AI agents for the operator's own systems and network

Built in your environment. Reading your runbooks, connected through the APIs you already run. Held at every change that is an engineer's or a named person's to make.

THE PROBLEM

Your assistants can answer questions. The work is somewhere else: in the tickets, the alarms, the orders, the bills and your own runbooks. No catalogue of ready-made connections has your support systems, and of the agents your vendors sell, few offer to run on your own infrastructure.

HOW IT WORKS

STEP 01

Read and connect.

Index your runbooks, manuals, tariffs and policies once, and an agent answers from them with the section cited. Give Katonic the description of an API you already run, choose the operations, and each becomes a tool an agent can call. Where a system follows a TM Forum Open API, or the network follows CAMARA, the description is already public. Add metrics, logs and reporting databases from the catalogue of MCP servers, each one running inside your own cluster.

STEP 02

Set the rules.

For every tool, choose one of four answers: allow, allow and record, hold for a person's approval, or block. For the whole company or for one team. A tool that changes something waits for approval until you decide otherwise. That is how nothing reaches the network or a customer's account unapproved.

STEP 03

Put it to work.

Build the agent in Katonic Studio with the engineers and staff who do the job today. It acts as the person using it, and every call it makes is recorded.

The customer data, the network data and the keys stay with you.

Agents an operator can build

Customer care	Bill explanation. Plan and product Q&A. Complaint handling. Contact summary. Churn prediction
Business customers	Enterprise quote preparation. Tender response. Service level report
Orders and activation	Order fallout. Number porting check. Inventory reconciliation
Billing and revenue	Billing and revenue. Bill dispute investigation
Fraud and security	Fraud detection. SIM swap check. Scam report triage. Network security
Network operations	Network optimization. Trouble ticket enrichment. Change request review. Post-incident review. Planned work notification. Runbook Q&A
Service assurance and field	Predictive maintenance. Fault diagnosis. Field operations
Wholesale and partners	Wholesale agreement review. Settlement reconciliation
Regulatory and compliance	Regulatory monitoring. Regulatory return preparation. Data subject request. Policy and procedure Q&A

Each one prepares the work. An engineer or a named member of staff decides.

Seven questions to ask before an agent touches the network

01 Is there one list of every agent, every tool, and which tools change something?

02 Who approves before anything changes in the network or on an account?

03 Is that approval enforced by the platform, or only asked for in a prompt?

04 Whose identity does the agent act under?

05 Which agents can read call records, traffic data or location?

06 Where does the model run, and does customer data leave the country?

07 Can every call be shown to an auditor?

WHERE THE PLATFORM RUNS TODAY

ePLDT, the ICT arm of the Philippines' largest telco, selected Katonic to power Pilipinas AI, a sovereign AI cloud hosted in the Philippines.

In production at a top-tier bank in Asia, air-gapped, inside the bank's own perimeter.

In production for about 1,100 staff of a life insurer in Asia, on the insurer's own cluster, inside its network.

Where to start

One team, one domain, invented data first. Then beside the manual process, measured against it.

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