

MaxiAI Augmented Intelligence

Business Transformation

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Introducing MaxiAi

Enhancing Human Capabilities with AI
Augmented Intelligence refers to the collaborative partnership between human intelligence and artificial intelligence (AI), where AI technologies are designed to assist and enhance human decision-making and cognitive abilities, rather than replace them. This approach leverages machine learning and data analytics to provide humans with actionable insights, thereby improving the efficiency and effectiveness of various tasks.



Human Centered Collaboration

Augmented Intelligence places humans at the center—AI agents support rather than replace people. They enable faster, more accurate decision-making by surfacing relevant data, suggesting actions, and learning from ongoing interactions.



Domain-Specific Agents

Augmented Intelligence delivers specialized AI agents tailored to unique industry challenges—be it customer service, finance, HR, government, or cybersecurity. These agents offer real-time insights and automation, deeply embedded into workflows.



Workflow Automation and Integration

AI agents help automate repetitive and time-consuming tasks, allowing humans to focus on strategic thinking and creativity. Integration with internal systems (CRM, ERP, databases) ensures smooth handovers between AI and human tasks.

Strategic Reason behind Augmented Intelligence

At its core, the strategic vision of Augmented Intelligence is to unlock human potential in an increasingly complex digital world. Instead of pushing for full automation or replacing human jobs, the platform is designed to:



01 Bridge Human Intuition with Machine Precision

AI is powerful, but it's often disconnected from real-world nuance. By augmenting—not replacing—human roles, the platform leverages AI's analytical speed and memory while preserving human judgment, ethics, and emotional intelligence.

02 Enable Scalable, Context-Aware Decision-Making

In large teams, decisions often get bottlenecked due to overload or siloed data. The tool allows custom AI agents to surface insights from distributed knowledge, enabling faster and smarter decisions across the board.

03 Accelerate Digital Transformation Without Heavy Coding

Many organizations lag in digital maturity due to technical debt or lack of dev capacity. Augmented Intelligence makes it easy to deploy powerful AI agents without the need for deep programming or AI expertise.

04 Future-Proof Workforce Enablement

By empowering humans through AI, the platform supports upskilling, not deskilling. It enhances knowledge work, trains staff in AI-augmented workflows, and promotes a mindset of continuous learning and adaptability.

Key value drivers and Use Cases

| Value Driver | Description | Real-World Outcome |
|---|--|---|
|  Faster Access to Knowledge | AI agents quickly surface relevant, contextual information from internal and external sources. | Reduced search time, better customer service, informed decision-making. |
|  Improved Operational Efficiency | Repetitive and routine tasks are handled by AI, freeing humans for higher-order thinking. | Increased productivity and cost savings. |
|  Cognitive Augmentation | Humans receive decision support, nudges, and recommendations from AI agents. | More confident, accurate, and data-informed choices. |
|  Custom AI Agents | Industry-specific agents can be deployed in minutes and refined over time. | Immediate relevance, low setup overhead, high adaptability. |
|  Scalable Intelligence | AI agents grow with the organization, integrating across systems and workflows. | Long-term value creation and enterprise-wide enablement. |
|  Secure & Compliant | Knowledge search and interactions happen within secure, role-based environments. | Trust and compliance assurance. |

User friendly platform and Customer Experience

Labour Law Assistant

Welcome to MaxiAI Labour Law Assistant – your trusted advisor in navigating employment laws and workplace regulations. Whether you need guidance on compliance, contracts, or employee rights, MaxiAI is here to provide clear and reliable support. How can I assist you today?

Explain the process of lodging a CCMA case

The process of lodging a case with the CCMA involves several steps:

- 1. Referral Submission:** The applicant refers the dispute directly to the CCMA using the LRA Form 7.11 without needing to provide proof of service on the employer. If the applicant visits the CCMA in person, they should not send the form to the employer. If they have already sent it by fax or registered post, the CCMA will ignore this service (Section 28.3.1).
- 2. Statement of Case:** The CCMA's Case Management Officer (CMO) will ask the applicant to provide a written "statement of case" detailing the facts of what happened, why they believe the employer's conduct was unfair, and the outcome they desire (Section 28.3.2).
- 3. Case Creation:** The CCMA creates a case file (excluding the employer's cell numbers for notifications, as sending SMS notifications is considered inappropriate) and, if the office is not in Tshwane, transfers the case to the CCMA Tshwane for

Ask me any question...

Powered by MaxiAI

AI Assistant Use Case:

The assistant responds to the query: "Explain the process of lodging a CCMA case."

It then provides a step-by-step explanation using the correct legal references from the Labour Relations Act (LRA), including:

1. Referral Submission
2. How to refer a dispute using LRA Form 7.11, with rules on service and methods of delivery.
3. Statement of Case
4. The applicant must submit a written explanation of what happened and why they believe the employer was unfair.
5. Case Creation
6. How the CCMA processes the information, creates a file, and potentially transfers it to the relevant regional office.

Why This Is a Strong Augmented Intelligence Use Case

This interface reflects the value of Augmented Intelligence by combining:

- Domain knowledge (Labour Law)
- Instant accessibility (chat-based, 24/7)
- Personalized guidance without needing a legal expert upfront

User friendly platform and Customer Experience

Advanced Chat

Advanced AI Chat With Sources

Chat

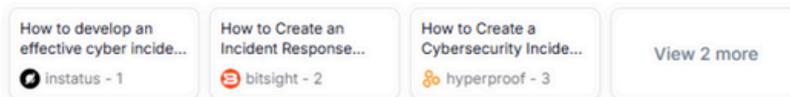
How can I develop an effective cyber security incident response plan that includes communication strategies?

Q how to develop an effective cyber security incident response plan communication strategies

Images



Sources



Answer

Developing an effective cybersecurity incident response plan (CIRP) is crucial for organizations to manage and mitigate the impact of cyber incidents. Here's a comprehensive guide that includes key components and communication strategies:

Key Steps to Develop an Effective Cybersecurity Incident Response Plan

1. Preparation:

- **Establish an Incident Response Team (IRT):** Form a dedicated team responsible for managing incidents. This team should include members

The AI assistant provides a structured and well-referenced response to a cybersecurity-related question by pulling from multiple web sources and offering visual aids. The aim is to guide users through:

What the User Receives

Answer Summary: The response emphasizes the importance of a Cybersecurity Incident Response Plan (CIRP) for managing and mitigating cyber incidents. It provides a step-by-step framework that includes both technical response and communication strategies.

Key Steps Outlined in the Plan:

1. Preparation

- Establish an Incident Response Team (IRT) responsible for handling incidents.
- This team includes IT, legal, PR, and executive roles.
-

This preparation phase ensures a proactive approach rather than a reactive scramble when an incident hits.

Included Elements in the Interface:

- **Images:** Diagrams and visuals that help illustrate the CIRP process.
- **Sources:** Verified articles from platforms like Bitsight, Instatus, and Hyperproof.
- **Expandable Content:** The answer begins with a concise overview and expands into detailed components.

User friendly platform and Customer Experience

AI Assistants
Ready-to-use expert AI Assistants

Labour Law Assistant
Your trusted AI assistant for navigating South African employment law with accuracy and ease. Equipped with a comprehensive knowledge base of South Africa's regulations, acts, and labor laws.

Cybersecurity Expert
Your trusted Cybersecurity AI assistant for navigating the complex world of cybersecurity. With a comprehensive understanding of global security standards, regulations, best practices and threat intelligence.

Construction Expert
Your trusted AI Construction Expert, guiding you through the intricate world of construction and project management. With an extensive knowledge of construction techniques, building codes, regulations, and sustainable practices.

Marketing Expert
Your trusted AI Marketing Expert, navigating the dynamic landscape of marketing with precision and insight. With deep expertise in market trends, customer behavior, branding strategies, and digital platforms.

| Assistant | Function |
|----------------------|--|
| Labour Law Assistant | Offers accurate guidance on South African labor laws, regulations, and acts—ideal for HR teams, employees, and employers. |
| Cybersecurity Expert | Helps users navigate cybersecurity threats, compliance requirements, and global security standards. Great for IT and risk teams. |
| Construction Expert | Advises on construction management, building codes, and sustainable practices—useful for engineers, contractors, and project managers. |
| Marketing Expert | Assists with branding, digital strategy, and market insights—ideal for marketing professionals and entrepreneurs. |

The section titled "AI Assistants" introduces various domain-specific digital experts designed to provide tailored, intelligent support across industries and functional areas. Each assistant is packaged with a "Use Assistant" button, suggesting instant access to their capabilities.

Strategic Purpose of This Feature
This screen reflects the Augmented Intelligence philosophy:

👉 "Bring expert-level support to every user—without needing expert-level training."

It does this by:

- Giving users access to immediate, contextual expertise
- Reducing decision-making time with specialized AI agents
- Supporting multiple industries with tailored, actionable insights
- Enabling scalable digital transformation through plug-and-play assistants

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