



PRODUCT BRIEF · S.A.L.T CI

S.A.L.T CI TERUSAN

Governed process flow. Any approval, application or case is written once as a blueprint; people and AI then work inside it, and every step is recorded. Directed, governed and visible.

One engine for any process

13 building blocks

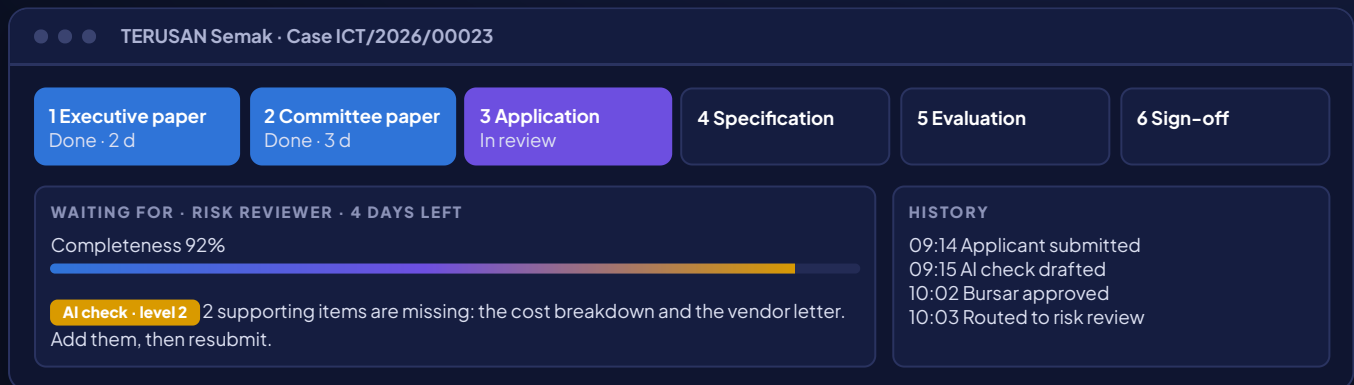
AI with a dial, not a switch

Changed by process owners

Department variants

Tamper-evident history

Air-gapped by default



Illustrative screen; reference and data are examples.



01 · WHY TERUSAN

Processes that live in documents **lose time at every hand-off**

Most approval processes run on Word papers, spreadsheets and e-mail. Details are retyped, totals are copied by hand, and nobody can say where a case is without a phone call.

32

Sections typed separately across three papers in one real approval chain

21

Supporting items in a checklist ticked by hand, per project category

#REF!

In scoring formulas of a real evaluation workbook

Σ

Totals carried by hand from one form to the next

From an analysis of a real six-stage ICT project approval chain at a public institution.

WHAT THE DOCUMENTS TELL US**Type it once**

Project details recur across papers. They should flow from one record into every document.

**Calculate it, do not copy it**

Weighted scores and totals belong in the system, not in hand-built formulas.

**Show where it is**

Six hand-offs between roles. Anyone should see where a case stands and who holds it.

TERUSAN in one line

Terusan is Malay for a canal: water that goes where it is directed. TERUSAN is the process layer of S.A.L.T CI, one governed engine that runs any long-lived, multi-person process, with AI working inside the rules.



02 · THE PRODUCT

One governed engine for any process

A process is written once as a blueprint. The blueprint fixes the allowed states, roles, rules and deadlines; people and AI work inside it; every action is recorded.

WHAT PEOPLE USE

one engine API behind every screen

My tasks · Semak

Approvals · Lulus

Management · Nadi

Process design · Lakar

Admin

Status page

TERUSAN ENGINE

reaches AI only through the gateway

Blueprint store · versioned

Case engine · state, timers, escalation

Step runner · 13 step types

Rules and scoring

Agent runtime

Event log · append-only

S.A.L.T CI SERVICES AND CLIENT SYSTEMS

called by the engine

TERAS gateway · local models

MCP tool servers

Knowledge and RAG

Document output

Directory and SSO

E-mail and existing systems



Local first

Engine, models and data on the organisation's own server; works with the network cut.



People decide

Every consequential step passes a person, and the advice they saw is logged.



Configuration over code

Order, thresholds, forms, weights and people are blueprint data, never a code change.



Everything is an event

One log feeds the audit trail, the case timeline and the analytics.

The process is a contract. AI works inside it.

Agents can draft, check, summarise and nudge. They cannot skip a step, change a rule or approve on a person's behalf.



03 · THE EXPERIENCE

A clear view for every role

Applicants, committees, management and process owners each see only what they need, in Bahasa Melayu or English, on a computer or a phone.

**SEMAK · FOR APPLICANTS AND PREPARERS****Where is my application?**

- Start an application and fill papers from one record
- Stage bar with days taken per stage
- AI completeness check before submission
- Answered on screen, without a phone call

**LULUS · FOR REVIEWERS AND COMMITTEES****Decide with the evidence in front of you**

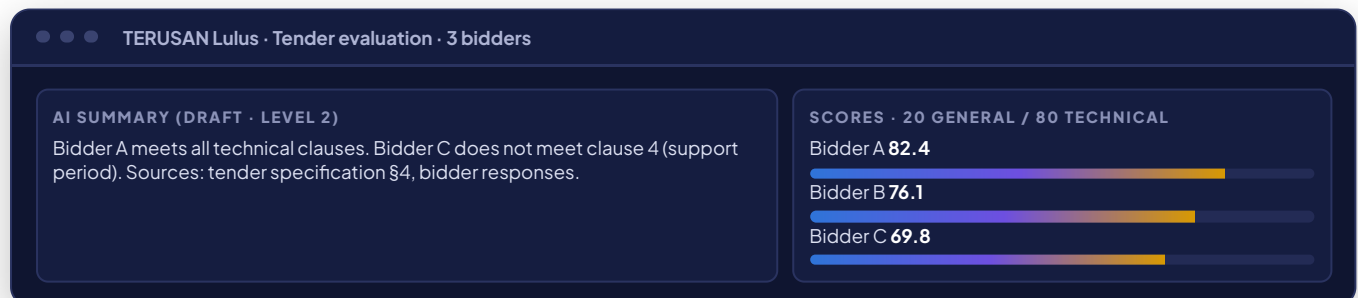
- Review, approve, return or reject with comments
- Panel members score independently; totals calculate themselves
- Sign-off panels with ordered signatures
- Advice, sources and model logged with each decision

**NADI · FOR MANAGEMENT****Where are we stuck?**

- Open, overdue and average days per stage
- Bottlenecks and forecasts with the evidence behind them
- Advice you can trace back to its data

**LAKAR · FOR PROCESS OWNERS****Change the process without calling the vendor**

- Edit deadlines, weights, forms and routing
- Draft, simulate, then publish
- Every change versioned and audited



Illustrative screen.

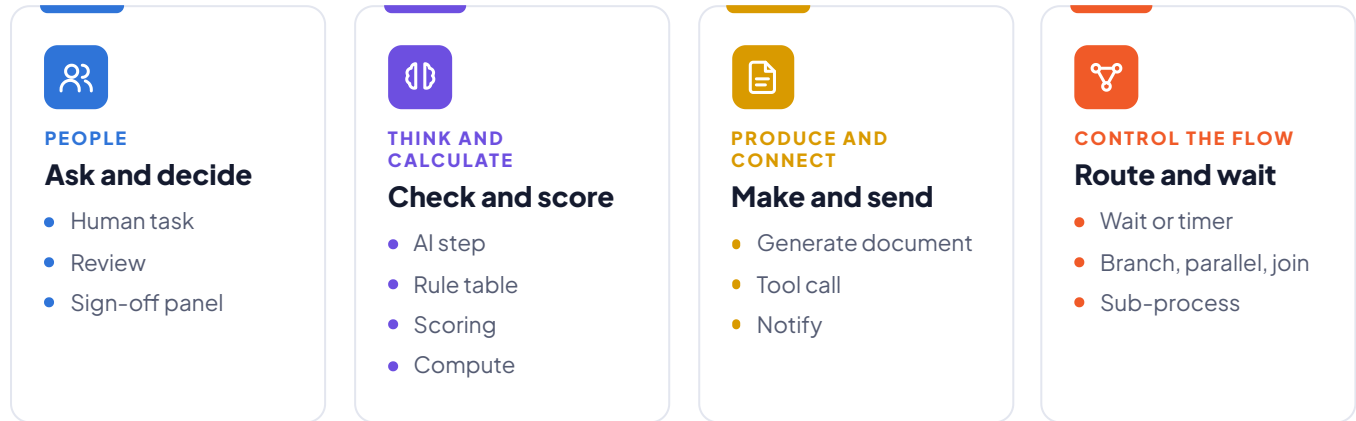




04 · BUILDING BLOCKS

Thirteen blocks, any process

Long-lived, multi-person processes are combinations of the same few kinds of step. A new process is a new combination; engine code changes only when a new kind of block is needed.



PROCESSES THE SAME ENGINE RUNS

PROCESS	HOW THE BLOCKS COMBINE
ICT project approval chain	Papers, reviews, a required-documents rule table, weighted tender scoring and a six-signature sign-off
Leave or claim approval	The smallest useful blueprint: one form, one review, one notification
Small purchase with quotations	The same scoring model with different weights
Staff recruitment	A panel scores independently, then results merge
Research or proposal evaluation	Many proposals ranked against a fixed budget
Meeting to action	Builds on MOM Studio minutes: each action becomes a tracked task
Security alert to incident	PERISAI alerts start a governed response
Complaint or service request	Measured by time to resolution, with escalation timers

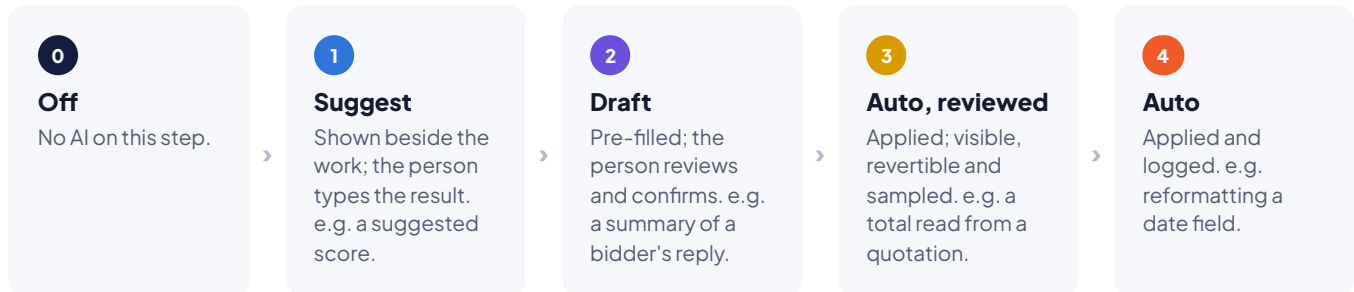




05 · AI WITH A DIAL

AI that is **useful, bounded and traceable**

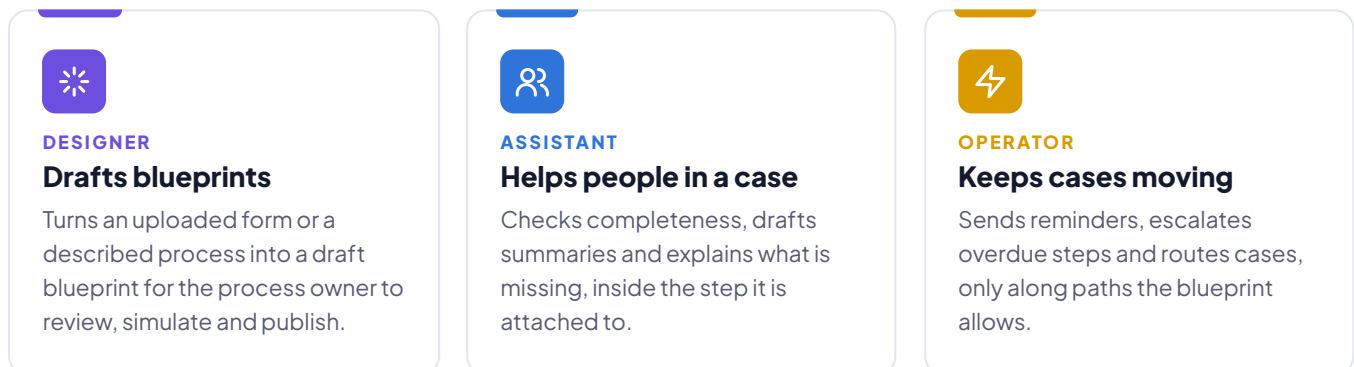
Each AI step in a blueprint has its own autonomy level. A process owner starts low, measures accuracy on real documents, and raises the level only when the evidence supports it.



The evidence rule

Every AI output is stored with the model, the instruction version, its inputs, the sources it cited and its confidence. Low-confidence or uncited output goes to a person, never straight through.

THREE AGENTS, EACH WITH A NARROW JOB





06 · TUNABILITY

Every option is tunable. **Nothing is hard-wired.**

Departments differ. TERUSAN keeps one base process and lets each department adjust the parts that are theirs, with the right person holding each control.

LAYER	WHAT CHANGES	WHO HOLDS IT
1 · Knobs	Deadlines, reminder timing, score weights, amount thresholds, committee members	Department administrator
2 · Rules	Routing conditions, required-document matrices, escalation rules	Process owner
3 · Structure	Stages and their order, parallel or conditional branches, paper sections and fields, scoring criteria	Process owner
4 · AI behaviour	Per step: autonomy level, instructions, model, knowledge sources, output format	Process owner with platform administrator
5 · New blocks	A step type or tool that does not exist yet	S.A.L.T CI engineering

ONE BASE PROCESS, MANY DEPARTMENTS

BASE PROCESS · ONE BLUEPRINT, MAINTAINED ONCE

DEPARTMENT A

Weights 30 / 70

instead of 20 / 80

DEPARTMENT B

+1 review stage

for its own sign-off

DEPARTMENT C

Reminder 5 days

instead of 3

Each variant stores only its differences from the base.

**Versioned blueprints**

A running case keeps the version it started with; new cases use the new one.

**Draft, simulate, publish**

Run a change against sample cases before anyone relies on it.

**Audited changes**

Who changed what, when and why, in the same log as the cases.





07 · INTELLIGENCE

Dashboards that answer questions. **Advice you can defend.**

Because every action is an event, management gets its answers from the same log that provides the audit trail. Nothing is re-keyed into a report.

**Dashboard**

What is open, where it is stuck, what is overdue, and how work is spread across roles.

**Process analysis**

Where time goes per stage, per department and per blueprint version.

**Anomalies and duplicates**

Does this case look unusual, or like one already seen?

**Advice per case**

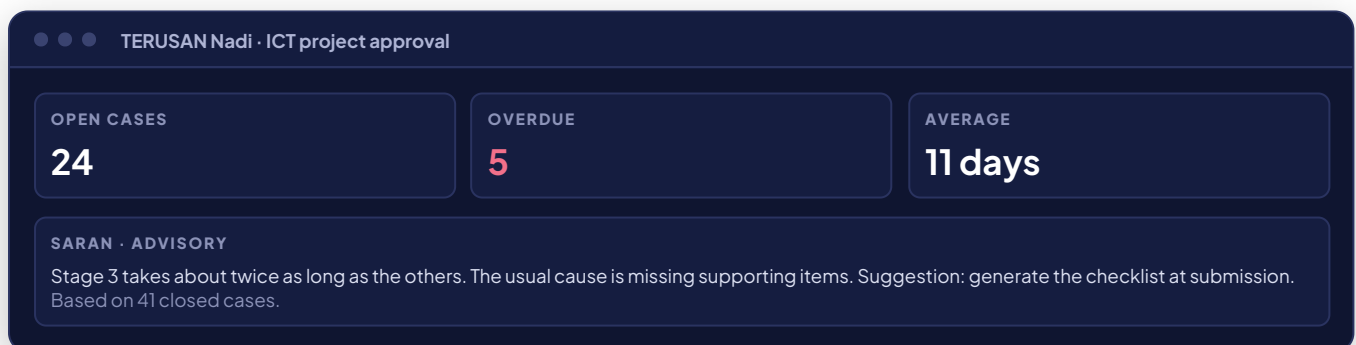
What the criteria, the cited policy and comparable past cases suggest, and the risks.

**Portfolio advice**

Given a fixed budget, how open items rank on the chosen criteria.

**Forecast**

When a case is likely to finish, given how similar ones went.



Illustrative screen.

Guardrails on advice

Advice respects permissions, is about the process and not about individuals, says so when data is thin, and can be reproduced from the same log.





08 · RECORDS & DOCUMENTS

A record that **cannot be quietly changed**

Every action is written to the case history and cannot be edited afterwards. Documents are generated from the case, not retyped.



Hash-chained history

An append-only event log chained by hash, so any alteration or deletion shows. Administrators can verify the chain at any time.



Generated papers

Word documents produced at the end of each stage from the case data, in the organisation's own form layouts.



Audit export

The full event log of a case downloads as CSV for auditors.



Need-to-see access

Applicants see their own cases. Reviewers see a case while it waits for them, or after they acted. Management sees all.



Frozen settings

Each case records the settings it runs on, so a later change never rewrites history.



Notices and reminders

A bell for returns and decisions, and reminders as deadlines approach or pass.

EXAMPLE CHAIN ON TERUSAN

1

Executive paper

Paper · review

2

Committee paper

Paper · review

3

Application

Rule table · AI check

4

Specification

Paper · compute

5

Evaluation

Scoring · compute

6

Sign-off

Paper · signature panel

Section lists, the required-documents matrix, score weights, signatory roles and Malay labels are blueprint data, not product code.

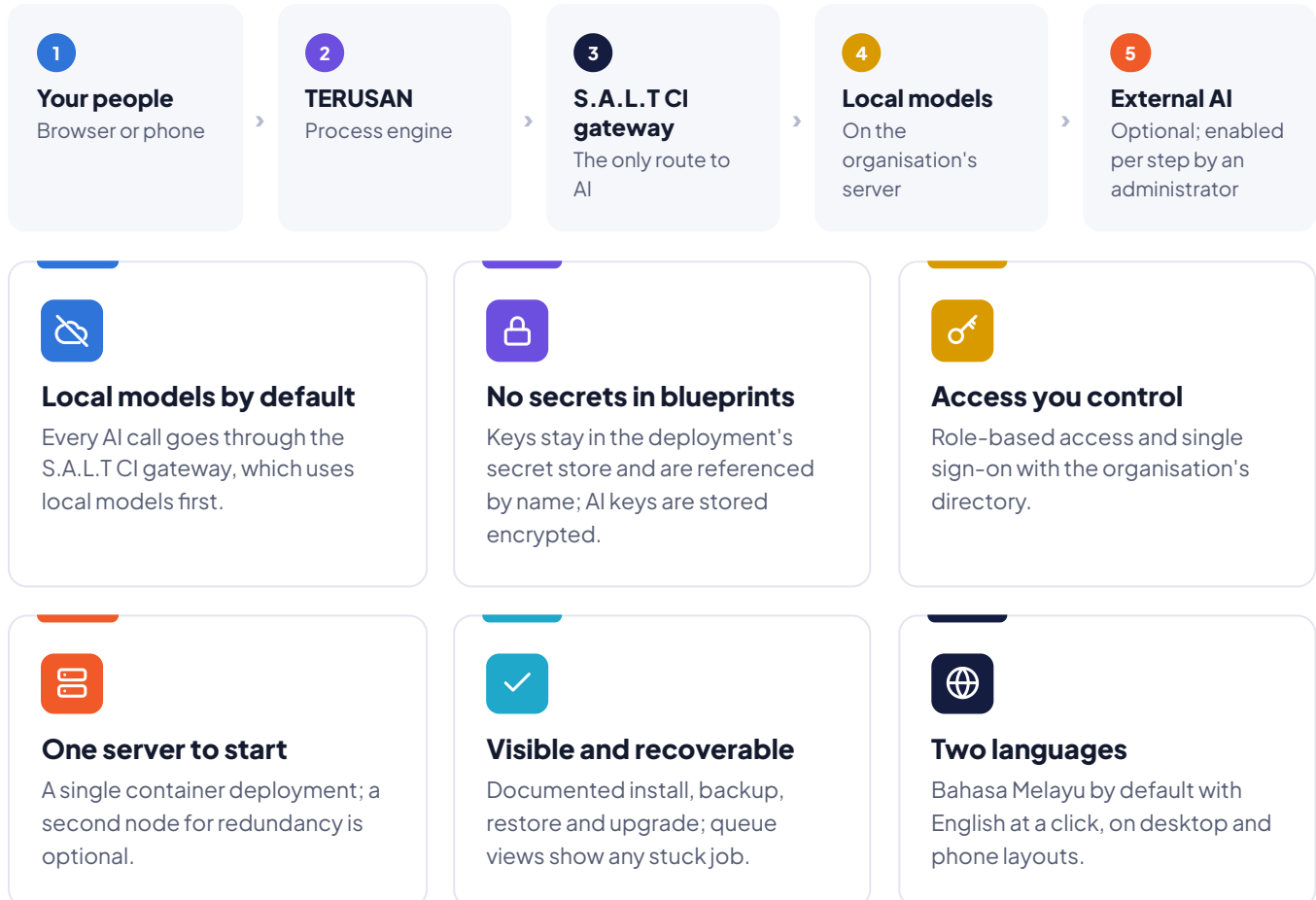




09 · SOVEREIGNTY & DEPLOYMENT

Inside the organisation's own network, which can be disconnected

Case data, documents, the event log and knowledge sources stay on the organisation's server. External AI is an optional connector, off by default.





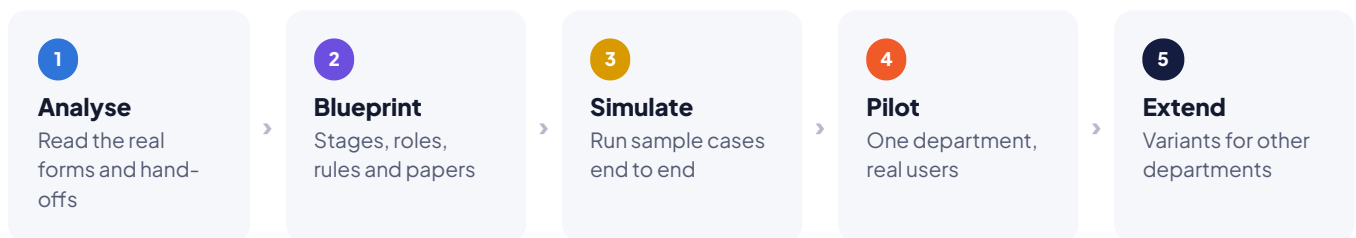
10 · WHY TERUSAN

Five questions to ask any process-automation vendor

Process automation is a crowded field, and the answers matter more than the demo.

QUESTION	TERUSAN ANSWER
Where do the documents and AI models run?	On the organisation's own server. Local models by default, and it keeps working with the network cut.
Who changes the process: you or the vendor?	The organisation's process owners, from a designer, with versions, simulation and an audit trail.
Can every AI suggestion be traced?	Yes: model, instruction version, inputs, cited sources and confidence. Weak or uncited output goes to a person.
Does it work in Bahasa Melayu and with our own forms?	Roles, form codes and labels live in the blueprint, in Malay or English; AI steps are benchmarked on the organisation's samples first.
Is it one more silo, or part of a platform?	Part of S.A.L.T CI: the same gateway, identity and shared services as MOM Studio and the rest.

FROM BLUEPRINT TO A RUNNING PROCESS



How to compare fairly

Give each vendor the same real process, ask them to run it on your own server, then cut the network. S.A.L.T CI is happy to be measured that way.



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