ohgrid

THE OHGRID SERVICES GUIDE

Less busywork. More business.



AI automation. Websites. Media. Momentum.

36 practical automation ideas + our full service range

OCTOBER 2026

OHGRID.COM

BUILT AROUND YOUR BUSINESS

Make room for the work that matters.

OhGrid connects the tools, websites and content your business needs to move forward. Start with one problem. Build something useful. Grow from there.

01

Automate

Less copying, chasing and retyping.

02

Build

A better place for customers to act.

03

Create

Content that makes your offer clear.

YOUR GUIDE

Start with the right workflow 03

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The ideas in this guide are starting points for a scoped project. We confirm your tools, access, business rules and costs before building.

START SMALL. MAKE IT USEFUL.

One less thing to do by hand.

Turn a repeatable task into a dependable workflow, with your team in control of the decisions that matter.

01

Capture

An enquiry, email, document or business event arrives.

02

Understand

Rules organise known facts. AI helps read, summarise or draft.

03

Check

Validate required details. Send uncertain cases to a person.

04

Act

Update the right tool, prepare the next step or send an approved reply.

THE RIGHT TOOL FOR THE JOB

Use rules for predictable steps and AI for messy information. Keep approvals for prices, payments and sensitive decisions. Connect through supported APIs or approved exports.

AUTOMATION IDEAS / 01

Give every enquiry a clear next step.

A busy inbox should not decide which opportunities get attention. Keep the conversation moving and the handover organised.

01 Enquiry sorting

Read incoming forms or emails, identify the service requested and route each enquiry to the right person.

02 Missing-detail collection

Ask for the job location, timing or other details your team needs before it can give a useful response.

03 Reply drafting

Prepare a relevant first reply using your approved service information, tone and business rules.

04 Follow-up sequences

Prepare or send agreed reminders. Stop when someone replies, opts out, books or is marked as unsuitable.

05 Quote preparation

Turn enquiry details into a draft scope and quote record. Your team checks the price before it is sent.

06 Sales handover

Create a CRM record, owner and next task with a concise summary of the customer conversation.

A useful first project

Connect one enquiry source to one CRM pipeline, with a review queue for unclear messages.

AUTOMATION IDEAS / 02

Be helpful.
Keep the human touch.

Make routine questions and appointments easier to handle, while giving customers a clear route to a real person.

07 Website AI assistant

Answer common questions from approved business content and pass the enquiry to your team when needed.

08 Support inbox triage

Group requests by topic and urgency, flag unresolved issues and prepare a short reply for review.

09 Knowledge-based answers

Find the relevant policy, product detail or service information so staff can answer with the right source.

10 Booking intake & reminders

Collect appointment details, connect supported booking tools and send agreed confirmations or reminders.

11 Changes & cancellations

Capture a rescheduling request, check the booking rules and route exceptions to the person responsible.

12 Phone & messaging intake

Scope a voice assistant or approved messaging integration to capture details and hand over to your team.

Connected where it makes sense

Email, web, phone or WhatsApp workflows depend on platform access, permissions and messaging rules.

AUTOMATION IDEAS / 03

Let your tools talk to each other.

Replace repeated data entry with a shared flow of accurate information, visible tasks and clear ownership.

13 CRM & contact syncing

Keep approved contact and company fields aligned between supported systems, with duplicate checks.

14 Job & task routing

Create tasks from new orders or enquiries, assign an owner and add the details needed to get started.

15 Customer onboarding

Trigger welcome steps, collect missing information and track what is ready or still awaiting a response.

16 Meeting notes to actions

Turn authorised meeting notes or transcripts into summaries, assigned actions and reminders.

17 Order & stock alerts

Bring order or inventory signals into a shared view and notify the right person about agreed exceptions.

18 Project status updates

Collect progress from connected tools and prepare an internal or customer update for approval.

Keep one source of truth

Decide which system owns each field before connecting tools. Log changes so your team can trace them.

AUTOMATION IDEAS / 04

From an attachment to something useful.

Make incoming documents easier to search, check and use. Keep the original file alongside the information extracted from it.

19 Invoice & receipt capture

Extract supplier, date, reference and amount into a review table, with checks for missing or unusual values.

20 Orders from emails or PDFs

Turn an emailed purchase order into a structured draft record, ready for your team to confirm.

21 Forms to your database

Transfer completed forms into the agreed system and flag incomplete or inconsistent fields.

22 Document classification

Identify document types, apply a naming structure and route files into the appropriate folder or queue.

23 Data quality checks

Find duplicates, missing fields and conflicting details before they reach your operational systems.

24 Internal knowledge search

Help staff find answers in approved documents, showing source references and respecting access permissions.

Build in an exception route

Scans, handwriting and unusual formats need testing. Uncertain fields go to review instead of being guessed.

AUTOMATION IDEAS / 05

Know what needs your attention.

Keep the paperwork moving and bring the important exceptions to the surface. Your team retains control of financial decisions.

25 Invoice preparation

Prepare invoice drafts from approved job or order records. A person confirms the amount and release.

26 Payment reminders

Use agreed account rules to draft or send reminders, stopping when payment, a dispute or a reply is recorded.

27 Expense pack preparation

Organise receipts, attach supporting files and prepare a structured pack for your bookkeeping process.

28 Reconciliation checks

Compare agreed exports, highlight mismatches and prepare an exception list for someone to investigate.

29 Weekly business reporting

Combine supported data sources into a concise dashboard or summary, with links back to the underlying figures.

30 Renewals & deadlines

Track renewal dates, missing documents and upcoming actions, with reminders to the right owner.

Useful information, reviewed decisions

Automation can prepare and check records. Accounting judgements, payments and final approvals stay with you.

AUTOMATION IDEAS / 06

Create once.
Make it go further.

Build a repeatable content process around your expertise, approved brand voice and the channels your audience actually uses.

31 Content repurposing

Turn approved articles, transcripts or recordings into draft posts, email snippets and short-video scripts.

32 On-brand content drafts

Prepare product descriptions, FAQs or campaign copy from your approved facts, with an editorial review step.

33 Approval & publishing flow

Move content through briefing, review and scheduling on supported channels, with a clear sign-off trail.

34 Customer review requests

Invite customers to leave an honest review after an agreed milestone, without filtering only for positive feedback.

35 Permission-based segments

Organise opted-in contacts by useful business criteria and prepare relevant campaigns with opt-out handling.

36 Campaign summaries

Bring available channel results into one view, highlight changes and prepare questions for the next test.

Keep a person in the editorial loop

Your team approves facts, offers and creative work before publication. Platform and data access are scoped first.

A PRACTICAL STARTING POINT

One enquiry. A better journey.

Illustrative example: a service business receives an enquiry after hours. Here is what a small, scoped workflow could do.

18:42

The enquiry arrives

Capture the message and its source. Create one record, with duplicate checks.

18:43

The next step is prepared

Draft a relevant acknowledgement and ask for missing job details using agreed rules.

Next morning

Your team has the context

Review the summary, confirm the response and assign the next action.

At the agreed time

The follow-up is handled

Follow up only if still appropriate. Stop on a reply, booking, opt-out or manual pause.

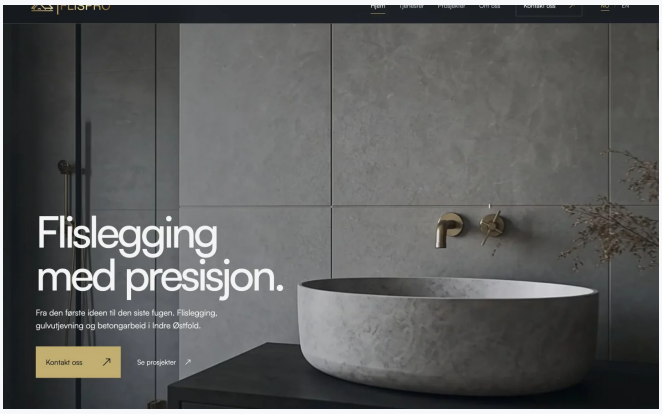
MEASURE THE WORK, NOT THE HYPE

Before: response time, manual steps and missed handovers.
After: compare the same measures, including errors and review time.
Start with a pilot. Keep what works. Improve what does not.

A CLEAR HOME FOR YOUR BUSINESS

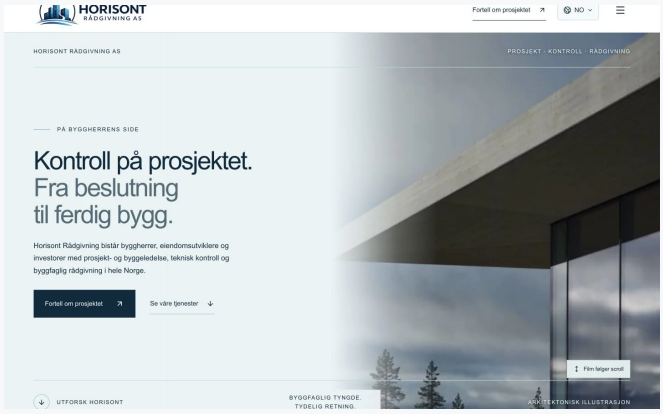
Designed to look good. Built to be useful.

A fast, mobile-friendly website that explains what you do and makes the next step obvious. Browse selected work below.



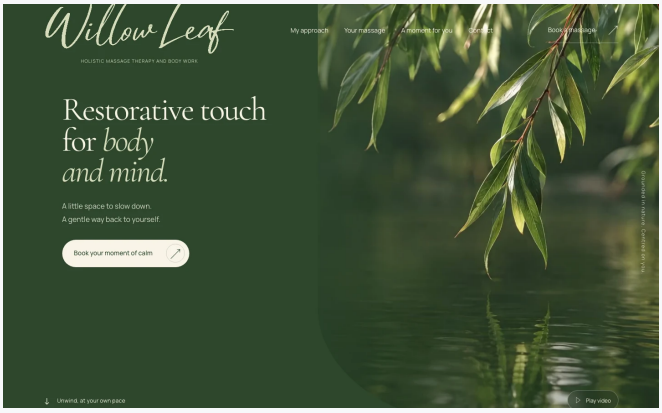
Flispro

Tiling & renovation



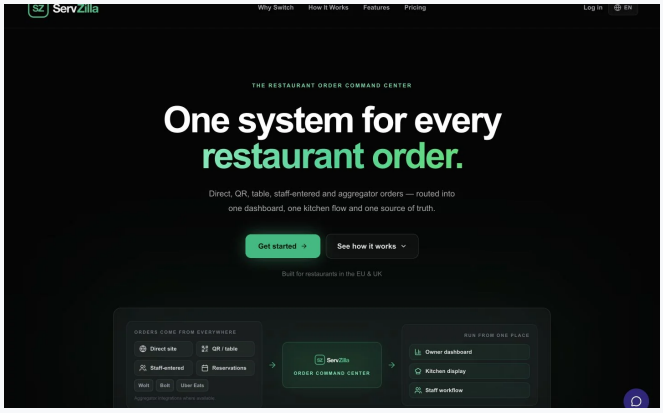
Horisont Rådgivning

Construction consultancy



Willow Leaf

Massage therapy & bodywork



ServZilla

Restaurant ordering platform

Bespoke layouts, thoughtful motion, clear service pages and contact routes. Booking tools, shops and customer portals are available within an agreed scope.

UK GUIDE PRICES / GBP

See it. Try it.
Pay if you want to launch.

We prepare a private website preview before payment. You approve the preview and final scope, then pay to proceed with launch and handover.

Launch

£500

one-off

Up to 20 pages

Bespoke responsive design. Your copy and images polished. Contact form and social links. One revision round.

Business

£950

one-off

Unlimited pages

Everything in Launch. Service and location page structure. Booking tool connection. Two revision rounds.

Bespoke

£1,500

from / one-off

Custom functionality

Online shops, customer portals or advanced integrations. Scope and delivery schedule agreed before booking.

INCLUDED IN EVERY WEBSITE PACKAGE

SEO setup. AI search readiness. AI / LLM integration.

An assistant grounded in your approved business content, with enquiry handoff. Advanced connections and model/platform usage are scoped separately. Search rankings and AI citations cannot be guaranteed.

OPTIONAL ONGOING CARE

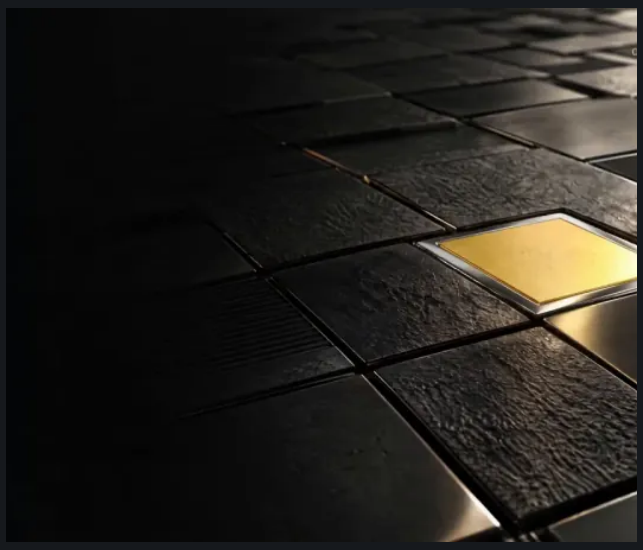
Website care £29/month - hosting, monitoring and up to 30 minutes of small updates.
SEO care £159/month - continued improvements, search checks and monthly reporting.

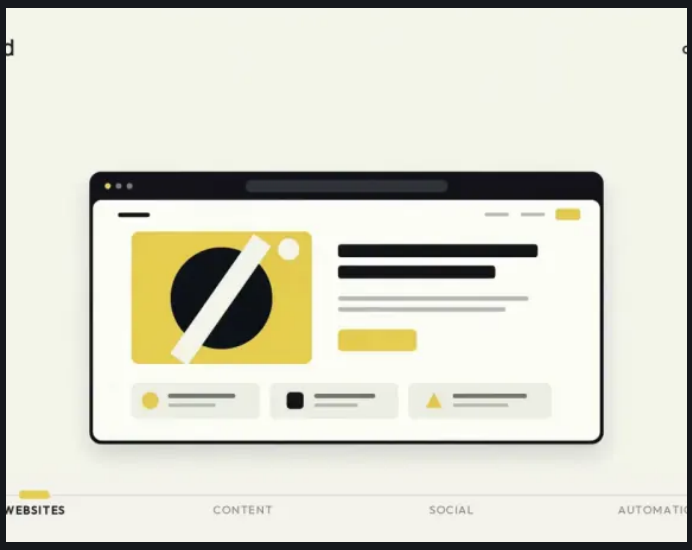
Prices are guides for the scope shown. We confirm the itemised total, applicable taxes and third-party costs before you commit. Domain and hosting are separate unless hosting is included in your care plan. Unlimited pages applies to the agreed website build. Preview-first payment applies to websites only.

MAKE YOUR OFFER WORTH NOTICING

Make people stop. Give them a reason to stay.

Concept, copy and visuals shaped around one clear message, then produced for the channels where you need to be seen.





STILLS FROM OHGRID CAMPAIGN WORK

Short-form video

Reels, Shorts, product stories, motion graphics and website walkthroughs.

Image adverts & carousels

A clear visual idea, on-brand copy and variations for different placements.

Presentation & launch media

Explain a service, introduce a product or show a website in action.

Quoted per content pack. Deliverables, formats, revisions, music and asset licensing are agreed before production. Paid promotion is separate.

A CONSISTENT PRESENCE

A plan behind every post.

Content planning, branded posts, captions, short videos and scheduling, organised around what your business needs to communicate.

AN EXAMPLE CONTENT MIX

Explain

Make one service or common question easier to understand.

Show

Demonstrate the product, process or work behind the offer.

Help

Give your audience a useful checklist, idea or answer.

Invite

Make the next step clear, without turning every post into a hard sell.

PLAN / CREATE / APPROVE / PUBLISH / REVIEW

We agree the channels, number of pieces, revision rounds and reporting before work starts. You approve the content, and we review available results to decide what to improve next.

Monthly, tailored to your scope

Posting volume is agreed in your quote. Paid campaign management, ad spend and community replies are separate unless included.

CLEAR SCOPE. USEFUL WORK.

From a recurring problem to a working solution.

Tell us what keeps taking time, what you want customers to do and which tools you already use. We will work out a sensible starting point.

01 Map the task

Understand the current process, inputs, access and what a good result looks like.

02 Agree the approach

Confirm scope, examples, deliverables, costs, review steps and acceptance checks.

03 Build & test

Try ordinary cases and exceptions. Check the customer experience and the handover.

04 Launch & improve

Document the setup, agree ownership and support, then use real feedback to improve it.

WHAT YOUR PROPOSAL MAKES CLEAR

Build fee and any recurring fees. Third-party and usage costs. Deliverables and revisions. Access, review and data handling. Handover, maintenance and what happens when a tool changes.

Automation, media and social work use an agreed quote and payment schedule. The private preview before payment offer on page 12 applies to website builds.

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LET'S MAKE SOMETHING USEFUL

Bring us the task you keep repeating.

Or the website, campaign or content idea you are ready to move forward.

A GOOD FIRST MESSAGE

"We spend time on _____.
We use _____.
We would like _____ to happen instead."

TALK TO OHGRID

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ohgrid.com

WhatsApp +44 7361 232120

Scan to explore our services

AI AUTOMATION / WEBSITES / MEDIA