

AI Agent Managed Service

The Missing Middle Solution for UK Mid-Market

Enterprise AI Agents.
Managed for You.

Platforms provide the tools.
Mai delivers the outcomes.

ABOUT MAI

Enabling Organisations move from AI Curiosity to confident, scalable Agent Adoption

Who We Are

Our approach combines strategic insight, human-centered design, and deep technical expertise to identify and implement agentic solutions that create measurable operational value. We don't just build agents; we manage them as a service to ensure they deliver continuous ROI.

What we believe:

- Agents should amplify your people, not replace them.
- Agentic solutions must be responsible, transparent, and auditable to be effective.
- Success happens when strategy, design, and operational capability align.

What we do:

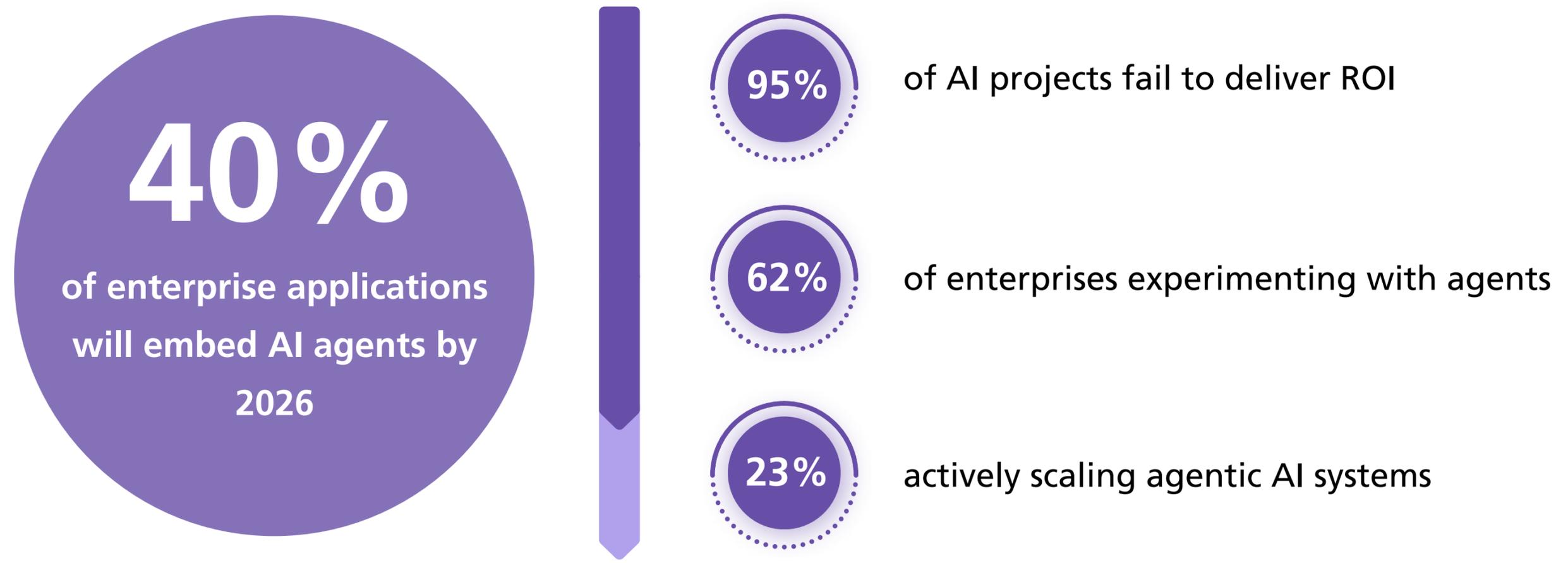
- Reimagine workflows with intelligent, autonomous agents.
- Build and manage AI agent strategies grounded in real business value.
- Empower your teams with the skills and confidence to collaborate with a digital workforce.
- Ensure every agent is human-centered and ethically sound.

AgentSmart

THE AI AGENT MOMENT

From Experimentation to Enterprise Execution

Artificial intelligence has moved beyond experimentation. We are witnessing a fundamental shift in how work gets done. Yet despite this momentum, **95% of AI projects still fail to deliver measurable return on investment.** Organisations recognise the transformative potential of AI agents but struggle with the critical gap between recognition and execution.



Source: Gartner 2026 Predictions

THE MISSING MIDDLE PROBLEM

Mid-Market Is Trapped Between Two Extremes

Global System Integrators

Accenture, Deloitte, Capgemini

- ✘ **Prohibitive Cost**
Multi-million pound engagements designed for Fortune 500 budgets.
- ✘ **Slow Velocity**
6-12 month timelines that kill momentum and ROI.
- ✘ **Over-Engineered**
Complexity that mid-market organisations don't need.

The Mid-Market Gap



Caught in an impossible position: priced out of consulting, yet lacking the engineering teams for DIY platforms.

DIY Platform Model

Google Cloud, AWS, Microsoft

- ✘ **Engineering Heavy**
Demands specialised talent that is hard to hire and retain.
- ✘ **Operational Risk**
No built-in governance or compliance frameworks.
- ✘ **Management Burden**
You own the uptime, the bugs, and the optimisation.

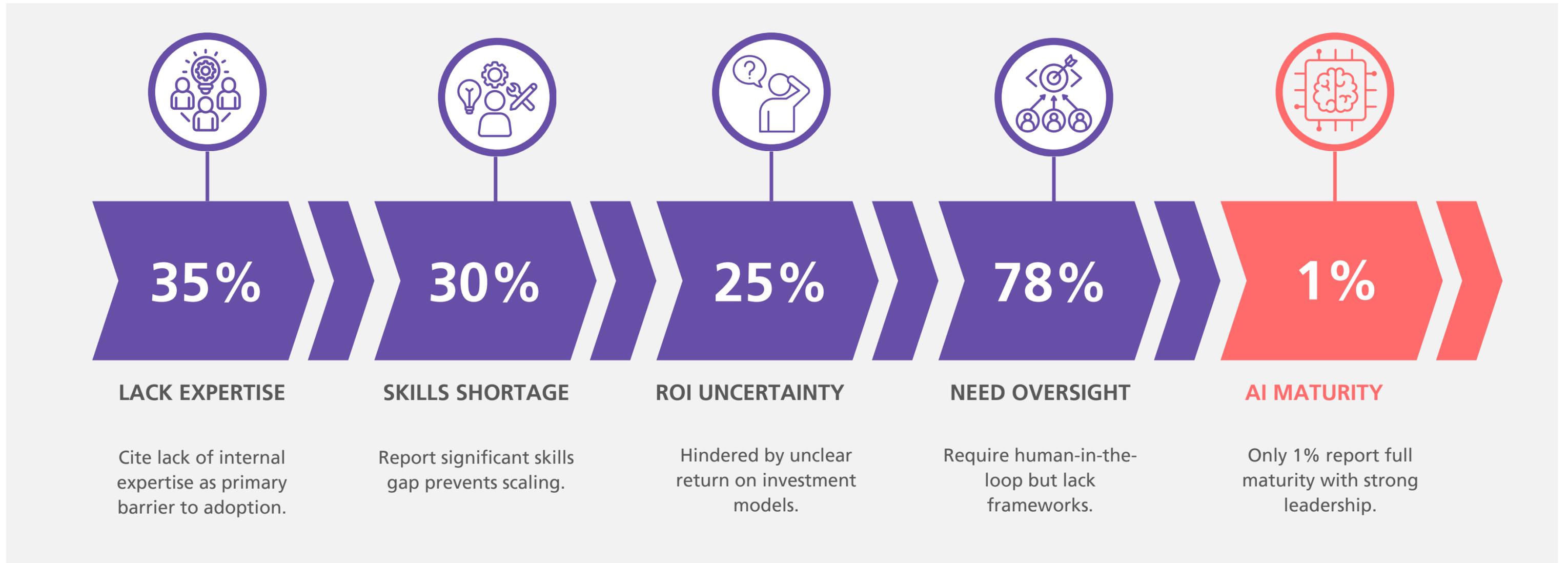
Designing Intelligent Futures

95% of projects fail here

THE COST OF FAILURE

These aren't technology failures. **They're execution failures.**

Organisations jump to use cases before understanding impact, lack clear governance, and deploy agents without oversight.



THE ROI REALITY

Efficiency Gains Alone Don't Drive ROI - Outcomes Do.

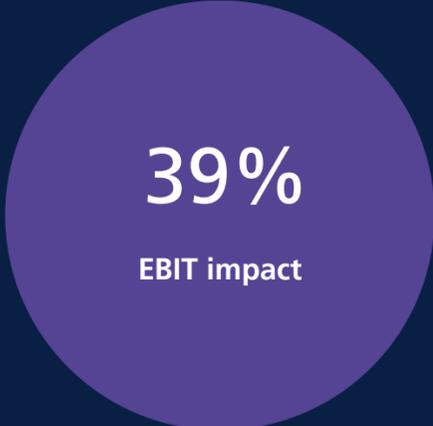
The Efficiency Trap

Saving 20% of an employee's time means nothing if they simply attend more meetings. This is "efficiency greenwashing", activity without value.

The Outcome Advantage

True ROI comes from reinvesting freed capacity into growth, innovation, and deeper customer engagement.

“High performers are 3x more likely to see enterprise-level EBIT impact by setting growth objectives alongside efficiency.”



THE GOVERNANCE GAP

Enterprise AI Needs Oversight, Not Just Technology

78% of enterprises require human oversight in AI operations

Most organisations deploying AI agents lack the governance frameworks to provide necessary oversight. For regulated industries, this gap is existential. Compliance violations aren't just costly; they're career-ending.



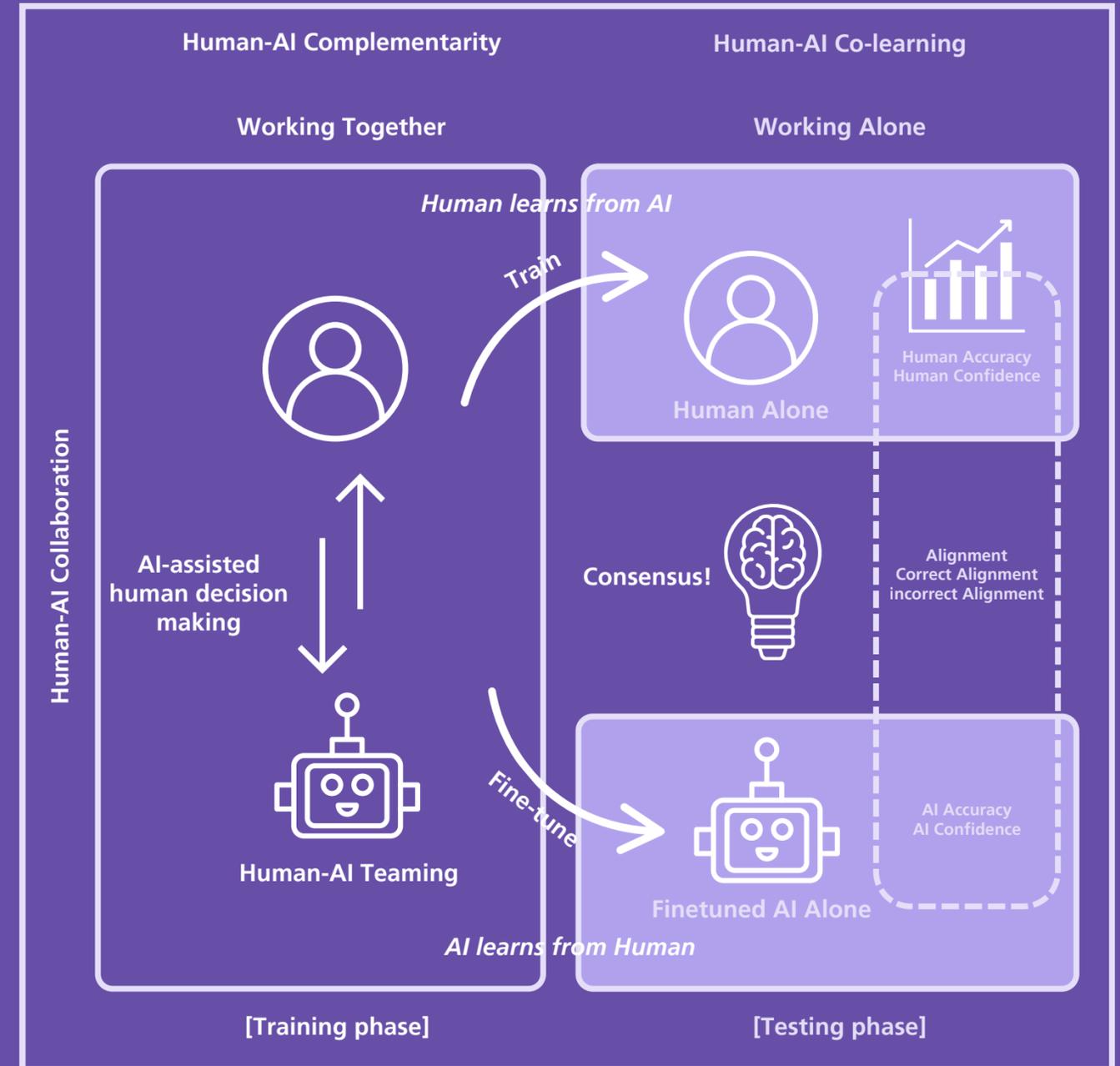
Lack of Compliance Frameworks



No Human-in-the-Loop Mechanisms



Missing Continuous Optimisation



AGENTSMART - AGENT MANAGED SERVICES

Enterprise AI without the Enterprise Complexity

We don't deliver a project and walk away. We build, deploy, monitor, and continuously optimise AI agents on your behalf, with SLA-backed performance guarantees and human-in-the-loop oversight built in.

-  Fully Managed Deployment & Orchestration
-  SLA-Backed Performance Guarantees
-  Continuous Monitoring & Optimisation
-  Human-in-the-Loop Oversight

Not a project. An on-going partnership.

FROM STRATEGY TO ESSENTIAL ROI

How It Works: Our Proven Deployment Process

Weeks 1-2

AgentSmart Workshop

Comprehensive assessment and roadmap definition.

- Identify high-value use cases
- Assess AI maturity & readiness
- Deliver costed, prioritised roadmap

Weeks 3-6

First Agent Deployment

Rapid build, integration, and launch.

- Build and configure agent
- Integrate with existing systems
- Setup monitoring & governance

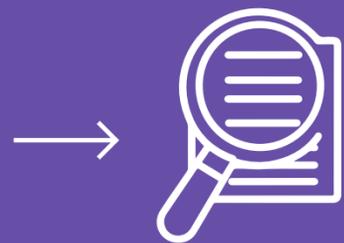
Weeks 7-12

Optimisation & ROI

Continuous improvement and value realisation.

- Monitor performance & user feedback
- Optimise agent behaviour
- Measure business impact

How to integrate AI agents into Business Process Automation



Identify high friction workflows



Architect the agent



Pilot in a safe narrow domain



Optimise for scale and observability



Pilot in a safe narrow domain



Transition to supervised autonomy

SCALABLE PLANS

Start Small, Prove Value, Scale Confidently



ESSENTIALS

from £1,000/mo

For SMEs & single use cases

- Multi-agent deployment
- Basic monitoring dashboard
- Email support
- Monthly performance reports
- Standard SLA



Most Popular

PROFESSIONAL

from £2,500/mo

For mid-market with 2-5 use cases

- Everything in Essentials
- Multi-agent orchestration
- Advanced monitoring & alerting
- Dedicated Success Manager
- Weekly performance reviews
- Human-in-the-loop workflows

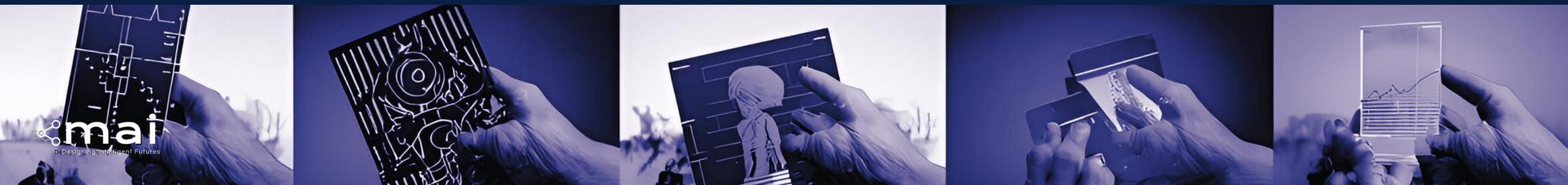


ENTERPRISE

£Custom/mo

For complex, mission-critical workflows

- Everything in Professional
- Custom agent development
- 24/7 support & monitoring
- Premium SLA guarantees
- Full governance suite
- Dedicated engineering team
- Designing Intelligent Futures



PROVEN VERTICALS WITH ROI

High-Value Use Cases. Fastest Paths to Value.



Security & Compliance

Automate responses to security questionnaires while maintaining strict compliance accuracy.

ROI Potential: 200%+



Healthcare Admin

Streamline patient onboarding, documentation, and regulatory reporting workflows.

Market Size: Largest Vertical



Legal Document Review

Accelerate contract analysis, due diligence, and document classification.

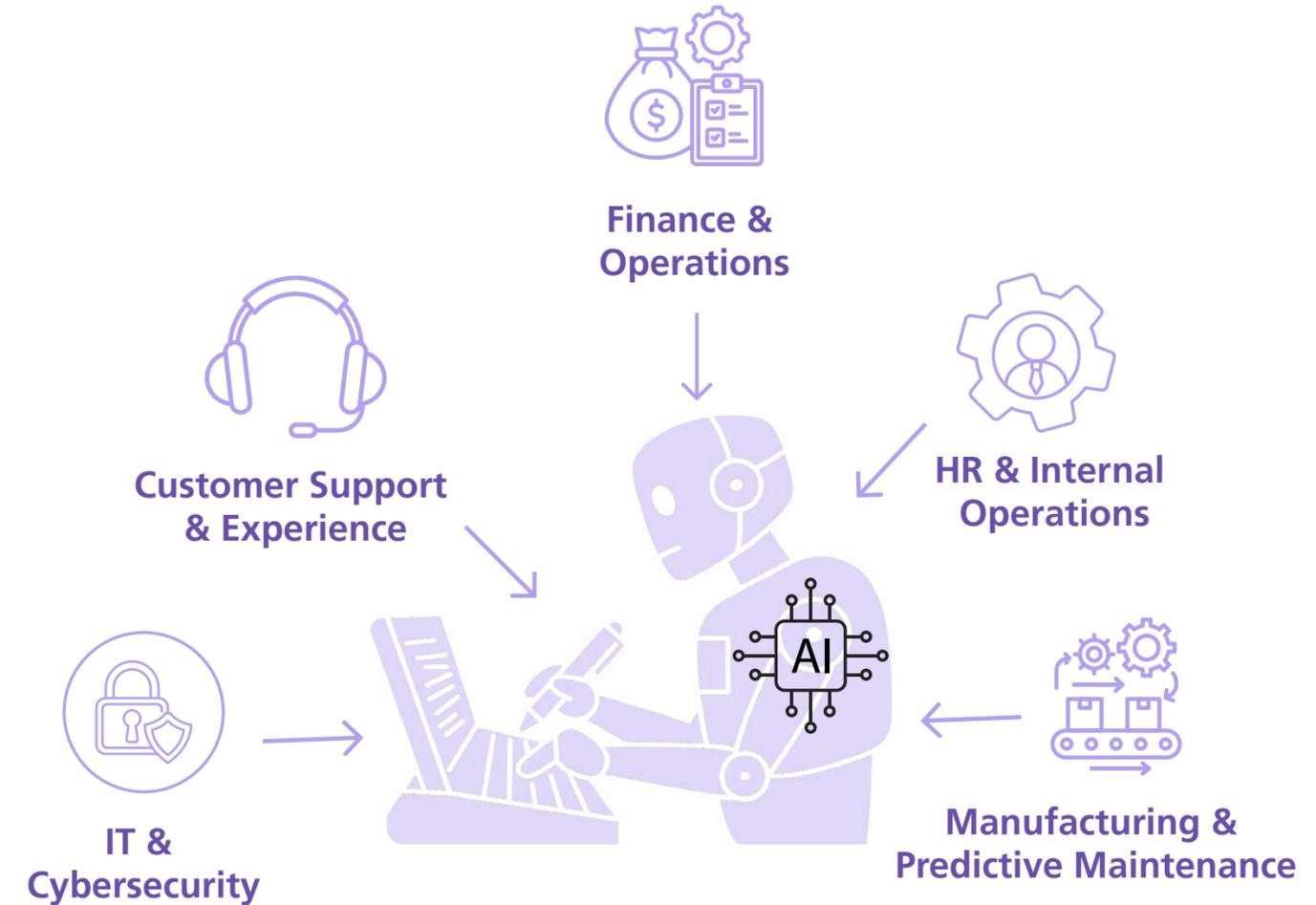
First Year ROI: 300-400%+



RFP Response

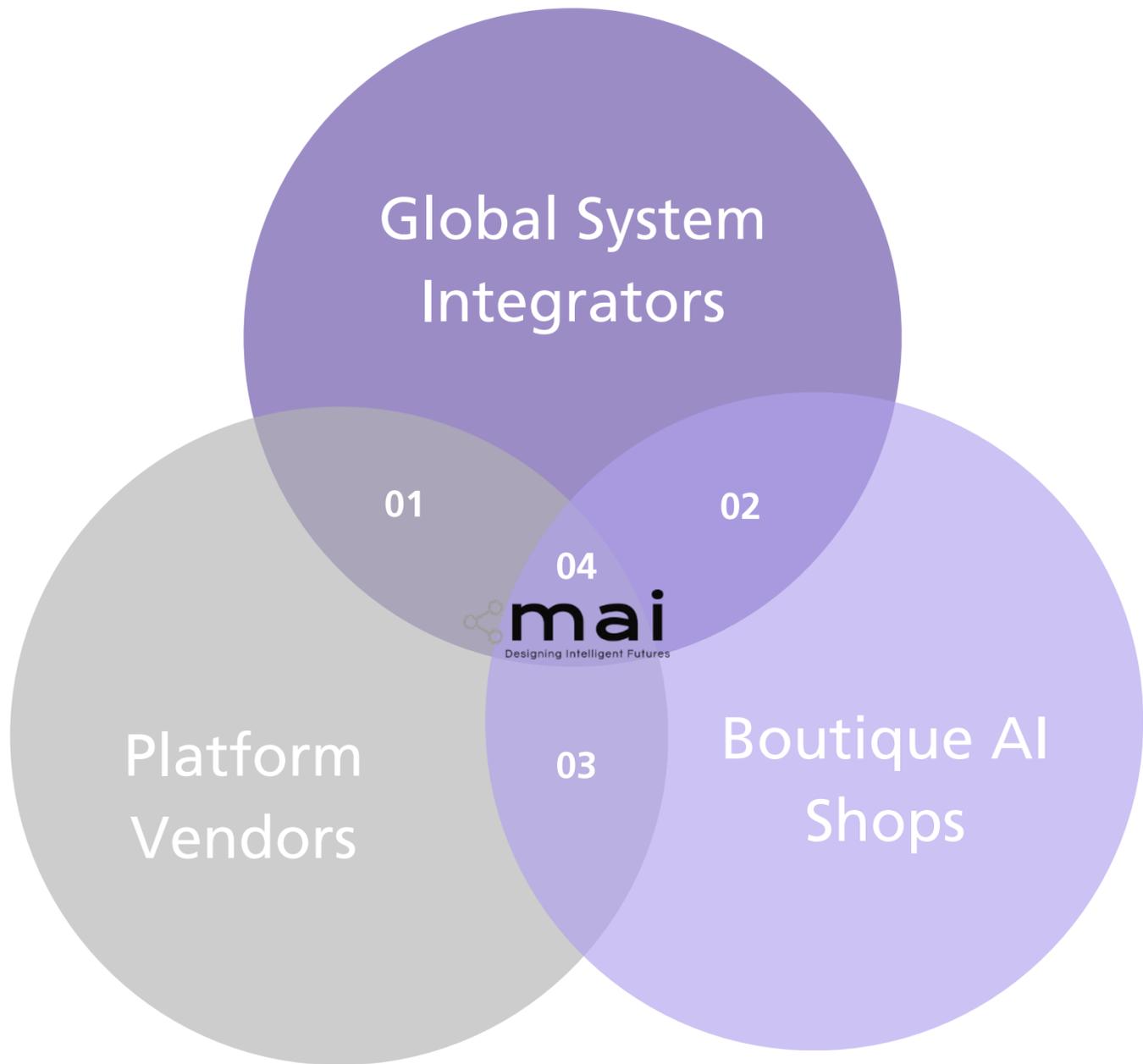
Accelerate proposal generation for sales teams while maintaining quality.

Impact: Scalable Growth



MAI FILLS THE GAP OTHERS CAN'T

The Competitive Landscape



01 | Platform Vendors have Enterprise credibility, but designed for Fortune 500 complexity.
Prohibitive Cost *Slow Velocity*

02 | Global System Integrators are best-in-class infrastructure, but you own the operational burden.
High Complexity *Engineering Heavy*

03 | Boutique AI Shops are fast and cheap, but lacking enterprise rigour.
Operational Risk *No Governance*

04 | Mai combines boutique agility with enterprise credibility and outcome accountability.
Speed to Value *Enterprise Governance* *SLA-Backed*

OUR UNIQUE APPROACH

Three pillars of success



Boutique Agility

- Speed to value
- Deploy first agents in 4-6 weeks
- De-Risked Engagement
- Fixed price workshops and clear roadmaps



Enterprise Capability

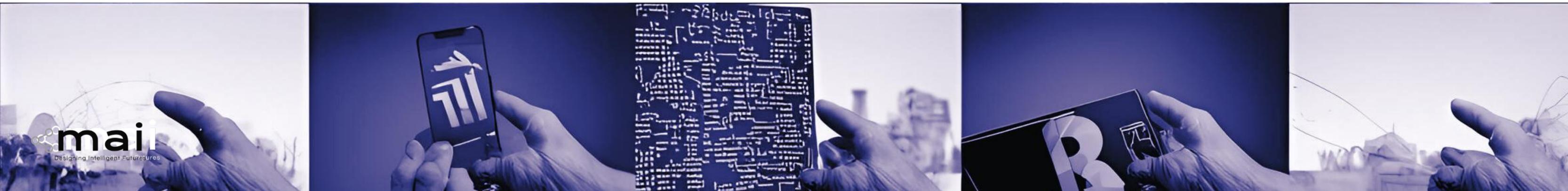
- Governance first
- Security and compliance from day one
- Guaranteed performance
- SLA-backed metrics and monitoring



Outcome Accountability

- Managed service model
- Continuous monitoring and optimisation
- Shared success
- We measure outcomes, not just deliverables

We don't sell projects. We sell business results.



ENTERPRISE-GRADE ARCHITECTURE

Technology Partnerships: Best-of-Breed Without Vendor Lock-In



Google Cloud

Enterprise-grade infrastructure with industry-leading security, compliance, and grounding capabilities.

- Vertex AI Agent Builder
- Gemini Pro & Ultra Models
- Enterprise Security & Compliance
- Data Grounding & Accuracy



Airia

Model-agnostic orchestration ensuring you are never locked into a single AI provider or model.

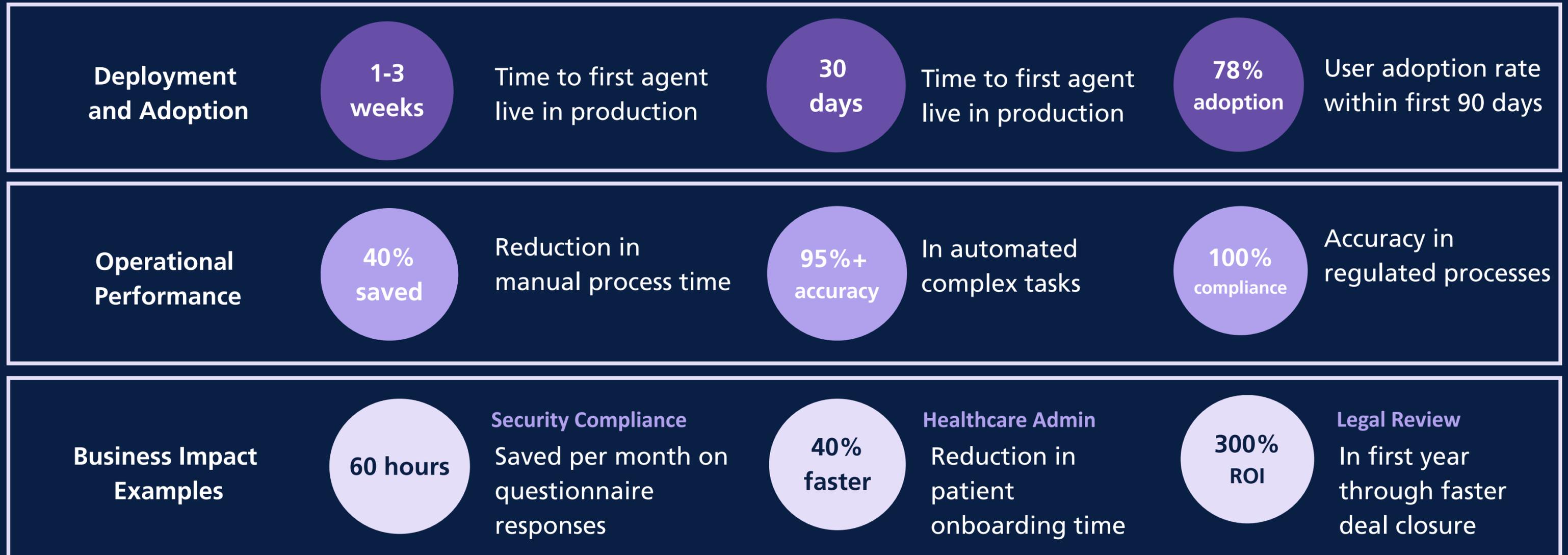
- Model-Agnostic Orchestration
- Access to GPT-4, Claude, & Gemini
- Cost & Performance Optimisation
- Rapid Model Switching

We select the right model and infrastructure for your specific needs, ensuring you get the best performance at the best cost.



REAL RESULTS IN 90 DAYS

Measurable impact.
Proven Outcomes.



DE-RISK YOUR AI AGENT JOURNEY

Start with Confidence. Scale with Clarity.

What You Get

- **Current State Assessment**
Analysis of AI maturity, organizational readiness, and data gaps.
- **High-Value Use Case Identification**
Pinpointing where AI agents will drive the most immediate impact.
- **Costed, Prioritised Roadmap**
A clear investment case and implementation timeline.
- **Resource Requirements**
Detailed breakdown of what you need internally to succeed.

Why It Works

- Fixed price removes uncertainty
- 2-week delivery keeps momentum
- Tangible roadmap justifies investment
- De-risks full managed service engagement

AgentSmart Workshop

£2,499

2 Weeks Delivery

Next Step:

Your workshop roadmap becomes the foundation for your managed service engagement, ensuring alignment and clear expectations.

OPPORTUNITY COST OF WAITING

The 12-18 Month Window is Closing



Today: The Choice

Every organisation starts here. The decision to automate or wait.

+6 Months: Compounding

Early efficiency gains begin to compound. Teams shift to higher-value work.

+6 Months: Talent Drain

Top talent leaves for AI-enabled competitors. Manual workloads increase.

+18 Months: Leadership

Market dominance. AI-native operations become the unassailable standard.

+18 Months: Irrelevance

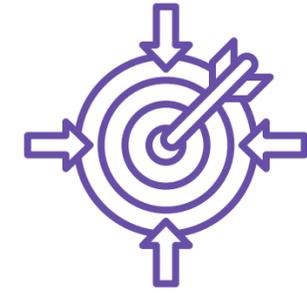
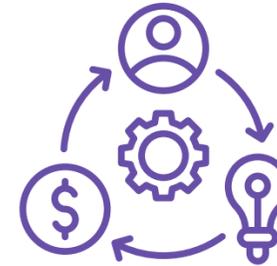
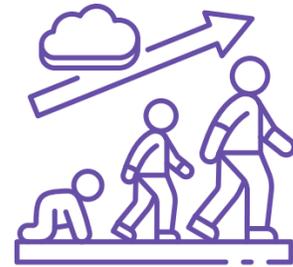
Cost structures become unsustainable against AI-native competitors.

Efficiency gains compound daily. A 6-month delay doesn't just cost time; it costs exponential value and widens the competitive gap permanently.



OUR COMMITMENT TO YOU

Beyond Delivery: A Partnership for Long-Term Value



Guaranteed Performance

Continuous Evolution

Enterprise Support

Strategic Alignment

We don't just promise effort; we promise results. Our agents are backed by strict SLAs on accuracy, latency, and uptime to ensure business continuity.

AI models change fast. We continuously monitor new releases, tuning prompts and swapping underlying models to keep you at the cutting edge.

24/7 monitoring of agent health and performance. Immediate incident response and resolution protocols to protect your operations.

Quarterly Business Reviews (QBRs) to review performance data, identify new opportunities, and align the agent roadmap with your goals.

Shared Success Model: We succeed when you succeed. Our managed service is designed to grow with your business

AGENTSMART. START NOW

Tomorrow starts with clarity. The future of work is agentic. Don't get left behind. Choose your path forward.

Clarity starts with AgentSmart. Don't let uncertainty delay your progress. AgentSmart gives you the clarity, confidence, and direction you need to make smart agent investments.

BOOK A FREE
15-MINUTE
INTRODUCTION CALL



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BOOK YOUR
AGENTSMART
SESSION TODAY.