

Service guide

Removing work that never should have been done
by hand.

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The problem

A report is still done by hand at your company. What if it did itself?

“We enter an order, but we don't have the stock to make it. The board gets longer. We jump to the next one, and it keeps going.”

Martin Picard, co-owner, 3D Coupe



Avenor

We stay until it runs.

An AI consulting mandate often ends with a document. The document is good. Then you have to find someone to implement it... and explain everything all over again. That's where half of projects stop, before anything has changed.

At Avenor, the diagnostic and the implementation are part of the same mandate. The mandate ends when the tool is actually in use at your company, and your teams know how to use it.

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- **Context carried from diagnostic to support**

 - **Code delivered, tested and documented in your tools**

 - **Training for your team included**

 - **Follow-up after go-live**

 - **We use AI in our own operations**

Whoever diagnoses, builds.

➤ **Diagnostic & processes**

➤ **Development & integration**

➤ **Data & models**

The diagnostic by one firm, the build by another, support by a third. At every handoff, part of what was understood gets lost. You pay three times to explain the same thing.

➤ **Extraction & system connection**

➤ **Compliance & governance**

➤ **Training & follow-up**

Here, everything happens within the same mandate. Most of the work is on what repeats, but we also handle the less frequent cases: pulling a clean sales history out of an ERP, merging two customer lists after an acquisition, getting payroll to talk to timesheets.

Raphaël Dionne

Founder · AI consulting, development and integration



Bachelor's in Business Administration, entrepreneurship profile
UQAR, Lévis campus



AI and innovation project management concentration
HEG Geneva (final year of the bachelor's)



Python programming and machine learning
University of Helsinki

The business side is for seeing where time gets lost in a process. The technical side is for building the solution while the context is still fresh. We're on your shop floor on Monday and in the code on Tuesday. Nothing gets re-explained. In our own office, AI does part of the desk work too. That's how I know where it's useful and where it just wastes time.



The proof

Four mandates, at a glance.

58 → 15 min

Pricing a quote took 58 minutes and a programmer. Today, 15 minutes. Measured on about ten real cases, and it's the first of seven workstreams.

9 coordinated AI agents

An orchestrator calls on five of them to assemble a public-health complaint file. No real file was ever loaded into an AI tool.

240,000 emails

Twenty years of prices and orders were sitting in a mailbox. AI made them usable: customer databases, an up-to-date CRM, replies prepared every day.

8M itineraries

One rule came out of it: book three weeks ahead. It's what lowers the budget the most, and it costs nothing to apply.

IN THE MEDIA



September 10, 2025

Artificial intelligence is transforming the plastics industry: the 3D Coupe example

stiq.com

3D Coupe's AI program, covered by Quebec's manufacturing network.



He was able to explain complex concepts in plain terms and adapt his recommendations to our operational reality. We recommend his services without hesitation.

Manager · Public health institution · Google review, August 2026



What convinced us is that he didn't show up with a ready-made solution. He took the time to understand our plant before touching anything. The result was good enough that we're going ahead with Avenor on a much larger mandate.

Martin Picard, Co-owner and Director of Operations, 3D Coupe

How we work

The walkthrough

01 - The walkthrough

We follow one file from start to finish, on site, with the person who handles it. You leave with the time lost quantified in hours.

02 - The trial

A first version, a single task, in the hands of the people concerned. We measure the time saved and note what doesn't work yet.

03 - The hookup

Development, connection to your tools, data protection, team training.

04 - The tuning

Monitoring in production and fixes, until you can run it without us.



One number before. One number after.

Before building, we measure the current situation: how long the task takes, how often it comes back, how much rework it generates.

So you'll know before committing the integration budget, not after. A tool proves itself on one case before moving to ten.

➤ **Time per file, before and after**

➤ **Error and rework rate**

➤ **Number of times the same data is entered**

➤ **Customer response time**

Your data stays with you. Compliance is part of the diagnostic.

In healthcare and the public sector, security and Law 25 are built in from day one. Your data stays where it is. Every AI action is logged. The AI prepares. Someone at your company approves.



On a public-health mandate, this reading led us to recommend not building the requested tool. **See the Santé Québec Capitale-Nationale case, section 06.**

Services & investment

Our service lines

Three lines, delivered together or separately. Which one looks like your situation? None of the three? Write to us anyway. We'll tell you whether it's feasible, and who to turn to if it isn't us.

01 · AI Acceleration & Automation

“We waste time on things that repeat.”

02 · AI Consulting & Transformation

“We know AI could help, we don't know where to start.”

03 · Intelligent Production

“The tool we'd need doesn't exist.”

AI Acceleration & Automation

Your repetitive tasks run on their own.



Price requests retyped. Follow-ups one at a time. We spot these tasks, quantify the time lost and automate them with your current tools. We also clear the jobs that drag on: catalogues, PDFs to make searchable, email to migrate.

- Your tasks to automate, ranked by impact
- Automations built in your current tools
- AI agents connected to your email
- Data extraction or migration

AI Consulting & Transformation

Know where AI pays off, before investing



A vendor offers a chatbot. Your team has three ideas and doesn't know where to invest. The diagnostic establishes what to prioritize, in what order and for what gain. And sometimes the conclusion is simple: nothing to automate for now. We tell you that too.

Fixed-price diagnostic.

Free 30-minute exploratory meeting and online questionnaire.

Intelligent Production

Custom tools, built for your operations



A portal to track orders. A tool to predict stockouts. An internal search across 500 documents. When the tool doesn't exist or costs too much, we build it custom.

- Sites and applications with AI features
- Predictive models built on your data
- Integrations between your business systems

What **doesn't move** in a price.

01 · Fixed price, known before we start

One amount per work package, not an hour meter running.

02 · Overruns are absorbed by Avenor

If the package takes longer than planned, the difference is on us.

03 · Nothing committed without your written OK

Anything that depends on an unknown is marked as an estimate and comes back to you before it's done.

04 · The first package stays modest

We scale up when the numbers justify it, not before.



Where we work

➤ Manufacturing and subcontracting

➤ Health and social services

➤ Public and municipal sector

An AI consulting mandate often ends with a document. The document is good. Then you have to find someone to implement it... and explain everything all over again. That's where half of projects stop, before anything has changed.

➤ Distribution and wholesale

➤ Construction and engineering

➤ Transport and logistics

At Avenor, the diagnostic and the implementation are part of the same mandate. The mandate ends when the tool is actually in use at your company, and your teams know how to use it.

Your sector isn't on the list? The question isn't the sector, it's the process. Write to us and we'll look at yours.

Case studies

Santé Québec Capitale-Nationale

Formerly CIUSSS de la Capitale-Nationale



The starting point

Five thousand files a year, about forty per advisor, arriving through five channels with no common format.

What we built

A two-phase AI plan, a library of validated prompts and specialized AI agents, extending to the legal and regulatory corpus.

What it delivered

Their AI governance framework was analyzed before building.
Three options delivered, including one usable without any approval.

The result

- **Orchestrator & 5 AI agents specialized in admissibility.**
- **The AI agent refuses any clinical note or diagnosis.**
- **No real file loaded into an AI tool**

“He was able to explain complex concepts in plain terms and adapt his recommendations to our reality.”

Manager, public health institution

3D Coupe

Client since 2025 · Phase 1 delivered, next phases underway



The starting point

The cutting report contains everything needed to quote, but only a programmer can read it. An estimate took 58 minutes.

What we built

Five agents read the reports and apply a verifiable formula. Across about ten projects, 58 minutes became 15.

What's next

Tens of thousands of data points audited across four years of history. Then the shop knows which part goes on which machine, and when.

The result

- **58 min → 15 min per quote**
- **22 hours/week recovered, over 1,100/year**
- **496 material and tool records corrected**
- **Project covered by Sous-traitance industrielle Québec, 2025**

Group NDL

In production, 2025–2026



The starting point

Twenty years of prices, orders and projects scattered across emails. Every customer reply started from scratch.

What we built

All that memory made usable by AI, then connected to quotes, email, invoicing and the CRM.

What it delivered

Emails arrive drafted, the CRM updates itself. The AI agent cross-references prices, projects, orders and account context.

The result

- **Nearly 240,000 emails made usable by AI**
- **352 part numbers indexed and verifiable**
- **17 domains migrated, zero service interruption**
- **Deployed to the Canadian sales team**

Industrial distributor

Analysis mandate, 2026

The starting point

The travel budget was rising every quarter. Each salesperson booked their own way, with no common rule.

What we built

Over eight million price data points studied to build a predictive model that isolates what really drives the cost.

What it delivered

Four purchasing rules and an internal application that shows the right price before booking. An expense becomes a decision.

The result

- **8M price records reduced to 163,000 trips**
- **\$151 difference per ticket depending on fare class**
- **Optimal booking window: 22 to 45 days**
- **4 purchasing rules and 1 internal application delivered**
- **1 false lead ruled out: layovers don't lower the price**

“The client didn't want a model. He wanted to know what to tell his salespeople on Monday morning. So that's what we delivered.”

Raphaël Dionne, Avenor Innovations

Let's talk

Thirty minutes, no commitment. You describe what takes up your time. We tell you whether AI is the right answer.