

Enterprise AI & CX, Built for Production

Specialized AI & CX Systems Integrator

From strategy and pilots to production outcomes.

Production AI requires one accountable delivery system.

Strategy, platforms, integration, governance and run operations must work as one.

Prioritize value

Fund bounded use cases with measurable economics, named owners and a production path.

01

Engineer the system

Connect agents and CX platforms to governed knowledge, workflows and systems of record.

02

Operate outcomes

Evaluate, release, observe and continuously improve quality, risk and unit cost.

03

Advise → Implement → Run

One delivery model from executive business case to managed production.

A specialized AI & CX Systems Integrator — since 2010.

Pronix Inc, operating as Pronix.ai, advises, implements and runs enterprise AI, CX and automation programs.

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

Advise

Readiness, use-case portfolio, architecture and business case.

Implement

Integrated builds, controls, evaluation, cutover and adoption.

Run

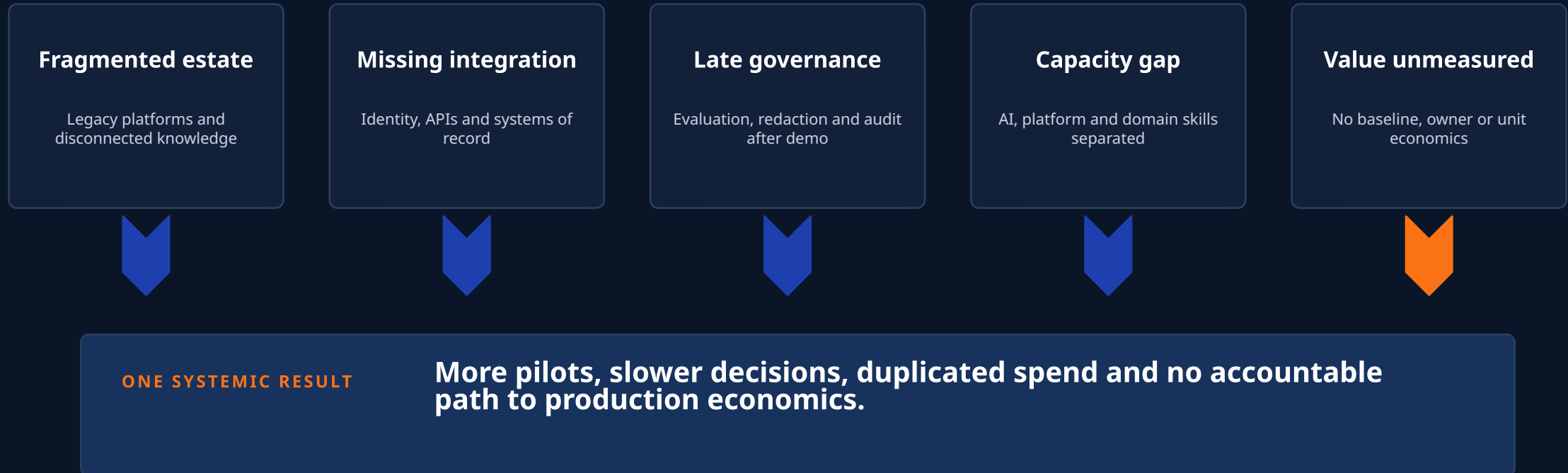
Operations, tuning, observability, FinOps and outcome reviews.

Primary buyers: CIO · CTO · Chief AI Officer · COO · CX and Contact Center leaders

Buying committee: CISO · CDO · Enterprise Architecture · CFO · Procurement

The pilot-to-production gap is an operating-model problem.

Most programs stall where technology, controls, integration and ownership meet.



Three practices, one production system.

Primary practices own business outcomes; enabling capabilities make them deployable and operable.

Enterprise AI & Agentic AI

Governed agents, RAG, orchestration, evaluation and AI operations.

CX & Contact Center AI

Voice and digital AI, agent assist, QA, analytics and CCaaS modernization.

AI Business Automation

Process agents, document intelligence, workflow automation and Employee Experience.

Enterprise Integration

Data & AI Foundations

Digital Engineering

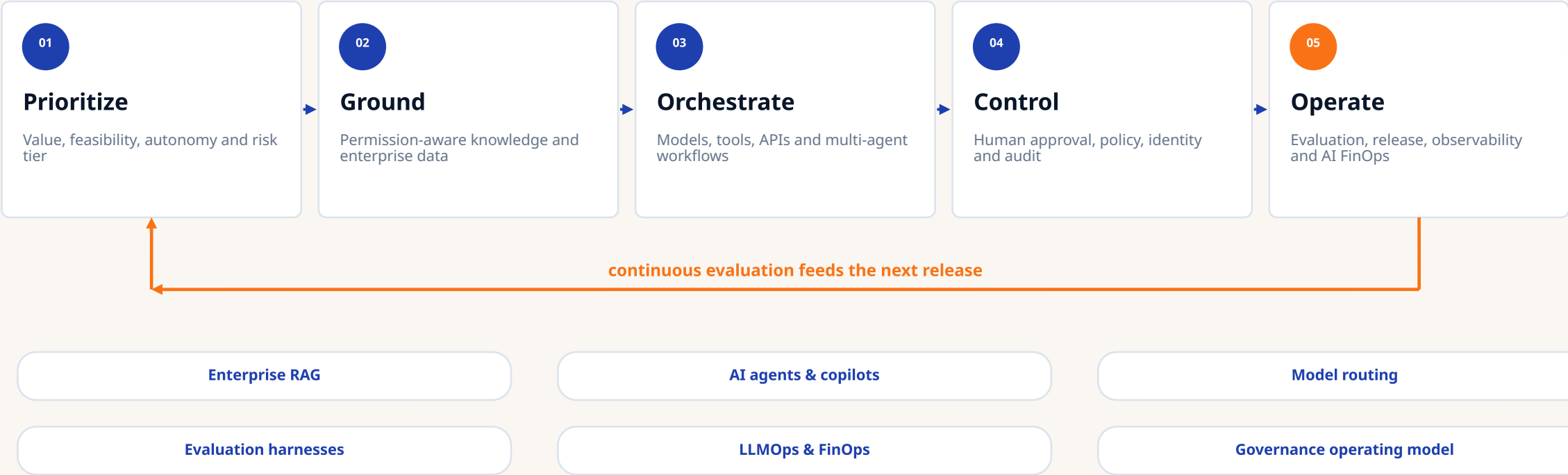
AI Governance

Managed Services

DELIVERY MODEL · ADVISE → IMPLEMENT → RUN

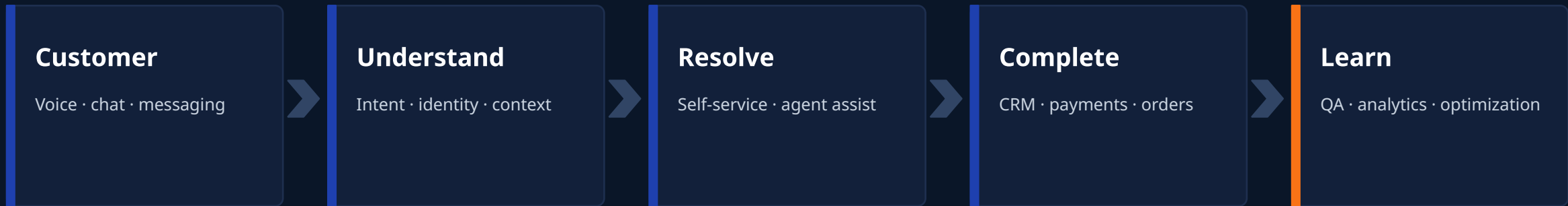
Build agents that can act — within enterprise controls.

From use-case economics to governed orchestration, evaluation and continuous operations.



Orchestrate the complete service journey.

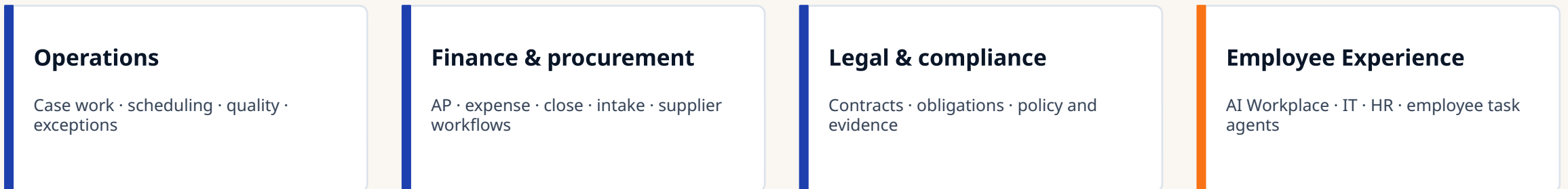
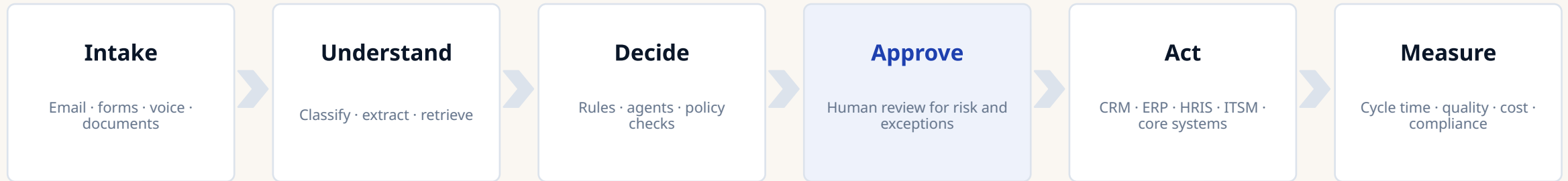
Modernize the platform while improving containment, agent performance, quality and insight.



- Modernize** CCaaS migration · IVR redesign · channel orchestration
- Augment** Agent assist · knowledge AI · real-time guidance · summaries
- Automate** Voice AI · conversational self-service · workflow completion
- Assure** Automated QA · compliance · journey and conversation analytics

Turn knowledge work into governed agent workflows.

Automate the routine, route the ambiguous and keep accountable people in control.



The production foundation beneath every AI experience.

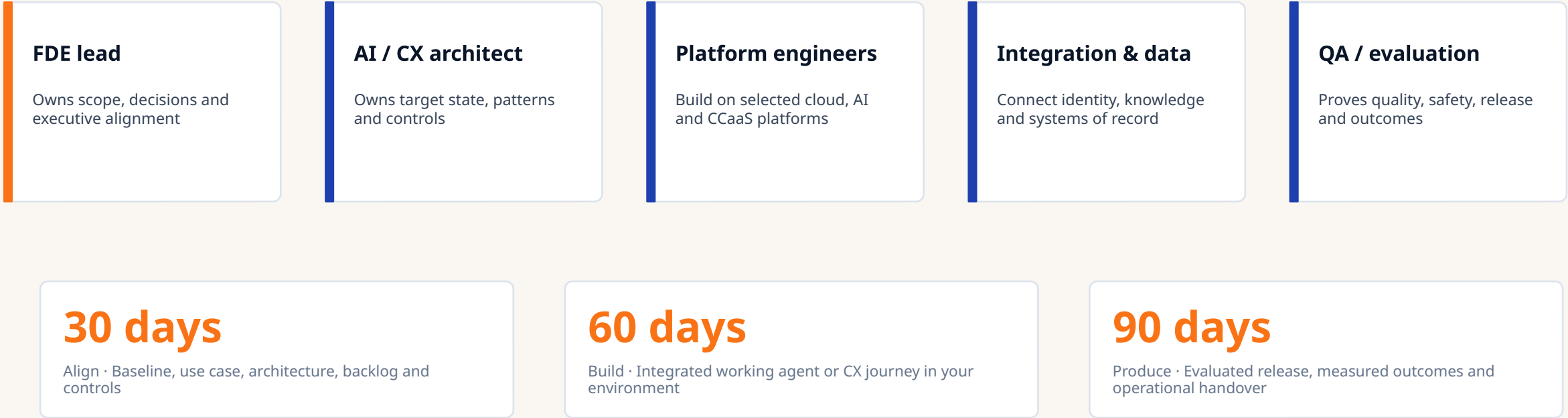
Secure data, reusable integration and disciplined engineering prevent every use case becoming a bespoke project.

EXPERIENCES	Customer · employee · agent · operations
AGENTS & ORCHESTRATION	Routing · workflow · tools · human approval
KNOWLEDGE & MODELS	Permission-aware retrieval · model choice · evaluation
INTEGRATION	APIs · events · identity · CRM · ERP · ITSM · core systems
ENGINEERING & OPERATIONS	Cloud · DevSecOps · observability · resilience · cost controls

Controls across every layer Identity · privacy · security · governance · audit · quality · service management

Embed a senior pod accountable for production outcomes.

A cross-functional delivery unit, not individual staff augmentation.



Exit options: client hand-back · scale with an FDE pod · transition to 24×7 managed run

Certified where enterprise delivery depends on it.

We implement across the platforms already present in enterprise estates; architecture follows fit, controls and economics.



AWS
Advanced Partner · Generative AI Competency Partner



Microsoft
Gold Partner



Kore.ai
Reseller · Strategic implementation partner



Salesforce
Consulting partner



CCaaS
Amazon Connect · Genesys · NICE · Five9



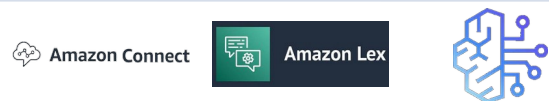
Google Cloud
Cloud and AI platform delivery

Partner status and certification designations are current website-published facts as of September 2026.

Detailed credentials and official partner links: pronix.ai/partners

Three solution portfolios, one integration discipline.

Use the platform strengths already aligned to the enterprise estate.



AWS CX + AI

- Amazon Connect modernization
- Amazon Lex conversational experiences
- Bedrock agents, RAG and model choice
- Serverless integration and observability



Microsoft CX + AI

- Azure AI and Azure OpenAI solutions
- Copilot Studio agents and actions
- Dynamics 365 Customer Service
- Microsoft 365 employee experiences



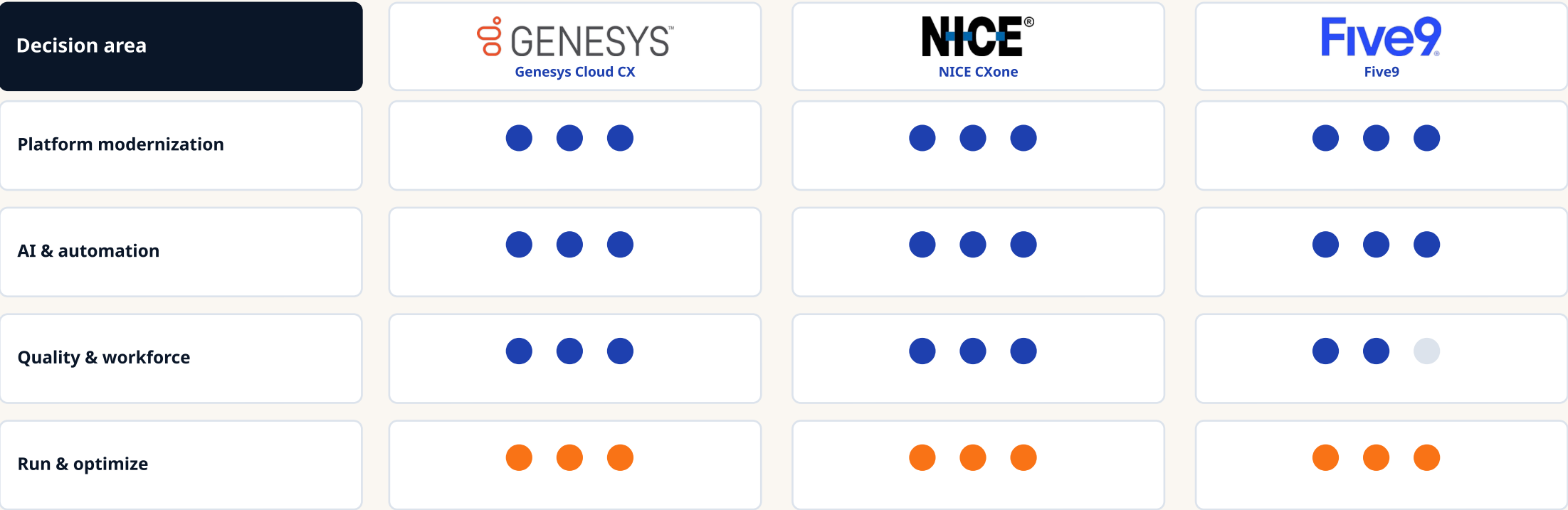
Kore.ai Agent Platform

- AI for X enterprise experiences
- XO → Agent Platform migration
- Artemis greenfield agent programs
- Enterprise search, assistants and orchestration

Selection principle: business outcome + estate fit + governance + total cost to operate

Modernize the platform — then activate the AI operating model.

A fit-for-estate comparison of where Pronix.ai delivers value across leading CCaaS platforms.



Delivery coverage: full · strong · focused

Platform choice is validated against channels, workforce model, integrations, regional needs, controls and operating economics.

Start at the decision you need to make.

Each model has a defined scope, exit, evidence package and commercial shape.



Outcome evidence, anonymized by segment and scale.

Priority industries: Financial Services · Healthcare Providers · Health Payers · Insurance · Retail & E-commerce · BPO & Outsourcing

-62%

Health payer

Agentic claim triage

Claim-triage cycle time

90 days

National retailer · 2,400 agents

Amazon Connect modernization

Legacy IVR to production

-22%

Global BPO · 1,200 seats

NICE + Kore.ai + Azure AI

Average handle time

20–40%

Fortune 100 insurer

Multi-model routing

Production LLM spend reduction

Evidence note Delivered outcomes are client-reported or program-measured against the agreed baseline. Results vary by use case, estate, adoption and control requirements. Full case detail is available under NDA.

Implementation breadth across the enterprise AI & CX stack.

Platform coverage reflects where Pronix.ai assesses, designs, integrates, modernizes and operates solutions.

CCaaS Platforms	Conversational AI Platforms	Enterprise AI Platforms
 Amazon Connect	 kore.ai	
 GENESYS™	 Dialogflow	 OpenAI
 NICE CXone		 Claude
 Five9®	 watsonx™	
 Agentforce	 Retell	
	 Amazon Lex	
 Microsoft Dynamics 365		

Platform-neutral by design · Selection follows business outcome, estate fit, governance and total cost to operate.



Why Pronix.ai

Specialist depth. Enterprise delivery discipline. The run model included.

Production-first

Business case, architecture, controls and operations shaped together.

Platform-spanning

Cloud, CCaaS, agent platforms, data and systems integration.

Accountable

Senior pods, defined outcomes, handover artifacts and managed run.

Book a strategy session

pronix.ai/book · info@pronix.ai · Submit a project brief at pronix.ai/capabilities

APPENDIX

Architecture, assurance, evidence and industry priorities.

Procurement-ready detail for technical, risk and operating-model conversations.

Enterprise agentic AI control plane

A platform-neutral reference pattern; final design follows the client estate and control requirements.

EXPERIENCES

Employee · customer · analyst · operations

AGENT RUNTIME

Planner · routing · memory · tools · approvals

KNOWLEDGE & MODELS

Permission-aware RAG · model gateway · prompt and policy registry

ENTERPRISE ACTIONS

APIs · events · CRM · ERP · ITSM · data platforms

OPERATIONS

Evaluation · release · observability · cost · incident management

CROSS-LAYER CONTROLS

Identity · privacy · security · human oversight · audit · policy · quality

CX and contact-center AI stack

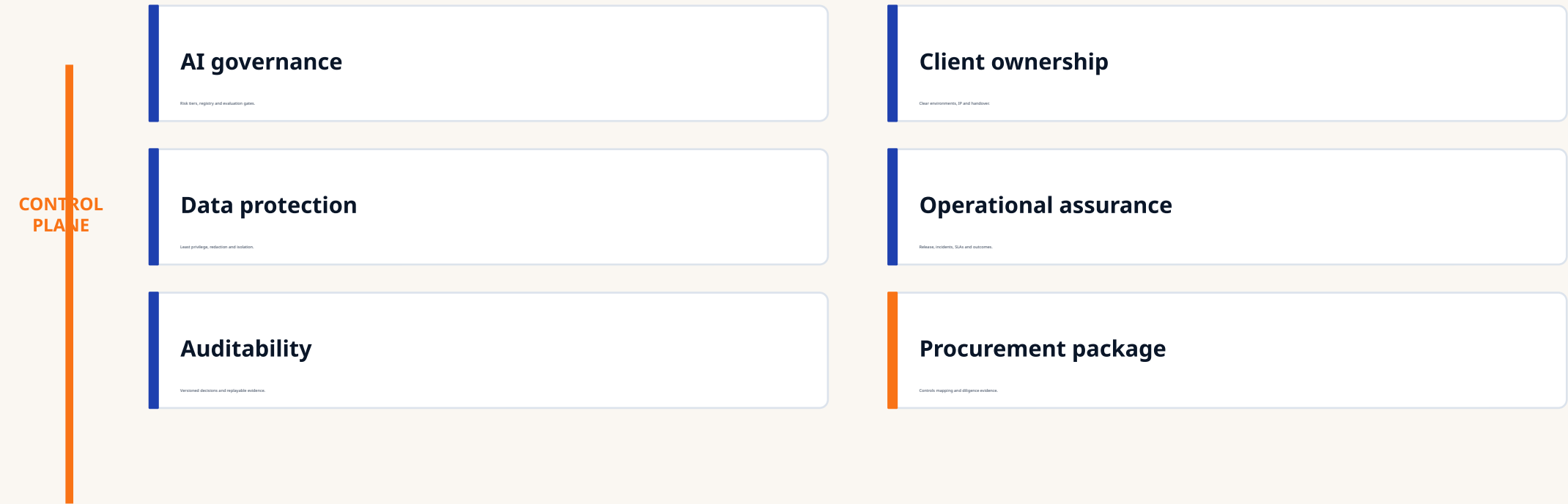
A platform-neutral reference pattern; final design follows the client estate and control requirements.

CHANNELS	Voice · chat · messaging · email · mobile
EXPERIENCE	Identity · intent · routing · self-service · agent workspace
AI SERVICES	Voice AI · knowledge · agent assist · QA · analytics
ORCHESTRATION	Journey logic · workflow · human escalation · case management
SYSTEMS OF RECORD	CRM · payments · order · policy · claims · EHR · workforce

CROSS-LAYER CONTROLS Consent · PCI/PII/PHI controls · recording · audit · resilience · KPI telemetry

Governance, security & procurement readiness.

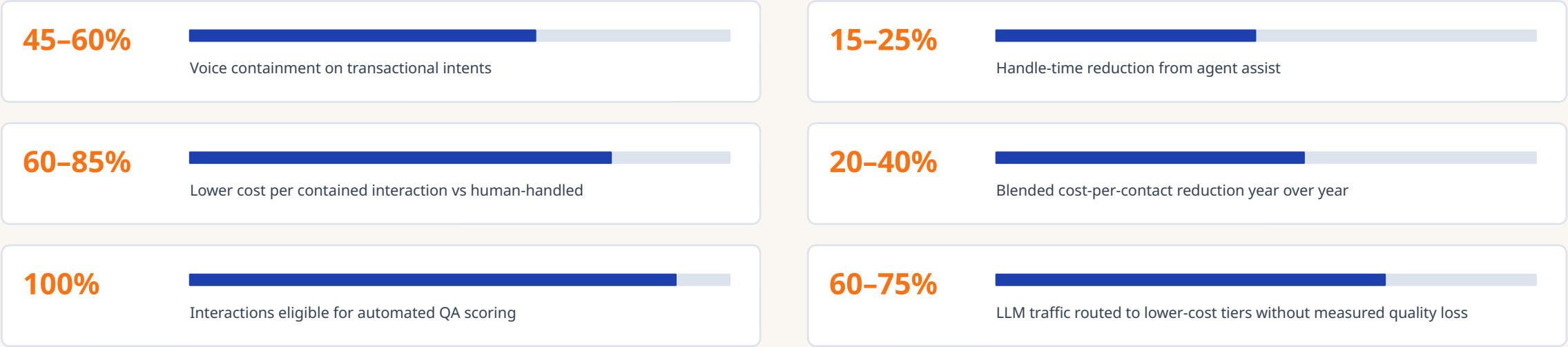
Controls are designed into architecture, delivery and operations; supporting evidence is shared during diligence.



No unverified SOC 2 or ISO certification claim is made in this deck. Applicable attestations and contractual documents are confirmed during diligence.

Decision ranges for business-case modeling.

Published benchmark ranges are planning inputs, not guarantees; validate them against the client baseline.



Methodology note Ranges synthesize published Pronix.ai benchmark research and implementation patterns. Actual outcomes depend on intent mix, baseline performance, adoption, integration scope, model choice and control requirements.

Financial services

Servicing deflection · fraud/AML copilots · advisor assist

Priority architecture

Core banking, cards and servicing APIs with redaction, entitlements and audit.

45–60%

Transactional-intent containment benchmark

15–25%

Agent-assist AHT benchmark

Delivery focus

Bound the use case · establish baseline and controls · integrate systems of record · evaluate in shadow mode · phase release · instrument outcomes.

Figures labeled “delivered” are anonymized program outcomes; all others are planning benchmarks. Results vary.

Healthcare providers

Scheduling and access · intake · clinical/service copilots

Priority architecture

EHR-adjacent patterns, PHI controls, human escalation and operational resilience.

30–45%

Access-center deflection benchmark

25–40%

Intake and triage cycle benchmark

Delivery focus Bound the use case · establish baseline and controls · integrate systems of record · evaluate in shadow mode · phase release · instrument outcomes.

Figures labeled “delivered” are anonymized program outcomes; all others are planning benchmarks. Results vary.

Health payers

Claims and benefits service · prior authorization · appeals

Priority architecture

Decision timelines, clinical review, document intelligence and defensible audit trails.

-62%

Delivered claim-triage cycle time

100%

Interactions eligible for automated QA

Delivery focus

Bound the use case · establish baseline and controls · integrate systems of record · evaluate in shadow mode · phase release · instrument outcomes.

Figures labeled “delivered” are anonymized program outcomes; all others are planning benchmarks. Results vary.

Insurance

FNOL · underwriting intake · policy service · claims automation

Priority architecture

Policy, claims and document platforms connected through governed workflow agents.

20–35%

Eligible-claim STP benchmark

25–40%

SMB quote turnaround benchmark

Delivery focus Bound the use case · establish baseline and controls · integrate systems of record · evaluate in shadow mode · phase release · instrument outcomes.

Figures labeled “delivered” are anonymized program outcomes; all others are planning benchmarks. Results vary.

Retail & e-commerce

WISMO and returns · conversational commerce · peak readiness

Priority architecture

Commerce, OMS, CRM and contact-center integration with phased cutovers.

90 days

Delivered legacy IVR cutover

-28%

Delivered AHT through peak

Delivery focus

Bound the use case · establish baseline and controls · integrate systems of record · evaluate in shadow mode · phase release · instrument outcomes.

Figures labeled “delivered” are anonymized program outcomes; all others are planning benchmarks. Results vary.

BPO & outsourcing

Multi-client agent assist · automated QA · multilingual voice AI

Priority architecture

Per-client isolation, shadow-mode validation and SLA-safe rollout.

-22%

Delivered AHT across 1,200 seats

+14%

Delivered QA score lift

Delivery focus

Bound the use case · establish baseline and controls · integrate systems of record · evaluate in shadow mode · phase release · instrument outcomes.

Figures labeled “delivered” are anonymized program outcomes; all others are planning benchmarks. Results vary.



CONTACT PRONIX

Bring us the outcome. We'll map the path to production.

Talk with a strategy and engineering lead about your enterprise AI, CX or contact-center program.

HEADQUARTERS — US

666 Plainsboro Rd, Suite# 1361
Plainsboro, NJ 08536, USA

GLOBAL DELIVERY CENTER

Hyderabad, India

SATELLITE OFFICES

Dubai, UAE · London, UK

pronix.ai/book

info@pronix.ai

[Submit a project brief](#) · pronix.ai/capabilities