

Production outcomes, *documented.*

28 enterprise CX and AI programs delivered by pronix.ai — the challenge, how we delivered, the platforms and the measured result. Every number below came from a live production deployment, not a pilot.

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

24x7

Managed operations across three regions

BPO

HEALTHCARE PROVIDERS

INSURANCE

RETAIL & ECOMMERCE

LIFE SCIENCES

FINANCIAL SERVICES

ENTERPRISE

HEALTH PAYERS

INSIDE THIS COLLECTION

\$14.2M

Annualized savings from agentic claim triage at a top-5 US health insurer

-41%

Total LLM spend across 40+ production workloads at a Fortune 100 insurer

82%

Touchless prior authorizations at a national payer, clinical-grade guardrails

90 days

Legacy IVR to live Amazon Connect for 2,400 agents, zero missed peak days

22 → 4 min

Fraud case cycle time at a regional bank with human-in-the-loop review

\$118M

Assisted sales unlocked by a clienteling copilot at a luxury retailer

BPO

01

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

GLOBAL BPO, 1,200 SEATS ACROSS THREE PROGRAMS

Three programs on NICE CXone, three different clients, three different QA rubrics — and a contractual expectation that any AI rollout would

HOW WE DELIVERED

- One platform, three tuning tracks
- SLA-safe rollout
- QA lift, not QA replacement
- Co-sell packaging

PLATFORMS

HEALTHCARE PROVIDERS

02

38% call containment in 90 days for a regional healthcare provider — healthcare-safe conversational AI

REGIONAL HEALTHCARE PROVIDER, 42 CLINICS

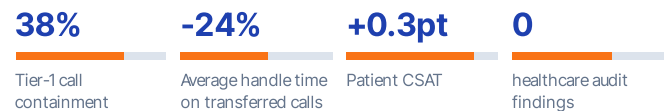
Call volume was up 34% year over year, driven by appointment

HOW WE DELIVERED

- Bounded intents, clinical guardrails
- Epic-native tool layer
- Voice + chat from day one
- PHI guardrails and HITL

PLATFORMS

"Our access center finally has room to breathe — and patients are getting appointments booked at 11pm on a S..."
VP Patient Access



INSURANCE

03

1,800-agent contact center cutover in six months at a P&C insurer — zero claims disruption

MID-MARKET P&C INSURER, 1,800 AGENTS

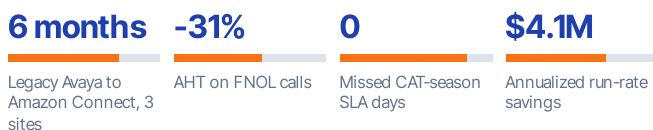
The insurer had 12 years of Avaya customization, three sites, and a

HOW WE DELIVERED

- Parity map, not parity clone
- Guidewire tool layer
- Site-by-site warm cutover
- CAT-season readiness drill

PLATFORMS

"We changed the platform on the way into CAT season and no policyholder noticed. That is the review we want..."
Contact Center Director



RETAIL & ECOMMERCE

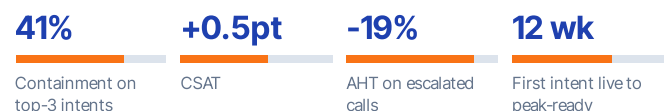
04

41% self-service containment for a national retailer — order status and returns on conversational AI

NATIONAL RETAILER, 3,100 AGENTS

HOW WE DELIVERED

- Intent-first, tier-based rollout
- Search AI grounding on the product catalog
- Voice + chat single-source authoring
- Peak-week guardrails

PLATFORMS

LIFE SCIENCES

05

GxP-safe medical information contact center for a global life-sciences company — modernized in one quarter

GLOBAL LIFE-SCIENCES COMPANY

The legacy platform couldn't route by product, therapy area and

HOW WE DELIVERED

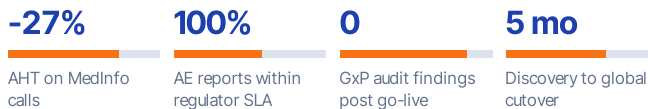
- Validated deployment lifecycle
- Adverse-event auto-capture
- Global routing by regulator
- Bilingual agent assist

PLATFORMS



"Compliance treated pronix.ai as one of their own — that is why we passed audit the week after go-live."

Head of GxP Compliance



FINANCIAL SERVICES

06

92 dialog flows migrated with zero client-facing outage at an investment management firm

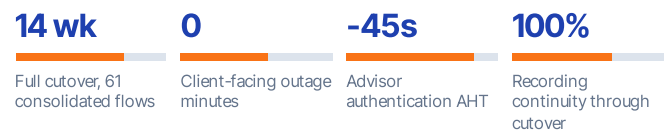
INVESTMENT MANAGEMENT FIRM, \$180B AUM

92 FiveQ IVA flows, three of them tied to advisor identity verification

HOW WE DELIVERED

- Flow inventory and consolidation
- Recording continuity as a PO
- Advisor authentication uplift
- Regulator-ready runbook

PLATFORMS



HEALTHCARE PROVIDERS

07

Agent assist across 900 seats at a healthcare provider — 22% AHT reduction with healthcare guardrails

INTEGRATED HEALTHCARE PROVIDER, 900 PATIENT-ACCESS SEATS

HOW WE DELIVERED

- Overlay, not replacement
- Epic-shaped auto-summary
- Real-time next-best-action on approved KB
- Supervisor coaching loop

PLATFORMS



HEALTHCARE PROVIDERS

08

Omnichannel conversational AI at a large healthcare provider — one bot across voice, web, SMS and app

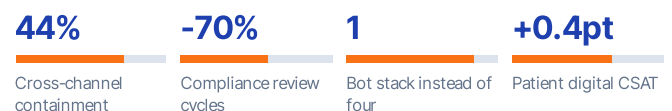
LARGE INTEGRATED HEALTHCARE PROVIDER, 6M PATIENTS

Four bot stacks meant four teams, four compliance reviews and four

HOW WE DELIVERED

- Single authoring surface
- Channel-native UX, shared brain
- One compliance review
- Escalation continuity

PLATFORMS



FINANCIAL SERVICES

09

Retail banking self-service at a regional bank — conversational AI across servicing journeys

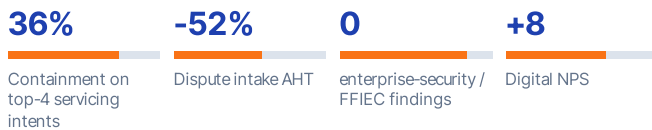
REGIONAL BANK, 2.3M RETAIL CUSTOMERS

Retail servicing was 62% of contact volume with four repetitive intents. Prior IVR self-service capped at 14% containment. FFIEC and

HOW WE DELIVERED

- Strong-auth first
- Core banking tool layer
- Dispute intake as guided form
- Model risk management pack

PLATFORMS



ENTERPRISE

10

AI for HR — conversational AI for employee self-service at a Fortune 500

FORTUNE 500 EMPLOYER, 88,000 EMPLOYEES

HR service desk backlog was a chronic complaint, and 61% of tickets were policy Q&A and PTO/benefits transactions that never needed a

HOW WE DELIVERED

- One grounded knowledge source
- Workday and ServiceNow tools
- Teams-native surface
- Sensitive-topic hard routing

PLATFORMS



"Our HR ops team got their Mondays back — the queue used to be 900 tickets on a Monday morning, now it's und..."
Head of HR Operations



HEALTH PAYERS

11

46% member-services deflection for a Medicare Advantage payer — CMS-safe agentic AI

REGIONAL MEDICARE ADVANTAGE PAYER, 1.2M MEMBERS

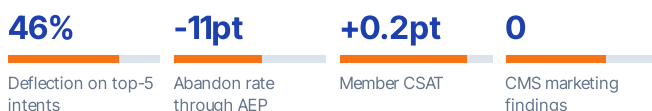
HOW WE DELIVERED

- CMS-safe intent boundary
- Health Cloud grounded answers
- Voice + web from day one
- AEP surge playbook

PLATFORMS



"AEP week one used to be the worst week of our year. This year the queue held — and members got answers at 1..."
VP Member Services



HEALTH PAYERS

12

33% AHT reduction on eligibility calls at a Medicaid MCO — contact center modernization

STATE MEDICAID MCO, 900 AGENTS

State reviewers had flagged inconsistent eligibility answers and slow document intake. The MCO needed a modern platform, agent assist

HOW WE DELIVERED

- Grounded agent assist first
- Health Cloud case spine
- Document intake on-platform
- Compliance in the delivery team

PLATFORMS



LIFE SCIENCES

13

Agent assist for a specialty pharma medical information line — GxP-safe on Veeva

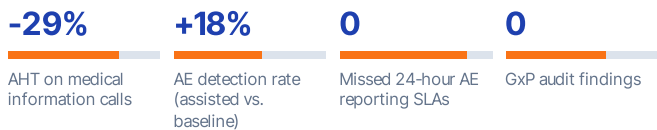
SPECIALTY PHARMACEUTICAL MANUFACTURER

Medical information agents were juggling six systems on every call and adverse-event detection depended on the agent noticing. Any AI

HOW WE DELIVERED

- AE-detection classifier in-line
- Veeva-grounded answers
- Validated release pipeline
- PV SLA guardrails

PLATFORMS



BPO

14

Multilingual voice AI across a global BPO — six languages, four programs

GLOBAL BPO, 2,600 SEATS ACROSS FOUR PROGRAMS

Four different clients meant four different KPIs, four different QA rubrics and four different data-residency requirements — plus a

HOW WE DELIVERED

- Per-program tenancy, shared platform
- Six-language voice from day one
- Automated QA on 100% of calls
- SLA-safe shadow mode

PLATFORMS



FINANCIAL SERVICES

15

4-minute fraud case cycle at a regional bank — agentic triage with human-in-the-loop

REGIONAL BANK, 380 BRANCHES

The bank was losing operating leverage to fraud volume and

HOW WE DELIVERED

- Bounded triage scope
- FSC-native tool layer
- Voice-first customer callback
- Evaluation harness pre-prod

PLATFORMS



“The regulator asked good questions and we had good answers — because every action had a name, a reason and...”

Head of Fraud Operations



BPO

16

18% lift in right-party contact for a global BPO — agentic outbound collections

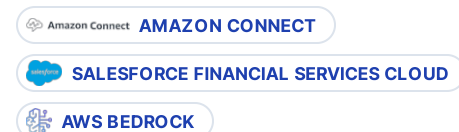
GLOBAL BPO, 40,000 SEATS ACROSS 11 COUNTRIES

BPO had dropped from 24% to 15% in 18 months, and every dial

HOW WE DELIVERED

- Compliance-graph dial strategy
- Voice AI for right-party verification
- One consent ledger
- Agent-assist on connect

PLATFORMS



“The regulator asked us to prove intent on every dial. We did — in a spreadsheet, in fifteen minutes.”

VP Compliance



BPO

17

32% forecast-accuracy gain for a top-10 BPO — AI-driven workforce management

TOP-10 GLOBAL BPO, 60+ CONTACT CENTER SITES

Forecast MAPE ran at 22-28% by program, and the WFM team spent three days a week rebuilding models by hand. Overstaffing cost was

HOW WE DELIVERED

- Program-level feature store
- Hierarchical forecasting
- Intraday re-optimizer
- Shrinkage attribution

PLATFORMS



BPO

18

From 3% sampled QA to 100% coverage across a mid-market BPO — AI quality operations

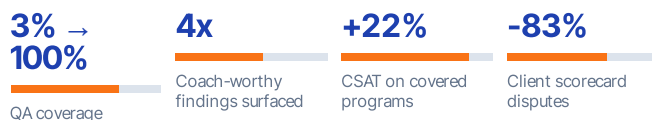
MID-MARKET BPO, 8,500 SEATS

The QA sample missed the interactions that actually mattered, coaching was reactive, and clients disputed 1 in 6 scores. Every new

HOW WE DELIVERED

- Scorecard-as-config
- LLM scoring with citations
- Human calibration loop
- Coaching queue

PLATFORMS



FINANCIAL SERVICES

19

9-day loan decision at a regional bank — agentic origination for small business

REGIONAL US BANK, \$48B IN ASSETS

The bank's small business origination was a 21-day relay across relationship managers, credit analysts, underwriters and

HOW WE DELIVERED

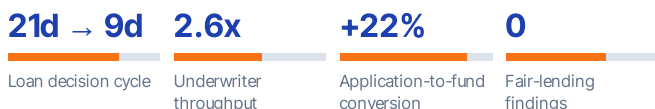
- One agent per relay hand-off
- Fair-lending guardrails
- Underwriter cockpit
- Portfolio-level backtest

PLATFORMS



"We can now compete with the fintechs on speed without giving up the credit discipline that makes us a bank."

Chief Lending Officer



HEALTHCARE PROVIDERS

20

47% faster denial resolution at a multi-hospital system — RCM workqueue automation

MULTI-HOSPITAL HEALTH SYSTEM, 18 HOSPITALS

Denied claims were growing 12% year over year and the PFS team was hiring contractors just to keep the queue flat. Prior automation

HOW WE DELIVERED

- Denial-intent classifier
- Evidence assembly agent
- Human-in-the-loop on high-value cases
- Payer follow-up cadence

PLATFORMS



"We stopped paying people to read EOBs. They now review exceptions and negotiate — that's the job we hired t..."

VP Revenue Cycle



HEALTHCARE PROVIDERS

21

33% reduction in bad debt placement at a regional health system — compliant patient collections

REGIONAL HEALTH SYSTEM, 14 HOSPITALS

Self-pay accounts grew post-pandemic and the legacy collections

HOW WE DELIVERED

- Consent-first outreach
- Empathy-bound negotiation
- Voice + SMS in one flow
- Compliance audit trail

PLATFORMS

Amazon Connect **AMAZON CONNECT**

kore.ai KORE.AI AGENT PLATFORM **EPIC MYCHART**

"We recovered more revenue and received fewer complaints. That's the opposite of how collections usually wor..."

Chief Patient Financial Officer



HEALTHCARE PROVIDERS

22

Unified patient-services concierge handles 52% of inquiries without a live agent

LARGE INTEGRATED HEALTHCARE PROVIDER, 5.2M PATIENTS

The provider ran seven patient-facing phone lines and three

HOW WE DELIVERED

- One authenticated session
- Cross-domain reasoning
- Unified knowledge source
- Warm handoff with context

PLATFORMS

kore.ai KORE.AI AGENT PLATFORM **EPIC**

SALESFORCE HEALTH CLOUD

Amazon Connect **AMAZON CONNECT**

"Our patients stopped asking 'who do I call?' and started asking 'what can you help me with?' That's the shi..."

Chief Patient Experience Officer



HEALTHCARE PROVIDERS

23

Perioperative and infusion scheduling optimization — 19% OR utilization lift

ACADEMIC MEDICAL CENTER, 42 ORS AND 180 INFUSION CHAIRS

OR utilization hovered at 68%, infusion chairs sat empty during peak

HOW WE DELIVERED

- Agentic block-release assistant
- Infusion chair packing
- Proactive patient outreach
- Human scheduler co-pilot

PLATFORMS

EPIC **kore.ai** KORE.AI AGENT PLATFORM

AZURE AI FOUNDRY

"We didn't hire more schedulers. We gave our existing team an assistant that sees the whole board."

VP Perioperative Services



HEALTHCARE PROVIDERS

24

72% straight-through prior authorizations at an 11-hospital system — agentic RCM

INTEGRATED DELIVERY NETWORK, 11 HOSPITALS AND 240 CLINICS

Roughly 38% of procedures required prior authorization, and each

HOW WE DELIVERED

- Payer-policy knowledge graph
- Clinical evidence agent
- Submission & follow-up orchestration
- Human review on exceptions only

PLATFORMS

EPIC **kore.ai** KORE.AI AGENT PLATFORM

AZURE OPENAI **AVAILITY**

"Prior auth stopped being the reason we lost a case on the schedule. Coordinators now spend their time on pe..."

VP Revenue Cycle



HEALTHCARE PROVIDERS

25

Early-out self-pay AI lifts collections 29% at a 900-provider physician group

MULTI-SPECIALTY PHYSICIAN GROUP, 900 PROVIDERS ACROSS 6 STATES

HOW WE DELIVERED

- Propensity-to-pay segmentation
- Compliant multi-channel cadence
- Self-service resolution
- Counselor copilot for exceptions

PLATFORMS

Amazon Connect **AMAZON CONNECT****kore.ai** **KORE.AI AGENT PLATFORM** **ATHENAHEALTH****SALESFORCE HEALTH CLOUD**

"We are collecting more, from more patients, with fewer complaints — and we placed 40% fewer accounts with a..."

Director of Patient Financial Services

+29%

Early-out self-pay
collections

-38%

Cost to collect

58%

Balances resolved
without human
touch

0

TCPA / healthcare
audit findings

HEALTHCARE PROVIDERS

26

Nurse triage and discharge copilot cuts length of stay 0.6 days at a 9-hospital system

REGIONAL HEALTH SYSTEM, 9 HOSPITALS AND 2,400 BEDS

Bed capacity was constrained, ED boarding was rising, and case managers spent their mornings chasing transport, DME, home health

HOW WE DELIVERED

- Guardrailed nurse triage assistant
- Discharge readiness agent
- Multi-agent care coordination
- Clinical governance harness

PLATFORMS

EPIC **AZURE OPENAI** **MICROSOFT COPILOT STUDIO****kore.ai** **KORE.AI AGENT PLATFORM**

"Our case managers are rounding again instead of holding for a payer rep. That is the win — the copilot hand..."

Chief Nursing Officer

-0.6 days

Average length of
stay

+46%

Discharges before
noon

90 min

Time returned per
nurse per shift

0

Clinical safety
escalations missed

INSURANCE

27

34% underwriting cycle-time reduction at a commercial insurer — agentic submissions triage

TOP-15 US COMMERCIAL INSURER, MID-MARKET SEGMENT

Brokers sent submissions as email attachments in a dozen formats.

HOW WE DELIVERED

- Multi-format ingestion agent
- Appetite-fit scoring
- Underwriter workbench
- Broker experience layer

PLATFORMS

GUIDEWIRE POLICYCENTER **AWS BEDROCK****SALESFORCE FINANCIAL SERVICES CLOUD****-34%**

Underwriting cycle
time

2.1x

Underwriter
throughput

+19%

Broker-preferred
quote rate

-62%

Past-SLA quotes

INSURANCE

28

First-notice-of-loss in under 4 minutes at a life insurer — empathetic voice AI

TOP-20 US LIFE INSURER

Bereaved beneficiaries were being routed across teams, retelling the same story. Every re-tell produced negative NPS and delayed the

HOW WE DELIVERED

- Empathy-first voice design
- Distress-signal hand-off
- Policy-verified capture
- One-and-done bereavement kit

PLATFORMS

GENESYS GENESYS CLOUD CX **AWS BEDROCK****SALESFORCE FINANCIAL SERVICES CLOUD**

"The first call after a loss sets the entire relationship. This is the first version of that call I would wa..."

Chief Claims Officer

14m → 4m

FNOL intake time

+41

NPS on
bereavement calls

100%

Policy-verified
capture

0

Compliance
findings

Bring us your hardest use case — *we will bring the plan.*

Every program in this collection started the same way: a 30-minute working session with practitioners, a written hypothesis and a CFO-auditable ROI model. Then a fixed-fee 90-day sprint to a production agent, and a managed pod that owns the number after go-live.

01

Working session

Rank use cases by value and feasibility.

02

90-day sprint

One governed agent in production.

03

Scale & run

Managed operations and cost control under one SLA.

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CERTIFIED PARTNER PLATFORMS

Book a 30-minute working session

Talk to a practitioner, not a sales rep. Bring the queue, the platform and the constraint — we will bring the reference architecture and the number.

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