

Specialist AI delivery capacity — *under your badge.*

Subcontract, white-label and managed pods for global systems integrators: certified Agentic AI, Contact Center AI and CCaaS engineers who deliver inside your programme, your methodology and your client reporting. Three vetted profiles in 48 hours.

CXOs & practice leaders

Delivery & programme leaders

Procurement

Vendor management

Hiring & resourcing leaders

THE PROBLEM

Signed AI work, unstaffed delivery.

The gap for integrators is rarely demand. It is the certified, senior capacity needed to turn a sold agentic AI or CCaaS programme into a production release without eroding margin or client confidence.

Bench gaps on certified platforms

Amazon Connect, Genesys, Kore.ai and Five9 specialists are scarce, and generalist developers cannot ramp fast enough to protect a committed go-live.

Fixed-price exposure

Agentic AI scope estimated without evaluations, integration and hardening turns fixed-price wins into margin leakage by the second milestone.

Pre-sales credibility

Bids need reference architectures, honest effort models and working proofs — not a capability slide — to win against specialist competitors.

Subcontractor risk

Most staffing vendors send ticket-takers who need your architect and product owner around them, adding coordination load instead of removing it.

WHAT A PARTNER POD IS

A badged delivery team that sits behind your client relationship.

A partner pod is led by a senior forward deployed engineer and works in your project tooling, your reporting cadence and your delivery artefacts, appearing to the client as part of your team. We are a specialist AI and CX systems integrator that supplies capacity to partner delivery organisations — never to your client. Non-circumvention is contractual.

A typical white-label pod:

- 1 × Lead FDE / architect
- 2 × Agentic AI & LLM engineers
- 1 × CCaaS platform engineer
- 1 × Data & integration engineer
- Shared delivery SLA
- Replacement guarantee

CAPABILITIES

What we deliver behind your delivery organisation.

01

Subcontracted specialist engineers

Certified engineers joining your squads on your cadence, tooling and security model, billed against your partner rate card.

02

Badged white-label pods

Multi-engineer pods with a delivery lead, shared SLA, weekly value reporting and replacement guarantee — presented to the client as your team.

03

Managed AI operations

Run-phase ownership of agentic and CX AI workloads: evaluations, prompt and model lifecycle, cost and latency budgets, runbooks and on-call.

04

Pre-sales & bid support

Solution architecture, reference designs, effort models, platform comparisons and proof-of-concept builds contributed under your brand.

05

CCaaS migration delivery

Legacy IVR and on-premise estates moved to Amazon Connect, Genesys Cloud, Kore.ai or Five9, with AI layered in from the first wave.

06

Programme rescue

Stalled AI workstreams re-scoped, re-architected and shipped, with a candid read on what to kill rather than rebuild.

WHY PARTNERS ENGAGE US

Margin, platform depth and capability you keep.

Protected programme margin

Senior forward deployed engineers run their own discovery, build and integration, removing the coordination overhead of a mixed analyst, developer and integration team.

Certified platform depth

Amazon Connect, Genesys Cloud, Kore.ai, Five9, Talkdesk and Salesforce Agentforce on the CX side; OpenAI, Anthropic, AWS Bedrock, Azure AI, Google Vertex AI and LangGraph for agentic AI.

Stronger win rates

Reference architectures, realistic effort models and working proofs contributed into your bids under your brand.

Capability you keep

Architecture records, integrations, evaluations, guardrails and runbooks transferred to your permanent bench.

Engagement models built for *partner delivery and procurement.*

Choose the team shape and commercial model around the client commitment, platform stack, delivery risk and transfer plan.

OFFERINGS

Specialist capacity without losing control of the account.

Subcontracted engineers

Best when a signed programme needs certified capacity inside your existing squads.

White-label pod

Best when a whole workstream must be delivered under your badge and methodology.

Managed AI operations

Best when the build has landed and the AI workload needs an accountable run team.

Fixed-scope milestone

Best when you have committed a fixed price and need cost certainty per milestone.

Pre-sales & bid support

Best when a competitive response needs architecture, effort models and a working proof.

Programme rescue

Best when an AI or CCaaS workstream has slipped and client confidence is at risk.

MOBILISATION

From master agreement to billable engineers in about two weeks.



PARTNER AGREEMENT

Partner agreement

MSA, mutual NDA, non-solicit, non-circumvention and an agreed partner rate card.



ROLE OR POD BRIEF

Role or pod brief

Outcome, KPI, platform stack and client constraints scoped in a 45-minute session.



SHORTLIST — 48 HOURS

Shortlist — 48 hours

Three vetted profiles with work samples, certifications and references.



BADGED MOBILISATION

Badged mobilisation

Engineers onboard into your tooling, security model and reporting as your team.



DELIVERY

Delivery

Discovery spike, prototype, integration and production release inside your governance.



RUN OR HAND BACK

Run or hand back

Managed operations, pod expansion, or knowledge transfer to your permanent bench.

BUYER ASSURANCE

Terms, pricing and governance your procurement team can sign.

Commercial & contractual

MSA, mutual NDA, non-solicit and contractual non-circumvention: the client relationship, commercials and account ownership stay with you.

Pricing models

Time and materials at partner bill rates — US bands of roughly \$110–175/hr by role, discounted against volume and term — or fixed-scope pods quoted per milestone. Rate cards are agreed per master agreement, not per project.

Security & confidentiality

Client-approved identities and environments, least privilege, client-confidentiality terms and documented offboarding.

Delivery governance

Your project tooling, your reporting cadence, your delivery artefacts, shared SLA, weekly value reporting and a replacement guarantee.

EXPECTED OUTCOMES

Capacity you can commit to a client date.

48 hrs

Three vetted profiles per role brief

2 weeks

Typical time-to-billable

3 weeks

Pod mobilisation for a new workstream

100%

Non-circumvention on partner accounts

Partner engagement benchmarks from embedded delivery under master subcontract agreements. Rate comparison uses 2026 US bill-rate bands: specialist-SI engineers at \$110–175/hr against Big-4 AI delivery at \$300–500/hr. Actual results depend on scope, platform readiness, client access and governance requirements.

CERTIFIED PLATFORM COVERAGE

Amazon Connect

GENESYS

kore.ai

Five9

talkdesk

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

24x7

Managed operations across three regions

Send us the programme details.

Share the client programme, platforms and committed dates. A partner delivery lead replies with an indicative pod shape, rate band and three vetted profiles, under mutual NDA.

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