# Case study

## AI Workorder Verification Automation

ServiceStream

| Project details | | | |
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| **Project:** | **AI-Powered Workorder Verification: Driving efficiency and accuracy in field operations** | | |
| **Partners:** | Amazon Web Services (AWS) | **Location:** | Melbourne, Victoria |
| **Date commenced:** | March, 2025 | **Date completed:** | May, 2025 |
| **Project lead:** | Shehan Arangala – General Manager, Group Analytics and Insights | | |

### Overview

Service Stream manages more than one million field images each month across national infrastructure maintenance contracts. Historically, a significant portion of these images required manual verification to confirm work completion and validate payment claims. This manual process was resource-intensive, prone to delays, and introduced the risk of human error.

### The challenge

- Over 1M images per month requiring validation
- Manual verification causing inefficiencies, bottlenecks, and payment delays
- Limited scalability with existing resources

### The solution

In collaboration with Amazon Web Services (AWS) Prototyping & Innovation team, Service Stream designed and tested an AI-powered image verification prototype. The solution integrates:

- Amazon Rekognition for image cleansing and compliance filtering
- Amazon Bedrock (Claude Sonnet 3.5v2) for image analysis against contract-specific rules
- AWS Lambda & DynamoDB for serverless processing and data storage

This system automates verification, flags anomalies, and provides clear reasoning for validation decisions.

### The results

- Processes up to 800 work orders per hour (27× faster than manual review)
- Improved accuracy and reduced subjectivity in image verification.
- Increased productivity without increasing headcount
- Enhanced ability to meet client commitments, reduce errors, and build trust

### Next steps

- Extend pilot to additional contracts and image categories
- Integrate results into live operational dashboards
- Continue fine-tuning AI models to improve handling of complex cases

*Figure 1: The Service Stream and Amazon teams behind the innovation.*