

Technical Overview

AI-Powered Workflow Automation Platform

Who are we?

TJM Labs provides an AI-powered workflow automation solution designed to streamline operations within existing Pharmacy Management Systems (PMS) such as Pioneer, Liberty, PrimeRx and others.

Our platform utilizes a desktop application installed on client infrastructure, which interacts with the PMS graphical user interface (GUI) in a manner similar to a human operator.



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How it works

Our core technology revolves around an AI-powered desktop application (The "Bot") that performs tasks by directly interacting with the PMS interface.

- **Human-Like Interaction:** The Bot simulates human actions.
 - **Keystrokes:** Typing data into fields.
 - **Mouse Clicks:** Navigating menus, pressing buttons, selecting options.
- **Visual Understanding:** We leverage advanced Vision Large Language Models (VLLMs) to "read" and interpret information displayed on the screen. This allows the Bot to understand context, locate elements, and adapt to minor UI changes without traditional hardcoded selectors.
- **No API Integration Required:** The Bot operates exclusively through the PMS user interface. It does not require direct API access to the PMS backend or database, minimizing integration complexity and dependency on PMS vendor support for API

Deployment Model

Our solution is deployed on a **dedicated physical machine** within the client's existing IT infrastructure.

- **Environment:** A physical computer where the target Pharmacy Management System is installed and operational.
- **Isolation:** The Bot operates within this dedicated environment, ensuring that all PMS interactions and data processing occur within the client's security perimeter.
- **Scalability:** Additional bots require a separate machine - physical or virtual. If considering this, consult us first. As a virtual machine setup might be more appropriate for you.



System Requirements

To ensure optimal performance and stability of our automation Bot, the following minimum specifications are required for the dedicated machine:

- **Operating System:** Windows (Windows 11, Windows 10 Pro/Enterprise, Windows Server 2016/2019/2022) or Ubuntu LTS version
- **CPU:** Minimum 2 cores
- **RAM:** Minimum 8 GB (16 GB recommended, especially with legacy PMS)
- **Storage:** Sufficient free disk space for the OS, PMS, our application, logs, and screen recordings (e.g., 25-50 GB SSD recommended).
- **Display:** A physical display with a resolution of 1920×1080 is necessary as the Bot interacts with the GUI. The machine must not be in a headless state without a configured display when the bot is running.
- **Software:** The relevant Pharmacy Management System (e.g., Pioneer, Liberty) must be installed, configured, and fully operational on this machine.

Additional Information

Remote Access: The machine should be remotely accessible. We recommend **TJM Connect**. Our secure, purpose-built remote access client designed specifically for pharmacy automation workflows. Built on top of RustDesk and enterprise-grade technology, TJM Connect enables collaboration with simultaneous access for both teams.

Administrative Privileges: Local administrator privileges on the Bot machine are necessary for us to install our application, its dependencies, download necessary components, and ensure it can run with the required permissions.



Internet Connectivity (Outbound): The Bot machine requires outbound internet access for:

- Downloading and updating TJM Labs's application
- VLLMs or other components requiring cloud connectivity

Secure Connectivity: The preferred secure method for our team to access the Bot machine:

- Tailscale + TJM Connect
 - Zero-config VPN with automatic encryption
 - Purpose-built for pharmacy automation oversight
 - Allows both teams to work simultaneously
 - Simple one-click installer (~15MB)
 - No port forwarding or firewall changes needed

Operational Aspects

- **24/7 Operation:** The Bot is designed to run continuously, automating workflows around the clock or as per the defined schedule.
- **Local Recording:**
 - Screen recordings of the Bot's activity (for audit, troubleshooting, and performance review) are saved directly on the Bot machine's storage.
 - Data retention policies for logs and recordings can be configured according to client requirements.
- **Scalability:** Multiple Bots can be deployed on separate dedicated machines to handle increased workloads or different workflows concurrently.



Security Considerations

- **Data Residency:** All data processed by the Bot, including any sensitive information from the PMS, remains within the client's infrastructure on the dedicated Bot machine. No PMS data is transmitted to or stored on TJM Labs's external servers.
- **Principle of Least Privilege:** While administrative privileges are required for installation and certain maintenance tasks by our team, the Bot application itself runs under a standard user session.
- **Secure Access Protocols:** All remote access by TJM Labs is conducted over encrypted channels (TJM Connect, Tailscale, VPN).
- **No Direct Database/Backend Access:** The Bot interacts solely with the PMS GUI, reducing the attack surface compared to solutions requiring backend system access.
- **Auditability:** Local logs and screen recordings provide a comprehensive audit trail of the Bot's actions.

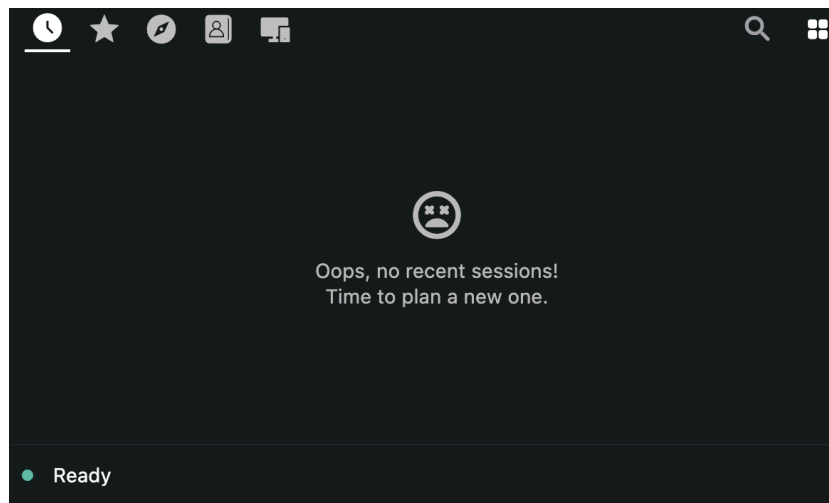


Your Next Steps

Recommended Set-Up - Installation, Maintenance, and Support:

Once you have a dedicated machine, TJM Labs will provide you with secure connection credentials that you will use to complete the process:

1. Install Tailscale using this [link](#) (2-minute setup)
 - Log in and connect to Tailscale
 - You will log in using "login with Google" and sign in with the credentials provided to you.
2. Install TJM Connect using this [link](#) (1-minute setup)
 - Log in to GitHub with the provided credentials to access the installer.
 - If you see "Not Found" webpage. Make sure to log in on the top right corner. After logging in, it will redirect you to the right place.
 - Click on the "tjm connect.exe" hyperlink to download the application
3. Set up TJM Connect and allow the required permissions to make sure it is ready.



4. Make sure to click on install to complete the installation process
5. Both teams can now access simultaneously with full security.
6. Here is a video going over the process: [TJM Remote Access Walkthrough.mp4](#)



Future state considerations

In the future, if you are interested in having another Bot (maybe your volume will increase or you want a separate workflow automation) something to be aware of is that you will need a **separate machine** to accommodate any additional Bots. This can look like a new physical computer, or a **virtual machine (recommended)**. If this is something you are considering in the future, book time with us before you get started on these steps so we can discuss alternative ways to connect.

Summary for IT Teams

TJM Labs's AI-Powered Workflow Automation is a desktop application that runs on a client-hosted machine (physical or virtual) where your PMS is installed. It automates tasks by mimicking human UI interactions (mouse, keyboard, screen reading via VLLMs). We require remote access (TJM Connect recommended) with admin rights to this machine for setup and support, offering flexible secure connectivity (Tailscale recommended). The system operates 24/7, with all logs and recordings stored locally on the machine, which you can also access via TJM Connect for observation.

