AI for BPO & *Outsourcing.*

Co-sell, white-label and managed AI implementation for BPO and outsourcing leaders—combining certified platform expertise, embedded Forward Deployed Engineering and measurable production outcomes.

From strategy and pilots to production outcomes.

aws · Microsoft · kore.ai · salesforce · Amazon Connect · GENESYS · NICE CXone · Five9

+5–10pt
Margin uplift on transformed programs

40–60%
Containment on top client intents

100%
Automated QA coverage

2–3x
Faster response on AI-heavy RFPs

Official partner credentials. Certified implementation capability.

Company-level partner relationships paired with platform-qualified delivery practitioners.

aws PARTNER Advanced Tier Services · aws PARTNER Generative AI Competency	**AWS Advanced Partner · AWS Generative AI Competency Partner**	AWS-certified Solutions Architects and Developers across Amazon Connect, Amazon Bedrock, Amazon Q, Contact Lens and Amazon Lex.
Microsoft Gold Partner	**Microsoft Gold Partner**	Microsoft-certified delivery across Azure AI, Azure OpenAI, Copilot Studio, Power Platform and enterprise integration.
kore.ai	**Kore.ai Reseller and Strategic Implementation Partner**	Kore.ai-certified developers, architects and administrators across AI for Service, Agent Platform, Search AI, Knowledge AI and SmartAssist.
salesforce partner	**Salesforce Consulting Partner**	Salesforce-certified implementation across Service Cloud, Agentforce, Data Cloud and enterprise workflow integration.

How to read this page. Partner designations describe Pronix.ai's company relationships. Certifications describe qualified practitioners and delivery capabilities. Current platform-specific status and named credentials can be confirmed during diligence.

BPO OUTCOMES WE MEASURE

+5–10pt	**40–60%**	**100%**	**2–3x**
Margin uplift on transformed programs	Containment on top client intents	Automated QA coverage	Faster response on AI-heavy RFPs

The workflows we deliver.

Production AI and CX implementation designed for multi-client operations, white-label delivery and measurable margin improvement.

NICE / GOOGLE CCAI

Automated QA on 100% of interactions

AI scoring on every voice and digital interaction with client-specific scorecards and dispute workflow.

COPILOT STUDIO

Operations copilot for team leaders

Connected to WFM, CCaaS and HR data; proposes coverage actions and drafts floor communications.

AWS BEDROCK

Multi-tenant knowledge AI

Governed RAG in the agent desktop with strict per-client isolation across programs.

DYNAMICS 365 + COPILOT STUDIO

Back-office automation teams

IDP, agents and human-in-the-loop delivered against per-client SLAs.

CERTIFIED PODS

White-label CCaaS migration and AI build

Amazon Connect, Genesys, NICE and Five9 delivery under your branding, governed through the agreed SOW.

24×7 MANAGED DELIVERY

Managed AI operations

Knowledge curation, evals and tuning run on behalf of your client base.

PLATFORM-LED IMPLEMENTATION WORKFLOWS

kore.ai

AI for Service, AI for Work and AI for Process
Kore.ai agent platform delivered across customer service, employee support and process automation, with per-client knowledge isolation and evaluation from day one.

Amazon Connect · Amazon Lex · Amazon Bedrock

CX and contact center AI automation
Voice and digital containment on Amazon Connect with Amazon Lex intent handling and Amazon Bedrock knowledge and reasoning behind the flows.

Amazon Connect · Agentforce

Agent assist for live contact center operations
Real-time guidance, retrieval and after-call summarization in the agent desktop, with Amazon Connect telephony and Salesforce Agentforce case actions.

Amazon Connect · Five9

Five9 to Amazon Connect migration
Flow, routing, integration and reporting migration run in parallel with live operations, with cutover rehearsals and rollback criteria per program.

Governance built into delivery. Per-client data isolation, white-label delivery under your MSA, and qualified teams aligned to your programs.

From workflow baseline to measured production release.

A sequenced 90-day path and an embedded team model matched to the partner or enterprise environment.

DAYS 0–30

Baseline and design

Prioritize the workflow, confirm measures, map integrations, define guardrails and approve architecture.

DAYS 31–60

Build and validate

Configure the platform, build integrations, establish evaluation sets, test with users and run shadow mode.

DAYS 61–90

Release and measure

Move through controlled production gates, report the delta, complete runbooks and approve the next wave.

FDE POD DELIVERY MODELS

Embedded accountability from architecture through measured release.

Enterprise Embedded Pod

Direct alignment with enterprise product, platform, security and operations teams. Best for priority workflows and sensitive environments.

Hybrid U.S. + India Pod

U.S. architecture and stakeholder leadership with India engineering scale and agreed overlap hours.

Partner Delivery Pod

Co-sell, white-label or subcontracted delivery under the partner's governance and client model.

Lead FDE / Solution Architect
Architecture, platform decisions and release design

Agentic AI / Full-Stack FDEs
Agents, applications, workflows and production code

Data & Integration Engineer
APIs, systems, governed data and knowledge ingestion

LLMOps / QA Automation
Evaluations, guardrails, observability and release evidence

Delivery Lead / PM
Scope, governance, stakeholder cadence and handover

Pod composition and delivery location are tailored to the workflow, platform estate and accountability required; scope and commercials are confirmed in the SOW.

BPO outcomes designed to travel across client programs.

Two examples of repeatable capability built for multi-client delivery.

CASE STUDY · BPO

Agent assist across 1,200 BPO seats — a co-sell success

Global BPO · 1,200 seats across three programs

NICE CXONE · KORE.AI · AZURE AI

A global BPO introduced agent assist across three major client programs without disturbing the existing SLA structure. Pronix.ai delivered the platform, change program and repeatable co-sell motion.

22% Reduction in AHT	**14%** Lift in QA scores
3 New client wins	**6 weeks** To first live program

CASE STUDY · BPO

Multilingual voice AI across a global BPO

Global BPO · 2,600 seats across four programs

Amazon Connect · AMAZON LEX · KORE.AI · AZURE AI

Pronix.ai standardized multilingual voice containment and quality operations across four programs while maintaining each client's existing commercial and governance structure.

34% Tier-1 containment	**100%** QA coverage
6 Languages live	**0** MSA renegotiations

Client identities may be withheld under contractual confidentiality. Outcomes reflect delivered engagements and vary by scope, baseline, platform and operating model.

Digital CX and Knowledge AI at enterprise scale.

Approved examples spanning consumer technology and enterprise search.

CASE STUDY · MEDIA & CONSUMER TECHNOLOGY

GenAI-powered digital customer experience across U.S. and EMEA

JBL | HARMAN · U.S. + EMEA

KORE.AI · GENERATIVE AI · CONVERSATIONAL AI · KNOWLEDGE AI · DIGITAL CX

JBL | HARMAN expanded its AI-powered digital customer experience across the U.S. and EMEA, enabling conversational product support, knowledge discovery, troubleshooting and customer-service journeys. The multi-workstream program provides a scalable foundation for consistent AI-powered experiences across markets with enterprise governance.

2 Major regions — U.S. + EMEA	**4** Implementation workstreams
Digital + GenAI Customer experiences	**Multi-market** Enterprise deployment

CASE STUDY · TECHNOLOGY

Enterprise Knowledge AI across North America and LATAM

EPSON Americas · North America + LATAM

KORE.AI · GENERATIVE AI · ENTERPRISE SEARCH · RAG · KNOWLEDGE AI

EPSON Americas implemented a large-scale Kore.ai program across North America and LATAM to transform how customers and users discover product and support information. The solution unifies product documentation, websites and knowledge articles for AI-driven search, retrieval and conversational experiences.

~200K Documents	**~800K** Web pages
~34K Knowledge articles	**~1.5 TB** Content footprint

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Voice and digital AI at high-volume scale.

Approved examples spanning telecommunications, global employee support and live-event customer service.

CASE STUDY · TELECOMMUNICATIONS

Voice AI modernization across 600K+ daily calls

Major U.S. Cable & Broadband Operator · $55B annual revenue

KORE.AI · AI FOR SERVICE · VOICE AI · AGENTIC AI

One of the largest U.S. broadband and cable operators modernized its legacy IVR with Kore.ai AI Agents across billing, repair, activation, outages, payments and account management. More than 50 voice use cases are being deployed on an enterprise-scale platform supporting hundreds of millions of customer interactions.

53% IVR traffic shifted to AI Agents

20% Voice automation improvement

600K+ Daily calls supported

$125M Projected annual savings at full rollout

CASE STUDY · TECHNOLOGY

Generative AI transforms global employee support

AMD · ~30,000 employees globally

KORE.AI · AWS · AWS BEDROCK · SAP · SERVICENOW

AMD deployed a Generative AI-powered HR Agent integrating SAP SuccessFactors, ServiceNow, SharePoint and Microsoft Teams. Employees and managers can self-serve common HR inquiries and transactions, receive role- and region-specific answers and complete approvals while sensitive issues are escalated to HR professionals.

80% Reduction in HR resolution time

50% Self-service deflection

70% Increase in employee satisfaction

~30K Employees supported globally

CASE STUDY · MEDIA & ENTERTAINMENT

AI self-service for high-volume live-event support

North American Digital Ticket Marketplace

KORE.AI · AI FOR SERVICE · DIGITAL AI AGENTS · WEB + MOBILE

A large digital ticket marketplace deployed Kore.ai AI Agents across web and mobile to manage highly variable demand around sports, concerts and entertainment events. AI Agents automate ticket-order status, delivery questions and event updates while escalating complex cases to human agents with context.

55K+ Monthly AI self-service sessions

47% Containment rate

Web + Mobile AI-powered service

Peak demand Handled digitally

Client identities may be withheld under contractual confidentiality. Outcomes reflect delivered engagements and vary by scope, baseline, platform and operating model. The $125M telecom figure is projected annual savings at full rollout.

Bring one BPO client workflow or platform opportunity.

In a working session, Pronix.ai will define the baseline, delivery model, role mix, platform path, governance controls and evidence required for production approval.

01
Select
Choose one high-value workflow and accountable business owner.

02
Agree
Confirm platform, delivery model, role mix, measures and governance.

03
Begin
Launch discovery and establish the production evidence baseline.

PRONIX AT A GLANCE

200+
Certified engineers & architects

15+
Average years of enterprise delivery experience

9
Named CCaaS/CX, Conversational AI & Cloud partnerships

100+
Enterprise Clients Worldwide

3
Global delivery regions

24×7
Managed operations across three regions

NEXT STEP

Book an AI & CX implementation strategy session.

Talk with the practitioners who architect, build and run these programs.

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Pronix.ai is a specialized AI & CX Systems Integrator. Third-party names and marks belong to their owners. The five supplied cross-industry case studies and metrics are client-approved content provided by Pronix.ai; projected savings remain explicitly identified as projected.