



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

Vikram Jha · Principal FDE · AI Architect · Builder · 15+ years in production AI · Co-Founder at a US-based native-AI startup in stealth mode, working on AI governance, agentic security and context graphs.

WHY NOW

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 ([TRA](#)).

WHAT I DO

I work inside your team and build the whole stack with your engineers (context, models, agents, evaluation, security, deployment), prove it against your own baseline, and leave it running in your environment, owned by your people. If AI is not the answer, I say so in writing.

THE FOUR DELTAS, EACH WITH THE NUMBER THAT PROVES OR DISPROVES IT

1 One owner, full stack

Architecture, build and governance in one accountable person; no handoff loss

MEASURED BY Handoffs removed; days from question to decision

2 An evaluated slice in weeks

A working, measured slice of one workflow in 3-4 weeks of data access

MEASURED BY Weeks to a slice that meets its written threshold

3 Governance built in

Authority bands, permission receipts, red-team and a tested kill path before go-live

MEASURED BY Share of agent actions with an authority receipt

4 Open-source cost and sovereignty

Open-weight models wherever blind evaluation shows parity; data in-region

MEASURED BY Cost per resolved case against the frontier baseline

WHERE TO START

A FIRST SLICE I WOULD PROPOSE

MEASURED BY

SHAPE

Care resolution agent	Contacts resolved	Production slice sprint (4-8 weeks)
Network alarm triage assistant	Mean time to resolve	Production slice sprint (4-8 weeks)
Proactive service notices	Complaints	Production slice sprint (4-8 weeks)

WHAT YOU CAN HOLD ME TO

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

WHAT OTHERS HAVE PUBLISHED ABOUT THEIR OWN RESULTS

- **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; they show what is achievable, not a prediction for you.

WHY ME

- Pucho, an Indic voice assistant (2014-2020): 40,000 hours of speech data augmented to about 600,000
- Generative drug design (2020): three COVID-19 candidates approved by NIV Pune for pre-clinical trials
- Twelve engagement shapes, from a 10-day diagnostic to a retained design authority
- Published reasoning on production agents at vikramjha.work/writing

NEXT STEP

A 30-minute scoping call, within 48 hours of your reply. Tell me the workflow or the stalled pilot; the written summary follows within two working days.

Book 30 minutes: calendly.com/vikram01jha/30-mins

Email: vikram@vikramjha.work

Writing: vikramjha.work/writing

WhatsApp / phone: [+91 73034 70111](https://wa.me/917303470111)

LinkedIn: linkedin.com/in/invinciblejha

