ReSPARK

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Doing more without adding headcount.

Case Study:

How Benton Metal Recycling turned AI agents into a competitive advantage.

The Challenge

Benton Metal Recycling runs a scrap yard in Milton, Maryland, where a small team handles dispatch, purchasing, invoicing, and vendor relationships. Controller Jamie Miller was spending hours each day on manual email triage, hand-building dispatch tickets, comparing price sheets across buyers, and reconciling invoices line by line. With seasonal volume swings and a bilingual workforce, Benton needed to do more without adding headcount.

4 workflows
managed manually

8–12hrs/week
lost to reconciliation alone

The Solution

Benton deployed three of ReSpark's AI agent capabilities:

Dispatcher Agent

Reads incoming emails, drafts dispatch tickets with pre-populated fields, and routes them for one-click approval.

Price Analysis Agent

Converts unstructured price sheets into side-by-side comparisons with freight calculations and market benchmarks.

Invoice Reconciliation

Flags payment discrepancies in seconds by comparing generated invoices against customer remittances.

The ReSpark Effect

Benton came to ReSpark to reduce manual workload. What they found was a platform that learns from their team, surfaces hidden revenue leakage, and positions them as AI-forward in a traditionally manual industry. Jamie's feedback has directly shaped ReSpark's product roadmap, and Benton's investors recognized the strategic value immediately, scheduling a demo before their next board meeting.

- ✓ 179 AI dispatch recommendations processed in month one
- ✓ Tickets approved in 5 min vs. 10–15 manually
- ✓ Invoice discrepancies flagged in seconds
- ✓ 8–12 hours reclaimed per week

Before ReSpark

- ✗ Tedious manual dispatch and pricing workflows
- ✗ Time-consuming invoice reconciliation processes
- ✗ High risk of human error across systems
- ✗ Disconnected tools and spreadsheets

After ReSpark

- ✓ Unified, AI-powered operational workflows
- ✓ Process automation across dispatch, pricing, and finance
- ✓ Automated discrepancy detection in seconds
- ✓ No additional headcount required to scale

> *"We put in two invoices and it highlighted the differences in a matter of seconds. That's the kind of thing that used to take us the better part of an hour, and sometimes we'd still miss something."*
>
> Jamie Miller, Controller, Benton Metal Recycling

Get started with our all-in-one suite today by requesting a demo at respark.com