NORTH FORGE GROUP AI

The Invisible Leak Report

Three places a good business loses great jobs — and the 7-day fix you can do yourself.

PREPARED FOR WEBSITE EDITION

Prepared personally by Sagar Kulkarni · October 2026

Advisor, North Forge Group AI · Fortune 50 Senior Executive, 15+ years

Free resource — no pitch attached. The playbook is yours.

We help businesses win back 10–15 hours a week —
and get found, get chosen, and get booked on Google, Maps, and AI search.

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MEET YOUR ADVISOR

A note from Sagar Kulkarni

I'm **Sagar Kulkarni**, Advisor with North Forge Group AI. My background is on the enterprise side of the table: Senior Vice President at a Fortune 50 financial-technology company, board member of North Forge Group, and 20+ years of senior executive work across AI and machine learning, cybersecurity, cloud, and digital transformation — advising boards and C-suites on where technology actually pays back. That is the standard this report is written to, whether your business has five people or five thousand.

Here is what we do, in plain terms. **We help businesses win back 10–15 hours a week.** If you are spending your time on phone calls, voicemails, and scheduling, we implement solutions that streamline calls, scheduling, and missed calls — every call answered, qualified, and booked — and we tie that to revenue increase and profit optimization, not technology for its own sake. **We also help businesses get found, get chosen, and get booked — on Google, Maps, and AI search**: we make sure your business is listed and readable to AI search, so when someone searches for what you do near your target area, your business is the one that gets named.

This report is how we introduce ourselves: real homework on your business, the fix given away free, and no pressure either way.

And a personal note, because business is still people: I've just started catching up with my golf swing again — so if anyone wants a game, or just to catch up over a coffee, I'd enjoy that. The report is yours either way.

— Sagar Kulkarni · Advisor, North Forge Group AI · support@northforgegroup.ai · 908-857-1578

Background: linkedin.com/in/saagarkulkarni

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PAGE 1 — YOUR SNAPSHOT

Prepared for Website Edition

Hi Owner — we met your market. As promised, here is the report, with this first page written for Website Edition alone, from your own public Google listing. Everything after it is the general playbook, free to use whether we ever work together or not.

What a customer finds	Your listing today
Google rating	— stars from — reviews
Website from your listing	Your personalized Snapshot page is prepared free on request
After-hours call	Your after-hours answer is measured in your personal edition

The one-line read:

> **This is the public edition. Your personal edition replaces this page with your verified Google listing facts, your numbers, and your market briefing — prepared free, no pitch attached.**

Your online-presence audit:
Give us your website and we also run a full online-presence audit for your business — listings accuracy across directories, review profile and reply rate, website speed and health, and how you show up in local search — and we fold those findings into this page and attach the full audit report alongside your edition.

How to use this report: the briefing that follows was researched for your trade and your town. After it, the playbook finds the money (your own numbers), runs the audit and the checklist, and ends with a 7-day fix you can do yourself, free. The last page is the only page about us — skip it with our blessing if the DIY route suits you.

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PREPARED FOR YOU — THIS WEEK'S BRIEFING

Your Plumbing & Heating briefing

This is a SAMPLE briefing, taken from a real personal edition prepared for a central Ohio plumbing & heating business (name withheld — personal editions are private). Your own edition researches YOUR trade and YOUR town the same way: industry news and helpful business insight, grants and funding checked on official pages, revenue and lead ideas, cyber threats to watch, and the local networking rooms worth being in over the next 30–60 days. Sources sit under every item.

WHAT'S HAPPENING IN PLUMBING & HEATING RIGHT NOW

Guilty pleas in a refrigerant smuggling case — and a 13-million-home reminder

On October 16, 2026, two individuals pleaded guilty to conspiring to smuggle R-22 refrigerant into the U.S. from Mexico — a scheme running since summer 2023, with at least two HVAC companies paying the smugglers. Each faces up to five years and a $250,000 fine. R-22 import has been banned since 2020, yet an estimated 13 million U.S. homes still rely on it. For an honest shop that is two stories in one: illegal product is moving in this trade — and a very large base of aging systems will need straight answers, and eventually replacements, from someone the owner trusts.

Source (Oct 20, 2026): https://www.achrnews.com/articles/166876-father-daughter-admit-smuggling-r-22-refrigerant

A distributor association is warning the trade about non-compliant equipment in the channel

A national HVACR distributor association issued an advisory this month after unfamiliar brands began offering equipment — including some R-410A condensing units made in 2025 or 2026 that may not meet federal efficiency standards. Such units may be sold to service an existing system, but cannot be used in a full replacement and must carry a 'for servicing only' label. Before buying: check the model appears in the federal compliance database, verify certification claims in the national directories, and make sure the model number matches the certification record. Buying the wrong inventory could mean owning equipment you cannot legally install.

Source (Oct 9, 2026): https://www.achrnews.com/articles/166788-hardi-flags-potentially-illegal-hvac-products-in-channel

Equipment sales just posted their best back-to-back months in four years

Distributor sales in a national monthly survey rose 7.6% in August 2026, with July and August together the strongest back-to-back growth since late 2022. Customers are also still paying on time — the survey's days-sales-outstanding measure came in under 37 days, described as showing no market stress. Demand is there heading into heating season.

Source (Oct 13, 2026):
https://www.achrnews.com/articles/166795-hvacr-distributors-report-best-back-to-back-months-in-4-years

MONEY ON THE TABLE — GRANTS & FUNDING

SAMPLE — NORTH FORGE GROUP AI

READ THIS FIRST: the federal home energy tax credits are gone for 2026 installs

The Section 25C and 25D credits were terminated by law enacted July 4, 2025, and confirmed in a federal tax fact sheet: the 25C credit 'will not be allowed for any property placed in service after December 31, 2025' — the trigger is when installation is completed, so signing or paying in 2025 did not preserve it. The old credit of up to $2,000 for qualifying heat pumps no longer exists for 2026 work. Any quote or competitor pitch still promising it is wrong — and the customer who finds out later will blame the contractor. Sell 2026 jobs on comfort, reliability, and operating cost, and be the shop that told them the truth first.

Source (Federal fact sheet FS-2025-05, Aug 21, 2025): https://content.govdelivery.com/accounts/USIRS/bulletins/3eee4ac

Ohio Air Quality Development Authority — Small Business Program

A State of Ohio authority program for businesses with 100 employees or less making air-quality / energy-efficiency improvements: up to $3M in eligible project costs, with upgraded HVAC systems named as an example project. Financing comes as subsidized loans, credit enhancement with your bank, or bonds; bond-financed equipment can carry a sales and use tax exemption, and qualifying projects may receive grants of up to 20% of project costs, $20,000 maximum. Useful for your own building's upgrades — and a state-backed option to know when a commercial customer weighs a big efficiency project. No application deadline is stated in the program brochure; confirm current terms before relying on them.

Source (Official program brochure, checked Oct 2026): https://dam.assets.ohio.gov/image/upload/ohioairquality.ohio.gov/About%20Us/Forms%20_%20Documents/Brochures/OAQDA%20General%20Brochure.pdf

Federal small-business (SBA) 7(a) loans — trucks, equipment, or a building

The federal government's primary small-business loan program: the agency guarantees part of the loan (85% on loans of $150,000 or less, 75% above), and you apply through a participating local lender. It covers machinery and equipment, working capital, real estate, and refinancing, up to a $5M maximum. A related working-capital pilot offers monitored credit lines up to $5M for businesses with at least a year of operating history — a fit for stocking up before heating season. Ongoing program, no deadline.

Source (Checked Oct 2026): https://www.sba.gov/funding-programs/loans/7a-loans

WHERE YOUR NEXT LEADS ARE

State and local government work — register once on Ohio's bid portal

The State of Ohio runs solicitations through OhioBuys (ohiobuys.ohio.gov). Registration is free, and the commodity categories you choose decide which solicitation notices you receive — choose carefully. The public list can be browsed without an account, so you can see real volume in your category first. Schools, cities, and counties also buy through the state's cooperative purchasing program, so a state presence reaches local public buyers: building maintenance, HVAC service, and plumbing work for public facilities in Marion and Delaware counties flows through channels like this.

Source (Checked Oct 2026): https://ohiobuys.ohio.gov

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The two chamber rooms nearby — realtors, property managers, insurers, bankers

For a shop that lives on emergency calls and word of mouth, the highest-value 'advertising' nearby is a listing in the Marion and Delaware chamber member directories plus a face in their monthly networking rooms. Those rooms concentrate the people who hear about a burst pipe or a dead furnace before anyone searches online. One standing relationship with a busy property manager is worth more than a season of ads — the call comes to you first, every time.

Source (Checked Oct 2026): https://www.delawareareachamber.com/networking

Your own backyard: the aging R-22 installed base, right before heating season

An estimated 13 million U.S. homes still rely on R-22 equipment, and Marion's housing stock skews old. Every one of those systems is a service relationship now and a replacement conversation in the next few winters — and with the federal tax credit gone, the winners will be the shops already in the home, on record as the people who explained the situation honestly. The play: work your existing customer list and past invoices for pre-winter tune-ups and R-22 health checks, log the age and refrigerant of every system you touch, and follow up with those owners first when the first hard freeze is forecast. The leads are already in your filing cabinet.

Source (Oct 2026): https://www.achrnews.com/articles/166876-father-daughter-admit-smuggling-r-22-refrigerant

REVENUE & PROFIT PLAYS FOR YOUR TRADE

Be the shop that tells customers the tax credit is gone

Competitors quoting a $2,000 federal heat-pump credit on 2026 installs are quoting a terminated program (see Money on the Table, item 1). Correcting that — in writing, on your quotes — costs nothing, wins the trust argument on every contested job, and protects you from the callback when a customer learns the truth at tax time.

Turn one-off tune-ups into maintenance agreements

Every pre-winter tune-up from your existing list is a chance to offer a simple annual agreement: priority scheduling, a spring and fall visit, and a discount on repairs. Agreements smooth the shoulder-season revenue dip, put your name in the home twice a year, and make you the automatic first call — the cheapest lead generation there is, because it's already your customer.

Bring a financing answer to big-ticket conversations

Commercial customers stall on large efficiency projects because of the check, not the value. Knowing the Ohio authority's small-business financing (item 2 above) and the federal 7(a) basics lets you walk into that conversation with a path to yes — bigger tickets, closed faster, without discounting your labor.

CYBER — THE THREATS HEADED FOR BUSINESSES LIKE YOURS

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Ransomware crews are walking in through passwords, VPNs, and phishing

A joint federal cybersecurity advisory issued October 20, 2026 documents a single ransomware operation with at least 600 victims, active since August 2024. Attackers get in with stolen or guessed passwords, brute-force attacks, VPN weaknesses, and phishing — then delete backups, steal data before encrypting it, and demand a percentage of company revenue. The official mitigations read like a small-business checklist: patch firewalls and edge devices, turn on multi-factor authentication, and restrict admin privileges.

Source (Joint advisory AA26-293A, Oct 20, 2026): https://www.cisa.gov/news-events/cybersecurity-advisories/aa26-293a

Fake invoices and 'our bank details changed' emails

In May 2026 the federal consumer-protection agency warned small businesses about invoices arriving for products and services never ordered — commonly tech support, domain registration, and search-engine services — sometimes marked 'past due' to create urgency. The companion scam impersonates a real supplier announcing new payment instructions. The defense is process, not software: check every invoice before paying, and verify any change to payment details by calling a number you already have on file — never the number in the suspicious message.

Source (May 14, 2026): Federal Trade Commission small-business alert, May 14, 2026 (ftc.gov)

CYBER — MISCONCEPTIONS THAT COST OWNERS

'We're too small to be targeted'

Attackers scan and phish at scale — a 600-victim ransomware campaign does not check your revenue before locking your dispatch computer. One locked office PC during a cold snap (schedules, invoices, customer history) is an existential week for a small contractor, which is exactly why small shops get hit: they pay, and they pay fast.

Source (Federal small-business cyber guidance, checked Oct 2026): https://www.cisa.gov/cyber-guidance-small-businesses

'We have antivirus, and our computer person handles security'

Federal guidance for small businesses is blunt that security is a leadership job, not an IT errand: the owner sets the culture, someone is named as security lead, and the basics run on a schedule — multi-factor authentication, patching known flaws, removing admin rights from everyday laptops, and a written incident plan the team has actually rehearsed.

Source (Checked Oct 2026): https://www.cisa.gov/cyber-guidance-small-businesses

CYBER — THE FUTURE OF DEFENSE: WHAT TO KEEP AN EYE ON

Passkeys and phishing-resistant sign-in

Federal guidance singles out FIDO authentication — passkeys and security keys — as 'the only widely available phishing resistant authentication.' Passwords can be guessed, phished, or reused from someone else's breach. Email, banking, and dispatch software are all moving toward passkeys; when your software offers the option, take it. Short of that, any multi-factor authentication beats none.

Source (Checked Oct 2026): https://www.cisa.gov/cyber-guidance-small-businesses

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Backups you have actually tested — and assuming something will get in anyway

Many ransomware victims had backups that turned out to be missing, incomplete, or damaged — and the October 2026 advisory's attackers deliberately delete backups first. The emerging standard for a small business: backups separated from the main network and restore-tested on a schedule, plus Zero Trust basics (least-privilege accounts, patched devices, cloud email/files over an aging office server), so one stolen password can't take the whole office.

Source (Oct 20, 2026): https://www.cisa.gov/news-events/cybersecurity-advisories/aa26-293a

SPREAD THE WORD — NETWORKING EVENTS NEAR YOU IN THE NEXT 30–60 DAYS

Business Before Hours — Delaware Area Chamber · Thu Nov 5, 2026, 8:00 a.m.

Bicentennial Barn at McCammon Creek Park, 6840 Bale Kenyon Rd, Lewis Center. A morning room of Delaware County owners and managers — realtors, bankers, and property managers are regulars. Cost isn't stated on the chamber's pages, so confirm when registering (RSVP by Nov 2 per the chamber's listing).

Source (Verified Oct 2026): https://www.delawareareachamber.com/networking

Strike A Connection — Marion Area Chamber · Fri Dec 11, 2026, 11:45 a.m.–2:00 p.m.

Cooper's Bowl, 191 Barks Rd W, Marion. The chamber's casual lunch-and-bowling networking format — an easy room to be remembered in before winter call season peaks. $30 per attendee; RSVP by Fri Nov 20, 2026 (72-hour cancellation policy applies).

Source (Verified Oct 27, 2026):
https://business.marionareachamber.org/events/details/strike-a-connection-friday-december-11-2026-499510

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THE THREE LEAKS

Where good businesses lose great jobs

Leak 1 — The call nobody answers

Jobs in the trades are won by the first business that responds, not the best one. The leak is not your office hours — it is the gap around them: on a job, on the road, at 7pm, on weekends, when the line is busy. Most of those callers never leave a voicemail. They call the next name.

Your numbers — fill this in with your figures, not ours:

	Yours
Calls you estimate you miss per week (check your phone log)	_____
Your average job value	$ _____
If just 1 in 5 of those callers would have booked	x 0.2
Estimated value leaking per month	$ _____ x 4.3 = $ _____

One recovered job a month usually pays for fixing this entirely.

Leak 2 — Invisible where customers now look

Customers don't just Google anymore. They ask Google AI, ChatGPT and Siri who to call — and those systems recommend businesses they can read: a real website naming your services and towns, the same name/address/phone everywhere, and a body of recent reviews. A Facebook page, a free template, or no website at all is nearly invisible to them. Your reputation is real. Their index of it is empty.

Leak 3 — The 10 hours you work for free

Repetitive phone, scheduling, follow-up and review work quietly eats about 10 hours of an owner's week — the second, unpaid job on the next page. It is also the leak that makes the other two feel 'too busy to fix.'

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THE WORKSHEET

The 10-Hour Administrative Audit

Score your week honestly, round up.

#	Task	Hrs/week
1	Answering calls + returning voicemails and missed calls	___
2	Scheduling, rescheduling, appointment reminders	___
3	Preparing quotes/estimates and chasing approvals	___
4	Invoicing, payment reminders, chasing late payments	___
5	Following up with leads who asked but didn't book	___
6	Asking for Google reviews + replying to reviews	___
7	Re-typing the same info between systems	___
8	Answering the same customer questions again and again	___
9	Staff scheduling and payroll admin	___
10	Everything else that feels like paperwork	___
	TOTAL	___

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Under 5 — unusually lean. 5–10 — typical, and worth fixing. **10 or more — you are running a second, unpaid job.** Most owners land between 8 and 12.

Now mark each line: **Keep** (only you can do it) / **Delegate** (a person, but not you) / **Automate** (repetitive, rule-based, or after-hours). Fix ONE Automate line first. One hour recovered a week is roughly 50 hours a year — a full work-week, back.

THE CHECKLIST

Google + AI Search readiness

Each unchecked box is a fixable leak:

- ■ My Google listing links to a real website I own (not Facebook, not a free template)
- ■ That website names every service I sell, on its own page, in plain words
- ■ My name, address and phone are identical on Google, my website, and Facebook
- ■ My website states my service area by town name
- ■ I have 50+ Google reviews, or a system that asks every happy customer
- ■ My most recent review is less than 30 days old
- ■ My Google hours match my real hours — including what happens after close
- ■ A customer can tap to call me from any page, on a phone
- ■ Asked an AI for the best in my trade + town, my business is named or one click away
- ■ Someone — or something — answers my phone at 9pm on a Sunday

THE 7-DAY FIX — FREE, IN ORDER

Day 1: Do the missed-call math with your real phone log. Decide if it is worth fixing.
Day 2: Fix your Google listing — hours, services, service area, photos of real work.
Day 3: If you have no real website, put a one-page one up: name, services, towns, one big call button. Imperfect and live beats perfect and planned.
Day 4: Text your last 10 happy customers a personal review ask, with the link.
Day 5: Write your after-hours plan on paper. If the honest answer is 'voicemail,' that is the leak.
Day 6: Remove your single biggest Automate line from your own week.
Day 7: Test yourself like a customer: search your trade + town, ask an AI the same question, and call your own number after hours. Write down what a stranger would conclude.

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YOUR FIRST AI EMPLOYEE — A 30-DAY UPGRADE PLAN

The biggest shift in business right now is simple: AI is moving from answering questions to **doing work**. The shops that learn to assign it real jobs — answering, booking, following up, chasing — will move faster than the shops still doing everything by hand. You do not need ten tools. You need one small, focused team of digital help, attached to real workflows, with a human checking the work that matters.

Week 1 — Map the work (pick three)

Choose three workflows, no more: **one that eats your time** (scheduling, reminders, paperwork), **one that makes you money** (lead follow-up, missed calls, quotes), and **one your customers feel** (response speed, updates, review requests). Write down, honestly: where do I lose an hour every week? Where do leads quietly slip away? Where is my customer experience slower than it should be? Those three answers are your plan.

Week 2 — Make the first hire: the phones

The highest-payback first AI employee for a service business is the one in this report — an AI receptionist that answers every call, qualifies the job, books the calendar, and texts you the summary. It covers the leak you already measured on page 1, it works nights and weekends from day one, and every later automation builds on a front door that never misses.

Week 3 — Add the hands, keep human judgment

Attach small, supervised automations to the workflows from Week 1: instant text-back to new leads, follow-up sequences for open quotes, review requests after completed jobs, invoice nudges. The rule that keeps this safe: AI drafts and moves the work; a person approves anything that touches money, commitments, or a customer's trust.

Week 4 — Measure it, and govern it

Count what changed: calls answered, jobs booked, hours handed back, follow-ups sent on time. Then write the three rules every business needs before AI touches more of the operation: **who owns it** (a named person), **what it may never do** (your red lines), and **what data it may touch** (and what stays out). That short page of governance is the difference between a tool and an employee you can trust.

Reading changes nothing. Assigning the work does. The rest of this report — and the free demo on the last page — exists to make assigning it easy.

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WHAT NORTH FORGE GROUP DOES — BEYOND THIS REPORT

This report is the front door. North Forge Group AI is the firm behind it — executive AI advisory for owners and leadership teams who want the gains without the chaos:

AI Audit

A focused, embedded diagnostic (typically four weeks): we map where work actually leaks — every manual handoff, every dropped follow-up, every bottleneck — and size each fix in dollars before you spend anything on tools. You get a board-ready blueprint and an honest ROI model, whether or not you build with us.

AI Governance

The rules that make AI safe to scale: who owns each system, human-in-the-loop approval gates on high-stakes actions, data boundaries, audit logs, and readiness for frameworks like ISO 42001 and the EU AI Act. Governance is not paperwork — it is what lets you say yes to more automation without losing control.

AI Implementation

We build and deploy the systems the audit prioritizes — AI voice agents, workflow agents, and integrations that sit **on top of the stack you already run** (your CRM, calendar, and line-of-business tools). No rip-and-replace, no new platform to babysit.

CxO Suite Advisory

Fractional executive leadership — vCAIO, vCIO, vCISO, vCRO, vCFO, vCMO — for companies that need board-level AI, technology, security, or growth leadership without a full-time executive hire. Sagar Kulkarni leads this practice: Fortune 50 senior executive experience, 15+ years, advising owners and boards directly.

For service businesses: Scale Matrix AI

Our sister firm builds the front-door systems this report is about — Grace AI, the 24/7 AI receptionist; Scale CRM follow-up automation; and AI search ranking, so your business is the one AI assistants recommend. Same team, same standard, sized for owner-led companies.

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BEFORE & AFTER — WHAT CHANGES

Three pictures of the same businesses, before and after the work above. The first two are the standard pattern we install for service businesses; the third is an illustrative scenario from our interactive demo at northforgegroup.ai — your audit establishes your own numbers.

1 · A home-services company's phones

Before. Calls after 5pm, on weekends, and whenever the crew is mid-job roll to voicemail. Some callers leave a message; most call the next name on Google. The owner finds out on Friday, from the revenue that is not there.

After. Every call is answered in seconds, day or night. The job is qualified, booked straight into the calendar, and the owner gets a text summary before the caller has hung up. Voicemail becomes the backup, not the business model.

2 · A law firm's intake

Before. After-hours injury calls — the highest-value calls the firm gets — reach a machine. Injured callers hire the firm that answers first, and AI search recommends whoever it finds, which is not them.

After. Intake answers 24/7, the case is pre-qualified, the consultation is booked, and the details land on the attorney's desk in the morning — while AI search starts citing the firm that clearly answers and books.

3 · A finance team's month-end (illustrative demo scenario)

Before. A 12-day manual close: invoices reconciled by hand across systems, exceptions discovered late, senior staff firefighting instead of analyzing.

After. Agents ingest and reconcile continuously, flag exceptions with evidence, and route them to a human approval gate — the close compresses toward days, with every decision logged and auditable. (Scenario, not a client claim: your audit replaces illustrations with your numbers.)

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EXECUTIVE REFERRAL SUMMARY — KEEP THIS PAGE

If you keep one page, keep this one. It is who to send our way, and when — written for owners to share with partners, peers, and advisors.

Problems we help solve

- Missed calls, slow lead response, and after-hours inquiries quietly costing real revenue.
- Sales, intake, and service teams spending their best hours on repetitive calls, scheduling, and follow-up.
- Leads going untouched or inconsistently followed in the systems the business already owns.
- Owners who want AI's leverage but are unsure where it pays back fastest, safest, and measurably.
- Fragmented, manual processes that will not scale as the business grows.

What we offer

- **AI Opportunity & Revenue Audit** — find the friction, the missed revenue, and the highest-value first moves.
- **AI Voice Agents** — inbound and outbound conversations, qualification, booking, and follow-up, with human escalation where it matters.
- **AI Implementation & Automation** — practical workflows that improve speed, consistency, and staff productivity.
- **Revenue Growth Advisory** — connect AI adoption to conversion, customer experience, and measurable KPIs.

Priority industries

- **Home services** — roofing, HVAC, electrical, plumbing, fire & water restoration, remodeling, custom home builders.
- **Personal injury law firms** — intake, lead response, consultation scheduling, client communication, with human oversight essential.
- **Auto dealerships** — sales and service lead response, appointment booking, follow-up, and reactivation.

Best executive introductions

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- Owners, CEOs, presidents, COOs, and general managers.
- CMOs, VPs of Sales, heads of revenue or growth; customer experience, contact center, and operations leaders.
- PI managing partners and intake/marketing leaders; dealer principals, GMs, and BDC/sales leaders.
- Multi-location home-services operators and PE-backed platform executives.

When to think of us

“We are missing calls or responding to leads too slowly.” · “We need after-hours coverage without adding a full shift.” · “Our team spends too much time on repetitive calls and follow-up.” · “We want AI, but we need a use case tied to revenue and ROI.”

The first conversation is simple: map the lead and customer journey, identify where revenue leaks and repetitive work hides, then prioritize one or two practical AI use cases for validation or implementation.

North Forge Group AI · northforgegroup.ai · support@northforgegroup.ai · 908-857-1578 | **Scale Matrix AI** · scalematrix.ai · advisory@scalematrix.ai

THE LAST PAGE — THE ONLY ONE ABOUT US

If you'd rather it was just done

Some owners run the week above and they're set. Others would rather be on the tools. That is what we do at North Forge Group AI — **Never Miss a Lead Again**:

- Every call answered and booked, 24/7, in your business name. Hear it yourself on our live demo line: **(866) 476-5928** — call it like a customer, any hour.
- A real website, Google + AI-search visibility, a review system, and lead follow-up, run for you.
- Locally we onboard a few businesses at a time on a **15-day free trial, no card** — so the results make the argument, not us.

Either way: if this report saved you a job or an evening, it did its work. This edition was prepared for your business alone — if another owner comes to mind who is losing evenings to the phone, tell us their name and we will prepare their own edition, free, no pitch attached.

With appreciation,

Sagar Kulkarni — Advisor, North Forge Group AI · Fortune 50 Senior Executive, 15+ years
support@northforgegroup.ai · 908-857-1578 · northforgegroup.ai

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Snapshot facts on page 1 come from the business's own public Google listing on the date prepared. The math uses the owner's own figures. No statistic in this report is borrowed from anyone else's customers.

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ONE LAST THING — FREE, AND IT TAKES TWO MINUTES

Build your own AI voice demo

Do not take our word for what an AI receptionist sounds like. Build one for **your** business — your name, your trade, your services — and hear it answer like your best front-desk hire on their best day. It costs nothing and needs no card:

1 — Build it: https://aivoice.scalematrix.ai — pick your trade, name your business, and your personal demo is generated on the spot.

2 — Call the live demo: (866) 476-5928 — call it like a customer at 9pm with a burst pipe, a dead furnace, or a case to discuss. Try to stump it.

3 — Practice first, if you like: our role-play line **(866) 575-2584** lets you rehearse the conversation before you ever put a customer in front of it.

If what you hear is what you want your callers to hear, the next step is a short working conversation — for service businesses, the 15-day free trial in this report; for leadership teams, a free 30-minute executive briefing with Sagar Kulkarni. Either way, you will know exactly what you are buying, because you will already have heard it work.

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