

AI & AUTOMATION · SERVICE PROFILE

AI Automation & Agents

Cut manual overhead 40–70% with private AI on your own data. You own the code, the models and the IP.

10,000+ systems delivered for clients in 150+ countries — and we run our own 17-brand company on systems like this. You own everything we build.

19+

YEARS BUILDING

28,000+

CLIENTS SERVED

10,000+

SYSTEMS SHIPPED

200+

INTEGRATIONS BUILT

PROVEN ON US

Our WaSMS platform runs AI chatbots for 1,000+ businesses, and our AI helpdesk runs in production. Which means your automation is proven tech, not a pilot.

01 · THE COST YOU PAY TODAY, AND THE FIX

WHAT IT COSTS YOU TODAY

Every month, your team loses hours to support queries, data entry, approvals and paperwork. That is payroll spent on work a machine should do. Public AI tools are not the fix. You cannot trust them with private data. And you own nothing you build on them.

WHAT YOU GET INSTEAD

You get production AI: agents, chatbots and automated workflows, grounded in your own data through RAG. It runs private or self-hosted where required. Which means sensitive data never leaves your environment — and you own the code, models and IP outright. We build to a fixed scope and run it after launch.

What you get

01

Your data stays yours

AI deployed inside your own infrastructure or private cloud, air-gapped when required. Which means sensitive data never leaves your environment.

02

A model trained for you

We fine-tune models on your proprietary data for domain-specific accuracy. You own the resulting model outright. Which means your AI advantage stays yours.

03

Answers for customers, 24/7

RAG agents grounded in your documentation answer customer and internal queries day and night, with clean human handoff. Which means faster replies without added headcount.

04

Hours back every week

Data entry, routing, approvals and reporting run as automated pipelines without supervision. Which means your team spends its time on work that grows the business.

05

Paperwork that processes itself

Invoices, contracts, forms and emails are extracted and classified automatically. Which means unstructured paperwork becomes clean data without manual typing.

06

AI where your customers are

Your AI works on WhatsApp, web and email for support, sales and notifications. Which means customers get help on the channels they already use.

YOU OWN IT | Everything we build — code, data and IP — is yours. Which means no lock-in, ever.

02 · WHAT'S IN SCOPE

What's in scope

- ✓ Workflow audit to find your highest-ROI use cases
- ✓ Private, self-hosted or air-gapped deployment
- ✓ Document pipeline for invoices, forms & contracts
- ✓ Human escalation paths & role-based access
- ✓ Custom AI agent or chatbot grounded in your data (RAG)
- ✓ Fine-tuned model on your own data, where applicable
- ✓ Integration with 200+ business systems & channels
- ✓ You own all source code, models & IP on handover

How you start

1

Free assessment

We map your problem and scope the first build. No cost, no obligation.

2

First build

Fixed scope, fixed timeline. Live in about 2–3 weeks.

3

Run

We operate, monitor and support it 24/7. You see it working under real use.

4

Expand

You add the next system when you're ready. Nothing forced.

Ways to engage

Fixed-Scope Build

Defined outcome, fixed timeline & price.

Dedicated Team

A senior squad that works as your own.

Staff Augmentation

Vetted engineers plugged into your team.

Managed Retainer

We build, run and evolve it for you.

03 · WHAT CHANGES FOR YOU

What you can expect



Manual overhead falls 40–70% as automation takes over repeat work



Customers and staff get answers 24/7 without added headcount



Your data and models stay private and under your control



A foundation your team can trust, verify and extend over time

Products we run at scale

AI Ticket & Chat

AI helpdesk

aiticketandchat.com

WaSMS

Messaging automation

wasms.net

ServerAdmin.ai

AI server management

serveradmin.ai

Common questions

Who owns the AI once it's built?

You do. All source code, and any model fine-tuned on your data, is yours to keep on handover. Nothing is locked to us. Which means you can take it in-house or to another vendor at any time.

Can it run fully inside our own infrastructure?

Yes. Your AI can run in your private cloud or fully air-gapped on-premise. Which means sensitive data never has to leave your environment — a hard requirement we design for, not an afterthought.

What happens when the AI does not know an answer?

It hands the case to your team with full context instead of guessing. Every build includes human escalation paths by design. Which means no customer is left stuck with a wrong answer.

How do we start?

With a free assessment of your workflows — no cost, no obligation. We agree a fixed scope, so there is no surprise bill. Your first build goes live in about 2–3 weeks. Then we run it and expand from there.

Book your free assessment

Free assessment → fixed-scope first build, live in ~2–3 weeks → run & expand.

No cost, no obligation. Full profile: rapinova.com/resources

Zeeshan Mudassir · Founder

hello@rapinova.com

+971 50 186 3838 · UAE

rapinova.com



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