CASE STUDY / ANONYMOUS SINGAPORE AGENCY

AI-Assisted Project Management for a Singapore Agency: Keeping Tasks and Client Communication on Track

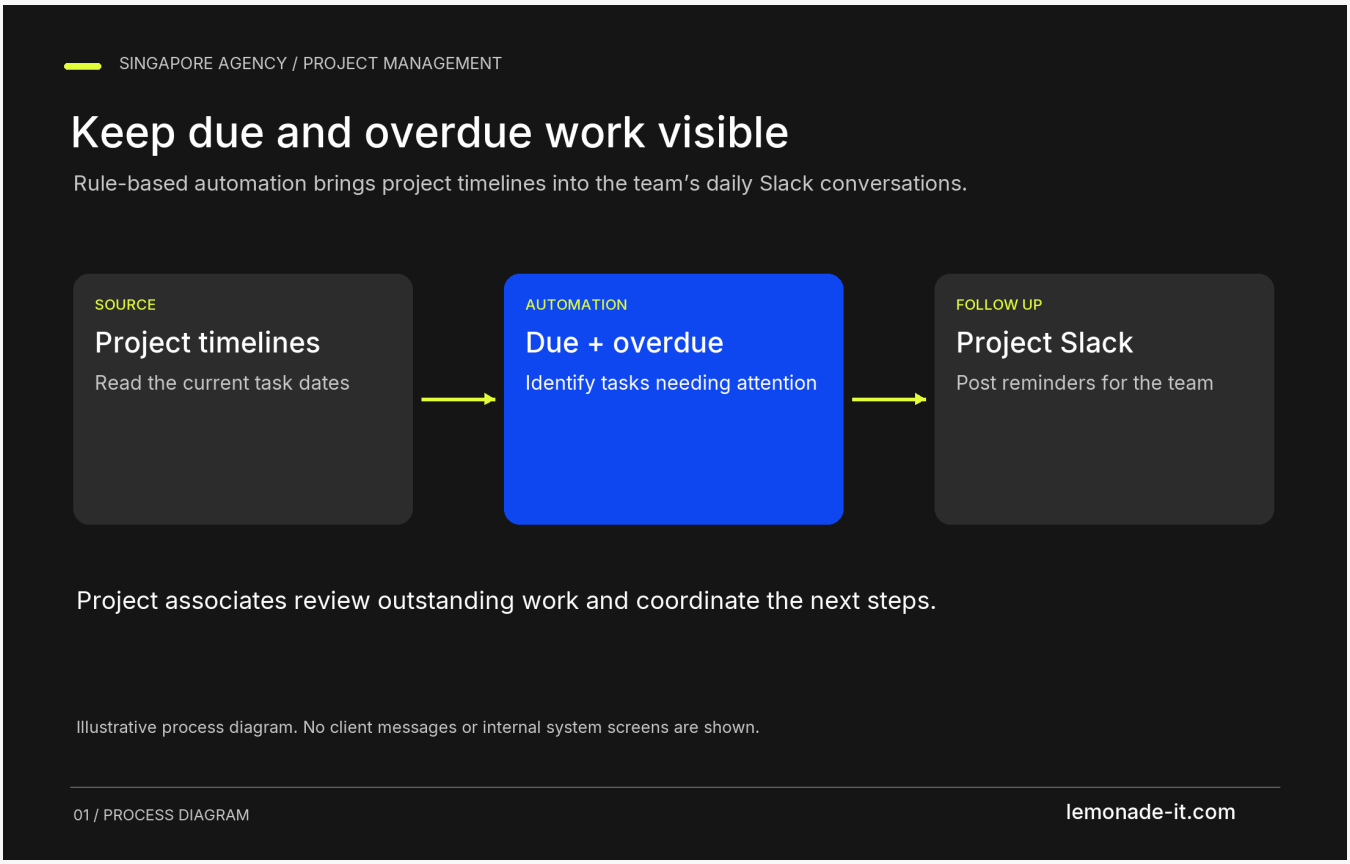
How a Singapore agency combined automated task reminders, AI-assisted client update drafts, and communication checks to improve timeline control and reduce manual monitoring.

REMIND	Due + overdue tasks
DRAFT	AI-assisted client updates
FOLLOW UP	WhatsApp + email checks

Reported outcomes: better timeline control and less manual monitoring for project associates.

Keep outstanding tasks visible

Project timelines existed, but team members still needed reminders and project associates spent time chasing progress. Missed deadlines and inconsistent communication increased the monitoring burden.



Daily task reminders

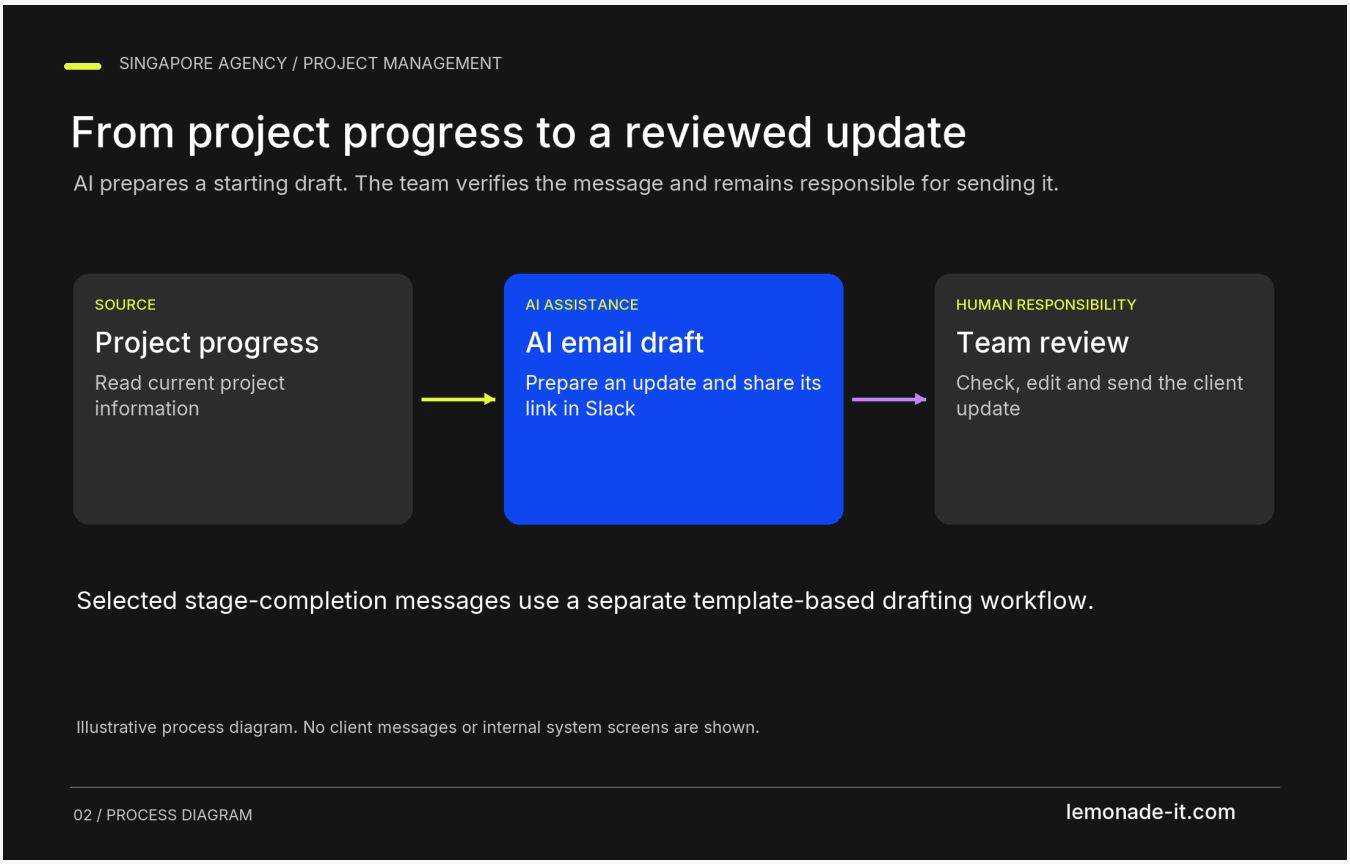
The n8n workflow reads project timelines, identifies due and overdue tasks, and posts reminders to the relevant project Slack channel.

Support the project associate

The reminder list provides a consistent starting point for follow-up, helping the team focus on resolving delays and coordinating delivery.

Prepare updates for human review

Gathering project progress and drafting client updates was another recurring task. AI assists with writing the draft, while the team retains responsibility for the message.



AI-assisted weekly drafts

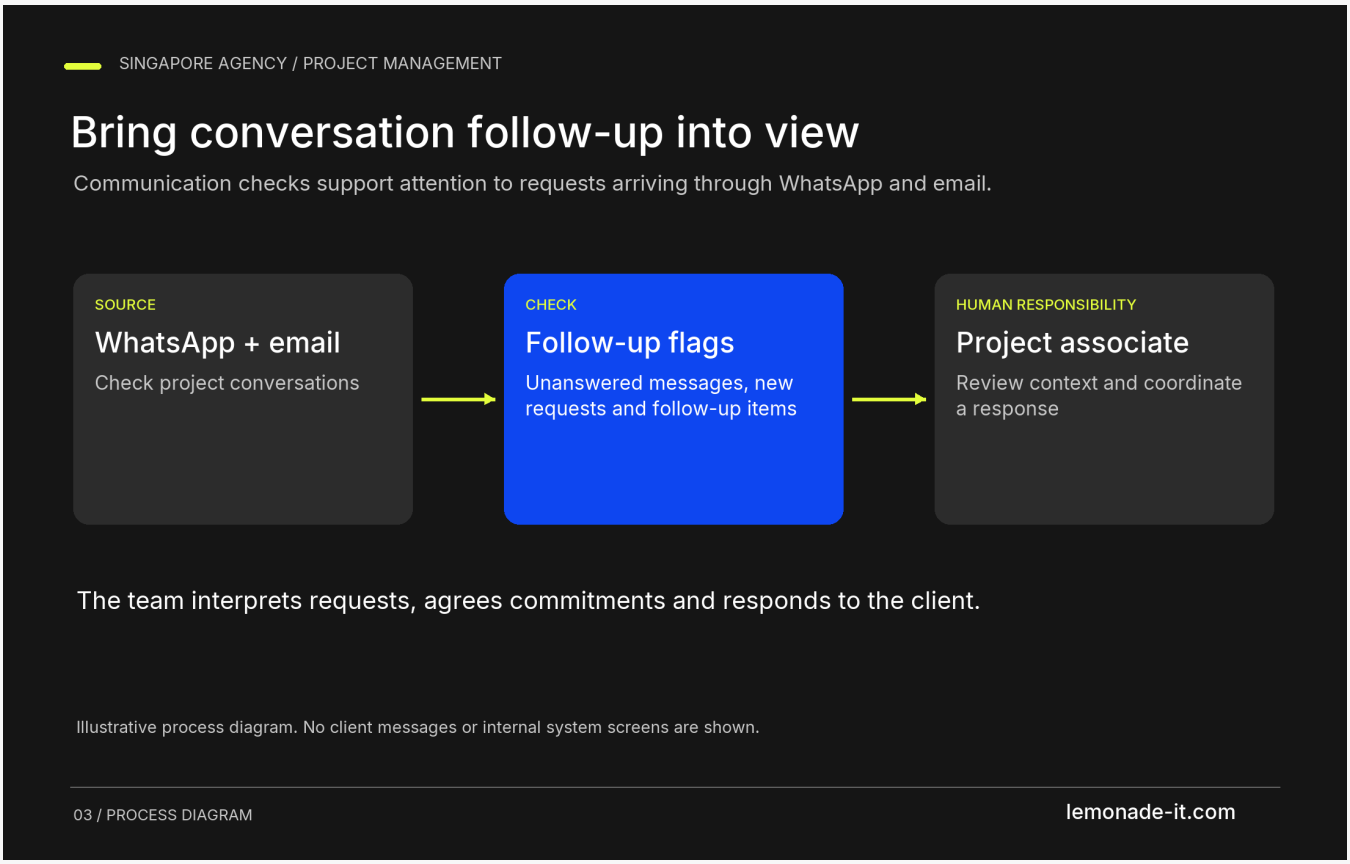
Current project information is used to prepare an email draft. Its link is shared in project Slack for the team to check, edit and send.

Templates for selected milestones

A separate workflow prepares template-based drafts when selected stages are completed. These stage messages do not require AI.

Follow up with greater consistency

WhatsApp and email checks flag unanswered messages, new requests and follow-up items. The project associate reviews the context and coordinates the response.



Better timeline control, less monitoring

The agency reported better control over project timelines and a reduced manual monitoring workload. These are qualitative observations; time, deadline and response improvements have not been formally measured.

Connect your project workflows

If your team spends too much time chasing tasks and assembling client updates, talk to Lemonade about automation and AI-assisted communication.