01 / CLIENT SERVICES

Work should feel *human.*

Practical automation that gives your best people their time back.

We take on the boring middle: the copying, chasing and checking between systems. The work still gets done, and your most capable people get their hours back for the work only they can do.

DISCOVERY & DESIGN / COMPLETE / OPERATE

Technology in the background.
Time back for your people.

02 / THE OPPORTUNITY

Your people have *more to contribute.*

The work starts long before the decision. Someone has to interpret the request, recover the history, check the relevant rules and work out who needs to act. Then they keep track of what happens next.

Rarely is any of it a whole job. It is twenty minutes here and forty there, spread across the people you would most like to have thinking.

Across commercial operations, this preparation and coordination draws on capable people even when much of it follows a familiar pattern.

Boring Future helps your existing systems take on more of it. The work keeps moving, and your team gets back the hours it needs for judgement, relationships and decisions.

01
Understand.
Make sense of requests, notes and previous activity.

02
Prepare.
Bring together the context and a useful next step.

03
Coordinate.
Complete agreed actions and involve the right people.

04
Follow through.
Track progress and surface what needs attention.

Don't replace the system. *Complete it.*

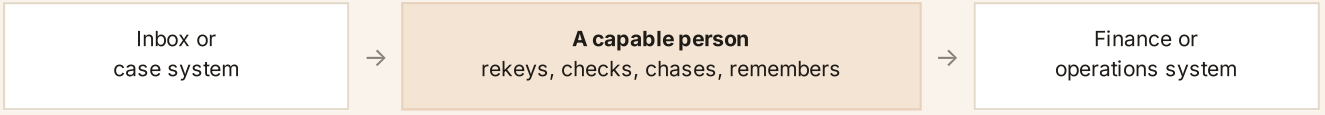
03 / WHY NOW

People became the integration. *It was never their job.*

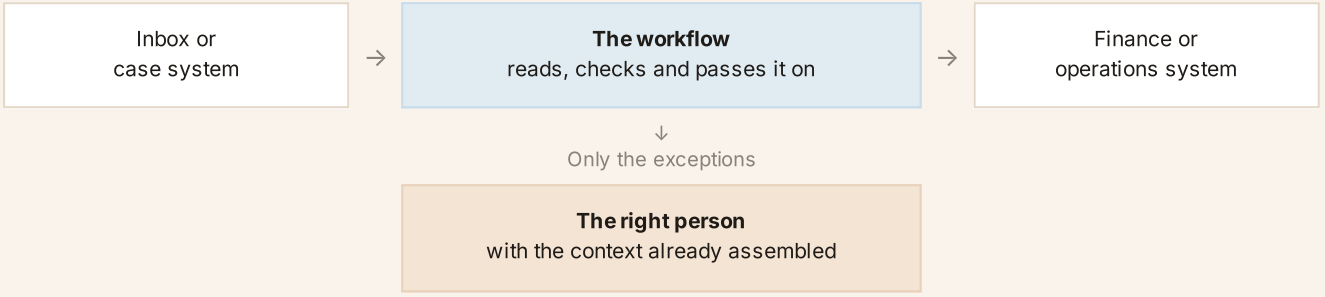
For a decade, systems multiplied faster than they learned to talk to each other. People filled the gap: rekeying, reconciling, chasing and remembering. It became normal because there was no practical alternative.

There is now. Systems can pass information between them, and the unusual cases can be spotted and routed to the right person instead of buried.

TODAY



WITH A CONNECTED WORKFLOW



Twenty minutes here. Forty there. *It adds up.*

04 / THE OUTCOME

The outcome is capacity. *Not headcount.*

We measure success in time returned to the people you most want thinking. The work still gets done, to the same standard or better, and faster. What changes is who does it.

01

Hours back.

Measured against the baseline taken in Discovery, not estimated from a brochure.

02

Standard held.

Accuracy, compliance and response times are checked, not assumed. Faster only counts if it is still right.

03

Exceptions owned.

Every unusual case has a route and a named owner. Nothing fails quietly.

What is the time for? The backlog. The customers. The improvements nobody has had room for. *The judgement you hired them for.*

No number before the evidence. We do not promise savings from website-level assumptions. We measure how the work happens today, then show what changed against it.

05 / HOW WE WORK WITH YOU

We learn your business *before we change it.*

Good automation fits the business it serves. Before we design anything, we take the time to understand four things.

01

Your industry.

Its language, its pressures, its customers and its regulators. The workflow has to make sense to the people who live in it.

02

Your people.

Who holds the knowledge, who will use the workflow, and whose day it must not disrupt. They help shape it.

03

Your appetite for change.

How fast the business, and the people in it, can realistically move. We pace the work to that, not to us.

04

Your commitments.

Accreditations, customer contracts and audit trails are design inputs. Nothing we build should put a certificate or a contract at risk.

No big bang. *One workflow, done properly.*



06 / OUR APPROACH

The right work. *The right responsibility.*

Not every task should be automated, and not every problem needs AI. We decide what technology can take on and where a person stays accountable.

01
Automate.

Clear rules for repeatable work: validate a record, apply an agreed routing rule, send a routine update or trigger the next step. Actions stay within defined limits.

02
Augment.

AI and automation interpret information, assemble context, summarise activity and prepare a recommendation or response for someone to review.

03
Leave with people.

Judgement, relationships and consequential decisions stay with the people accountable for them. Review and escalation are part of the workflow.

Built for the exceptions. *Not just the easy path.*

Most automation breaks on the case nobody planned for. We design for it from day one.

CERTAIN
Rules act.
Within limits you have agreed.

UNCERTAIN
Flagged and prepared.
Interpreted, checked and made ready for review.

CONSEQUENTIAL
A person decides.
A named owner, with the context already assembled.

07 / A WORKFLOW IN PRACTICE

A better starting point *for the decision.*

Illustrative example. Not a reported customer result.

THE REQUEST

A customer asks why an update has not arrived, and whether an agreed deadline can still be met.

Today.

A colleague reads the email thread, checks the case history, finds the latest update and asks another team what has changed. They compare the position with the original commitment, prepare a response and keep chasing until they have an answer.

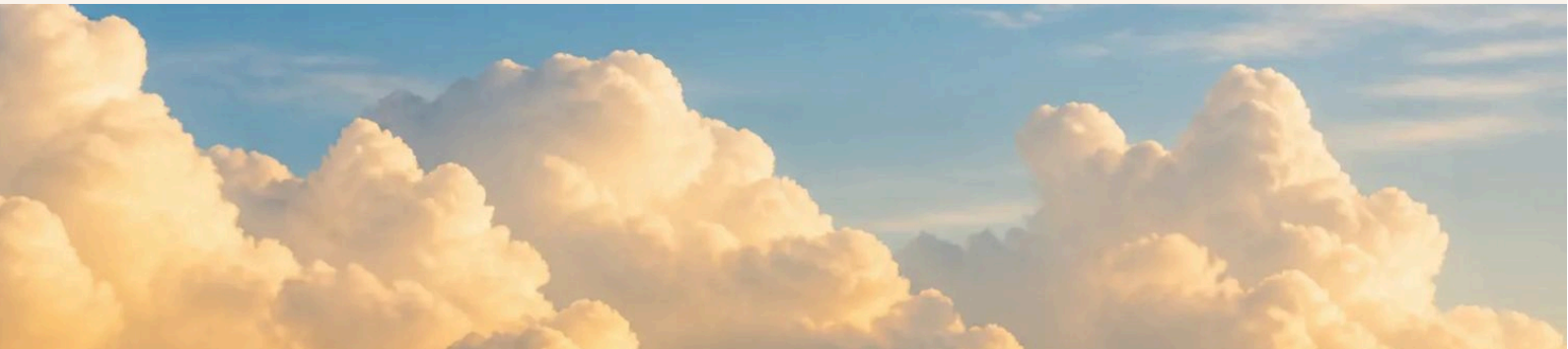
With a connected workflow.

The workflow brings together the request, the history and the latest activity. It identifies what is missing, prepares a summary and drafts a response from approved context. Agreed follow-up runs automatically. Conflicting information, stalled progress or a proposed change to the commitment is raised for review.

The decision stays with your team.

A person reviews the situation, decides what can be promised and handles the customer relationship. They begin with the relevant context and a prepared next step, rather than rebuilding the case from the beginning.

Less time recovering the context. *More time resolving the issue.*



08 / WHERE THIS FITS

Commercial workflows. *Practical possibilities.*

We work on the preparation, coordination and follow-through that keep commercial operations moving, and hand the time back to the people doing it.

01

Customer and service operations.

"A query arrives without a reference, and the history sits across three systems and one person's memory."

Interpret the request, recover the relevant history, prepare a response and coordinate follow-up. A person is brought in when the case needs judgement.

Time back: the digging, not the conversation.

02

Approvals and reviews.

"A decision pack that takes half a day to assemble and ten minutes to read."

Assemble the supporting information, check requirements and prepare the pack. Approval authority stays with the appropriate person.

Time back: the half day, not the ten minutes.

03

Supplier and partner coordination.

"Updates that arrive incomplete, and a chase list nobody owns."

Review incoming updates, identify what is missing, prepare the follow-up and make unresolved issues visible to the right person.

Time back: the chasing, not the relationship.

04

Reporting and performance.

"A report finished the day before it is needed, leaving no time for the analysis it was meant to support."

Prepare the recurring analysis, highlight exceptions and bring together the context behind the numbers, ready for review.

Time back: the assembly, not the analysis.

Illustrative applications, scoped to your systems and agreed controls. Internal services such as onboarding, IT requests and recurring administration follow the same pattern.

09 / DISCOVERY & DESIGN

From "we know this hurts" *to "we know what changes."*

One priority operational workflow (one trigger, one team, one outcome) taken apart properly and put back together on paper before anything is built.

01

Where does the effort go?

The current-state workflow and its pain points, including the exceptions your team handles by instinct. The industry rules, accreditations and customer commitments it must respect. A measurable baseline: time, volume, rework, cost, delay.

02

What should change?

An automate / augment / leave-with-people assessment, the target workflow design, and the responsibility and human-review boundaries that go with it, paced to what your team can absorb.

03

Can it be built?

Systems, data and access requirements, technical feasibility and the likely approach, and the risks, dependencies and exceptions that would need handling.

04

How much time comes back?

The capacity we would expect to release, measured against your baseline, the commercial case behind it, and an implementation scope with a fixed-price proposal.

DISCOVERY & DESIGN

£2,500 + VAT, fixed

Two to three weeks. The outputs are yours whether or not you build with us. If the economics do not stack up, the recommendation will say so.

10 / COMPLETE AND OPERATE

Build around *your business.*

Quoted per workflow from the Discovery & Design output, at a fixed price. Nothing is built without a written scope.

Existing systems first.

Where practical the work runs in the background or appears in familiar tools. Where it can live in Microsoft 365, your CRM or your service-management platform, that is where it starts. Reusing what you have reduces additional software, training and administration.

Controls and compliance from the start.

Permissions, validation, review points and recovery are part of the build, not added afterwards. The accreditation and audit requirements agreed in Discovery are designed in and tested. Missing information, failed connections and uncertain outputs follow an agreed exception route.

YOU RECEIVE

A tested operational workflow with agreed controls, documentation and a named owner.

OPERATE / OPTIONAL, AND AGREED SEPARATELY

01
Monitor.
Check that integrations, automations and AI-assisted steps run as expected.

02
Handle exceptions.
Surface failed runs, unusual inputs and missing access to the right person.

03
Maintain.
Update connections, rules, prompts and logic as the business changes.

04
Measure.
Track hours returned against the original baseline, so you can see the improvement is holding.

05
Improve.
Use live evidence to refine the workflow and find the next worthwhile change.

06
Agree it explicitly.
Scope, service windows, ownership and change allowances, in writing.

THE TECHNOLOGY FOLLOWS THE REQUIREMENT

APIs / Power Platform / Python / AI / RPA / lightweight interfaces

11 / TRUST AND BOUNDARIES

Clear boundaries. *Visible responsibility.*

A dependable workflow needs clear limits on what it may do, what it may prepare and when it must stop.

Authority comes from the rules and permissions you agree, not from how confident an AI-generated answer sounds.

AI prepares. *People decide.*

Routine actions may run automatically, within an explicitly agreed boundary.

Permissioned.

Authorised access, and only the permissions the workflow needs.

Compliant.

Your accreditations and obligations shape the design from the start.

Grounded.

Relevant source material stays available for review where practical.

Reviewable.

A route to inspect, edit, reject or approve important outputs.

Recoverable.

Failures are understandable, with a clear route to resolution.

Measurable.

The original baseline stays visible so the result can be assessed.



12 / EXPERIENCE BEHIND BORING FUTURE

Founder-led. *Built, not advised.*

Boring Future is led by Keiaan McLean. The work below was designed and delivered personally, through McLeans IT and in employed roles.

FOUNDER EXPERIENCE / MCLEANS IT

KTC Edibles.

A full ITSM build and implementation for a major UK food business.

Designed and implemented a complete IT service-management system, transforming the ticketing journey from incoming request through triage, handling, follow-up and resolution. Automation brought service-level tracking, notifications, routing and reporting into one managed process.

ANNUAL TURNOVER	PRODUCTION SITES	STAFF	SUPPLYING
c. £560m	Four	Around 450	Major UK supermarkets

FOUNDER EXPERIENCE / EMPLOYED ROLES

Major UK hospitality groups.

Reporting and operational automation supporting some of the UK's largest hospitality estates. The work spans high-volume service data, performance reporting, business rules and supplier coordination across enterprise systems.

These examples describe Keiaan's experience through McLeans IT and employed roles. They are not presented as Boring Future client contracts or endorsements, and employer-owned software remains separate. Turnover is group turnover for the year to 31 December 2023, as filed. Site and headcount figures as publicly reported at the time of KTC's 2022 acquisition.

13 / START A CONVERSATION

What would your best people do *with their time back?*

Start with one real workflow. A request that needs the same investigation every time. A report that leaves no room for the analysis. A process that depends on somebody keeping every detail in mind.

THE FIRST STEP

A free conversation. *Thirty to forty-five minutes.*

Tell us how the work happens today, where the effort goes and what your team could be doing with the time instead. We will decide together whether there is something worth investigating properly. No deck, no obligation.

01

Free conversation.

Understand the problem together.

02

Discovery & Design.

£2,500 + VAT, fixed. Two to three weeks. Outputs you own whether or not you build with us.

03

Complete.

Fixed scope and fee, quoted per workflow.

04

Operate.

Optional monthly support, agreed in writing.

hello@boringfuture.co.uk ↗

boringfuture.co.uk ↗

West Midlands. Working with UK businesses. Start with an anonymised example; we will agree a secure route before confidential information is shared.


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