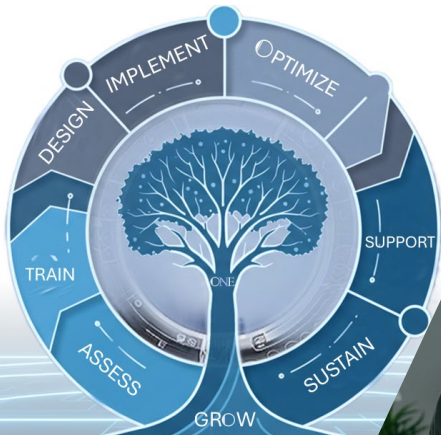# CASE STUDIES

AI Success & Sustainable Growth Methodology

2025

DH Logistics & Warehousing

(Canadian full-service logistics company)

The Challenge

To remain competitive in their marketplace, cost reduction and operational efficiencies needed to keep pace with the demands for growth and customer service capabilities.

The Project

Implementing AI-enabled logistics software and racking technology, mobile data, and serverless managed services.

The Result

While reducing costs by 30%, DH modernized their warehousing infrastructure with smart mobility data capture and monitoring that could leverage data collection. Across multiple locations in different countries, AI automation made it possible to collect and analysis complex shipping information to make real-time optimizations.

30%
Cost Reduction

ONE RingAi.ca

Canadian Call Center/Service Center

The Challenge

In a dire situation, operational costs and marketplace competition simultaneously increased with growing customer expectations.

The Project

Refresh IT infrastructure and data architecture to enable AI-focused Customer Experiences and AI-based capacity improvement. Train team members to ensure new process adherence and technology empowerment.

The Result

A newly created AI adoption roadmap, AI training and tech stack, enable a new AI-assisted customer experience. AI reduced agent costs, integrated new digital services, improved quality assurance, and management responsiveness.

42%
Profit Increase

ONE RingAi.ca

BDI Wear Parts

(Canadian Mining Parts Engineering and Manufacturing Company)

The Challenge

Increasing costs and market competition forced the company to compromise performance and reduce labor investment, directly stifling overall revenue growth.

The Project

Implementing AI-enabled customer experience to improve performance and empower a reduced workforce. Use Ai to reduce manufacturing deficiencies on small wear-parts and Implement standards-based AI-enabled QM Processes.

The Result

AI-enabled automation and machine learning in the Quality Management reduced production deficiencies by 1/3. Overall customer experience improved by 50% due to AI-enabled communications and a significant 25% reduction in customer defect returns.

50%
Improvement In CX

A Municipality In Northern Ontario

The Challenge

Major inefficiencies due to siloed operations, insufficient communications and a lack of technological integration resulted in higher costs and services below benchmarked standards.

The Project

Design and implement a Continuous Improvement program that focused on restructuring management processes, eliminating silos and incentivizing the integration of technology with AI-enabled projects

The Result

Efficiencies in collaboration and execution skyrocketed, while eliminating redundant workflows in key roles without reducing head count. Overall savings totaled $2 million in the first 2 years.

$1M

Annual
Cost Savings

# Mid-Sized Public Sector Crisis Response Organization

The Challenge

A lack of IT capacity and efficiencies created barriers to scale and respond to increased volume.

The Project

Increased IT capacity through improved processes and data quality that could allow AI-enabled cloud-based applications to provide support and strategically outsourcing.

The Result

By using ITIL and AI-best practices, the AI-enabled solution eliminated 4 redundant processes and streamlined 2 key hardware cost operations. This reduction in rework provided executive management 2-full days of weekly operational capacity.

35%

Increase in Capacity

ONE RingAi.ca
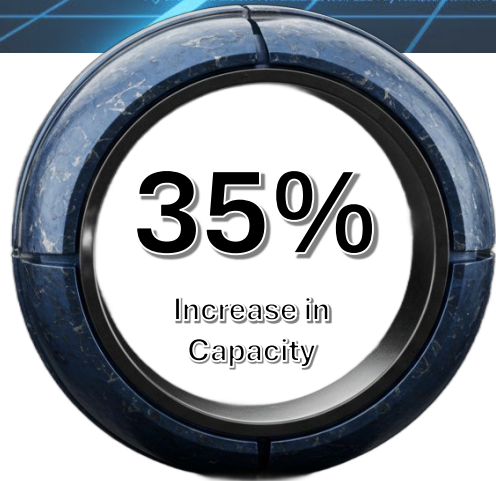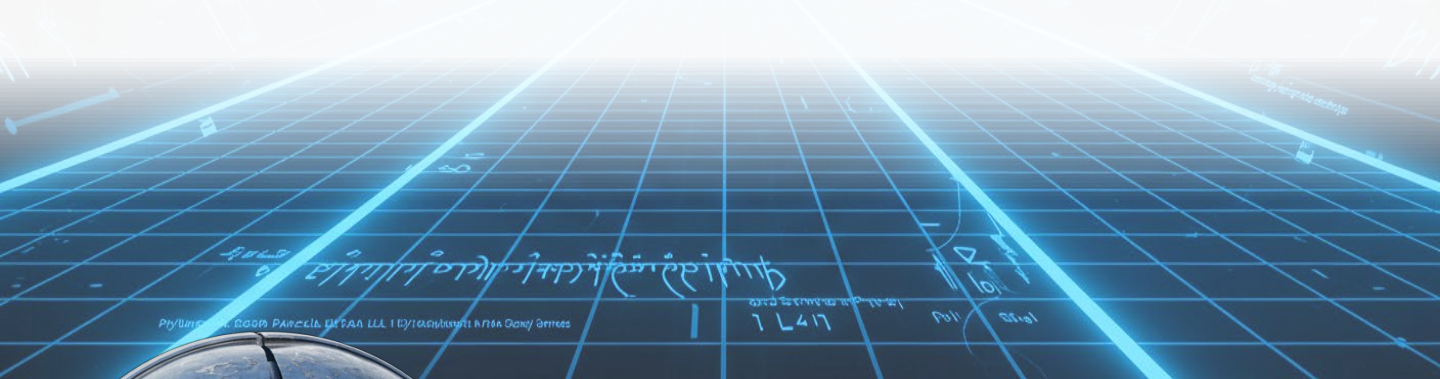
Charmed Aroma

(A Canadian Specialty Good Retailer)

The Challenge

Increased operational costs and marketplace competition (competitor use of AI technology) was limiting growth and profitability.

The Project

Increase efficiencies through "Leaning" processes and develop the data capture, integrity and organization infrastructure needed to enable AI-powered solutions.

The Result

CA increased packaging rates per hour by 33% by implementing "lean" processes directed by recommended pre-cursors to AI-based automation.

33%

Increase
In Production

ONE RingAi.ca

A Canadian CEO

(Executive Management Team)

The Challenge

Improve the capability and know-how of his senior leadership team to prepare for the use of AI.

The Project

Implement a Leadership System of Continuous Improvement to align executive KPIs with long-term organizational goals and strategic projects.

The Result

100% increase in reliable performance improvement by performance milestones, assessment capability, knowledge transfer processes, and incentivizing culture.

100%
Improvement
In Leadership
KPIs

Thank You

Contact Us

- **Email** - Info@oneringai.ca

- **Call** - **416.319.4248 or 416.786.6126**

www.oneringai.ca

EMPOWERING BUSINESS TRANSFORMATION