

AI for Employee *Experience.*

Pronix.ai is a specialized AI & CX Systems Integrator. We connect AI agents, enterprise knowledge, IT and HR services and workflows so employees can find answers and complete work through natural interactions — without navigating the enterprise.

From strategy and pilots to production outcomes.

AI Workplace

AI for IT

AI for HR

Employee AI Agents

Employees shouldn't have to navigate the enterprise to get work done.

Employee friction is rarely one broken system. It is the distance between where an employee asks and where the work actually completes.

WHERE THE FRICTION COMES FROM

Five structural causes, not five broken tools.

Disconnected applications

Work spans collaboration, ITSM, HR, finance and line-of-business systems that never share context.

Fragmented knowledge

Policies, runbooks and how-to content live across intranets, wikis, ticket notes and shared drives.

Repetitive support requests

Service desks absorb the same password, access, device and policy questions every week.

Manual workflows and approvals

Requests are re-keyed between systems and approvals stall with no visibility into where they sit.

Departmental silos

IT, HR, finance and facilities each run their own intake, taxonomy and service model.

WHAT IT COSTS

Six measures we baseline before anything is built.

Employee effort

More steps, more systems and more follow-up per request.

Lost productivity

Time spent searching and chasing instead of doing the work.

Support demand

Repeatable requests consume service desk and HR shared-services capacity.

Resolution time

Queues, hand-offs and approvals extend cycle time on routine work.

Employee downtime

Blocked access, devices or onboarding steps stop work entirely.

Administrative overhead

Manual re-keying and status chasing across teams and systems.

Our position. We do not open with a percentage promise. A first assessment measures these six costs in your environment, instruments the journeys we deliver, and reports the movement against that baseline.

Four offerings, one shared foundation.

Each offering is scoped to a set of employee journeys and delivered on the same knowledge, agent and integration layer.

1

AI Workplace

Connect employees to enterprise knowledge, applications, services and workflows through one intelligent AI experience.

2

AI for IT

Automate common IT support journeys end to end and augment service desk teams in real time.

3

AI for HR

Simplify HR self-service, employee lifecycle support and manager workflows on governed HR content.

4

Employee AI Agents

Specialized agents that answer, act, coordinate and complete authorized employee tasks.

THE SHARED FOUNDATION

Two capabilities every offering runs on.

Enterprise Knowledge AI

Governed, permission-aware retrieval with citations, ownership and content lifecycle so every answer is defensible.

Workflow automation & integration

Approvals, business rules and multi-system orchestration across ITSM, HCM, ERP, IAM and custom applications.

FROM QUESTION TO ACTION

AI that completes authorized work, not just answers.

Ask

In the channel the employee already uses.

Understand

Intent and entitlement resolved from identity.

Retrieve

Governed knowledge and system-of-record data.

Decide

Business rules, policy and confidence thresholds.

Act

Authorized transactions across enterprise systems.

Complete

Confirmation and an audit record.

Escalate

Sensitive cases route to a human owner.

HOW WE DECIDE WHAT TO BUILD

1

Configure

Use capability already licensed in your platforms before adding anything new.

2

Extend

Extend those platforms with agents, knowledge and rules where configuration stops.

3

Integrate

Connect systems through APIs and workflow services so work completes end to end.

4

Build

Build only what the estate cannot deliver, and own it as a supported asset.

Configure, extend, integrate — then build. We evaluate what you already own and what it can already do before recommending anything new.

Eight journeys, sequenced into waves.

Each use case names the volume it carries, its implementation complexity, the wave it belongs in, a planning time-to-value and the business measure it should move.

USE CASE	WAVE 1	WAVE 2	WAVE 3	TIME	EXPECTED OUTCOME
Enterprise Knowledge Assistant High — every employee · Medium	Wave 1	.	.	8–12 wks	Less knowledge search time and more consistent answers across locations and functions.
IT Self-Service Agent High — every employee · Medium	Wave 1	.	.	8–12 wks	Higher self-service rate on repeatable journeys and less repetitive service desk demand.
HR Self-Service Agent High — every employee · Medium	Wave 1	.	.	8–12 wks	Faster HR service delivery, with HR teams focused on advisory and exception work.
Employee Onboarding Agent Medium — new hires and movers · Medium	.	Wave 2	.	12–16 wks	Shorter onboarding cycle time and fewer day-one blockers for new employees.
Access Request Automation Medium — requesters, approvers · Medium	Wave 1	.	.	8–12 wks	Reduced employee downtime waiting for access, with a defensible approval trail.
Manager AI Assistant Medium — people managers · Low	.	Wave 2	.	8–12 wks	Lower administrative overhead for managers and faster approval cycle time.
Service Desk Agent Assist High — every analyst interaction · Low	Wave 1	.	.	6–10 wks	Shorter resolution time and more consistent service quality across analysts.
Cross-System Workflow Agent Medium — multi-system requests · High	.	.	Wave 3	16–24 wks	Higher automation completion rate and less manual re-keying between systems.

Wave 1 journeys are high-volume and low-friction to implement; wave 3 requires deeper multi-system orchestration. Priority and time-to-value are planning estimates based on typical enterprise environments. Baselines and targets are taken from your own data during discovery.

CHOOSE FIRST PILOTS THAT COMBINE

High volume

High employee friction

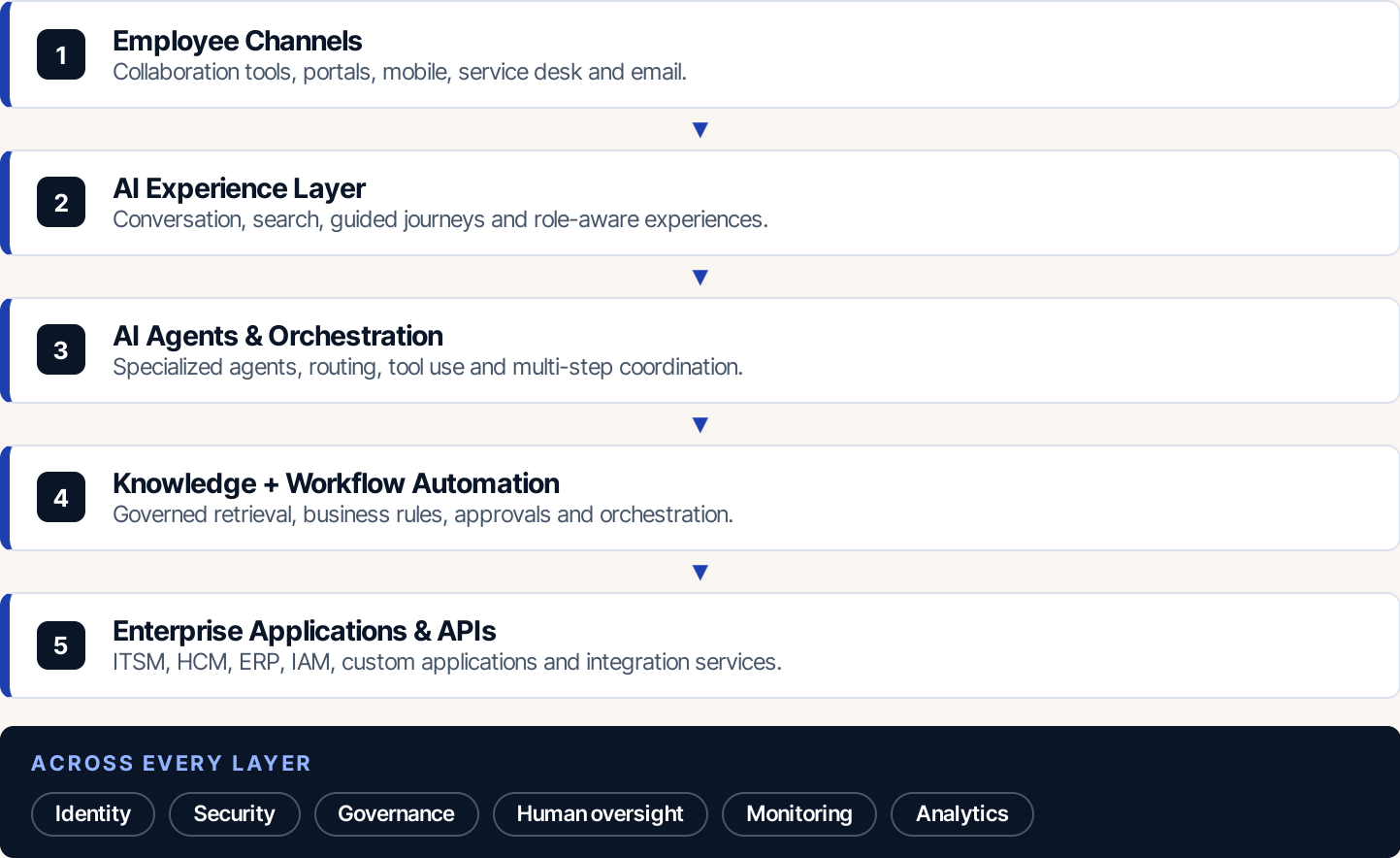
Strong automation potential

Measurable business value

Manageable implementation complexity

Five layers, governed end to end.

One shared knowledge, agent and integration layer serves every offering — so the second journey costs a fraction of the first.



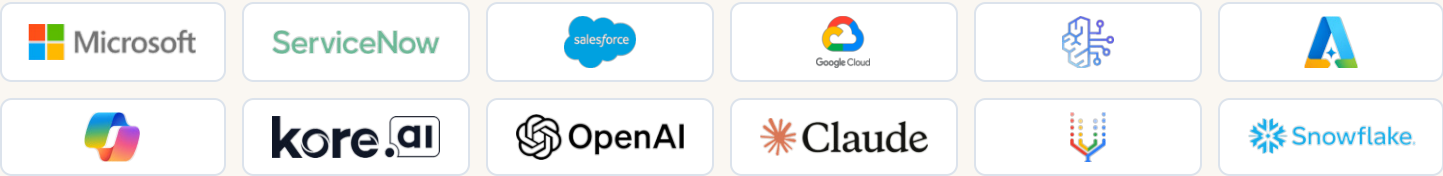
INTEGRATION SURFACE

Connected to the systems of record you already run.



CERTIFIED PARTNER PLATFORMS

Delivered on the platforms your enterprise already licenses.



Named measures, not promised percentages.

Pronix establishes baseline metrics before deployment and measures improvement after implementation. We do not publish fixed percentage promises.

HEADLINE OUTCOMES WE COMMIT TO MEASURING

Self-service

Share of employee requests resolved without a ticket

Cycle time

Completion time on the journeys in scope

Support demand

Repetitive IT and HR volume against baseline

Auditable

Every agent answer and action logged

THE FULL MEASUREMENT SET

Eleven measures we baseline and track by journey.

EMPLOYEE SELF-SERVICE RATE

SUPPORT DEMAND

RESOLUTION TIME

EMPLOYEE EFFORT

EMPLOYEE DOWNTIME

KNOWLEDGE SEARCH TIME

ONBOARDING CYCLE TIME

AUTOMATION COMPLETION RATE

EMPLOYEE PRODUCTIVITY

SERVICE CONSISTENCY

EMPLOYEE SATISFACTION

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

24x7

Managed operations across three regions

HOW THE BUSINESS CASE IS BUILT

01

Baseline

Current volume, effort, time and demand.

02

Model

Finance-owned assumptions by journey.

03

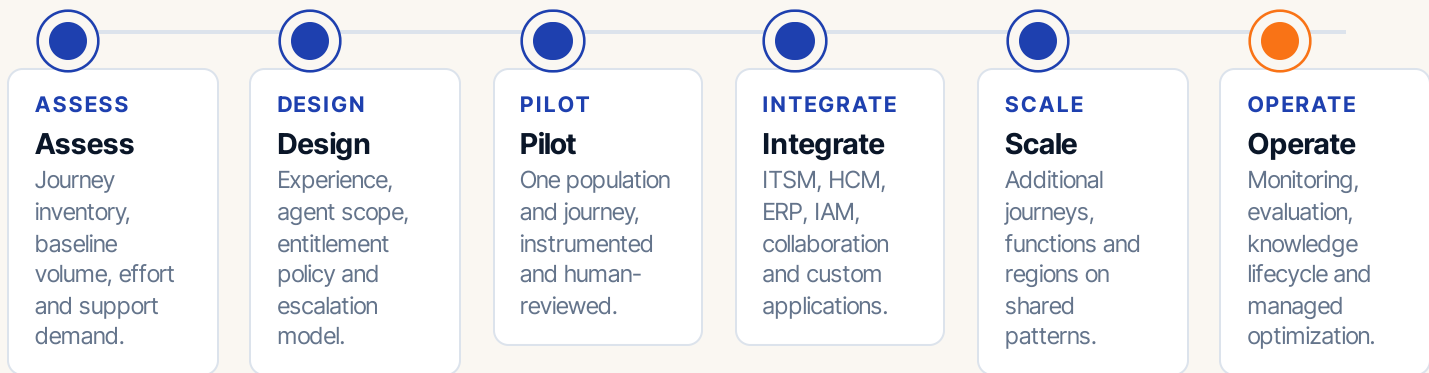
Verify

Measured movement informs the scale decision.

What this avoids. Programs that report activity — sessions, deflection guesses, licences deployed — instead of the operational measures a CFO recognises. Every journey in scope carries a named measure, an owner and a before-and-after number.

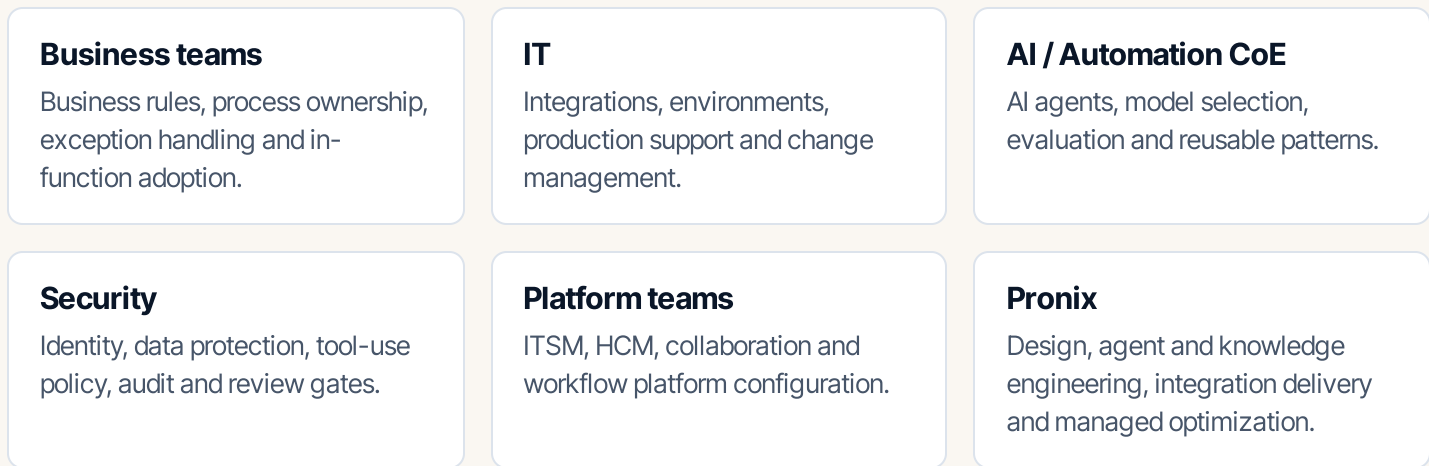
Six phases, one accountable partner.

Delivered with your teams, on your platforms, with the controls agreed before the first agent goes live.



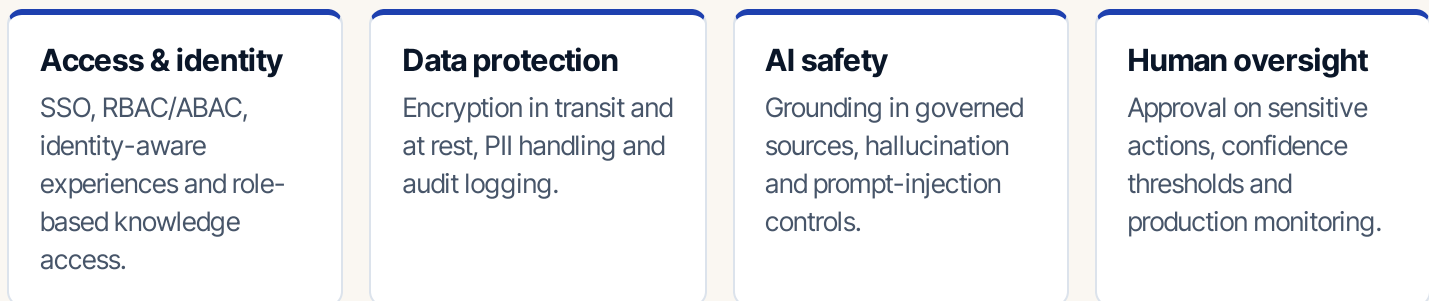
OPERATING MODEL

Who owns what, from pilot to production.



CONTROLS

Governed by design, not retrofitted.



Six programs in production.

Client names are withheld. Every figure is the outcome the client reported after go-live.

AI WORKPLACE

Global industrial manufacturer, 48,000 employees

Policy, benefits, IT how-to and plant safety content lived in eight systems with three search engines and no shared ownership. Pronix delivered one governed AI workplace assistant across Teams, the intranet and mobile, routing to HR, IT and facilities skills behind a single front door — with content ownership established before any ingestion.

71%

Questions resolved self-service

-9 days

Time to productivity, new hires

8 → 1

Portals employees must know

0

Entitlement-leak findings at audit

AI FOR IT

Global bank, 62,000 employees across 19 countries

Password, access and device tickets consumed two thirds of service-desk capacity. Pronix shipped an AI-for-IT layer that resolves those journeys end to end — including the underlying transaction in identity, endpoint and ITSM — with a full audit trail for every automated action and human approval on anything privileged.

-44%

Ticket volume to human agents

-38%

Mean time to resolve

92%

Automated actions without rework

100%

Privileged actions human-approved

AI FOR HR

Nonprofit health system, 31,000 employees

HR shared services answered the same benefits, leave and payroll questions thousands of times a month while complex cases waited. Pronix delivered an AI-for-HR layer that resolves routine journeys end to end and hands genuinely complex cases to a person with the context already assembled.

63%

HR contacts resolved self-service

-41%

Cycle time, complex HR cases

24/7

Coverage for shift workers

+1.2pt

HR service satisfaction

EMPLOYEE AI AGENTS

Global logistics operator, 19,000 frontline workers

Drivers, dock staff and depot supervisors had no realistic way to complete an internal request mid-shift. Pronix deployed a small set of bounded employee AI agents — shift swap, equipment, expense and access — that complete the transaction on a phone in under two minutes, with human approval on anything material.

3.1x

Faster request completion

-40%

Supervisor relay time

78%

Frontline monthly active use

0

Unsupervised privileged actions

ENTERPRISE KNOWLEDGE AI

National insurer, 14,000 employees

Underwriters and claims staff were working from conflicting versions of the same procedure. Pronix built a governed enterprise knowledge layer over 2.4M documents with ownership, freshness and citation enforced, retiring stale content before launch rather than indexing it.

94%

Answer accuracy, evaluation set

100%

Responses with a citation

-380k

Stale documents retired

-52%

Time searching for procedure

WORKFLOW AUTOMATION & INTEGRATION

Multi-brand retail group, 1,100 stores

Onboarding a store associate touched five systems and eleven manual handoffs. Pronix rebuilt 27 back-office workflows as governed, event-driven integrations with AI handling the judgment steps and humans owning the exceptions.

96%

Straight-through processing

2.7x

Faster end-to-end cycle time

-18pt

Rework rate, back-office cases

27

Processes live in 9 months

NEXT STEP

Book a strategy session.

A working session with practitioners: we baseline your journeys, prioritise a first wave and scope a pilot you can measure.

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