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AUSTRALIAN DIGITAL AGENCY

WEBSITES | APPS | AI | AUTOMATION

CHECKLIST FOR AUSTRALIAN BUSINESSES

# Choosing an AI automation provider? Ten things to check.

Use this when comparing AI automation providers. Tick each item a provider can show or confirm in writing before you sign.

- [ ] **01** **They ask which task, not which tool** — Right starting point
  A good provider starts with the work your staff repeat, then picks the lightest tool for it.
- [ ] **02** **They name the kind of problem** — Clear diagnosis
  Document handling, enquiries, moving data between systems, reporting or multi-step agents.
- [ ] **03** **They build on the software you already use** — No rip and replace
  Xero, MYOB, Microsoft 365, your CRM or job system, without forcing a replacement.
- [ ] **04** **A small, defined first project** — Low risk start
  One process, a clear result, and a fortnight running alongside the old way.
- [ ] **05** **A person approves what matters** — Human in the loop
  Human checkpoints built in, especially for anything an AI step decides.
- [ ] **06** **Logs of what ran and what failed** — Visibility
  You can see every action the automation took, and errors come to a named person.
- [ ] **07** **Clear answers on data and privacy** — Privacy
  Where data is stored, whether it trains any model, and how the Privacy Act is handled.
- [ ] **08** **You own the accounts and the build** — No lock-in
  Logins, workflows and documentation stay with your business.
- [ ] **09** **Support after launch** — It keeps running
  Who fixes it when a connected system changes, and how quickly.
- [ ] **10** **A written quote after scoping** — No surprises
  Scope, timeline and what is excluded, in writing, before work starts.

### Questions to ask

What would you automate first for us, and why? What happens when it gets something wrong? Where is our data stored? Who owns what you build? What does support cover?

### Red flags

Promises to automate everything at once, no human checkpoints, vague answers on data, accounts set up in the provider's name, and no logs.

Full guide: high10.com.au/blog/best-ai-automation-services-in-australia

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Book a scoping call