

AI Digital Workers Move From Pilot to Production in Staffing Back Offices

LONDON, UNITED KINGDOM, July 27, 2026 /EINPresswire.com/ -- meet DWIGHT, the AI digital worker platform for staffing and recruitment back offices, says the shift the industry has been predicting for two years - human teams working alongside governed AI agents as standard practice - is no longer a roadmap item. It's live, in production, doing payroll exception handling, compliance checks and timesheet reconciliation today.

The company's founder says the platforms winning this next phase won't be those with the flashiest model, but those that built AI workers the way you'd build any good hire: with a clear job, clear limits, and a manager who can see exactly what they did.

"We stopped thinking of this as automation a while ago," said Dries De Coster, Founder and CEO, meet DWIGHT. "A digital worker should behave like a great hire on day one - it knows its job, it knows its limits, and it shows its working. That's what we built, and it's why it's already running in production for our customers, not sitting on a roadmap slide."

meet DWIGHT pairs deterministic automation - the reliable, rules based engine payroll and billing depend on - with agentic AI layered on top for judgment calls, giving staffing firms predictable cost and full visibility into every decision an agent makes. The platform is built to sit alongside the systems staffing firms already run, so firms get the upside of a digital workforce without ripping out what already works.

"The firms getting the most out of this right now aren't waiting for some perfect autonomous future," De Coster said. "They're putting digital workers on the repetitive, high volume tasks today - freeing their people up for the work that actually needs a human - and scaling up from there. That's not five years out. That's this quarter. That's a direct positive impact on your margins, which have never been under more pressure."

Independent industry research published this month by SIA reinforces where the market is headed: agentic AI is now recognised as the defining shift in staffing back office technology, with production deployments already reducing manual processing load in payroll, billing and compliance. meet DWIGHT is cited among the frontier vendors building governed, multi-agent architectures for this shift.

Kevin O'Neill, Technology Research Director at SIA (Staffing Industry Analysts) commented, 'The

solutions landscape has moved so fast in the last 18 months that we can now solve almost every efficiency problem in the staffing middle and back office. The reason: generative AI, agentic AI and automation, working together for the first time.'

"This is the best time in a decade to be modernising a staffing back-office," De Coster said. "The technology's ready. The question is just who moves first."

About meet DWIGHT

meet DWIGHT builds and operates digital workers that automate complex, end-to-end business processes across staffing, recruitment and enterprise operations. Working across existing systems and following existing processes, DWIGHT enables organisations to reduce cost, increase speed and scale operations without adding headcount. Its digital workers combine deterministic automation, AI workflows and controlled agentic execution to deliver reliable, auditable outcomes 24/7.

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