

AMPLIFAI

FIELD GUIDE / NO. 02

Five operations leaks *costing service businesses* thousands every month.

A short read for owners who suspect their business is leaking time and money inside the day-to-day, but cannot quite put their finger on where.

EDITION

First

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FOR

Service businesses

The fix is almost never *another tool*. It is the gap between the tools you already have.

Most service businesses doing \$500K to \$10M in revenue are not under-tooled. They are under-connected. The scheduling system, the CRM, the invoicing platform, the field service app, the email tool, the phone system. The tools work fine in isolation. The work between them is where time and money quietly leak.

Below are the five operational leaks we see most often. They rarely show up on a P&L because they are spread across labor, admin hours, soft customer experience hits, and missed opportunities that never get logged.

Read it as a diagnostic. If three or more sound like your business, the dollar amount is almost certainly larger than you think.

The owner who is still *in every workflow*

*If your business stops when you stop, that is not a business.
That is a job that pays well.*

WHAT IT LOOKS LIKE

Quotes route through you. Approvals route through you. Schedule exceptions route through you. You would take a real vacation if you could, but Wednesday is when the deposit confirmations go out and only you know which clients to skip.

WHAT IT COSTS

Owner-as-bottleneck does not show up on a P&L. It shows up as a growth ceiling. You do not have a capacity problem. You have a delegation infrastructure problem. The decisions that need you are buried inside a hundred decisions that do not.

HOW TO LOOK FOR IT IN YOUR OWN BUSINESS

- List the five decisions you made in the last seven days.
- For each, ask: could someone else on the team have made it if they had the right context?
- Count the ones where the answer is yes.
- That count, multiplied across a year, is the cost of the leak.

The same data, *typed three times*

*Your admin team is not paid to be a copy-paste machine.
They are, though, in most service businesses we assess.*

WHAT IT LOOKS LIKE

A booking is entered in your scheduling tool. Re-entered in your CRM. Re-entered, with slight variations, in your invoicing software. Each step, a human types the same address, the same phone number, the same job notes. Each step is a chance for a typo.

WHAT IT COSTS

Two to five hours per week per admin, on the low end. Plus data quality problems that make every report unreliable, because each system has a slightly different version of the truth. You eventually stop trusting your own reporting, which is its own cost.

HOW TO LOOK FOR IT IN YOUR OWN BUSINESS

- Watch your admin work for one hour.
- Count how many times the same piece of information gets typed somewhere new.
- If it is more than twice, you have this leak.
- If your team has a private spreadsheet of the workarounds, you have it badly.

The approval queue *that is actually one person*

Routing every approval through the owner is a bottleneck dressed up as oversight.

WHAT IT LOOKS LIKE

A team member needs sign-off on something routine. A quote under \$500. A scheduling exception. An expense. The approval process is texting the owner and waiting. The owner is on a job. The customer is waiting. Everyone is mildly annoyed.

WHAT IT COSTS

Slow approvals rarely kill deals dramatically. They kill them quietly. By the time you respond, the customer has called someone else, or the moment has passed, or the team has worked around you in a way that creates a different problem next week.

HOW TO LOOK FOR IT IN YOUR OWN BUSINESS

- Track every approval request that came to you in the last seven days.
- How many were under a clear, repeatable threshold?
- Those did not need you. They needed a rule.
- Estimate the cumulative delay across all of them. That is the leak.

The scramble when *a tech calls out*

Your reschedule process should not depend on one person remembering who is available.

WHAT IT LOOKS LIKE

A tech calls out at seven in the morning. The office manager scrambles. Calls affected customers. Apologizes. Tries to reshuffle the route by hand. Sometimes loses a job to a competitor who could come the same day. By ten, everyone is behind.

WHAT IT COSTS

Hours of admin time. A customer experience hit on every reschedule. Occasional lost jobs because the timing did not work. The same scramble plays out every time, because the process lives in the office manager's head rather than in a system.

HOW TO LOOK FOR IT IN YOUR OWN BUSINESS

- Time your most recent reschedule scramble end to end.
- Multiply by how often callouts or cancellations happen.
- Add the soft cost of the customers who did not rebook.
- That number is the leak.

The thing your team rebuilds *from scratch every time*

If you have made the same artifact more than three times, you do not need a creative process. You need a template.

WHAT IT LOOKS LIKE

A new client signs. Someone on your team builds a welcome packet by copying the last one and updating names. Monthly reports get assembled the same way. Project briefs. Proposals. Onboarding docs. Each one is eighty percent identical to the one before it.

WHAT IT COSTS

It is not the time per artifact that hurts. It is the consistency. Things slip. Names get missed. Sections vary. Quality varies. And every hour spent on the rebuild is an hour not spent on the actual work that needed the artifact in the first place.

HOW TO LOOK FOR IT IN YOUR OWN BUSINESS

- List the three artifacts your team produces most often.
- Estimate how identical they are, version to version.
- If the answer is roughly eighty percent or more, you have this leak.
- Bonus: ask the person who builds them. They already know.

A field guide is only useful if it *changes a decision.*

The hardest part of fixing operational leaks is not the fix. It is naming them in dollars and prioritizing which one to address first.

That is what an Amplifai assessment does. We walk through your business with you, identify the leaks that match this guide and the ones that do not, and put a defensible number next to each one. You leave with a ranked, costed list.

Whether we build the fix is a separate conversation.

THE AMPLIFAI ASSESSMENT

Find the leaks. *Cost them out.* Decide what to fix.

Roughly ninety minutes of structured conversation, followed by a written diagnostic with prioritized recommendations. Currently complimentary for founding-cohort clients in exchange for case-study rights.

Book at amplifai.to/assessment · jonathan@amplifai.to

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