

Deployed, not demoed.

Enterprise AI fails in the last hundred metres. **Onega Forward owns them.** Our engineers measure your workflow, build inside your environment, evaluate against the baseline you agreed and hand over a runbook.

- 01 DISCOVERY SPRINT · 2 WEEKS
- 02 DEPLOYMENT PILOT · 6-8 WEEKS
- 03 FORWARD RESIDENCY · QUARTERLY
- 04 OPERATE AND IMPROVE · MONTHLY

Sovereign. Governed. Deployed.

AI INSIDE YOUR WALLS.

Enterprise AI fails in the last hundred metres. Onega Forward owns them.

The connector nobody owned. The exception nobody mapped. The approval step nobody designed. The operator nobody trained. Onega Forward exists to own those hundred metres: our engineers work inside your team until the workflow runs, measured against a baseline you agreed.

Prompts leave the building. Nobody can say which model answered, what it cost or who approved the action. The pilot stalls at the data-protection review, and the consultancy that promised transformation has moved on. That is the pattern we were built to break.

Forward is not a professional-services afterthought. It is how Onega ships, how we learn which workflows repeat, and the reason the products get better every quarter. Every engagement must return a connector, an evaluation set, a workflow pattern or a security answer to the product.

You buy one workflow, one team, one integration. The stack is the reason to stay, not the reason to start.

WHAT FORWARD-DEPLOYED MEANS IN PRACTICE

- **We measure first.** Volumes, handling time, rework, exceptions, the cost of an error: the baseline is written down before anything is built.
- **We build in your environment.** Your hardware or your tenant. OneAI keeps inference local unless a provider route is configured; OneMail installs per organisation.
- **We evaluate on a holdout sample** and record the failure categories, then run supervised with real operators reviewing every proposal.
- **We hand over.** Configuration, runbook, evaluation results, known limitations, training and a stop option. The record of every AI decision is yours.

02 — THREE COMMITMENTS

01

Baseline before build.

Nothing is deployed until we have measured the current workflow and agreed what better means. The Discovery Sprint produces the number; the pilot is accepted against it.

02

Human approval where consequences are.

Every engagement defines what runs unattended and what needs a person. The default: AI proposes, people decide. Automation earns its level per action, with a downgrade path.

03

Hand over, don't hold hostage.

Configuration, runbook, evaluation results, known limitations, training and a stop option. If you stop, you keep the record and the configuration.

03 — WHAT FORWARD DEPLOYS · STATUS STATED PER PRODUCT

LAYER	PRODUCT	TYPICAL FIRST WORKFLOW	STATUS
RUN	OneAI	A governed gateway for developers and internal tools; private inference where documents must not leave.	v0.2.8 · validated on Windows 11 (x64)
WORK	OneDesk	A native desktop rollout for a team that needs mail, cases and trusted AI in one local workspace.	engineering preview 0.0.81 · pilot only
RESOLVE	OneMail	One shared mailbox turned into a control tower with Dynamics 365 CE/FSM as the record.	v0.0.62 · not yet production-qualified

START WITH A DISCOVERY SPRINT → SALES@ONEGA.DEV

04 — FOUR FORMATS · NO FORMAT IS OPEN-ENDED

FORMAT	DURATION	TEAM	YOU GET
Discovery Sprint	2 weeks	One forward-deployed engineer and an engagement lead	Workflow map, measured baseline, data-flow map, risk register with AI Act classification, acceptance criteria, fixed-price pilot proposal. You may stop here.
Deployment Pilot	6–8 weeks	One or two forward-deployed engineers	One workflow, one team, one integration, evaluated on a holdout sample, supervised operation, handover pack with runbook and a stop option.
Forward Residency	Quarterly, renewable	One engineer embedded two to three days a week	New workflows and integrations each quarter, integration ownership, operator enablement, an evaluation refresh, a quarterly value review.
Operate and Improve	Monthly	Shared	Monitoring of deployed workflows, a monthly evaluation sample, policy and model changes under change control, a named support channel with agreed hours.

Every format is quoted as a fixed scope after discovery. Software licences, compute, third-party model charges and major scope changes are priced separately. No 24/7 promise until staffed.

05 — THE ENGAGEMENT PATH

Discover, pilot, reside. Each step ends with a decision you can take either way.

Discover · 2 weeks

Discovery Sprint

- Workflow map
- Measured baseline
- Data flows and subprocessors
- Risk register and AI Act classification
- Acceptance criteria
- Fixed-price pilot proposal

Pilot · 6–8 weeks

Deployment Pilot

- Design and human checkpoints
- Build in the agreed environment
- — Evaluate on a holdout sample
- Supervised operation
- Acceptance against the criteria
- Handover and stop decision

Reside · Operate · ongoing

Residency and Operate

- New workflows
- Integration ownership
- — Evaluation refresh
- Policy and model changes under change control
- Quarterly value review
- Renewal or exit

06 — QUALIFICATION · WE ACCEPT WHEN ALL FIVE HOLD

01 A repeated problem Volume that recurs weekly, not a one-off project.	02 A buyer with budget A sponsor who owns the decision and the money.	03 A usable baseline Enough history to measure before and after.	04 Lawful data access A documented basis for the data the workflow touches.	05 An operator who will participate Someone who reviews proposals and says what better means.
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07 — A DEPLOYMENT PILOT, WEEK BY WEEK · EIGHT WEEKS AFTER DISCOVERY

One workflow, one team, one integration. Supervised before it is trusted.

WEEK 1	WEEK 2	WEEK 3	WEEK 4	WEEK 5	WEEK 6	WEEK 7	WEEK 8
Week 1		Weeks 2-4		Weeks 5-7			Week 8
Design sign-off Environment provisioned, customer-hosted. OneAI, OneMail or OneDesk configured. Integration to the one principal system agreed.		Build and evaluate Build against the design. Evaluation set assembled from approved examples. Holdout test run; failure categories recorded and reviewed with the workflow owner. Sandboxes and approved samples first.		Supervised operation Real operators, every AI proposal reviewed. Handling effort and exceptions measured against the baseline. The rollback path is maintained throughout; stop conditions agreed in advance apply.			Acceptance and handover Acceptance against the criteria. Handover pack: configuration, runbook, known limitations, evaluation results, training. Recommendation to roll out, extend or stop.

08 — THE TWO WEEKS BEFORE · WHAT THE DISCOVERY SPRINT DOES

- Interviews with the workflow owner, two operators, the IT owner and the data-protection contact.
- Observation of a representative sample of the work: volumes, handling time, rework, exceptions, systems touched.
- Baseline report: monthly eligible volume, median and 90th-percentile handling time, routing quality, exception rate, cost of an error.
- Data-flow sketch: sources, destinations, retention, access roles, model destinations, subprocessors.
- Risk register with the EU AI Act use-case classification and the human-oversight design.
- Acceptance criteria and a fixed-price pilot proposal. The customer may stop here.

09 — ROLES · WHO DOES WHAT

ONEGA	CUSTOMER
Engagement lead Scope, commercial terms, acceptance, the weekly review.	Sponsor Owns the decision and the budget.
Forward Deployed Engineer Design, build, evaluation, enablement, handover.	Workflow owner Defines what better means, supplies examples, approves checkpoints.
Solutions architect · shared Reference architecture, security answers, data-flow review.	IT owner Environment, access, integration credentials.
Product engineering · shared Connectors and fixes fed back into the products.	Data-protection or security contact DPA, subprocessor review, incident path.

10 — GOVERNANCE INSIDE AN ENGAGEMENT

Nothing runs on trust alone.

- **Weekly 30-minute review** with the sponsor: progress against plan, days consumed versus estimate, blocked access, risks.
- **A shared RAID log** of risks, assumptions, issues and decisions.
- **Stop conditions agreed in advance**, for example a harmful-error threshold on the holdout sample, and an incident path with named contacts on both sides.
- **No production access before written authorisation.** Sandboxes and synthetic or approved samples first.
- **Every AI decision during the pilot is recorded** with its evidence. The customer keeps the record.

11 — DATA HANDLING AND COMPLIANCE POSTURE

Documented per deployment, not promised.

- **Deployments run in your environment:** your hardware or your tenant. OneAI keeps inference local unless a provider route is configured; OneMail installs per organisation.
- **A data-flow map before any data is processed:** sources, destinations, retention, access roles, model destinations, subprocessors.
- **A data-processing agreement and a subprocessor list** for the actual flow before any personal data is processed. Onega is processor where it operates a workflow, vendor where it licenses software.
- **EU AI Act classification in discovery.** Minimal- and limited-risk workflows with human oversight designed in are accepted. High-risk categories are declined.
- **Logging, retention and deletion** are defined per engagement and written into the runbook.

12 — REGULATORY ALIGNMENT • DESIGN INTENT, NOT CERTIFICATION

GDPR

Local processing, redaction, deletion support, a DPA and subprocessor list per deployment. We do not describe compliance as a product property.

EU AI Act

Use-case classification in discovery; human oversight designed in; decision logging; an AI bill of materials; high-risk categories declined.

NIS2 and DORA

Documented incident handling and update process; fewer third-party dependencies through self-hosting; a kill switch and an audit trail for regulated customers.

Roadmap

ISO/IEC 27001 and ISO/IEC 42001 programmes after the first customers; a SOC 2 decision after that. No certification is claimed today.

13 — WHEN WE SAY NO

Four requests we decline, and what we offer instead.

- Open-ended "transform the company with AI" requests.
- Workflows in high-risk AI Act categories: employment screening, credit and insurance eligibility, biometric identification and the like, until Onega holds the expertise, contracts and controls those categories require.
- Pilots without an accountable customer owner.
- Any pilot that would require production access before documented authorisation.
- **Instead:** a Discovery Sprint with a stop option. Two weeks, a measured baseline, and a decision you can take either way.

AI proposes. People decide. The record is yours.

14 — WHAT EVERY ENGAGEMENT RETURNS TO THE PRODUCT

Forward is the research arm of the product company.

Each engagement must produce at least one of the four. The engagement lead reports reuse on closure, and time-to-deploy is tracked by cohort so the tenth deployment costs less than the first.

01

A reusable connector or deployment recipe

The integration that was built once becomes a product capability.

02

An evaluation set

Approved examples the product team can regress against on every release.

03

A documented workflow pattern

With its acceptance criteria and its human-oversight design.

04

A security or compliance answer

That goes into the standard pack for the next customer's review.

15 — ACCEPTANCE CRITERIA · THE PILOT IS DONE WHEN

- ☐ The baseline was measured and agreed in writing before the build.
- ☐ Acceptance criteria and stop conditions were written in the Discovery Sprint.
- ☐ The holdout evaluation met the agreed threshold; failure categories are documented.
- ☐ The human-approval design states what runs unattended and what needs a person.
- ☐ Supervised operation ran with real operators and every proposal reviewed.
- ☐ A DPA and subprocessor list were in place before personal data was processed.
- ☐ The handover pack was delivered: configuration, runbook, known limitations, evaluation results, training.
- ☐ The record of every AI decision, with its evidence, is in the customer's hands.
- ☐ A written recommendation to roll out, extend or stop, and a stop option that works.

16 — WHAT A FORWARD PROPOSAL CONTAINS

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| 01 Decision requested: sponsor, workflow owner, technical owner, dates | 06 Data handling: destinations, retention, access, subprocessors, DPA |
| 02 Current process and baseline | 07 Commercial structure: fee, milestones, exclusions, licence, support, change control |
| 03 In scope and out of scope | 08 Ownership and next decision: background IP, customer-specific work, case-study permission |
| 04 Delivery and acceptance: phases, criteria, human approvals, stop conditions | |
| 05 Dependencies and responsibilities | |

Case studies are published only with written permission. Until then no customer is named, and no result is claimed that was not measured against its baseline.

START WITH A DISCOVERY SPRINT

Two weeks, one workflow, a measured baseline and a fixed-price pilot proposal. You may stop there.

sales@onega.dev · subject "Onega Forward discovery sprint"
partners@onega.dev · implementation partners who want to deliver the Forward methodology

[START WITH A DISCOVERY SPRINT →](#)