Forward Deployed Engineers for *Enterprise AI & CX Implementation.*

Embedded, production-owning engineering pods for Agentic AI, contact-center AI, business automation, platform modernization and enterprise integration—from workflow qualification through measured release.

Enterprise leaders | Procurement & vendor management | Hiring leaders | GSIs & SIs | BPO & CX providers

THE DELIVERY GAP

Enterprise AI does not stall on the demo. It stalls between the demo and controlled production.

Pilots stall before production
The model works, but integration, evaluation, controls, release ownership and adoption were never designed as one delivery path.

Capacity is not accountability
Staff augmentation can add hands to a backlog without assigning ownership for the business outcome or production evidence.

Delivery is fragmented
Discovery, architecture, engineering, security and operations pass work between teams while the executive sponsor waits for measurable value.

Specialists are hard to mobilize
Enterprises, GSIs, BPOs and CX providers need experienced AI and CX engineers who can work inside existing delivery and governance models.

WHAT AN FDE POD IS

A delivery team embedded around a bounded business outcome.

A Forward Deployed Engineer combines product discovery, architecture and hands-on engineering inside the client environment. The pod works with the business and technology owners, stays accountable through release and leaves production artifacts—not only recommendations.

Use an FDE when you have:

- A bounded workflow
- A measurable baseline
- Enterprise controls
- An executive owner
- A production timeline
- Systems access

DELIVERY MODEL	PRIMARY PURPOSE	TYPICAL SCOPE	ACCOUNTABILITY
FDE pod	Bounded business outcome	Discovery through production	Embedded delivery with evidence
Staff augmentation	Role or backlog capacity	Assigned tasks	Managed by the client
Traditional consulting	Strategy or transformation	Advisory and program design	Often hands off to delivery
Internal hiring	Permanent capability	Organization-defined role	Long-term team ownership

CAPABILITIES

One connected path from qualification to production evidence.

01 Qualify
Workflow, baseline, executive owner, systems, constraints and measurable acceptance criteria.

02 Architect
Production design, integration plan, data boundaries, evaluation approach and release controls.

03 Build
Agentic AI, enterprise AI, voice and contact-center AI, automation and platform modernization.

04 Integrate
APIs, CRM, ERP, CCaaS, knowledge, identity, data services and systems of record.

05 Govern
Human approvals, evaluations, guardrails, observability, audit evidence and LLMOps.

06 Release & transfer
Controlled rollout, KPI measurement, runbooks, adoption and hand-back or managed run.

A pod model built for *enterprise delivery and assurance.*

Choose the team shape and commercial model around the workflow, delivery risk, integration surface, controls and transfer plan.

ENGAGEMENT OFFERINGS

Specialist capacity without losing control of the environment or outcome.

Embedded FDE
A senior practitioner inside the client team for a bounded outcome.

Specialist squad
Two to three engineers aligned to a defined workflow or release.

Managed FDE pod
Cross-functional engineering with delivery leadership and outcome ownership.

Production milestone
Fixed-scope delivery against agreed artifacts and acceptance criteria.

GSI/SI partner pod
Subcontract or white-label specialist capacity under the partner delivery model.

BPO/CX transformation pod
Queue-level CX automation, agent assist, QA and contact-center modernization.

Capability transfer
Build first releases while pairing with the permanent team and transferring patterns.

Pilot rescue
Re-scope, harden or stop stalled initiatives based on production viability.

30 / 60 / 90 DELIVERY MODEL

Establish the path, harden it, then release with evidence.

DAYS 1–30
Qualify & prove
Baseline the workflow, confirm architecture and access, define evaluations and establish a working path.

DAYS 31–60
Integrate & harden
Connect systems, implement controls, test failure modes, prepare users and assemble release evidence.

DAYS 61–90
Release & measure
Support a controlled production release, measure the KPI and decide whether to scale, run or hand back.

Timing depends on access, integration complexity, enterprise controls and the production release calendar. The delivery plan is confirmed during scoping.

BUYER ASSURANCE

Procurement-ready controls and artifacts are part of delivery.

Security
Client-approved identities, environments, least privilege, separation of duties and documented offboarding.

Commercial
Defined scope, roles, artifacts, acceptance criteria, responsibilities, IP terms and change process.

AI governance
Evaluation records, approval gates, data boundaries, traceability, monitoring and exception handling.

Knowledge transfer
Pairing, architecture decisions, code review, evaluation suites, runbooks and handover sessions.

EXPECTED OUTCOMES

Production progress leaders can measure and teams can sustain.

Faster production path
One embedded team connects the qualified workflow to a controlled release.

Clear accountability
Named ownership across discovery, engineering, integration, governance and rollout.

Fewer handoffs
Product, engineering, platform, security and operations work through one delivery cadence.

Measurable value
CX, automation, productivity, quality, cost or risk measures tied to the selected workflow.

Reusable assets
Architecture records, integrations, evaluations, guardrails, runbooks and operational evidence.

A defined next state
Scale with a managed pod or transfer a documented, supportable capability to the internal team.

Actual results depend on the baseline, scope, data, access, platform readiness, governance requirements and adoption.

CERTIFIED PARTNER PLATFORMS

Certified on the platforms your programme already runs.

Amazon Connect · GENESYS · NICE CXone · Five9 · kore.ai · Agentforce · OpenAI · Claude · servicenow

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

Scope an FDE pod.

Share the workflow, systems, controls and timeline. We will respond with an indicative pod shape, delivery approach and commercial model.

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