



Faster answers for the public. Less paper for your staff.

Requests arrive by email, web form, phone and paper, and staff key them into older systems by hand. Backlogs grow, and know-how leaves when long-time staff retire. FlowChainLabs maps how each request really moves, builds AI into the systems your agency already runs, writes the SOPs and trains your staff to run it.

Requests answered sooner, backlogs that shrink and staff time back for the work only people can do.

CORE COMPETENCIES

Intake and case processing

Requests from every channel sorted and routed into your case system.

Records requests (FOIA and Texas PIA)

Drives and inboxes searched, a response drafted. Staff decide what is released.

Process mapping and SOPs

Each step mapped with the staff who do it and written down with an owner.

Permits and licensing

Applications checked against your rules, with gaps flagged before staff review.

Reports

Leadership, board and grant reports built from several systems, checked by staff.

Staff AI training

Copilot, ChatGPT, Claude and Gemini workshops on your own requests and forms, with guides staff keep.

DIFFERENTIATORS

- **A person approves every decision** that affects a case, a payment or a record. AI reads, sorts and drafts.
- **Inside your AI policy.** Every AI action is logged under your records rules, and access follows staff roles.
- **Your accounts, your data.** Built in your accounts and systems, under your security rules. Nothing in ours.
- **No rip and replace.** Your current systems stay. We build around them.
- **Knowledge that stays.** Written SOPs, trained staff and a named owner for each process outlast retirements.
- **Dallas based and founder led.** The work happens at the desks of the staff who do it.

EXPERIENCE

Built on process and project work inside PepsiCo, CVS, Southern Glazer's, AT&T, Salesforce, Stanley 1913 and City Electric Supply.

COMPANY DATA

LEGAL NAME	FlowChainLabs LLC
LOCATION	Dallas, Texas
SAM.GOV	Active registration
UEI	C851PC5SNRB3
CAGE CODE	20KC1
SIZE	Small business, all NAICS
PAYMENT	Purchase card accepted
TEAMING	Prime or subcontractor

NAICS CODES

541512	Computer systems design (primary)
541511	Custom computer programming
541519	Other computer related services
541611	Management consulting
541618	Other management consulting
541990	Other professional services
518210	Data processing services
611420	Computer training

PSC CODES

R408	Program management support
R499	Other professional support
DA01	Application development support
U008	Training and course design
U012	Information technology training

HOW AN ENGAGEMENT RUNS

01

Pick one backlog

Requests waiting, days each one sits, staff hours.

02

Map it

With the staff who handle it. Record the starting numbers.

03

Write the SOP

Decide what goes to software, to AI or stays with a person.

04

Build

AI inside your current systems, starting with fixed-rule steps.

05

Train and measure

Staff trained on their own work. Results measured against the start.

POINT OF CONTACT

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