WILL AI 10X YOUR BUSINESS?

Five steps to put AI into any business, in the order that works, and the three things that make it hard. Each step ends with something to write down.

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WE ALWAYS HAD A METHOD. IT WAS JUST SLOW.

I founded division5 in Albania in 2015. Today it is a network of engineers from across the Balkans, with its focus on Albania and Kosovo. From the start we improved the business the same way, in four steps.

01 **Define**

From what clients and the market tell us.

02 **Validate**

With the people who do the work every day.

03 **Document**

Step by step.

04 **Automate**

And measure it.

The method worked. The problem was time. **These four steps took us months**, because every one of them needed coordination between many different people.

Then we asked the question this guide is about: could AI do it better?

FROM MONTHS TO WEEKS

NOV 2025
We started with one single system.

APR 2026
The first AI agents.

JUN 2026
The agents learn.

AUG 2026
AI reads CVs and interviews.

> **85%+**
>
> of division5's processes were automated by November 2026. Before, people did all of it.

AI now works across sales, marketing, recruitment, finance, operations and HR, and helps with legal work. One cycle of improving a process went from months to weeks.

None of it started with AI. It started with putting the business into one system. The five steps that follow are that order, written so you can apply it to your own company, whatever it sells.

LIST YOUR PROCESSES

Not the departments. The work. Every business, whatever it sells, runs on a set of repeating processes: finding customers, selling to them, delivering, getting paid, hiring, paying people, keeping the books.

Most owners have never seen the full list in one place. That is why AI projects usually start with whatever looked impressive in a demo, rather than with what costs the business the most time.

You cannot decide where AI belongs until you can see everything the business does.

WRITE IT DOWN

Every recurring process, under six headings: sales, marketing, hiring, operations, HR, finance. Beside each, who does it today and roughly how many hours a week it takes.

Then circle the three that cost the most hours.

PUT THE DATA IN ONE PLACE

At division5 that meant candidates, clients, contracts and emails. Yours will be different: orders, stock, bookings, patients, suppliers. The rule is the same.

AI cannot act on what it cannot see, and it cannot see across four spreadsheets, three inboxes and somebody's memory. Every attempt to skip this step produces something that works in a demo and gets ignored in practice.

One trusted place for each kind of record, and everyone agreeing which one it is.

WRITE IT DOWN

For each of the three processes you circled, the data it depends on. Beside each item, where it lives today.

Any item with more than one answer is your first job, before any AI.

BUILD SOFTWARE ON THE DATA

For us this was our own management system: one place where the whole team works, built around how the business actually runs rather than a template we bent the business to fit.

It does not have to be built from scratch. It does have to fit how your team works, and the team has to really use it every day. What does not work is AI floating on top of tools nobody opens.

The agents in the next step can only be as good as the system they live in.

WRITE IT DOWN

For each circled process, the one tool where the work should happen. If the honest answer is "email and a spreadsheet", write that down too. That is the gap.

ADD AI AGENTS

An agent is software that reads, drafts and proposes. It reads the email, the CV, the invoice. It drafts the reply, the summary, the report. It proposes the next step.

What it should not do is decide. Our rule fits on one line:

> **AI PROPOSES. A PERSON DECIDES.**

That is what makes agents the safe place to start. A wrong draft that a person catches costs a few seconds. A wrong decision that reaches a customer costs you the customer.

WRITE IT DOWN

In each circled process, the steps that start with reading something or writing a first draft. That is where your first agent goes. Beside it, who will approve its work.

ADD AUTOMATION WORKFLOWS

Workflows are the part that runs on its own. When something happens, the system does the next thing with nobody in between: a routine reply, a reminder, a record moved to its next stage.

They come last for a reason. A workflow should only take over a step once you have seen that step follow the same rule every single time. An agent proposing the same answer for months, with a person approving it each time, is how you find those steps.

Agents first, workflows second. The other way round, mistakes reach your customers at machine speed.

WRITE IT DOWN

The decisions in your business that follow a fixed rule with no exceptions. Be strict. If you hesitated over one, it belongs to an agent and a person, not a workflow.

IT WAS NOT EASY

01 **Hard to do well**

Building agents that do what they should, at a low cost, is very hard.

02 **Hard to trust**

Especially when the agent has to act as if it were you.

03 **Hard to balance**

Too much AI and mistakes reach the client. Too little and people end up doing the work themselves.

Everyone wants to integrate AI. Few know how.

It does not finish

The process is iterative and continuous. Once the system runs, it needs maintenance and steady tuning to keep giving good results at a cost that makes sense. Plan for that from the start, the way you plan for any other part of the business that has to keep working.

SO, WILL AI 10X YOUR BUSINESS?

Not on its own. AI multiplies whatever it sits on. In a business whose processes are listed, whose data lives in one place and whose team works in one system, it multiplies a lot. On top of a mess, it makes the mess run faster.

If your business is not using AI, you are not just leaving money on the table. The competition is taking all of it.

If you want to do it with me

This is the work I do with companies. In the AI Integration Sprint, four sessions over two weeks, we go through these five steps for your business and you leave with a written plan. engjellrraklli.com/ai-sprint

If you run a service business, the Constraint Sprint does the same together with productizing what you sell, so the AI goes onto work that repeats. engjellrraklli.com/sprint

Once the plan exists, divisionAI builds these systems. divisionai.co