SINCE AI HACKATHON 2026 · LINDSTRÖM CHALLENGE

Customer Value Review

“What value did you actually create for us?”

Every number traceable to Lindström’s own data. A customer-ready deck in one click. On-device AI that cannot invent a figure.

All data synthetic (official Since AI data pack). Not real or audited Lindström or customer performance.

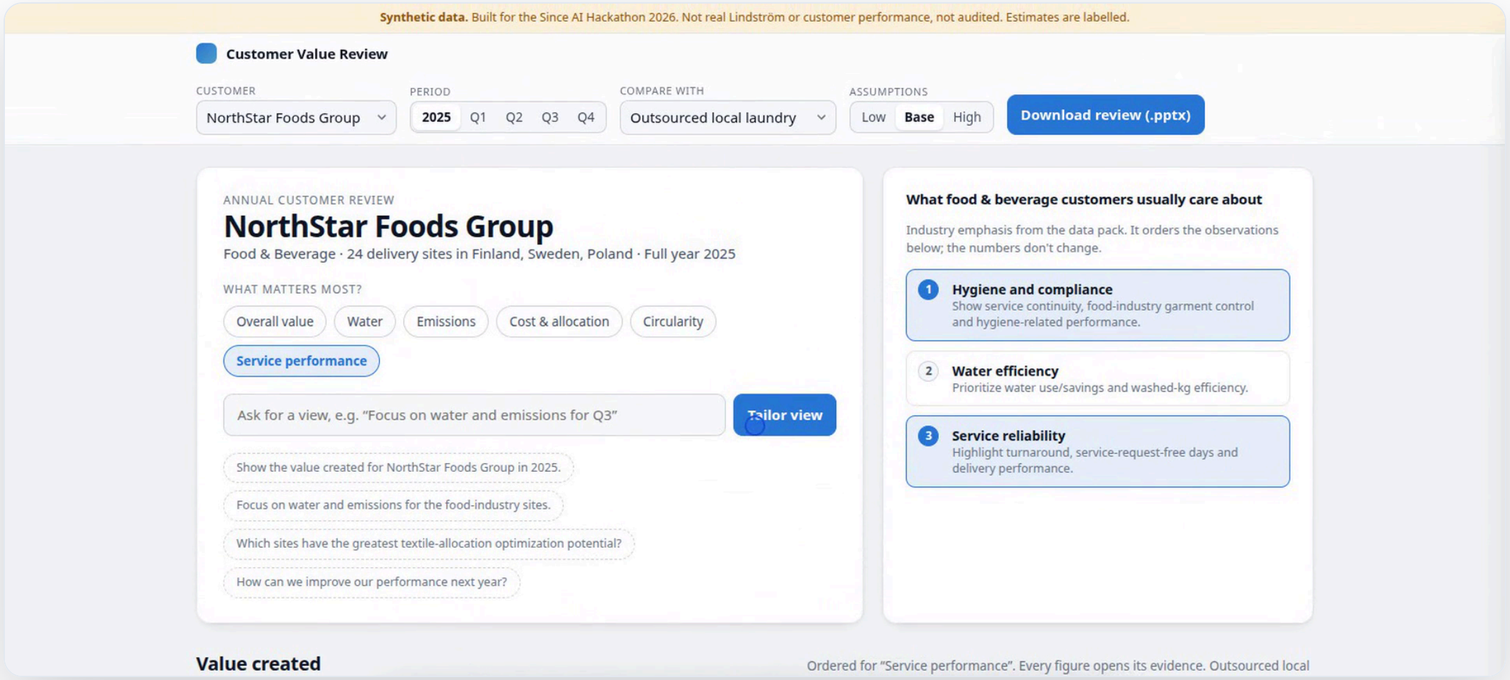
THE PROBLEM

It isn’t a reporting problem. It’s a proof problem.

- Every customer asks Lindström the same question at their review: **what value did you create for us?**
- The answer lives in many systems: deliveries, washes, repairs, laundry water and energy.
- Pulling it together takes days of spreadsheets, and the customer still has to **take the numbers on trust**.
- A number nobody can check doesn’t win a renewal.
- Sustainability figures without ranges or assumptions are a risk in front of a customer.
- The review should end in **decisions**, not pages.

THE SOLUTION

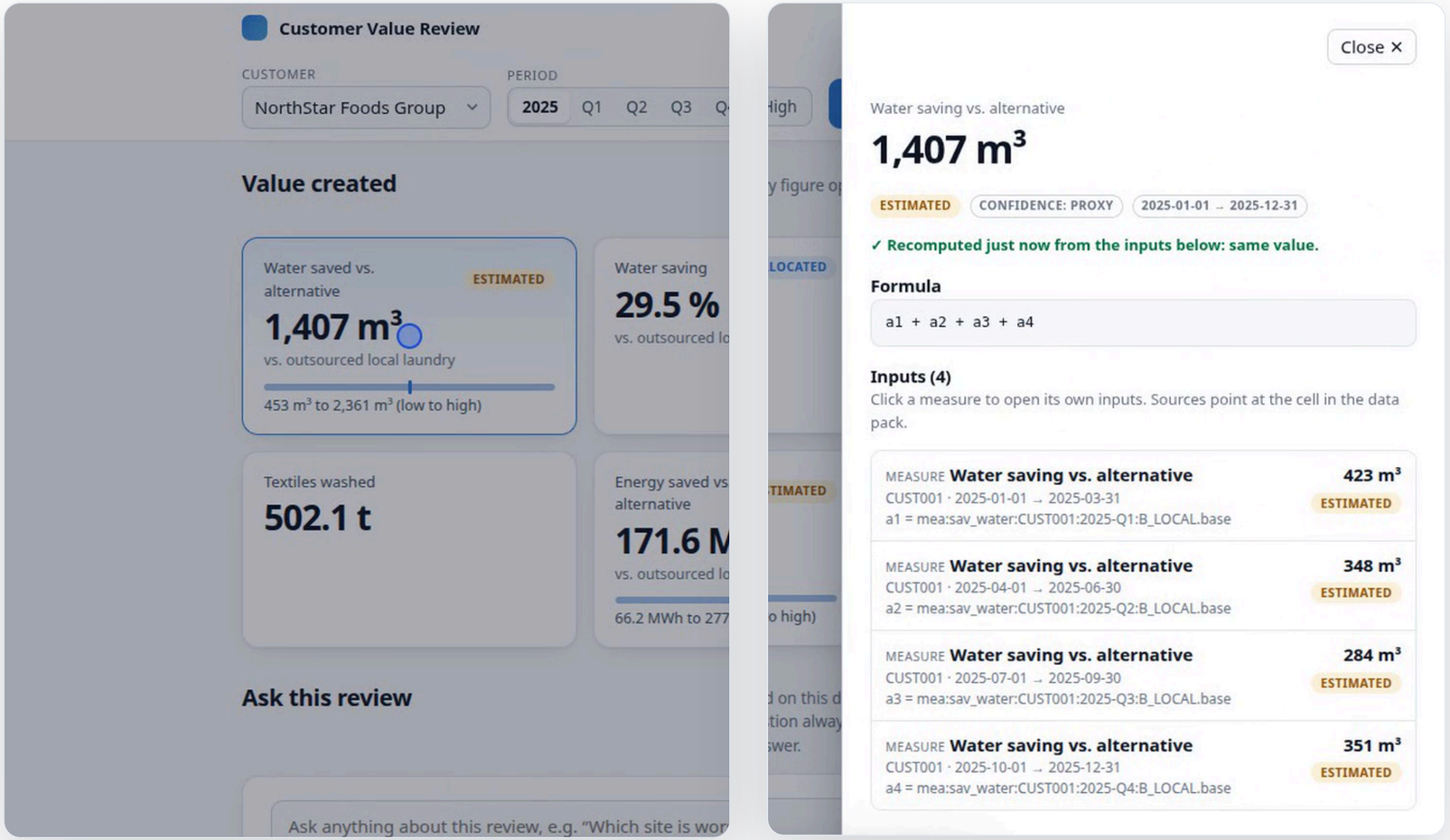
One review per customer, built from Lindström's own service data



- **Leads with what the customer's industry cares about**: food starts on hygiene, water and reliability.
- Pick another priority, period or comparison, and the review reorders. **The numbers never change.**
- 24 sites, 3 countries, a full year, from the official data pack.

TRACEABLE CALCULATIONS

Every figure opens its evidence



Water saved, 1,407 m³ → formula → quarters → sites → **the exact cell and assumption** in the data pack.

~22,000

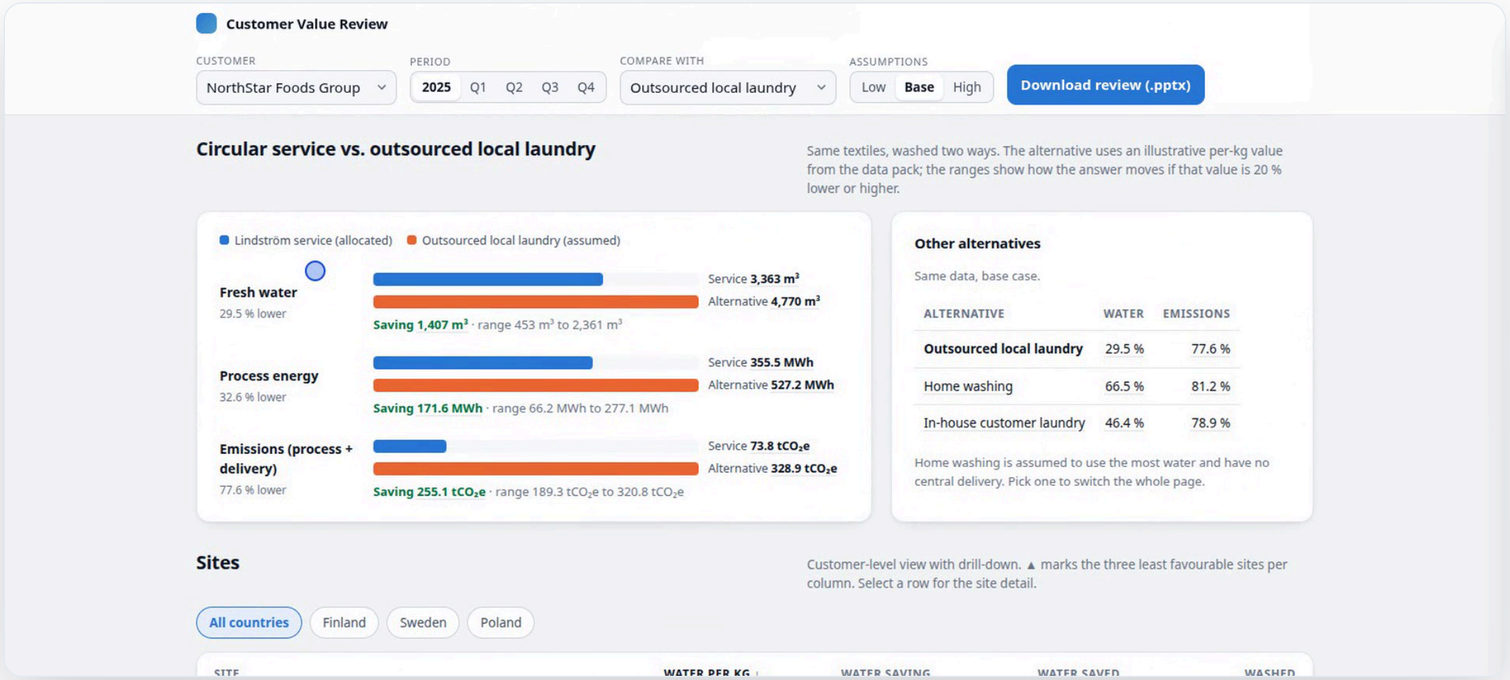
measures recomputed on every start. If one doesn't match, the app refuses to start.

≤ 0.05 %

difference from the pack's own Customer_Impacts sheet, which we use only as an independent check.

DECISION SUPPORT

Against the realistic alternative, with honest ranges



- Water, energy and emissions vs. outsourced local laundry, home washing or in-house laundry.
- Every assumption-driven figure shows **low / base / high**.
- Each finding ends in **a question for the meeting and an action to agree on**.
- Labels on every number:

Synthetic **Calculated** **Allocated** **Estimated**

ON-DEVICE AI

The AI writes. It never decides a number.

RULES
pick the findings and supply every figure

→

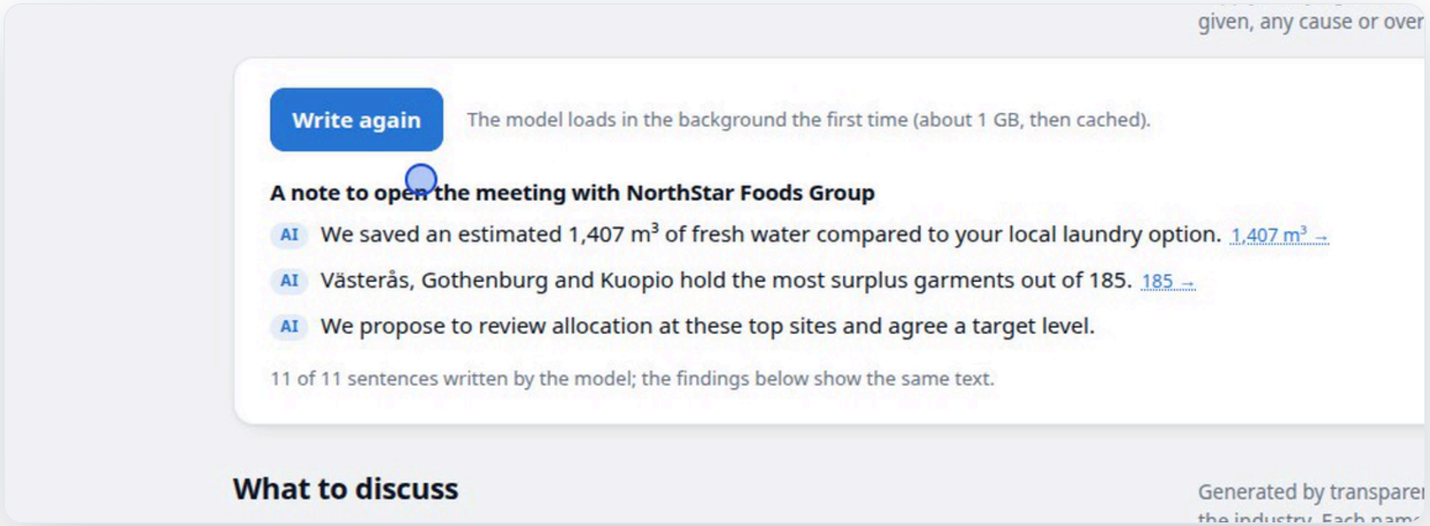
SMALL MODEL, IN THE BROWSER
Ternary Bonsai 2 (4B, WebGPU) drafts the note

→

CHECKER
blocks unknown figures, unlabelled estimates, causes, overclaims

→

PAGE
every figure links to its proof; failures fall back to rules



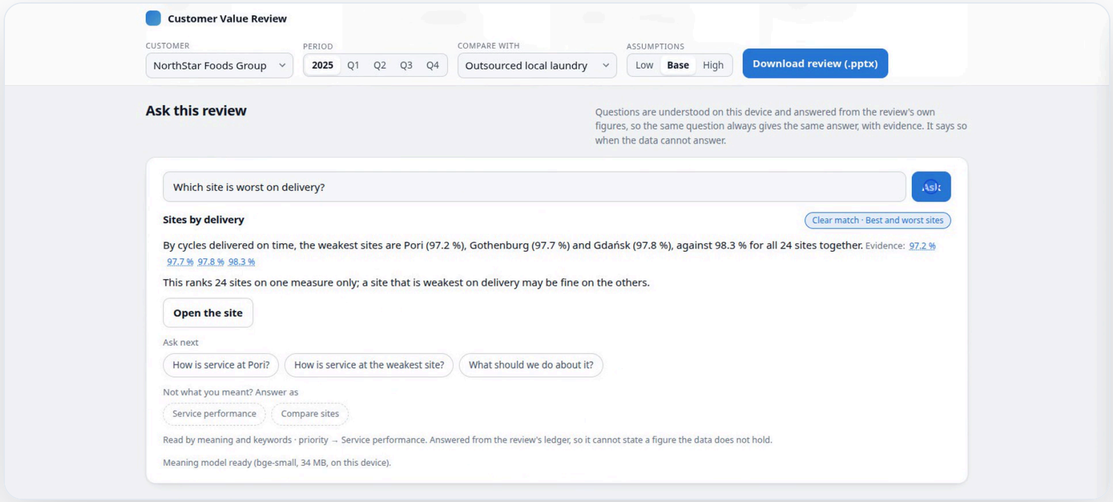
96/98

sentences written by the model passed the checker (3 customers × 3 priorities). The 2 it stopped used an estimate without saying so.

Customer data never leaves the device.
No cloud model, no API key, works offline.

INTERFACES

Ask in plain English. Take the deck to the meeting.



Answers come only from the review’s own figures, with links to the proof. Questions the data can’t answer (prices, forecasts, other customers) are refused, naming the Lindström module that would answer them. 77 % right on 39 blind questions.



One click exports a customer-ready PowerPoint from the same figures, for the steering committee. Speaker notes name the measure behind every number.

LINDSTRÖM'S BRIEF, POINT BY POINT

What the brief asked for, and where it is

BRIEF	IN CUSTOMER VALUE REVIEW
Personalised analytics	Industry sets the starting priority; priority, period, comparison and free text reorder the review. Same numbers, different emphasis.
Traceable calculations	Excel cell → source → measure → site → customer. Every figure opens its formula and inputs; ~22,000 recomputed on start.
Decision support	Ranked findings, each with a question for the meeting, an action and its limits. Comparison with ranges.
Interfaces	Interactive dashboard with site drill-down, a question box, one-click PowerPoint, and on-device AI for the meeting note.
Methodology & data readiness	Every assumption and data gap listed in the app and in the method note, mapped to the Lindström report each field would come from.

NEXT STEP

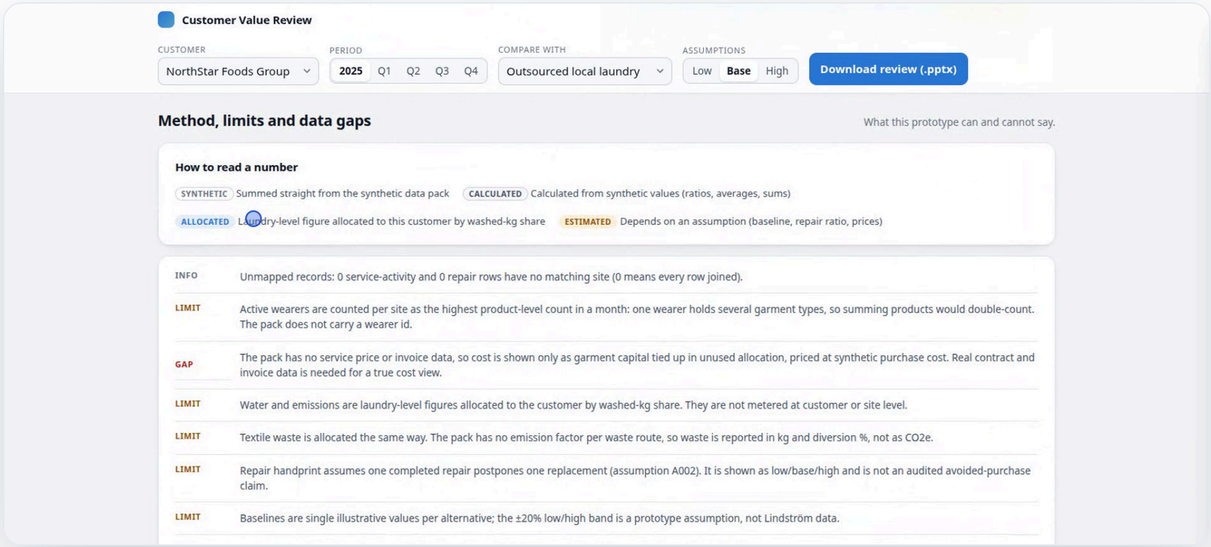
From synthetic pack to one real customer

1. **One pilot customer.** An approved export with the same sheet names. The data pack path is one setting, so no code changes.

2. **Close the gaps** the app already lists: customer hierarchy, wearer identity, price data, approved baselines.

3. **Run it side by side** with today's review process. Measure preparation time and which figures the customer questions.

4. **Ship it as a customer-value module** next to eLindström, keeping the deck export for steering committees.



CUSTOMER VALUE REVIEW

Value your customers can see, check, and agree on.

Every number traceable · a customer-ready deck in one click · on-device AI that cannot invent a figure.

Since AI Hackathon 2026 · Lindström challenge · all data synthetic