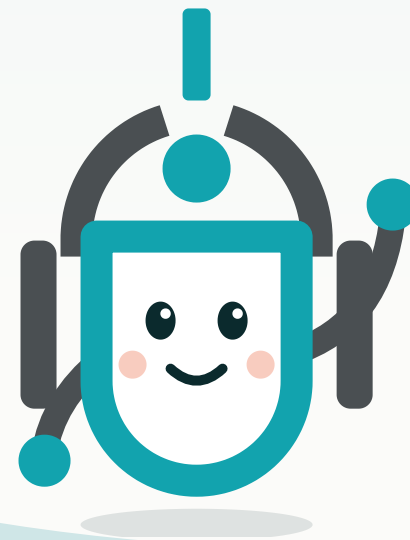


A DROIDOR STORY • FOR FOUNDERS & OPERATORS

Scale the company. Not the payroll.

The little story of a busy team, a helpful robot, and the person who always gets the final say.



BEFORE WE BEGIN



We're **Droidor**. We build and run AI agents, a company brain and voice AI for startups and SMEs in hospitality, travel, e-commerce, SaaS and services.

The agents take your tickets, calls, follow-ups and paperwork. **Your people approve what matters. You own the code.** And there's no upfront fee: our pricing is tied to outcomes.

We've built and run production software since 2017, for clients who have stayed with us for ten years. This little book shows how it works in about five minutes.

2017

building and running production software

USA · UAE · Pakistan

where our team works

No upfront

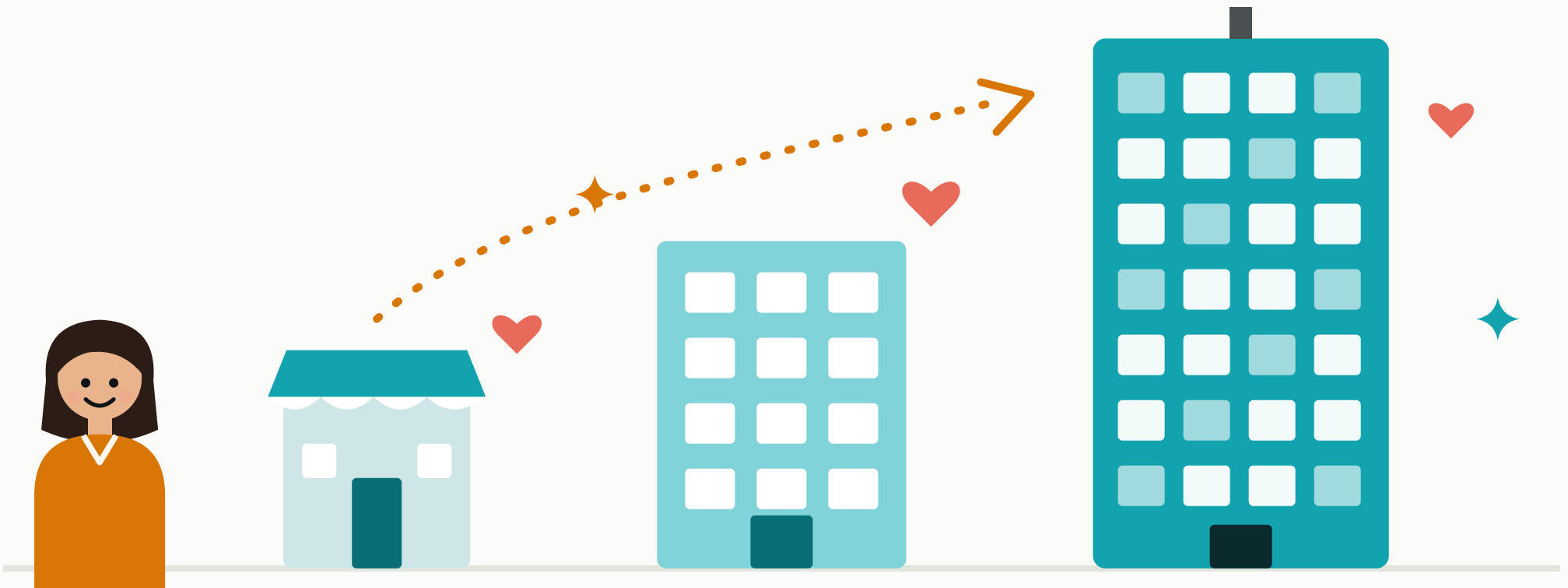
outcome-based pricing

5 to 200 people

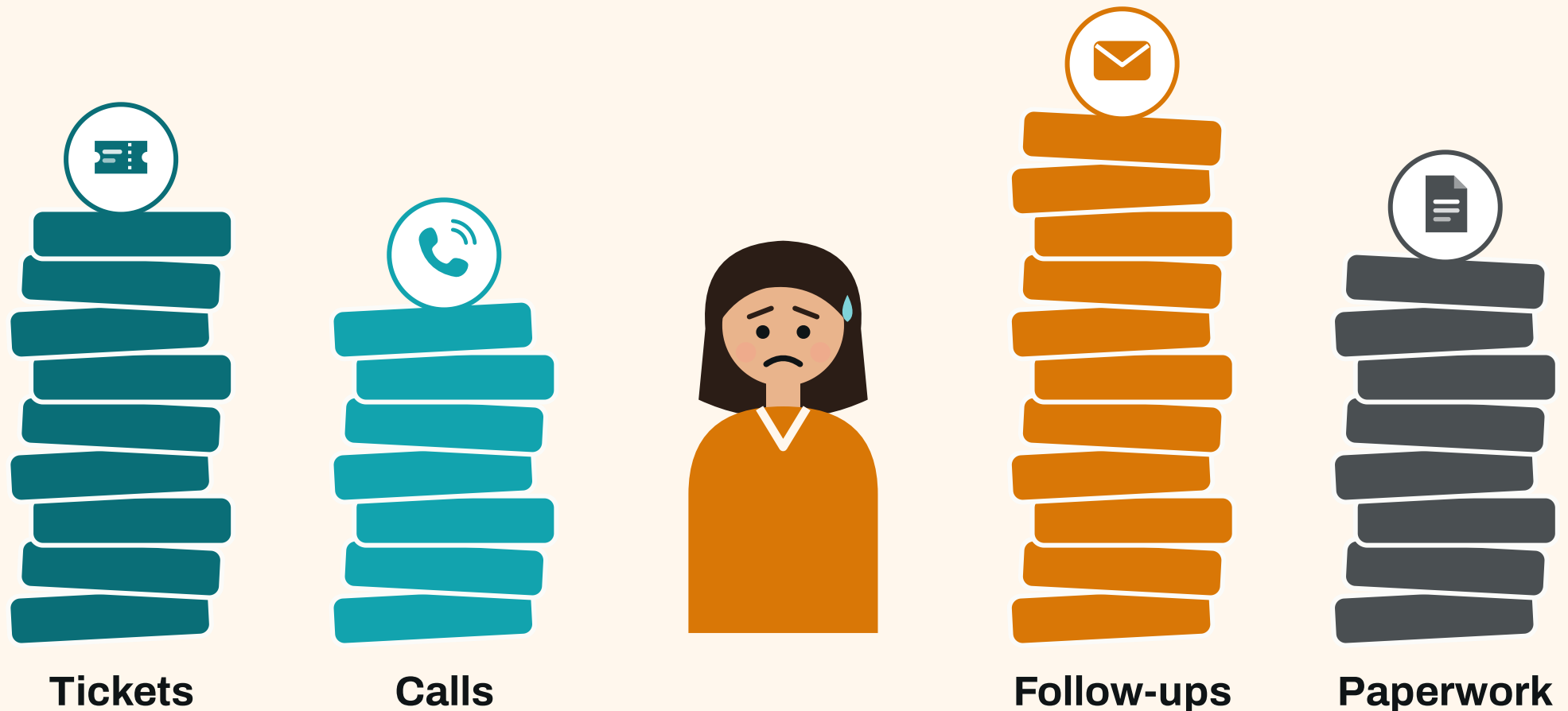
the size of most of our clients

Once upon a time, Sara started a company.

Customers loved it. It grew, and grew, and grew.



But as it grew, so did the piles.



Hire a person for every pile? **That's a lot of payroll.**

Then along came Droid.

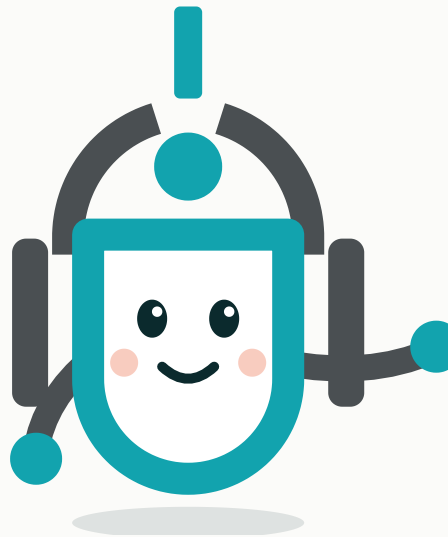
Droid is an AI agent. It takes your tickets, calls, follow-ups and paperwork, and finishes the task.

**Droidor builds it and runs it.
You own the code.**



Droid is quick. But Sara has the final say.

Agents are cheap. Trusting them isn't. **So a person approves.**



NEEDS A PERSON

**Approve refund ·
\$1,240**

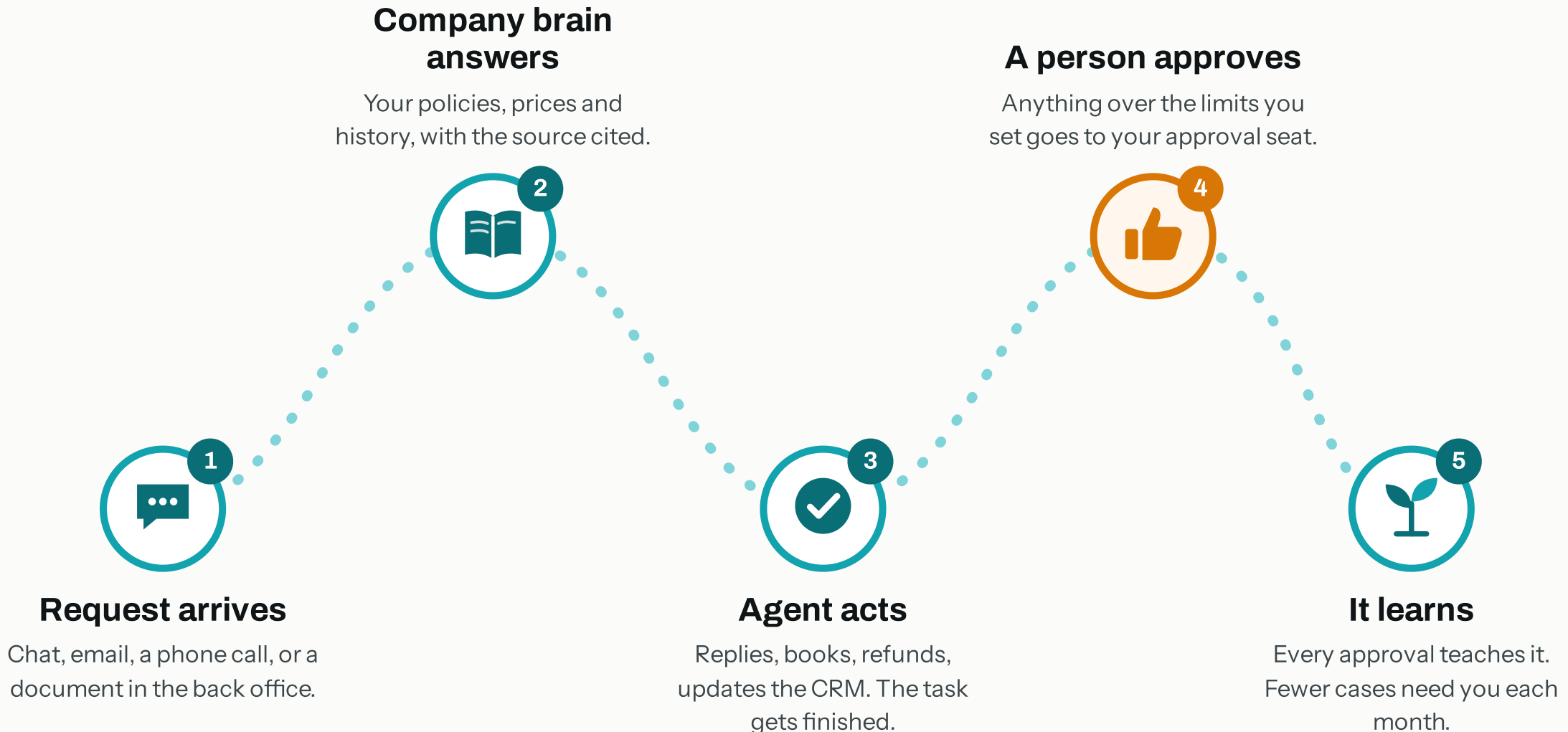
Above the \$500 limit you set.

Approve

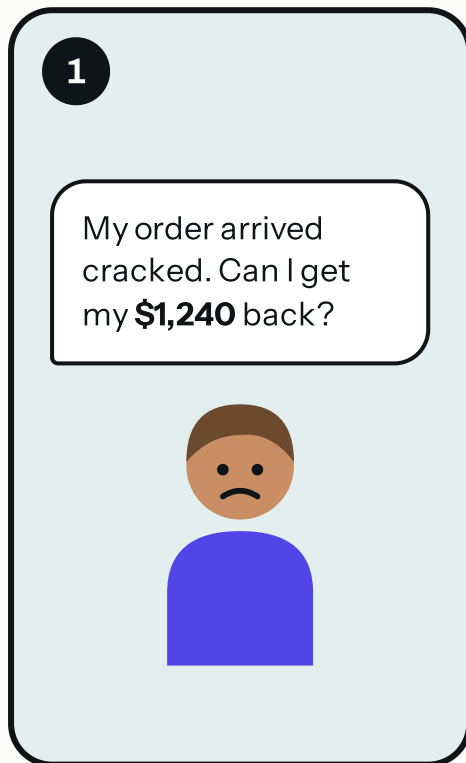
Edit



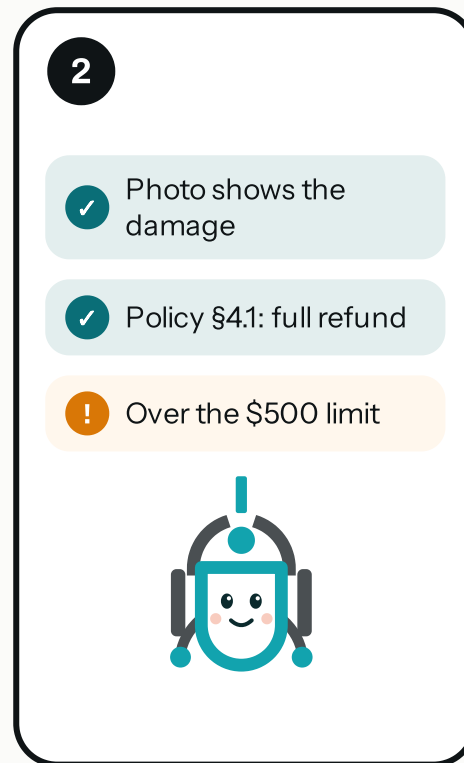
Here's how Droid works.



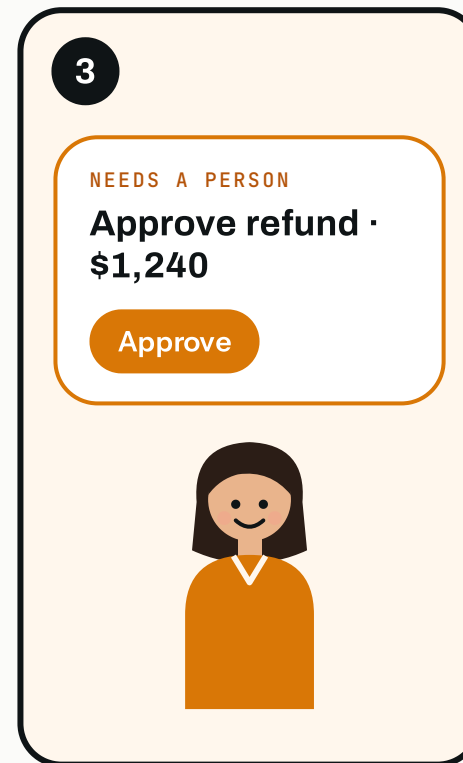
A day with Droid



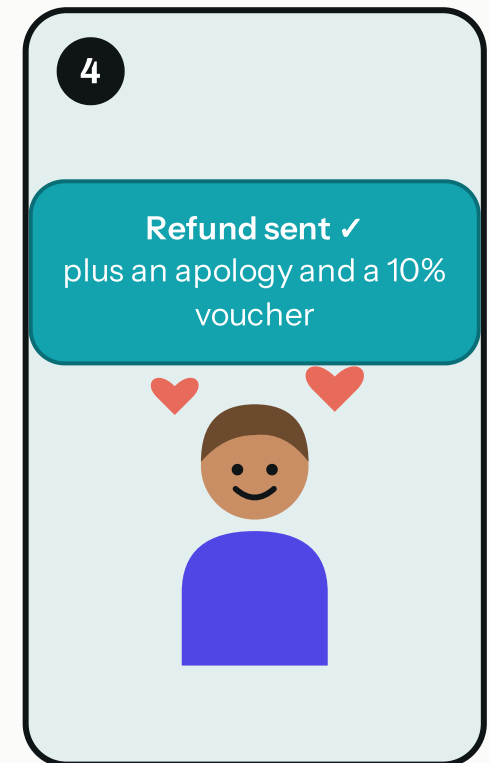
Daniel's parcel arrives broken. He asks for a refund.



Droid checks the photo and your return policy. A refund applies.



It's more than Sara's \$500 limit. So Droid asks her first.



Sara taps Approve. Daniel gets his money back. Done.

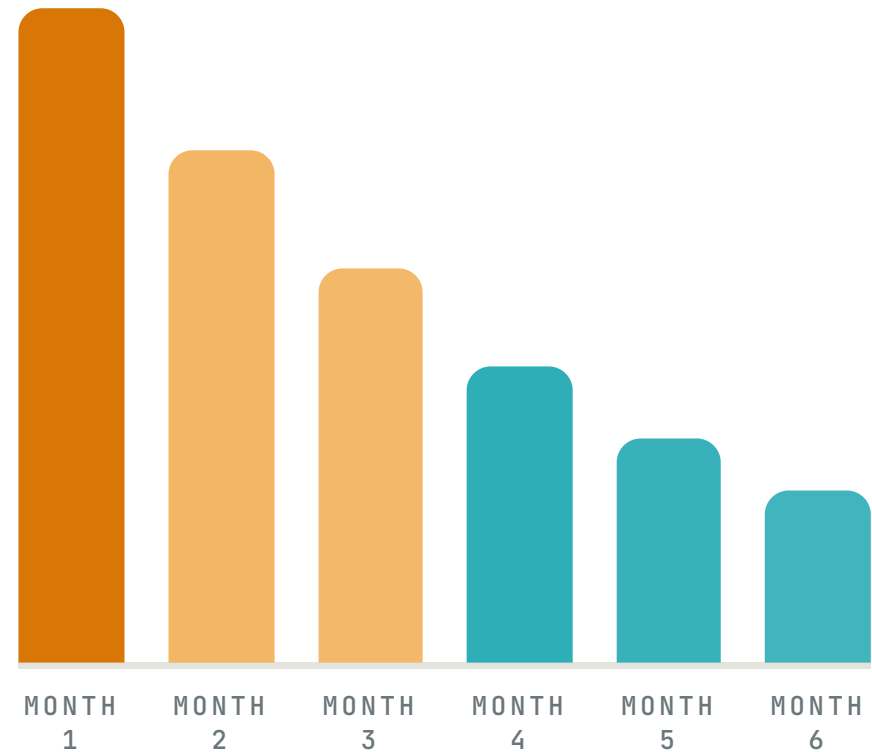
And every day, Droid learns.

Every approval teaches it.

Fewer cases need Sara each month.



CASES THAT NEED SARA



An illustration of the trend, not client data.

Droid has three superpowers.

Usually in this order.

1

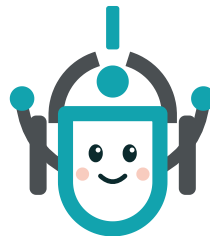


Company brain

Everything your business knows, answerable with sources.

Every answer cited, or it says “I don’t know” and asks a person

2



AI agents

Support, sales admin, onboarding, finance ops. Agents that finish the task.

Live in 2–4 weeks, on your data

3



Voice AI

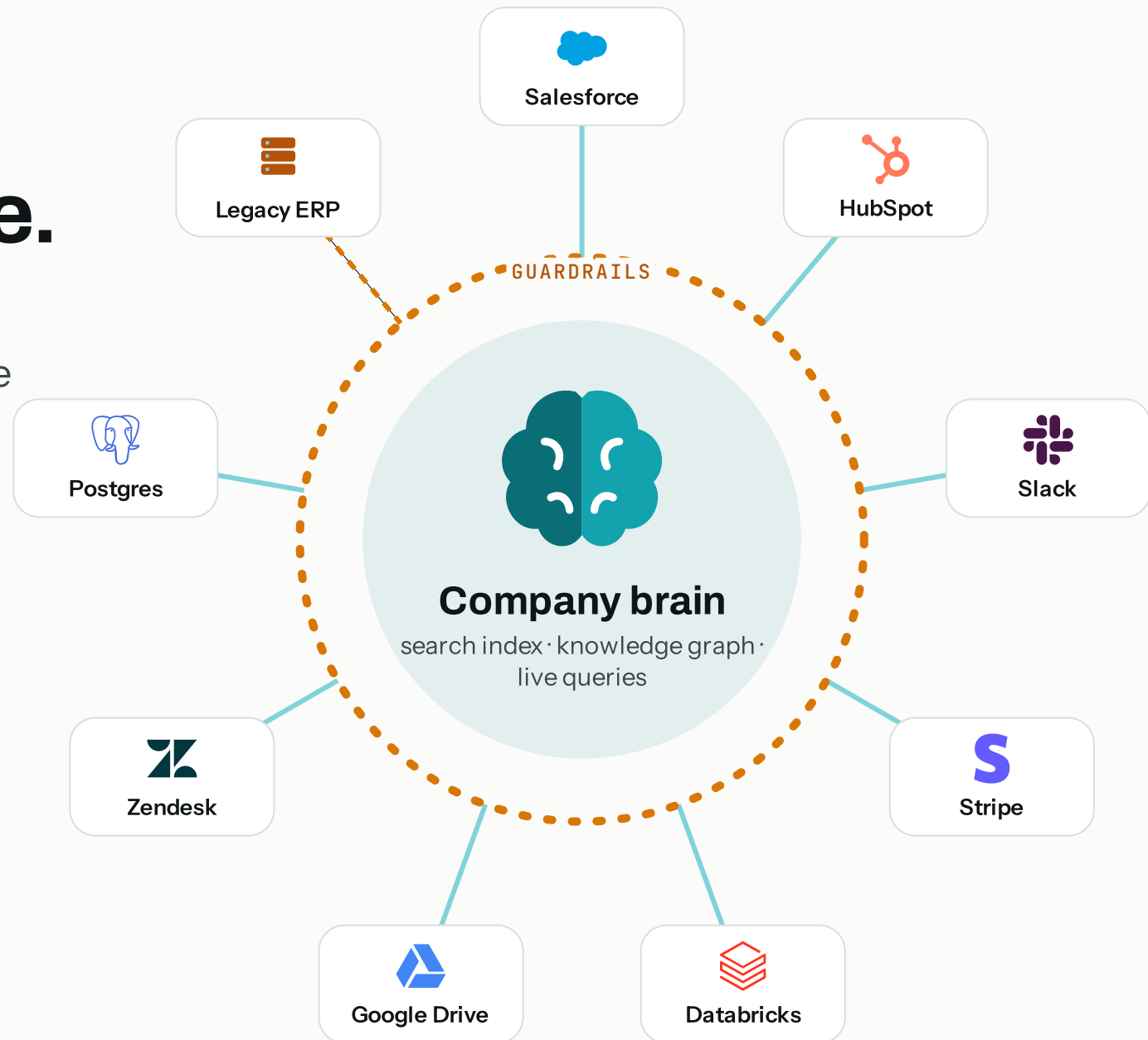
Inbound and outbound calls in the caller's language.

Every call answered • 24/7 • English, Arabic, Urdu and more

Droid learns from the tools you already use.

Nothing gets in or out without passing the guardrails. All inside your cloud.

- 🛡️ **Identity & permissions**
each user keeps their access
- 🛡️ **PII & secrets redaction**
before anything is stored
- 🛡️ **Policy & scope**
what agents may read or change
- 🛡️ **Audit log**
every read and write, with source

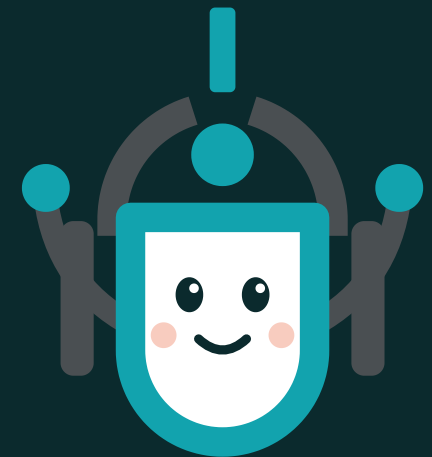


Ask a question. Get the answer, not a dashboard.

Which customers churned last quarter, and why?

DROID · ANSWERED FROM 12,480 SUBSCRIPTIONS

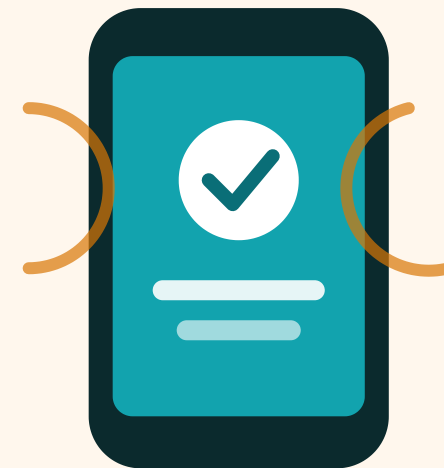
68 customers churned in Q2, and **87% were on Starter**. Price is the top reason (41), then a missing integration (18).



No analyst queue, no SQL. Read-only access · every query shown · your permissions apply.

The restaurant phone that never rings out.

Restaurants miss the most calls at the busiest hour. Our AI host answers every call, takes bookings and orders in the caller's language, and hands anything unusual to staff.



74%

of calls handled without
staff picking up

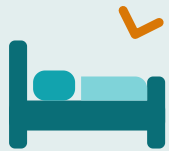
136

bookings by voice, per
venue, per month

11 hrs

of staff phone time
returned per month

Different businesses. The same busywork.



Hospitality & travel

Never miss a booking at your busiest hour.



E-commerce & retail

“Where’s my order?” answered in seconds, not hours.



SaaS & startups

Grow revenue without growing the support team.

Friends who stay for years.

“Droidor has helped us expand and grow rapidly over the past 10 years. They have always been on-point with planning and execution.”



Kent Kho

CEO, Planet Kuching · client since 2016

We've built and run production software since 2017: marketplaces, apps and platforms for hospitality, travel and commerce clients.



No upfront. Outcome-based pricing.

- 1 We pick one number you already report: tickets closed, calls answered, hours on admin.
- 2 We agree the baseline and the target.
- 3 Our fee is tied to moving it.
- 4 **If it doesn't move, you don't pay for it.**



Small steps, not a twelve-month project.



1

Scoping call

30 MIN, FREE

Where the hours go, and whether an agent is even the right answer.

2

Proof of value

2-4 WEEKS

One narrow workflow, live on your data, measured on the agreed number.

3

Production

HARDENED

Monitored, connected to your tools. Your people in the approval seat.

4

Run & improve

EVERY MONTH

We run it and report the number monthly. Then the next workflow.



WHY WE WORK THIS WAY

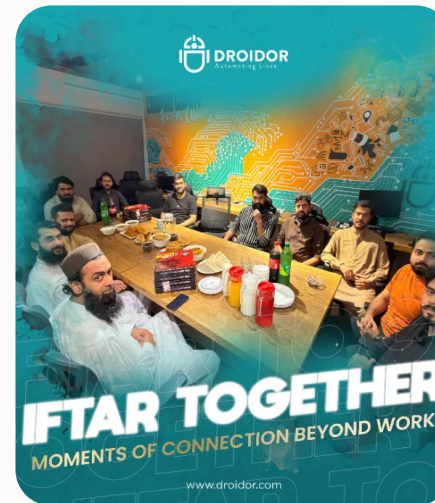
“Start with a narrow proof, not a twelve-month transformation. We own the accuracy of what we ship, and we'll tell you when a rules engine would beat an agent.”



Wasiq Ghaznavi

CEO, Droidor

wasiq@droidor.com



The questions that matter

Who owns the code and the data?

You do. Code, prompts, test sets and data live in your accounts. If we part ways, everything keeps running.

What if the agent gets it wrong?

Anything above the limits you set goes to a person first. Mistakes get caught in the approval seat, not by your customers.

Where does our data go?

Your cloud or on-premise, with self-hosted models where policy requires.

When do you say no?

When a rules engine, a form or a better process would beat an agent. We'd rather lose the project than sell you the wrong one.

We're a 10-person startup. Is this for us?

Yes. Most of our clients are between 5 and 200 people. Smaller teams usually see the payoff fastest.

The terms behind the plain language

Human-in-the-loop (HITL) AI

Agents act within confidence and policy bounds; exceptions route to a human approval queue, and approvals become evaluation data.

Retrieval-augmented generation (RAG)

Answers grounded in passages retrieved from your documents at query time, with hybrid search, reranking and citations.

Knowledge graph

Accounts, plans, policies and dates modelled as relationships, so multi-hop questions and exceptions are answered by traversal.

Voice AI agent

Speech recognition, retrieval, tool calls and synthesis inside a sub-800ms budget, with barge-in and warm transfer.

THE END... OR THE BEGINNING

The next chapter is yours.

Tell us where the hours go. In 30 minutes we'll tell you honestly whether an agent is the right answer.

Book a 30-min scoping call →

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