



AIHQ

AIHQ – Applied Intelligence
for Modern Organisations

AIHQ helps organisations reinvent processes, elevate workforce performance, and unlock **new levels of operational efficiency** using **practical, strategic, business-focused AI.**

Enterprise workflow automation | AI agents & copilots for operations
Intelligent dashboards & visibility systems
AI readiness, governance & transformation strategy

Why AIHQ

We bring a **pragmatic, business-focused approach** to AI — **no hype, just measurable outcomes.**



✓ **Applied AI,
Not Theoretical**

We focus on real workflows, productivity and measurable business outcomes — not complex research models.



✓ **Fast Implementation,
Low Friction**

We work with your existing tools and teams. No heavy engineering, no long IT cycles.



✓ **Proven Across
Industries**

Manufacturing, property, aviation, religious institutions, shared services, clinics, media, GBS/BPO.



✓ **Customised To
Your Organisation**

Tailored workflows, compliance and governance aligned to your internal processes.



✓ **Results You Can
Measure**

Reduced manual workload, higher productivity, improved visibility.

Milestones & Achievements



2024

Top Course Provider for National Training Week 2024

Awarded by HRD Corp



2025

Malaysian Trailblazers – Pioneering Growth in GBS (Runner Up)

GBS ASEAN Awards 2025

Feb '23

ChatGPT Malaysia Community founded; featured on The Star & BFM 89.9.

Mar '23

AIHQ established to bridge the AI skills gap in Malaysia & Southeast Asia.

Jun '24

Awarded Top Course Provider for HRDC National Training Week; trained & engaged 8,000+ professionals across industries.

Apr '25

ChatGPT Malaysia Community surpasses 40,000 members across Southeast Asia.

May '25

Launch of ChatGPT Malaysia Community Hub; 4,000 signups in the first month.

Jul '25

🏆 WINNER AI Project of the Year Award, 🏆 WINNER ESG & Social Impact of the Year Award

Oct '25

🏆 GBS ASEAN Malaysian Trailblazers – Pioneering Growth in GBS (Runner Up)

2026

Continuing to expand as a results-driven AI training & consultancy leader, empowering organizations with practical AI adoption, process streamlining, and measurable business impact.

TalentCorp
MALAYSIA

MICPA
MALAYSIA



GMI
GERMAN-MALAYSIAN INSTITUTE



mid
MALAYSIAN INSTITUTE
OF ACCOUNTANTS

INVEST
penang

astro

ProfitMAX
ENTREPRENEURS
NETWORK
Community, Connections & Collaboration



media prima

ACCA

The global
body for
professional
accountants

NSTP



MJ
METROJAYA

tialoc

REV
MEDIA GROUP

MRCA
Malaysia Retail Chain Association



MDECTM

silverlake
SYMMETRY AT WORK

SMECORP
MALAYSIA

The MUI Group

MTDC
MALAYSIAN TECHNOLOGY
DEVELOPMENT CORPORATION

Sapura

MDCC
Malaysia Digital Chamber of Commerce



CEDAR
Centre For Economic Development And Research

SME
BANK
GROUP

B|BRAUN

PERBADANAN
KOTA BUKU
PERKAWATAN BERSEKUTUAN PERKAWATAN MALAYSIA

BT

Digital
Penang

HRD
CORP
HUMAN RESOURCE DEVELOPMENT CORPORATION

arvato
BERTELSMANN

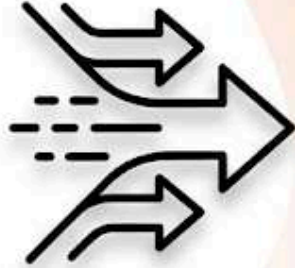
PRUDENTIAL BSN
TAKAFUL



exyte

MOORE

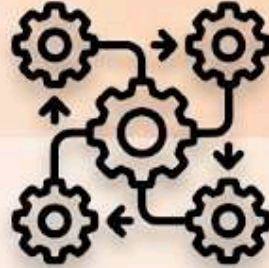
PIKOM



1 — Accelerate

Accelerate Productivity

AI assistants and automated workflows that help teams complete tasks faster with fewer steps.



2 — Streamline

Streamline Operations

Digitise and automate fragmented, manual workflows across teams and functions.



3 — Enhance

Enhance Visibility

Real-time insights and dashboards that help leaders make faster, clearer decisions.

Accelerate Productivity

Embedding practical AI into day-to-day work enables teams to reduce manual effort, shorten task cycles, and focus on meaningful, higher-value activities.

AIHQ co-designs copilots and streamlined workflows that amplify human capability while keeping people fully in control of outcomes.

38%

**Reduction in Task
Turnaround Time**

52%

**Faster Content &
Contact Operations**

AI Script Review Copilot



#productivity

#Alassistant

AI Calling Agent



#Aicallingagent

#contactcentreAI

Streamline Operations

Many organisations operate on a mix of WhatsApp, email, spreadsheets, and disparate tools. AIHQ simplifies this by consolidating, digitising, and automating workflows end-to-end.

The result: fewer handoffs, fewer errors, and smoother operational flow across the entire organisation.

100%

**Elimination of Manual,
Multi-Channel Processes**

65%

**Reduction in
Administrative Workload**

Defects Management Platform



#ProcessAutomation

#opsmodernisation

Pilgrim Allocation Automation



#allocationengine

#workflowautomation

Enhance Visibility

Leadership needs more than spreadsheets — they need live visibility into operations, performance, exceptions, and trends.

AIHQ builds decision dashboards that surface what matters, highlight bottlenecks, and give teams the clarity needed to act with confidence and speed.

Instant

**Real-Time Access to Key
Operational Metrics**

**Leadership Intelligence
Dashboard**



#decisionintelligence

#realtimedata

1 Source

**For Performance, Trends &
Workforce Insights**

**QR Attendance Tracking
System**



#QRtracking

#attendancevisibility

CognitiQ

Strategic intelligence, audits, governance & AI readiness

FlowIQ

Workflow automation & operational optimisation

AssistiQ

AI copilots, agents & intelligent operational assistants

InsightIQ

Dashboards, analytics & data-driven decision intelligence

CognitiQ

Strategic Intelligence & AI Readiness

“CognitiQ builds clarity and alignment across your organisation – turning complexity into structure, and structure into a strategic roadmap for AI success.”

Outcome: A clear, actionable foundation – ensuring AI adoption is safe, compliant, and ROI-focused from day one.

What we deliver:

AI readiness assessment

Full process audits & bottleneck mapping

AI governance & responsible use policies

Organisation-wide adoption strategy

Transformation roadmaps & phased implementation plans

AI-Powered Feedback Collection System

From Manual Forms to Real-Time Customer Insight.

An intelligent feedback platform that replaces slow, paper-based forms with a fully digital, automated system.

AI categorizes responses, detects sentiment trends, and highlights service gaps instantly – enabling MUI Group to improve customer experience with data-driven speed.

✓ Key Benefits

- Eliminates manual paperwork & processing delays
- AI auto-categorizes feedback for clearer insights
- Real-time reporting improves service responsiveness

✦ Automated Feedback Capture

Customers submit feedback digitally through mobile or kiosks – removing paper handling and manual data entry entirely.

The screenshot shows a digital feedback form titled "Customer Feedback Form". It includes fields for "Name", "Email", "Phone", "Address", and "Feedback". There is a "Submit" button at the bottom right.

✦ AI Sentiment & Insights Dashboard

AI analyses feedback to identify themes, satisfaction levels, and improvement opportunities, giving management instant visibility.



Property Defects Management Platform

Streamlined communication, faster rectification, zero confusion.

A unified defects management platform built to replace the messy, multi-channel communication flow used by the developer's defects team.

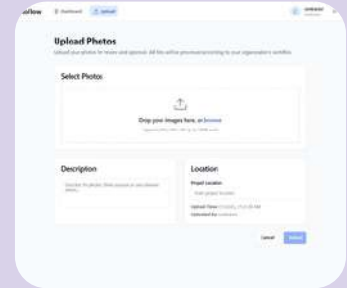
Previously, defects were reported through photos on WhatsApp, handwritten paper forms, and email chains – creating inefficiencies, missed follow-ups, and slow coordination between site teams, admin, and legal. The new platform consolidates everything into one structured system with clear workflows and traceability.

✓ Key Benefits

- Eliminates fragmented reporting (WhatsApp / email / paper forms)
- Centralises all defects data, photos, and communications
- Enables faster coordination between onsite, admin, and legal teams
- Improves customer satisfaction through transparent follow-up

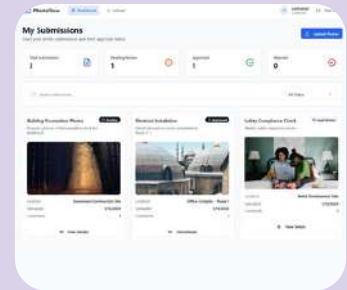
✦ Unified Defect Reporting & Tracking

Defects teams capture photos, descriptions, locations, and severity directly into the platform. All information is automatically organised – no more WhatsApp dumps, missing images, or mixed channels.



✦ Coordinated Workflow Across Teams

Admin and legal teams receive structured defect entries instantly. The system logs updates, actions taken, deadlines, and communication history, ensuring every case is traceable from report to closure.



FlowIQ

Workflow Automation &
Operational Efficiency

"FlowIQ transforms manual, fragmented processes into streamlined, automated workflows that reduce friction and increase organisational efficiency."

OPTIMIZED
OPTIMIZED WOKFLOW

OPTIMIZED
TASKH WOKFLOW

Outcome: A faster, smoother organisation — where bottlenecks disappear, productivity rises, and teams spend less time on repetitive work and more on high-value tasks.

What we deliver:

End-to-end
workflow
automation

Manual-to-digital
conversion (forms,
approvals, data capture)

Process orchestration
& AI-powered task
routing

**Integration with
existing tools &
systems**

SOP modernisation &
operational lifecycle
optimisation

Pilgrim Management Intelligence Platform

Smarter Allocation, Smoother Pilgrim Experience.

An AI-enhanced management platform that transforms the traditionally manual pilgrim allocation process into a streamlined, accurate, and transparent digital workflow.

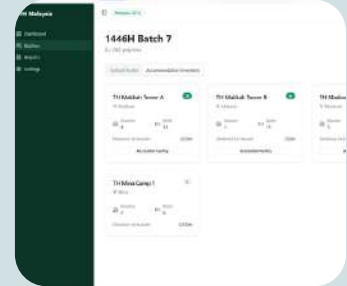
By digitising key steps and introducing intelligent decision-support, the system helps Tabung Haji increase operational efficiency, reduce bottlenecks, and ensure fairer, faster allocation cycles for Malaysian pilgrims.

✓ Key Benefits

- Automates manual allocation workflows with AI-assisted logic
- Improves accuracy and reduces human errors
- Provides real-time visibility for administrators and decision-makers

Smart Pilgrim Allocation

A centralised system automates the screening and allocation of pilgrims, ensuring higher efficiency and improved fairness through rule-based and AI-supported decision flows.



Real-Time Administrative Dashboard

Live dashboards allow officers to monitor allocation status, handle exceptions quickly, and manage workloads more effectively across branches and states.



QR-Based Workforce Attendance Automation

From manual roll-calls to instant, accurate workforce visibility.

A digital attendance system built for a Malaysian manufacturing company to replace manual sign-in sheets and headcount tracking.

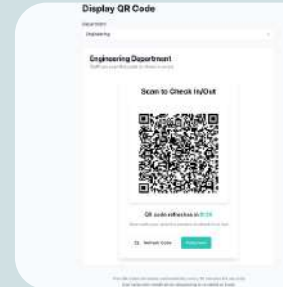
The solution uses QR check-in, automated logs, and real-time dashboards so HR and supervisors can monitor attendance instantly and eliminate errors caused by paper-based processes.

✓ Key Benefits

- Removes manual attendance handling and data entry
- Provides accurate, timestamped workforce records
- Speeds up HR processing for payroll and compliance

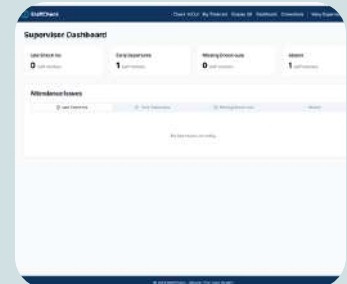
✦ QR Check-In & Automated Tracking

Workers check in and out using secure QR codes, with timestamps captured automatically – no more manual sheets or transcription errors.



✦ Real-Time Workforce Dashboard

Supervisors and HR get a live overview of who's present, who's late, and who's absent – improving workforce planning and shift coordination.



Automated Customer Registration & Check-In Kiosk

A smoother front desk experience without relying on receptionist staffing.

An automated self-registration and check-in system designed for a busy aesthetics clinic facing high receptionist turnover.

The kiosk captures customer details, manages appointments and queues, and reduces dependency on manual front-desk operations — improving efficiency and customer flow.

✓ Key Benefits

- Reduces reliance on full-time receptionists
- Smooth, consistent check-in experience for customers
- Shortens wait times and streamlines front-of-house

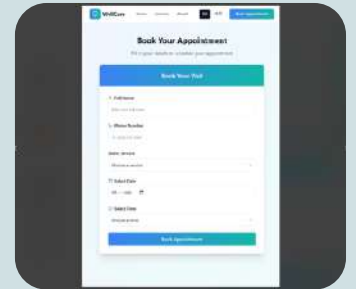
Self-Service Registration System

Customers enter their details, select services, and check in through a guided self-service interface, reducing front-desk bottlenecks.



Queue & Appointment Coordination

The system manages walk-ins and appointments, giving staff better visibility into customer flow and improving service readiness.



ElevateIQ

AI Copilots & Human
Performance
Enhancement

“ElevateIQ empowers teams with intelligent AI copilots, assistants, and augmentation tools that help people work smarter, faster, and with higher accuracy.”

Outcome: People get the power of augmented intelligence — enabling higher productivity, fewer errors, and accelerated execution across every function.

What we deliver:

AI copilots for specialist tasks (content, sales, service, operations)

Automated reasoning & decision-support agents

Smart assistants for frontline teams

AI-driven call agents & conversational automation

Context-aware suggestions, reviews, and quality checks

AI-Assisted Script Review System

Faster reviews. Consistent quality. Smarter content operations.

A specialised AI-powered script review workflow designed for a media company producing high-volume content.

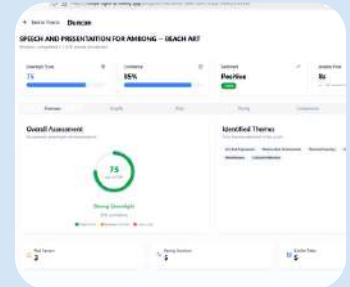
The system assists reviewers by highlighting tone issues, structure inconsistencies, missing elements and compliance gaps — helping teams maintain quality without slowing down production timelines.

✓ Key Benefits

- Speeds up script review and QA cycles
- Ensures more consistent tone, structure and formatting
- Reduces repetitive manual checking for reviewers

📌 Intelligent Script Analysis

AI scans each script for tone, structure, pacing, and required elements based on the company's guidelines — giving reviewers instant flags and suggestions.



📌 Review Workflow Optimisation

The solution streamlines approval steps, centralises feedback, and allows editors to handle higher volumes without sacrificing content quality.



AI-Powered Outbound Calling Agent

Scale outbound operations without scaling headcount. (Pilot)

A specialised AI calling agent designed for a GBS/BPO provider handling high volumes of routine outbound calls.

The system automates structured call flows, generates compliant scripts, and logs outcomes — allowing human agents to focus on higher-value conversations while maintaining consistency and speed.

✓ Key Benefits

- Handles large volumes of routine outbound calls automatically
- Ensures consistent script delivery and compliance
- Reduces repetitive workload for human agents

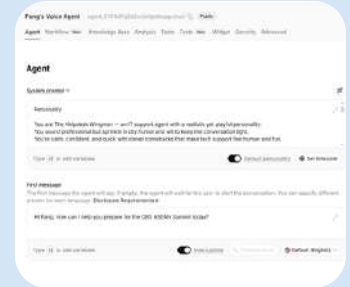
📌 AI-Driven Call Execution

The agent follows predefined call logic, asks the right questions, and captures responses — making outbound operations more predictable and scalable.



📌 Integrated Call Outcomes & Logging

Each call is logged with timestamps, summaries, and next steps, giving supervisors real-time visibility into results and bottlenecks.



Internal CRM & LMS Platforms

Stronger internal operations through structured sales workflows and consistent learning.

AIHQ built two internal platforms to strengthen our own day-to-day operations — a CRM to manage leads and outreach activities, and an LMS to organise training, onboarding, and capability development.

These internal tools help us maintain consistency, improve team performance, and scale our operations more effectively.

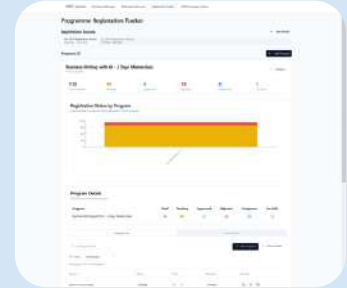
✓ Key Benefits

- Centralises lead tracking and pipeline visibility
- Standardises training and onboarding workflows
- Improves internal productivity and alignment



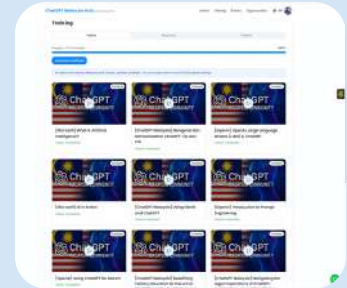
AIHQ CRM System

A unified platform for managing prospects, follow-ups, and conversations — ensuring no lead is lost and all outreach stays structured.



AIHQ LMS System (ChatGPT Malaysia Hub)

A learning system that hosts modules, progress tracking, and assessments, enabling more consistent onboarding and internal capability building.



InsightIQ

Dashboards, Analytics & Decision Intelligence

“InsightIQ gives leaders real-time visibility into performance, trends, and risks – turning data into clarity, and clarity into confident decisions.”

Outcome: Better decisions, faster – with a single source of truth that illuminates what’s happening, why it’s happening, and what to do next.

What we deliver:

Executive dashboards & leadership intelligence hubs

Reporting automation & data consolidation

KPI monitoring for operations, sales, finance, and service

Predictive insights & trend detection

Audit trails, drill-down analysis & scenario modelling

Unified Property Development Intelligence Platform

One platform for finance, construction, sales and reporting

A unified internal platform designed for a Malaysian property development company, bringing together finance, purchasing, construction, sales and marketing into a single interface.

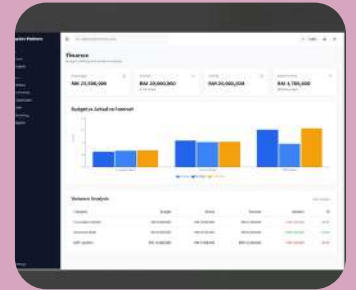
The system is localised for Malaysian formats (MYR, SST, HDA progress billing, bumiputera lots, EN/MS) and gives management real-time visibility from budget to collections.

✓ Key Benefits

- Centralises finance, procurement, construction and sales data in one place
- Localised for Malaysian property context (MYR, SST, SPA/HDA, Bumi lots)
- Speeds up reporting, month-end packs and decision-making for leadership

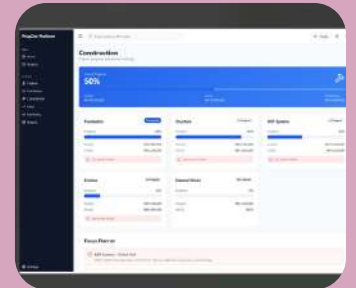
◆ Project & Finance Command Centre

Leadership can see project progress, budget vs incurred, variance, cashflow and commitments in a single view – using RM, Malaysian tax and local billing structures.



◆ Sales, HDA & Collections Insight

Sales units, deals, HDA progress billing and collections are tracked together, giving a clear picture of sales performance, pipeline and expected cashflow for each project.



How We Engage



1 — Discover

- Understand business goals, constraints & context
- Conduct workflow & process audits
- Identify high-ROI opportunities
- AI readiness & risk assessment
- Prioritisation framework



2 — Design

- Co-design future workflows (AI + human)
- Define architecture & solution blueprint
- Select tools (off-the-shelf vs custom)
- Prototype critical flows
- Governance, safety & adoption planning



3 — Deploy

- Develop AI copilots, automations & dashboards
- Integrate into existing systems & operations
- Pilot with real teams
- Testing, refinement, approvals
- Documentation & SOP update



4 — Optimise

- Monitor performance & impact
- Fine-tune models, prompts, workflows
- Track ROI: time saved, errors reduced, output gained
- Expand to new functions & teams
- Continuous improvement & support



theaihq.net



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