

GET THE FIRST CALL RIGHT.

Voice and chat agents that operate your CRM rather than describe it — authenticating callers, resolving tickets, updating records and escalating only what warrants a person.

AGENTS IN PRODUCTION

ANY CRM

NOTHING SUBCONTRACTED





OPERATIONS THAT SCALE WITH HEADCOUNT INSTEAD OF SOFTWARE.

INCIDENT VOLUME

Alerts and tickets arrive faster than anyone can read them. The consequential ones are surfaced by a customer rather than by the queue.

CRM ENTROPY

Tickets, incidents and opportunities accumulate in the same pipeline. Forecast accuracy degrades, and the record stops being the source of truth.

DELIVERY BACKLOG

Engineering capacity is absorbed servicing the queue, so the system that would reduce the queue is never commissioned.

None of it is a technology problem. It is a scoping problem — no one has established which single system would return the week.



OUTCOMES WE HAVE SHIPPED

CLIENT-MEASURED, NOT PROJECTED.

HALVED

First-response time

B2B SaaS support team. Multi-agent triage displaced a manual morning sort across four platforms.

1 IN 3

Calls closed without an agent

National logistics provider, where thirty hours a week went to calls requiring no judgement.

+35%

User interaction

Premium lifestyle storefront, rebuilt around the product photography rather than catalogue rows.

14 DAYS

To the first working demo

Every engagement, at every tier. Demos land fortnightly thereafter, not once at handover.

NAMED WHERE PERMITTED; THE REMAINDER WITHHELD UNDER NDA.



AGENTS THAT **OPERATE** THE CRM, NOT DESCRIBE IT.

A voice agent that authenticates the caller and closes the ticket. A chat agent that triages the queue on arrival and writes the record. Both hold real credentials against your systems, so the work is completed rather than summarised.

VOICE INTAKE

Answers, authenticates against your systems of record, resolves the routine call and books what it cannot close.

CONVERSATIONAL TRIAGE

Reads, classifies, prioritises and routes on arrival — across the helpdesk, the CRM and the channel your team lives in.

RECORD-LEVEL ACTION

Creates and updates opportunities, contacts, tickets and tasks. Writes the note. Fires the follow-up. Closes the loop.

DISCIPLINED ESCALATION

It recognises the limit of its authority and hands the matter to a named person with full context attached.



WHATEVER YOU RUN, WE BUILD **ONTO** IT.

Replacing a working system is the expensive answer, not the thorough one. We connect to the stack you already operate, and we will say so plainly when a rebuild is not worth quoting.

CRM

Salesforce
HubSpot
Zoho
Dynamics 365
Pipedrive

SERVICE & TICKETING

ServiceNow
Zendesk
Freshdesk
Intercom
Jira Service

CHANNELS & TELEPHONY

Slack / Teams
WhatsApp Business
Twilio / SIP
Web & in-app chat
Email pipelines

DATA & DELIVERY

Snowflake / BigQuery
Postgres
Webhooks & APIs
Queues & workers
Event streams

YOUR REPOSITORY. YOUR CLOUD ACCOUNTS. YOUR KEYS. NO PROPRIETARY LAYER TO KEEP PAYING FOR.



THE THREE THAT APPEAR IN ALMOST EVERY OPERATION.

01

THE MORNING SORT

Two hundred tickets overnight, classified by hand across four systems before the day's work begins.

Multi-agent triage reads, classifies, routes and escalates on arrival. First-response time halved.

02

THE STATUS STANDUP

Fifteen minutes a day per engineer, reporting status that already exists inside the tooling.

An AI project manager assembles from the tracker, the repository and the channel, publishes the standup and pursues the blocker owner.

03

THE CALL WITHOUT JUDGEMENT

Where is my order. What is my status. Thirty hours a week of it, answered by people.

Voice intake authenticates the caller, answers from live records and escalates only what it cannot close.



AND THE THREE THAT QUIETLY COST THE MOST.

04

THE UNTRUSTED PIPELINE

Duplicate records, stale stages, and incidents sharing a queue with revenue.

Restructured, deduplicated and wired to the rest of the stack, so the forecast ceases to be an estimate.

05

THE VULNERABILITY BACKLOG

Scanner output nobody reads, and a triage responsibility nobody holds.

Monitoring that triages on arrival, ranks by genuine exposure and opens the ticket with the remediation attached.

06

THE FOLLOW-UP THAT NEVER LEFT

Enquiries unanswered overnight, quotations going cold across a weekend.

Agents that answer, qualify, book and pursue — holding live calendar and CRM credentials, not canned replies.



YOU SAY IT. IT DOES IT.

The distinction is authority. An assistant proposes; an agent performs. Ours are provisioned with credentials, constrained by policy, and measured on completion rather than plausibility.

REAL TOOL ACCESS

It books the slot, updates the record, opens the ticket and sends the reply. Not a recommendation for a person to action.

GROUNDED IN YOUR DATA

Retrieval across your records and documents, so every answer cites something that exists.

POLICY-BOUND

Scope, permissions and escalation thresholds are specified before deployment, and audited after it.

MEASURED, NOT ASSUMED

An evaluation harness on every agent, so accuracy is a figure you can inspect rather than a claim you accept.

THE BEST MODEL FOR THE TASK, NOT THE ONE WE HAPPEN TO SELL.

We hold no model to defend. Orchestration sits above the provider, so routing shifts when something stronger ships and your system benefits without being rewritten.

AI & DATA	BACK-END	FRONT-END	ASSURANCE
LLM orchestration	Node / Python	Next.js / React	SSO & role hierarchy
Vector search	REST / GraphQL	React Native	Audit trails
RAG pipelines	Queues & workers	WebGL / Three.js	Data residency
Evaluation harnesses	Postgres	GSAP / Lenis	Security review



WE PRESENT AS A STUDIO. WE OPERATE AS A PLATFORM.

The agent runtime, retrieval layer, voice stack, integration and monitoring infrastructure already run in production. What you commission is the integration onto your edge cases — which is why a single use case remains worth building and a multi-system rollout does not begin from an empty repository.

RUNNING PLATFORM, NOT A FRESH BUILD

ENTERPRISE CONTROLS WHEN SCOPED

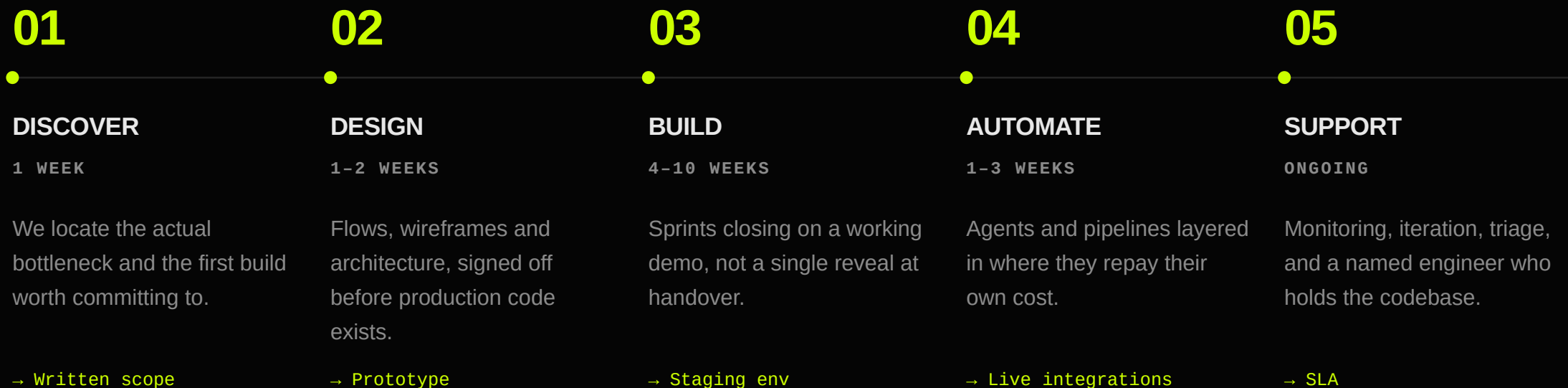
INTEGRATED ONTO YOUR EDGE CASES

ONE USE CASE OR THE FULL PROGRAMME



FIVE STAGES. NO BLACK BOX.

Eight to sixteen weeks from bottleneck to deployed system, with a working demo at the close of every sprint.



YOU MAY REDIRECT AFTER ANY DEMO, NOT ONLY AT THE END.



TWO SYSTEMS, STILL RUNNING.

AGENTS + CRM

AUTONOMOUS SUPPORT NETWORK

B2B SaaS support team

Multi-agent triage across the channel and the CRM, displacing a daily manual sort over four platforms.

RESULT

First-response time halved; routing handled without a human touch.

VOICE + LLM

LOGISTICS VOICE INTAKE

National logistics provider

Authenticates the caller, verifies delivery status, escalates anything beyond its authority.

RESULT

Roughly a third of routine tracking calls now resolve without an agent.



THREE SHAPES. ENTER WHERE YOU FIT.

No minimum engagement and no threshold to clear. We do not publish a figure, because one quoted before anyone has examined your systems is padded or about to be revised. You receive a real number in writing within a week of the first call.

STARTER

3-6 WEEKS

A single use case resolved end to end. A first agent, a working product for the thing you are pitching, or a CRM implemented properly the first time.

GROWTH

8-16 WEEKS

Multi-step automation, full CRM plus AI, or an application with real users. Ordinarily what a Starter becomes once the first piece repays itself.

ONGOING

ROLLING

Systems that must keep running and keep improving — monitoring cadence, vulnerability triage, and a named engineer holding the codebase.



HOWEVER THE REQUIREMENT ARRIVES, IT MEETS THE SAME SEQUENCE.

We do not decline work for arriving in the wrong shape. A sentence, a signed specification, or a procurement pack with a security annexe all enter at the same door. What holds constant is the order in which the system is built.

BRING US ANY OF THESE

An outcome you can name in a sentence.

A specification already signed off internally.

A stack of tools that should be exchanging data.

A procurement process with a security review attached.

AND THE SEQUENCE HOLDS

We establish the outcome before a line is written.

Architecture is signed off before build budget is committed.

Nothing is automated until it demonstrably repays itself.

You approve an output at every stage, not once at the end.

// START HERE

BRING THE PROBLEM, NOT THE SOLUTION.

Twenty minutes, no deck, and none of it is a pitch. You leave with a written map of where your team's time is going and the first build worth committing to.

A written map of where the time goes

The first build worth committing to

A straight answer on what to leave
alone

BOOK THE CALL → firststumpire.com

NO DECK. NO MINIMUM. NO FOLLOW-UP SEQUENCE.