

INSIGHT READOUT · EXAMPLE CO. STORES

Your stores answer
most reviews. The next
step is the complaints.

Prepared for Example Co. · 13 October 2026

Example data · fictional client

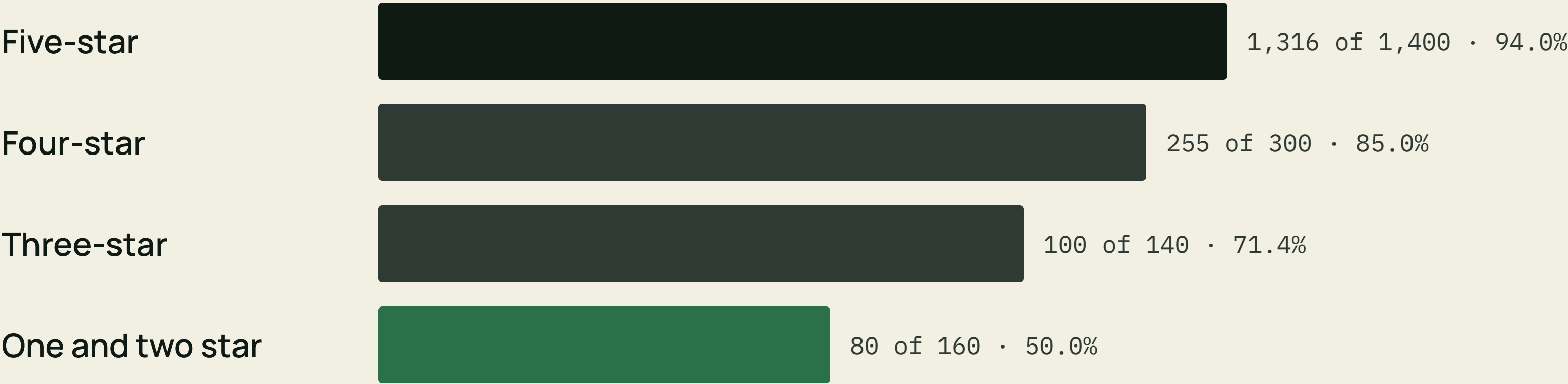
50%

of 160 one and two star reviews got a reply in the 12 months to [date].

| The other 80 did not. That is where to start.

n=160 one and two star reviews, 12 months to [date]
· Source: public Google reviews, read [date] ·
Example data

Half of the 160 complaints got no reply.



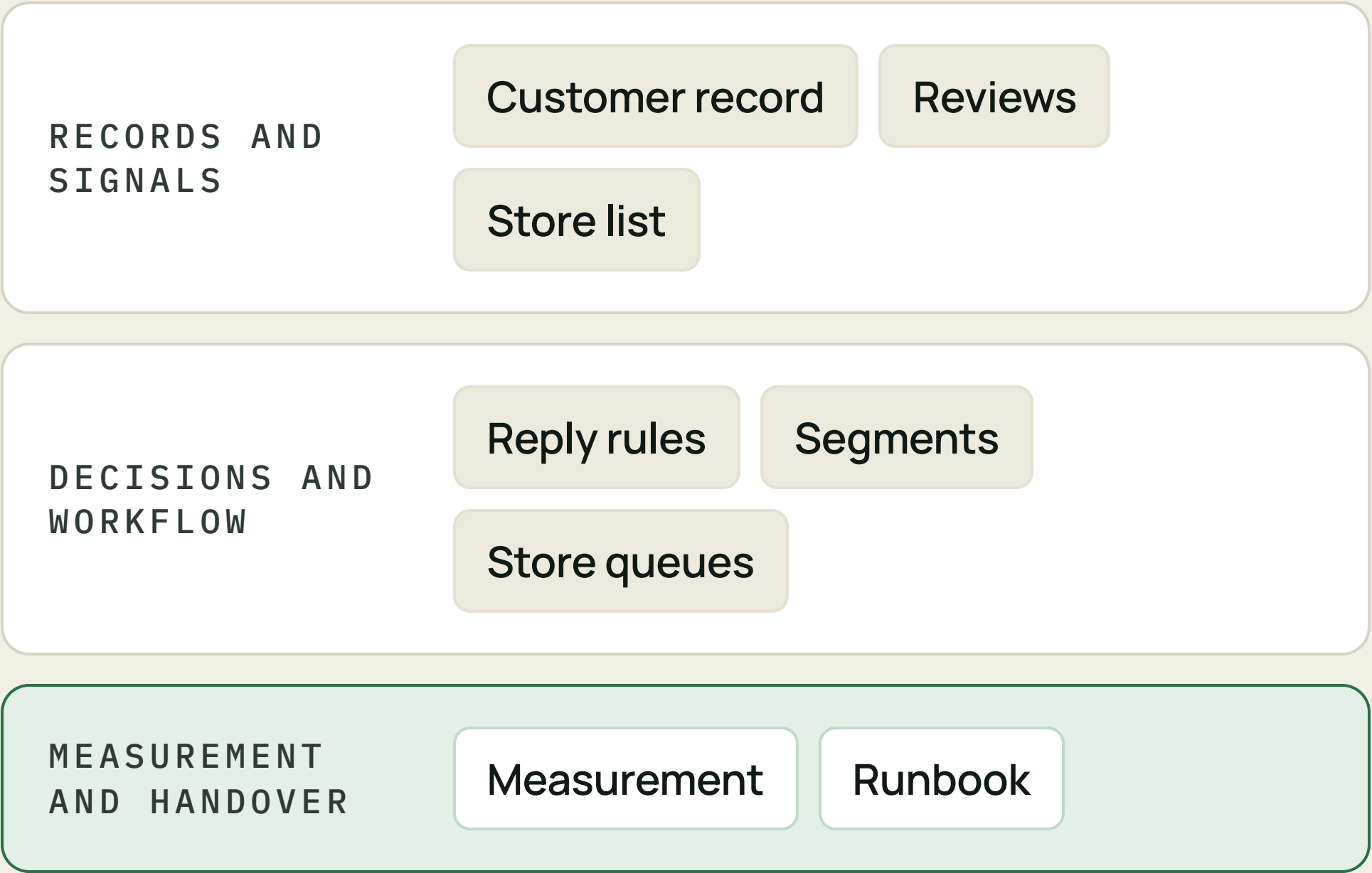
Reviews with a reply, by rating · n=2,000 Google reviews, 12 months to [date] · Source: public Google reviews, read [date] · Example data: Example Co. is fictional

Which complaints get a reply first, and from whom.

A store manager, the customer team or head office: the rule decides, and someone can change it.

The use case determines the build.

For complaint replies, these are the parts. The scope names each deliverable and what it depends on.



When the logic is yours, so is the record.

WHAT YOU OWN

■ **Decision logic**

The rules or model behind each decision, tested and versioned, with each decision recorded.

■ **Data record**

The customer or site data each decision uses, with its sources and definitions written down.

■ **Workflow**

The steps that carry each decision into the tools your team already uses.

■ **Documentation**

Runbooks and training, so your team can run the system and change it as the business changes.

RUNS IN Your environment · Your cloud · Hosted by NTRWRK if needed

RIGHTS AND DEPENDENCIES DOCUMENTED

RENTING THE PART THAT DECIDES

☐ Platforms that keep your decision logic

☐ AI seats that leave nothing behind

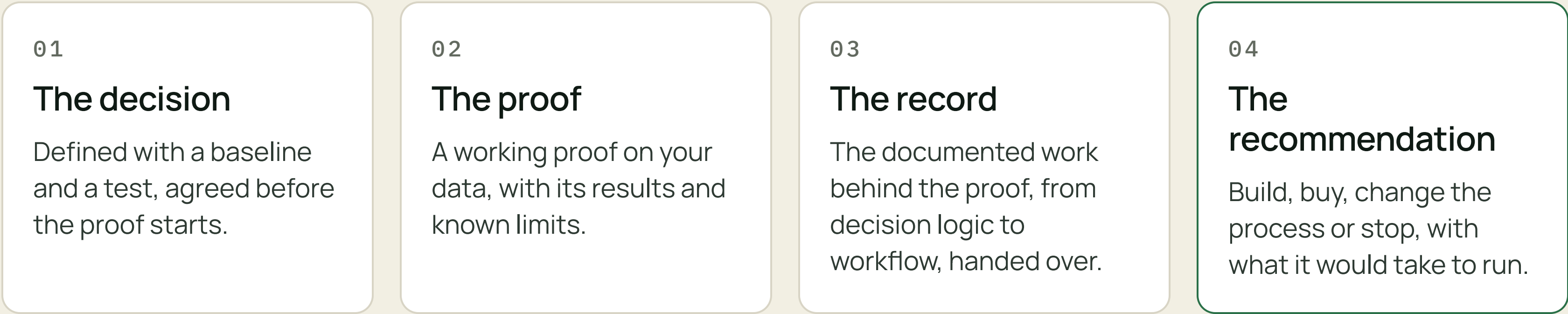
☐ Pilots that stop before production

☐ Consultants who leave decks

One decision, tested in 30 days.

DAY 0

DAY 30



The proof tests one decision on agreed records. It does not establish production readiness or guarantee a return.

A 30-day proof on one decision.

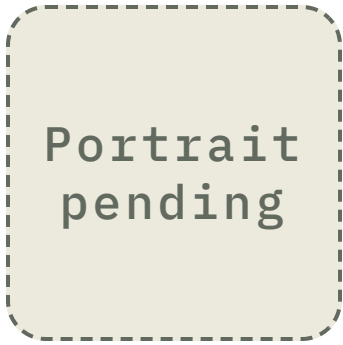
One decision, tested on your data against a baseline agreed first. At day 30: a working proof, its results and limits, the documented work and a recommendation to build, buy, change the process or stop.

**Pricing is set
in the proposal
after scoping.**

You can stop at day 30. Any
production build is agreed
separately.

A Melbourne consultancy that builds intelligence into the systems your business runs.

With a defined handover for your team.



Wes Fischer
Founder and CEO, NTRWK

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START WITH THE DECISION

Bring the decision worth testing.

Book a call

First engagement: a 30-day proof on one decision.

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