



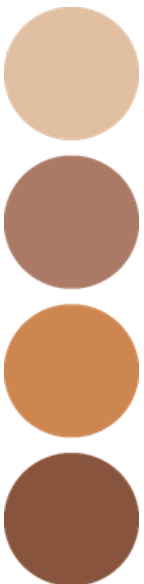
AgnoShin

SECURE, OPTIMIZE, AND ENHANCE HUMAN INTELLIGENCE



MAY - 2026

AGNO-DIGEST



Highlights from Kenya x GITEK 2026

At AI Everything Kenya x GITEK Kenya 2026, one message stood out clearly: artificial intelligence is rapidly transitioning from a future aspiration to a business imperative across industries. Held in Nairobi, the event brought together innovators, enterprises, policymakers, and technology leaders to explore the evolving role of AI in shaping Africa's digital future.

Throughout the event, discussion highlighted the accelerating adoption of AI-driven technologies, increased collaboration between public and private sectors, and the growing importance of building responsible, accessible, and trustworthy AI ecosystems. Conversations spanned enterprise transformation, intelligent automation, startup innovation, and policy frameworks, reflecting the pace at which Africa's digital landscape continues to evolve.



Having built strong relationships over the past eight years, the team was grateful to engage in meaningful conversations and strengthen collaborations that continue to drive innovation and growth. As organizations increasingly seek AI-powered customer experience, contact center, and communication solutions, AgnoShin witnessed a growing demand for smarter, more connected customer engagement strategies.

As Africa's AI ecosystem continues to expand, AgnoShin remains excited to contribute to this transformation and grow alongside a region that is embracing innovation at an unprecedented pace.



New Clients Onboarded!

GenAgno welcomes a new client,
i2 Global, to the Click2Go Journey.



We are pleased to announce the successful onboarding of **i2 Global Schools** for our product **Click2Go** in the month **May 2026**. Thank you to everyone involved in making this possible. We look forward to achieving even greater successes together in the future.



i2global.in

www.genagno.ai

Client Testimonial

AgnoCon Client Testimonial – Tamil Nadu Registrar of
Cooperative Societies (RCS)



Successful Implementation

Contact Center Solution Successfully
Implemented for



**TAMIL NADU REGISTRAR OF
COOPERATIVE SOCIETIES (RCS)**

CX Industry Insight



The Hidden Cost of Slow Customer Response: What Indian Businesses Are Losing Every Hour They Delay

Every hour a customer waits for businesses to respond a competitor is getting ahead. Research says that when businesses respond to a customer within 5 minutes they are 9 times more likely to make a sale to that customer. Most businesses take 5 hours or more to respond and sometimes they do not respond at all. In a market where customers are looking at vendors on their phones at the same time waiting is not just annoying it means Indian businesses are losing sales.



The Rupee Cost of Waiting

Let us look at a real estate company that gets 200 queries every month with each sale worth ₹50 lakhs on average. If 10 percent of those customers go to a competitor who responds faster that means the real estate company is losing ₹1 crore every month. The same thing happens to travel agencies, insurance brokers, education technology platforms and retail brands. When Indian businesses respond slowly they do not just lose sales they also damage their brand. People in India between 25 and 40 years old expect to be acknowledged within minutes.



When they do not get a response they do not wait they move on. Sometimes they write about their bad experience.

Where the Gap Comes From

The problem is not that businesses do not want to respond it is that they do not have the system in place. Most Indian businesses are dealing with queries from different channels like WhatsApp, email, website forms and missed calls but they do not have a unified system to prioritize or automate their first response. This results in inconsistent follow-up which costs businesses money without them even realizing it.

How GenAgno Closes the Gap

GenAgno's AgnoCon captures queries from every channel. Sends a personalized response within seconds. When paired with Enhance CRM it tracks every interaction scores the customer's interest and sends leads to the right sales representative before they lose interest, in the business. Responding quickly is no longer something that sets businesses apart it is the minimum they need to do. Businesses that automate their response now are the ones that will build a strong sales pipeline that their competitors will not expect.

Sources: Harvard Business Review — The Short Life of Online Sales Leads; InsideSales.com Lead Response Management Study



Our CSR Engagement

A Lunch That Fed More Than the Soul

Our team from AgnoShin recently visited Adisil, a Sri Lankan restaurant as part of our work with Meiporul Chennai Foundation Trust. Adisil has a story behind it just like its food. The restaurant was founded by Mr. M. Mahadevan, who also started Hot Breads, Copper Chimney South India and Oriental Cuisines. What makes Adisil special is that all the staff members are Sri Lankan refugees. They do not just get a job they also get respect, a life and a new beginning.

The food at Adisil was really good. But what made the experience even better was the atmosphere in the restaurant. The visit also carried a special significance for us. We had the honour of presenting our first Tamil Braille book a biography featuring 26 visually challenged achievers a milestone that felt especially meaningful surrounded by people who know firsthand what resilience looks like. We had some conversations and heard some amazing stories. It was clear that when companies show they care it makes a difference. This difference is not about money it is about the positive impact it has on peoples lives. It was a lunch that we will always remember and it was more, than a meal.







Meiporul Recognised Among Top 5 Most Impactful NGOs of 2026

We are honoured to have been recognised as one of the Top 5 Most Impactful NGOs of the Year – 2026 at the Global CSR & ESG Awards.

This belongs to every volunteer, partner, and well-wisher who has been part of our journey. Your support turns purpose into action and action into lasting change. We carry this recognition forward with humility and renewed commitment to empowering abilities and transforming lives.

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GLOBAL CSR & ESG AWARDS
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MEIPORUL CHENNAI FOUNDATION TRUST
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of the Year – 2026
This Certificate is Awarded by
brand honchos

“ Reflecting our commitment to
empowering lives and creating
meaningful impact. “

www.meiporultrust.org





Empowering Education. Inspiring Futures.

Every child deserves the opportunity to learn, grow, and dream and at Meiporul, that belief drives everything we do. From April to June 2026, as part of our Educational Assistance Initiative, Meiporul supported 22 students from Government-Aided Schools with educational aid worth ₹6.7 lakhs covering school fees, school bags, notebooks, lunch bags, and other essential learning materials.

Everything a child needs to walk into a classroom with confidence. Because when a child has what they need to learn, communities grow stronger, one student at a time.

Educational Assistance Initiative

Meiporul proudly provided educational support worth ₹6.7 Lakhs to 22 students from Government-Aided Schools.

- ✦ Paying School Fees
- ✦ Distributing School Bags
- ✦ Supplying Notebooks
- ✦ Providing Lunch Bags

Empowering education | Inspiring futures.

www.meiporultrust.org



Team REVIEWS



Gutti Amrutha

Asso. Software Engineer

I joined this company as a fresher and have gained immense knowledge through hands-on experience in real projects. The supportive team, positive work culture, and opportunities to learn from people with diverse backgrounds have helped me grow both professionally and personally. I am grateful for the experience and truly happy to be a part of this amazing family.



Silesh Dharun

Asso. Software Engineer

My experience at AgnoShin has been highly enriching, giving me the opportunity to work on real-time projects in a professional environment. The organization fosters a positive and collaborative atmosphere that supports continuous learning, teamwork, and personal development. The mentorship provided by senior colleagues played a key role in enhancing both my technical abilities and communication skills. The company encourages responsibility and flexibility, making it an excellent place for beginners and early-career professionals to gain confidence and industry exposure.

WELCOME

TO THE TEAM!

We're thrilled to have you as part of our growing family. Your skills, ideas, and passion will make a real impact, and we can't wait to achieve great things together.

Let's innovate, collaborate, and make a difference!



Mr. Krishnamoorthy
MANAGER - ADMIN
(CHENNAI)



Mr. Samuel Wanjohi
Kariuki
BUSINESS DEVELOPMENT
EXECUTIVE

Employee Engagement



Celebrating New Beginnings

The AgnoShin family came together to celebrate a special milestone in the life of Mrs. Porkodi from our Implementation Team, who recently tied the knot. Our colleagues had the pleasure of visiting her, extending their heartfelt wishes, and presenting a small token of love and appreciation on behalf of the entire team.

We wish Porkodi and her family a lifetime filled with happiness, love, good health, and countless beautiful memories. Congratulations and best wishes on this wonderful new chapter!





Agno Health Corner

Your Monthly Health Boost!



Topic: Silence Is a Medical Need. Not a Luxury.

When was the last time you sat in complete silence?

1. Most of us live in a constant wall of sound. Traffic, Notifications, Background music, Office chatter. And we've normalised it so completely that silence now feels uncomfortable.
2. But here's what's happening inside your body without you knowing.
3. Chronic noise exposure — even at low levels — keeps your cortisol elevated all day. Your brain never fully switches off. Your nervous system stays on alert. And over time, this silent overstimulation leads to fatigue, irritability, poor sleep, and reduced concentration.

Quick Fact:

Just 2 minutes of silence has been shown to be more relaxing to the brain than listening to "relaxing music."

Challenge of the Month:

Take 5 minutes of intentional silence every day this week. Notice what happens by day 4.

BIRTHDAYS



Mr. Parthiban



Ms. Jayashree

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