WORK-SELF

Technology Industry: Improve the ROI on the Agentic Workflows

Human context infrastructure for enterprise technology companies, starting with customer support

Your agents already produce the answer. The saving disappears when a colleague rereads it, corrects who owns the case, fixes the review route and takes the escalation back by hand. Maya Enterprise is the governed layer that coordinates an approved AI agent and the employee accountable for the outcome. It reads authorised employee, role, task and workflow information from the systems you already run, turns it into governed human operating context, and serves each approved agent only what that task requires, over the open Model Context Protocol. Nothing is replaced and no model is rebuilt.

Maya Agent saves roughly **£5M - £10M a year** in rework for **every 1,000 employees**.

YOU ARE NOT ASSEMBLING THIS YOURSELF · WORK-SELF LEADS THE PROGRAMME AND REMAINS ACCOUNTABLE

Takara.ai
Agent engineering. Faster retrieval, lower cost per interaction, and the independent testing behind the Novara result.

Cockroach DB
Data platform and residency. Handles agent database consumption at scale across departments and geographies.

UAIN Solutions
Implementation. AI and automation engineering partner that builds agentic workflows and process automation inside the enterprise platforms below.

Workato
Integration. Connects and assembles data from any existing system, and triggers Maya inside live workflows.

INT Global
IT infrastructure, identity and the governed data boundary, plus per-scope delivery augmentation.

Platforms implemented through the UAIN ecosystem

Microsoft	servicenow	salesforce	SAP	Ui
Copilot Studio & AI Foundry	AI Agent Studio	Agentforce 360	Joule Agent	Agent Builder & Maestro
Enterprise AI agent development	**Enterprise workflow agents**	**CRM & customer service agents**	**ERP & business process agents**	**Agentic automation orchestration**

MAYA JOINS THE TECHNOLOGY ESTATE YOU ALREADY RUN



DATA ALREADY IN THE ENTERPRISE	WHAT MAYA CREATES	BUSINESS VALUE
HRIS · role, team, manager chain, skills	**Employee and role context**	Correct ownership, role boundaries and appropriate support
CRM and ticketing · case history, task type	**Employee-by-task Work Contract**	Better routing and review, escalation at the right moment, deadlines met
ERP and workflow · steps, throughput, exceptions	**Workflow context and decision boundaries**	Clearer division of work between agent and employee
Knowledge base · policies, SOPs, service rules	**Permissioned Context Capsule**	The agent receives the minimum context the task requires
Agent and human feedback · accepted, edited, escalated	**Audit record and governed learning loop**	Traceability, measured improvement and evidence of human oversight

WHAT MAYA PUTS INTO THE WORKFLOW, AND WHAT EACH PART IS WORTH

Work Contract
Ownership, decision rights, autonomy, review, escalation and deadline for one colleague and one task. Less ambiguity at the handoff.

Context Capsule
The permissioned context an approved agent receives at runtime, logged. Better output without exposing unnecessary personal data.

Review Map
What to review, decide, delegate or escalate. Colleagues stop being the manual quality-control layer for AI output.

Autonomy Dial
How much the agent may do unsupervised, per colleague and per task. Scale where the work can carry it, hold control where it cannot.

Audit Record
Every context exchange and human decision, logged. Evidence of oversight for risk and procurement, not a stated principle.

Executive View
Rework, adoption, agent performance, escalations and readiness. Leadership sees where the organisation is ready to scale.

PROVEN IN YOUR SEGMENT · NOVARA TECHNOLOGIES, A 1,300-PERSON UK ENTERPRISE SAAS COMPANY

INDEPENDENTLY TESTED BY TAKARA.AI

33%
less colleague rework
Correction rounds fall from three to two

74%
of operating rules followed
Up from 32% without Maya

7 of 7
task types improved
Every support task type tested

83%
on Service Requests
The largest single gain, up from 25%

Novara runs 250 colleagues in agent-assisted support, each handling about 80 cases a week across 48 working weeks. Every case took three rounds of correction before it was finished. Maya removed 1 of the 3. A correction round costs about seven minutes of skilled time, at about £48 an hour fully loaded.

RESULTS

960,000
correction rounds removed a year
250 colleagues × 80 cases a week × 48 weeks × 1 round

112,000
skilled hours returned
960,000 rounds × 7 minutes ÷ 60

£5.38M
annual labour capacity released
112,000 hours × £48 an hour, fully loaded

HOW A DEPLOYMENT TYPICALLY STARTS

1
Confirm the working session
90 minutes with support operations, technology and people leadership together. You leave with your own value number and a shortlist of queues.

2
Nominate the first queues
Where colleague correction and handoff costs are highest. You get a scoped deployment plan: systems, agents, team size and sequence.

3
Agree governance and commercials
Your oversight model, evidence requirements and procurement route. You get licence basis, scope and a model your risk function can sign.



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Size the Opportunity in Your Organisation →

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