CASE STUDY · DAIKIN APPLIED

we are zenith

Building the AI tools their *business runs on*

Daikin Applied UK is the market leader in energy-efficient air handling units, chillers and heat pumps, delivering large-scale projects from data centres to hospitals. It's apprentices on our AI pathway have built working AI tools in Copilot Studio that take slow, repetitive tasks off people's desks.

9
AI apprentices on our AI pathway

4
working AI tools built in Microsoft Copilot Studio

9 of 9
apprentices are now confidently using AI everyday

In-house
built by Daikin's own people, not an outside supplier

The Challenge

Technical businesses run on detail. At Daikin Applied, that detail lives in long product PDFs, service records, support inboxes and a central database.

Finding it, writing it up and keeping it consistent takes hours every week. SOPs need drafting for every installation and safety check. Customers want exact specs, fast. Support tickets pile up. And the website needs fresh stories that nobody has time to write.

The approach

Daikin wanted its people to fix these problems themselves. Its apprentices applied every module of our AI pathway to real workplace problems, using Copilot Studio to build agents, connect databases, design workflows and manage permissions.

The Results *At A Glance*

- SOPs drafted by an AI agent, not by hand
- Exact product specs returned straight away
- Website stories drafted from completed jobs
- Support tickets arrive sorted, with a suggested fix
- Real time saved and accuracy improved
- Apprentices confident to solve problems with AI

"Learning how to build these agents gave the apprentices valuable hands-on experience. It has built genuine confidence for them to embrace AI and look for smart ways to solve everyday problems."

Lakhwinder Singh, AI Trainer, We Are Zenith

What Changed?

FASTER WRITING
Routine SOPs and content take far less time to produce.

INSTANT ANSWERS
Specs come back straight away, so customers get faster replies.

SORTED SUPPORT
Tickets arrive already sorted and paired with a fix.

LASTING SKILLS
Data connections, workflow design and permissions skills stay in the business.

WHAT THEY BUILT

Four tools, in everyday use

Each one takes a slow, repetitive task off someone's desk ,from writing SOPs to sorting helpdesk tickets.

Ventilation SOP generator

AI agent + central database

BEFORE
Writing SOPs by hand took hours, and the results weren't always consistent.

NOW
An AI agent connected to the central database drafts clear SOPs for installation, servicing and safety checks.

Product and spec assistant

Exact specs, straight back

BEFORE
Staff dug through long PDFs to find dimensions and performance figures.

NOW
They ask a simple question and get the exact spec straight back, so customer queries are answered much faster.

Website content and case studies

Automated workflow

BEFORE
Keeping the website and blog fresh took time nobody had.

NOW
An automated workflow pulls details from completed jobs and support logs to draft stories and updates.

Helpdesk and ticket sorting

Tickets sorted automatically

BEFORE
Incoming support requests could quickly become overwhelming.

NOW
Copilot Studio reads the support inboxes, sorts each ticket automatically and pairs it with a suggested fix.

Beyond the four tools

Alongside these, the apprentices have built further agents and workflows and worked through complex backend connectors, gaining hands-on experience of data connections, workflow design and permissions.

The bigger win?

The people.

Building these agents gave the apprentices the confidence to look at an everyday problem and ask how AI could solve it.

Want results like this?

Our AI apprenticeships build skills that stay in the business and keep paying back. Talk to us about our AI pathway for your team.

we-are-zenith.com