pronix.ai

CUSTOMER PRESENTATION · ENTERPRISE AI & CX

Specialized AI & CX Systems Integrator

From strategy and pilots to production outcomes — agentic AI, contact center modernization and business automation on the platforms you already run.

Leading with AI. Innovating with Digital.

CERTIFIED PARTNER ECOSYSTEM

aws PARTNER Advanced Tier Services

aws PARTNER Generative AI Competency

Microsoft Gold Partner

kore.ai

salesforce

Google Cloud

ABOUT PRONIX.AI

A specialized Systems Integrator for Enterprise AI & CX

We design, build and run governed AI and contact-center programs on the platforms our clients already license.

2010
Founded · Plainsboro, NJ

200+
Certified engineers & architects

100+
Enterprise clients worldwide

24×7
Managed operations · US, India, EMEA

Enterprise AI & Agentic AI

Multi-agent workflows, retrieval (RAG), tool execution and model governance — moved from pilot to production.

CX & Contact Center AI

Cloud CCaaS modernization, conversational voice and digital AI, real-time agent assist and automated quality.

AI Business Automation

Cross-system workflows across CRM, ERP, HR, ITSM and ticketing platforms with human-in-the-loop controls.

HOW WE DELIVER

Forward Deployed Engineering pods embed senior architects with client teams: Embed → Engineer → Produce. Supported by Digital Engineering and Talent Solutions.

INDUSTRY COMPETENCIES

Deep delivery across three industry verticals

The same governed delivery discipline, applied to each industry's systems, regulations and journeys.

Healthcare & Life Sciences

- Patient access, scheduling and intake
- Payer member services and prior-auth status
- Medical information and patient support (GxP)
- Revenue cycle: denials, prior auth, self-pay
- Epic, Health Cloud and Veeva integration

Retail & CPG

- Order status, returns and post-purchase AI
- Product knowledge and enterprise search (RAG)
- Seasonal peak scaling on cloud CCaaS
- Agent assist and automated quality
- Multi-market, multilingual digital CX

Banking & Financial Services

- Secure authentication and account servicing
- Card disputes and fraud-alert journeys
- Advisor and agent copilots
- Collections with compliant outreach
- Audit trails for regulated conversations

PARTNERSHIPS & CUSTOMERS

Trusted by enterprise brands, certified on the platforms they run

TECHNOLOGY PARTNERS

aws PARTNER Advanced Tier Services

aws PARTNER Generative AI Competency

Microsoft Gold Partner

Google Cloud

kore.ai

salesforce

ServiceNow

talkdesk

NICE CXone

Amazon Connect

GENESYS

SELECTED CUSTOMERS

JBL HARMAN A SAMSUNG COMPANY

Johnny Morris Bass Pro Shops

EPSON

STAPLES

Optum

Tarsus

Southwire

abbvie

Quest Diagnostics

Huntington

RegalRexnord

Customer names and logos shown subject to customer-reference and trademark permissions.

THE ENTERPRISE CHALLENGE

Why AI and CX programs stall between pilot and production

WHAT ENTERPRISE LEADERS FACE

- Pilot purgatory: promising proofs of concept that never reach production
- Aging on-premises telephony (Avaya, Cisco) with no AI layer
- Front office and back office disconnected across CRM, ERP and ticketing
- Rising service volume with flat headcount and agent burnout
- Security, privacy and audit expectations that block AI rollouts

Forward Deployed pods

Senior architects embed with your teams — Embed → Engineer → Produce — so use cases ship, not just demo.

Platform-aligned delivery

Built on what you already license: AWS, Microsoft, Google Cloud, Salesforce, ServiceNow and leading CCaaS.

Governed by design

Guardrails, human-in-the-loop controls, evaluation sets and full audit trails from day one.

Phased modernization

Legacy contact centers moved to cloud CCaaS with an AI layer and zero-downtime, phased cutover.

SOLUTIONS

Production-ready solutions across the enterprise

01

Conversational AI agents

Voice and digital AI agents that resolve top intents end to end, with secure authentication and human escalation.

CX & CONTACT CENTER AI

02

Agent assist & quality

Real-time guidance, next-best-action, auto-summaries and automated quality inside the existing agent desktop.

CX & CONTACT CENTER AI

03

CCaaS modernization

Avaya, Cisco and Five9 estates to Amazon Connect, Genesys Cloud, Dynamics 365 or NICE CXone.

CX & CONTACT CENTER AI

04

Agentic workflows

Multi-agent systems for claims, disputes, prior auth, onboarding and order exceptions with human approval.

ENTERPRISE & AGENTIC AI

05

Enterprise knowledge AI

Governed retrieval (RAG) copilots grounded on approved content, with citations and freshness controls.

ENTERPRISE & AGENTIC AI

06

AI business automation

Cross-system automation across CRM, ERP, HR and ITSM — employee and IT self-service at scale.

AI BUSINESS AUTOMATION

CUSTOMER CASE STUDIES

Production outcomes across industries

72%

straight-through prior authorizations

Healthcare · Health system

Multi-agent prior-auth system read orders, pulled evidence, matched payer policy and submitted — turnaround from six days to under 24 hours.

22→4

minute fraud case cycle

Banking · Regional bank

Agentforce triage workflow on Financial Services Cloud with Amazon Connect voice — 38% lower fraud loss on triaged cases, zero regulator exam findings.

90

days from legacy IVR to Amazon Connect

Retail · Specialty retailer

Avaya cutover to Amazon Connect with Amazon Q agent assist before holiday peak — 28% lower AHT, +1.4pt CSAT, zero missed peak days.

71%

employee questions self-served

Manufacturing · Global industrial

One governed AI workplace assistant across Teams, intranet and mobile on Microsoft 365 Copilot and ServiceNow — eight portals reduced to one.

Anonymized client programs from the pronix.ai case-study library; results reflect each client's baseline and scope. Named references available under NDA.

NEXT STEPS

A practical path from discovery to a production pilot

1

Discovery workshop

60–90 minutes with business, CX and IT leaders to map journeys, systems and priorities.

2

Architecture & data review

Integration feasibility, guardrails and success metrics agreed up front.

3

Production pilot

A Forward Deployed Engineering pod delivers one governed use case into production, then scales.

Let’s talk

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