

EXECUTIVE BRIEF

Native AI in production, owned by your team

Agents in care and network operations that cut contacts and response times, with the controls a regulated operator needs

PREPARED FOR

Telecom operators, digital service providers
and media companies

PREPARED BY

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Builder

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EXECUTIVE BRIEF · THE ANSWER

The answer in one minute

I am a senior forward-deployed engineer and native-AI architect. I build the whole stack with your team (context, models, agents, evaluation, security, deployment), prove it against your baseline and leave it running in your environment, owned by your people.

48 h

From your reply to a 30-minute
scoping call

1 week

From a signed scope note to the
first working session

3-4 wks

From data access to a first
evaluated, working slice

2 days

Working days from any session to
its written summary and next
decision

THE DELTA	MEASURED BY
One owner across the full stack	Handoffs removed; days from question to decision
An evaluated slice in weeks	Weeks from data access to a slice that meets its threshold
Governance built in	Share of agent actions carrying an authority receipt
Open-source cost and sovereignty	Cost per resolved case against the frontier baseline

WHY NOW

What changed, and where to start

A large operator reports AI agents now handling 40 percent of customer contacts in its US business and network responses falling from hours to about a minute ([Deutsche Telekom](#)). Customer communication rules are also tightening in India ([TRAI](#)). [PUBLIC FACT]

A FIRST SLICE I WOULD PROPOSE [PROPOSED]	MEASURED BY
Care resolution agent	Contacts resolved
Network alarm triage assistant	Mean time to resolve
Proactive service notices	Complaints

PUBLISHED RESULTS

What organizations report about their own work

ORGANIZATION	WHAT THEY REPORTED
Deutsche Telekom	AI agents handle 40% of US customer contacts; service calls down 55%
Deutsche Telekom	network response cut from several hours to about one minute

Self-reported or vendor-published, linked; achievable, not a prediction for you.

ENGAGEMENT SHAPES

Twelve ways to work together, each ending in a written decision

SHAPE	LENGTH	SHAPE	LENGTH
1 · Workflow opportunity and control diagnostic	10 business days	7 · Production slice sprint	4-8 weeks
2 · Pilot-to-production rescue	2-6 weeks	8 · Open-weight and sovereign migration	4-10 weeks
3 · Architecture review and second opinion	1-2 weeks	9 · Agentic software-delivery uplift	3-6 weeks
4 · Go-live readiness and red-team	2-3 weeks	10 · Platform and program build	8-20 weeks
5 · CXO and board AI portfolio sprint	1-2 weeks	11 · Fractional principal FDE and architect	Monthly, recurring
6 · Build-vs-buy and technical due diligence	1-3 weeks	12 · Retained design authority or co-delivery	Monthly retainer

WHY ME

Fifteen-plus years of production AI, and the layer most programs miss

Pucho, an Indic voice assistant (2014-2020: 40,000 hours of speech data augmented to about 600,000; telecom and device partners); generative drug design in 2020 (three COVID-19 candidates approved by NIV Pune for pre-clinical trials); and today, co-founder at a US-based native-AI startup in stealth mode, working on AI governance, agentic security and context graphs.

NEXT STEP

A 30-minute scoping call, within 48 hours of your reply

Tell me the workflow or the stalled pilot. Within two working days you receive a written summary and a proposed starting shape; if AI is not the answer, I will say so.

BOOK A 30-MINUTE SCOPING CALL calendly.com/vikram01jha/30-mins

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