more use cases to partner on.