



# Truxt.ai

DevOpsGPT

**Patent Application  
# 63/552,891**

10.06.2024

# Executive Summary

## What:

**DevOpsGPT: Truxt Transforms B2B DevOps Technical Support with Generative AI.**



## How:

Provide **Reliable & Interactive responses** through Generative AI SaaS Platform:

- Multimodal **Knowledge Hub** for Enterprises
- Pre-Trained DevOps GenAI Engine
- Providing the best **Accuracy, Cost** and **Security**

## Target Market:

**\$11.5 Billion** growing at a significant **CAGR of 21.8%**, **\$20.8 Billion (2029)**

### **Truxt Vision:**

**Make Customer Support Operation Centers fully Autonomous.**

Target \$404 Billion gains in a \$1.06 Trillion Customer Support Market.

# Problem



**We love Open Source  
Software  
They're amazing!!!**

# Problem

**Open-Source  
e  
Support???**

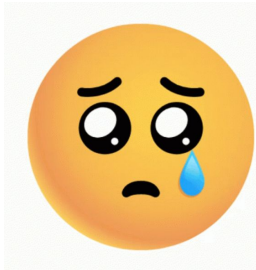


# How is it solved Today?



## Buy Support from:

- Specific Open Source 3rd party vendor OR
- IT services provider



## Problem? : It's Expensive

- Enterprise Multi-Tech stack needs multi-vendor support OR
- Build Inhouse support center

**Average mid-size organization 3<sup>rd</sup> party support expense on DevOps OSS technologies > \$400,000/year**

# Market Opportunity

## DevOps Support Cost

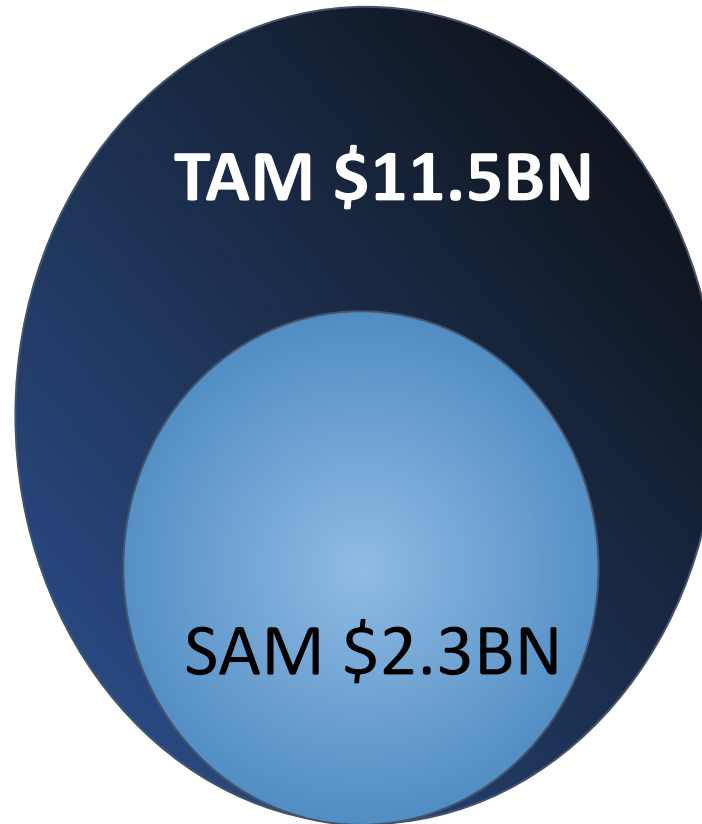
- 2024 \$11.5 Billion
- 2029: \$32.8 Billion
- CAGR: 20.32%

## Customer Support Operation market Size\*

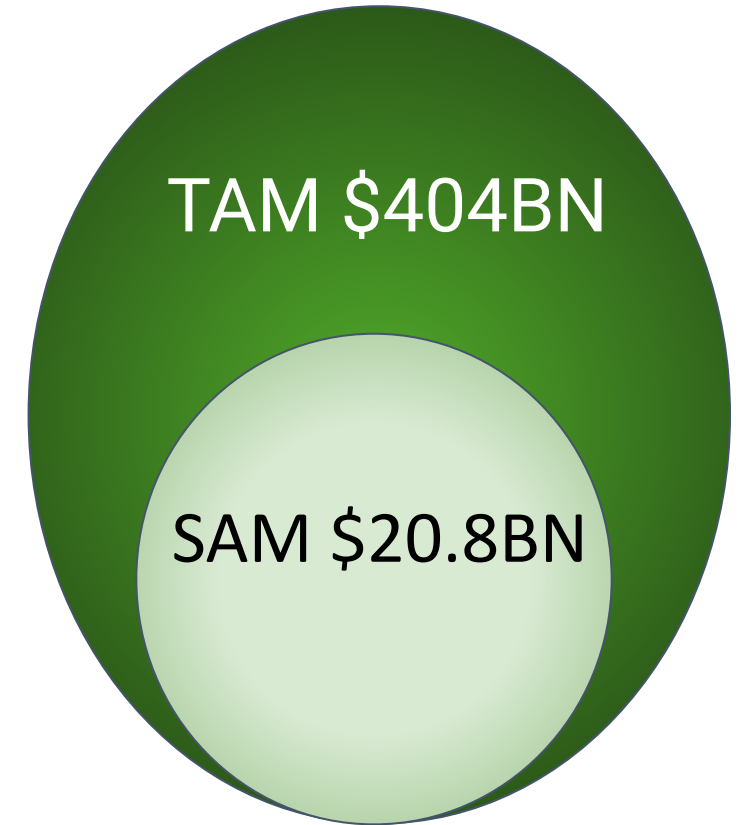
- \$1.05 Trillion

## Impact of GenAI in Customer Support

- 38% improvement (\$404 Billion)



2024



2029

\*<https://www.mckinsey.com/capabilities/mckinsey-digital/our-insights/the-economic-potential-of-generative-ai-the-next-productivity-frontier#industry-impacts>

\*\*<https://market.us/report/development-to-operations-devops-market/>

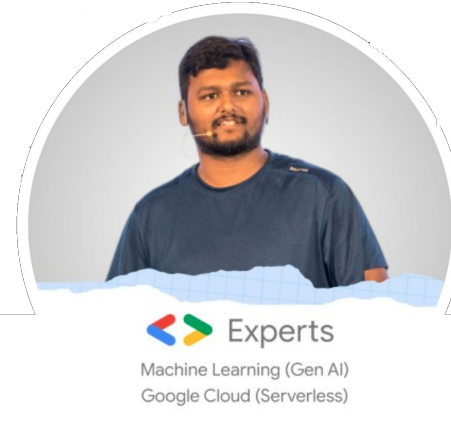
# Team



**Naveen Kumar**

**Founder & CEO**

Customer Support Expert  
Built 0→\$30 MM Revenue  
3 Patents



**Anubhav Singh**

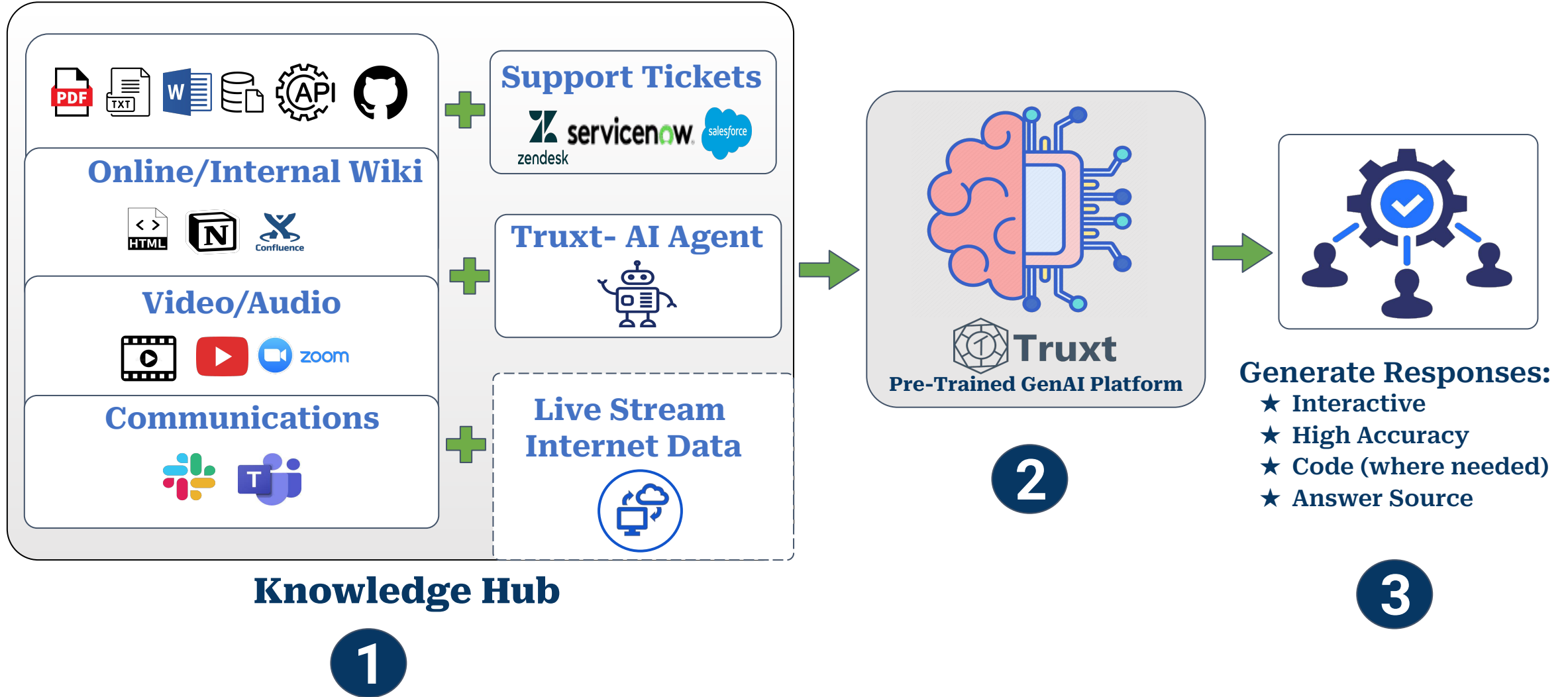
**Chief Technology Officer (CTO)**

Ex- Co-founder - Callchimp.ai,  
Google Developer Expert in ML &  
GCP, TEDx Speaker



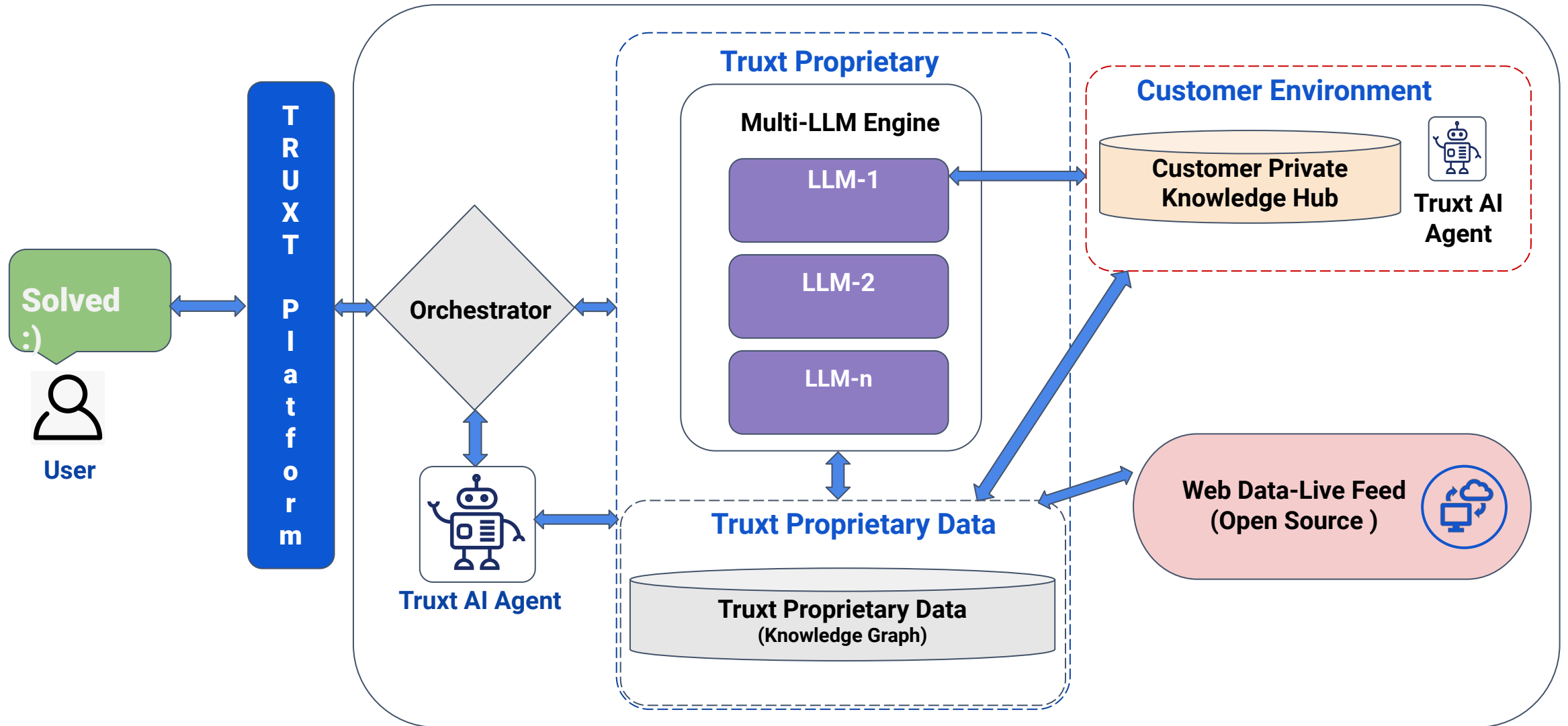


# Truxt Solution

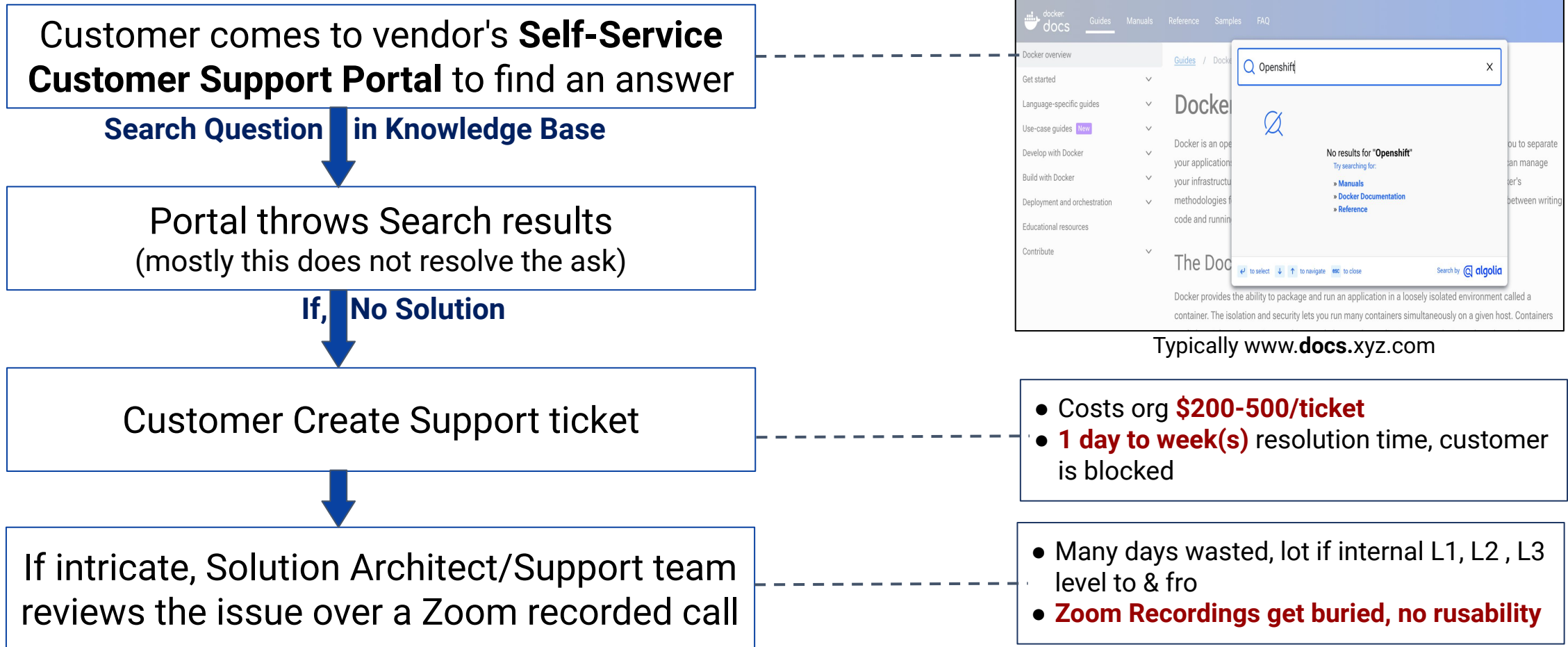




# Truxt Platform overview



# Use Case:How B2B Customer Support Works today?



Customer Support is **Cost** than a **Revenue Center**, Org. spend 10-25% of expenses on Customer Support.

**Truxt cut down the Support Cost by 20-40%**

# What's the Problem???

B2B Self-Service Customer Support Portals!

DO NOT WORK.

Microsoft Learn

Discover Product documentation Development languages Topics

Filter

Content area

- All 435K
- Documentation 199K
- Training 3.4K
- Credentials 193
- Q&A 148K
- Reference 73K
- Shows 6.8K

How to setup Outlook on Ubuntu

434,543 results for "How to setup Outlook on Ubuntu"

Build your first Outlook add-in - Office Add-ins

/office/dev/add-ins/quickstarts/outlook-quickstart

Choose the Home tab (or the Message tab if you opened the message in a new window), and then choose the Show taskpane button on the ribbon to open the add-in task pane. When prompted with the WebView Stop On Load dialog box, select OK. Note If you select Cancel, the dialog won't be shown again while this instance of the add-in is running.

Error 0x8004010F when sending or receiving email - Outlook

Outlook is unable to synchronize your mailbox. Error 0x8004010F: The server cannot send or receive messages. This is usually caused by a problem with the default Outlook data file (PST or OST), and then select Control Panel > Mail. In the Mail Setup > Outlook dialog box, select Show Profiles. Select your current Outlook profile and then select Properties. In the Mail Setup - Outlook dialog box, select Data Files.

docker docs

Guides Manuals Reference Samples FAQ

Docker overview

Get started

Language-specific guides

Use-case guides New

Develop with Docker

Build with Docker

Deployment and orchestration

Educational resources

Contribute

How to separate your applications and manage them

How to separate your infrastructure and manage it

methodologies for separating code and running

The Docker

Docker provides the ability to package and run an application in a loosely isolated environment called a container. The isolation and security lets you run many containers simultaneously on a given host. Containers

Openshift

No results for "Openshift"

Try searching for:

- Manuals
- Docker Documentation
- Reference

to select to navigate to close Search by algolia

aws

How can I set up policies for my Ubuntu 18.04 Access

AWS Documentation Search results

AWS Docs > codedeploy > latest > userguide > codedeploy-agent...

Install the CodeDeploy agent for Ubuntu Server

We recommend installing the CodeDeploy agent with AWS Systems Manager to be able to configure scheduled updates of the agent. For more information, see . Sign in to the instance....

AWS Docs > systems-manage > intro > intro-deploy-agent...

Maintaining an SSM Agent on Ubuntu Server instances

Connect to an Ubuntu Server instance and install SSM Agent on each instance that will run commands using Systems Manager.

Google Cloud

How to setup ubuntu

Docs Support English Console

How to setup ubuntu 18.04

WordPress Server on Ubuntu 18.04 + Lets Encrypt + MariaDB ...

console.cloud.google.com > product > wordpress-ubuntu-18-04

We are Microsoft and Google partners and offer a selection of IaaS solutions to get your cloud environment setup and running securely and efficiently.

Install the gcloud CLI | Google Cloud CLI Documentation

Google Cloud > Cloud SDK > Documentation

... installation on Debian and Ubuntu systems. ... Import the Google Cloud public key. For newer distributions (Debian 9+ or Ubuntu 18.04+) run the following command:

Ubuntu Server 18.04 Minimal OS - Marketplace - Google Cloud ...

console.cloud.google.com > product > ubuntu-18-04-minimal

The 'unminimize' command will install the standard Ubuntu Server packages if you want to convert a Minimal instance to a standard Server environment for ...

Operating system details | Compute Engine Documentation | Google ...

Google Cloud > Compute Engine > Documentation

Ubuntu Pro: To continue using Ubuntu 16.04 and 18.04 LTS images, upgrade from Ubuntu to Ubuntu Pro. ... configuration from standard Ubuntu images: Account ...

Installation on ubuntu 18.04 LTS VM on google cloud fails on ...

GitHub > container-engine-accelerators > issues

Jun 29, 2020 ... I deployed Kubernetes with Kubespray on a set of Ubuntu VMs on Google Cloud. One of the worker has a GPU (tesla K80).

FILTER BY

Choose a content type

Select all

- API reference
- Code sample
- Reference architecture
- Tutorial

Choose a topic

Select all

- Artificial intelligence and machine learning (AI/ML)
- Application development
- Big data and analytics
- Compute
- Containers
- Databases
- Hybrid and multicloud
- Logging and monitoring

# Why? What's the Problem



## Ineffective Knowledge Base

- Search instead of Problem Solving



## Fragmented Knowledge Materials

- KB articles
- Blogs
- API
- Training Videos



## Buried Videos

- Training Videos
- Solution Architects call recordings
- Webinars



## Knowledge Gap among Support staff:

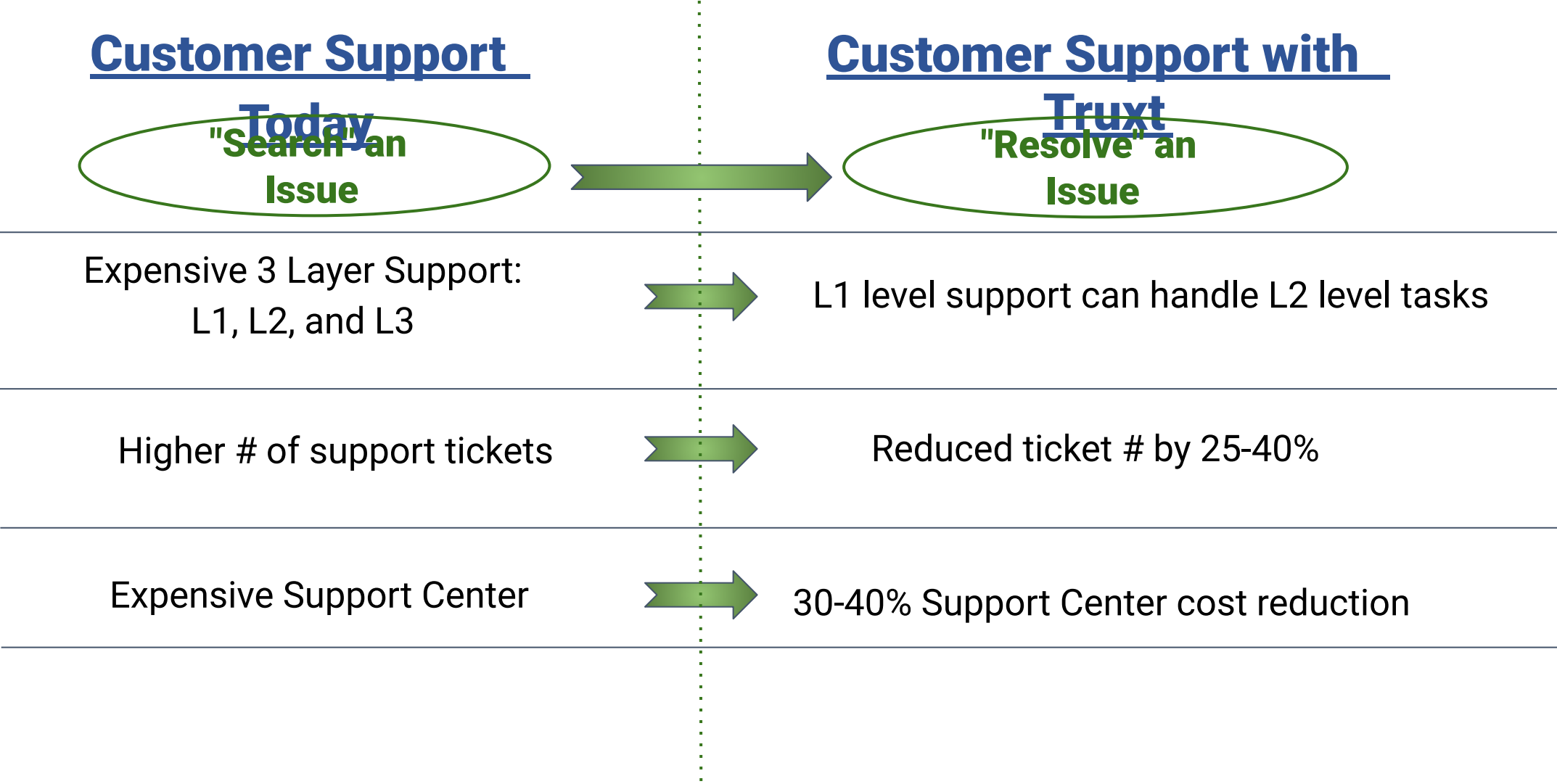
- Support Engineers
- Customer Success Manager
- Solutions Engineers



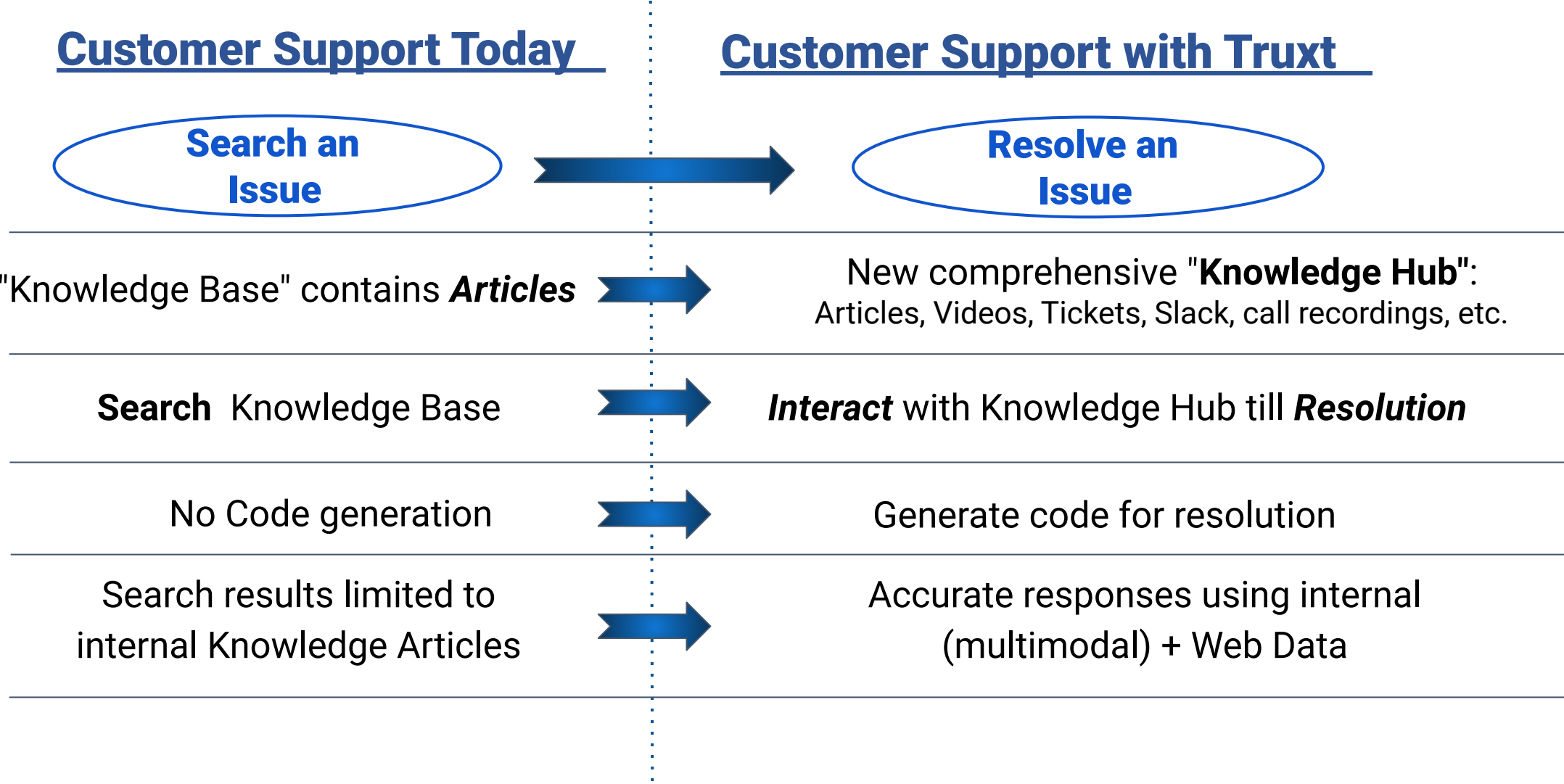
## Time Consuming and Expensive Hiring & Training

**"Search" based B2B Self-Service Customer Support Portals!  
DO NOT WORK.**

# Customer Support TODAY vs Truxt's: Vendor (Internal)



# Customer Support TODAY vs Truxt's: Customer



# Why Truxt



**Customer's data  
remains within their  
boundaries**



**Optimized**

- ✓ Cost
- ✓ Accuracy



**Integrated**

- ◆ Open Source
- ◆ DevOps
- ◆ Infrastructure
- ◆ Web data



**We take care of  
Future LLM  
evolutions**



**Tailor make our  
Platform for your  
needs**

**“By 2025, 70% of support requests initiated through GenAI powered chatbots will demand human oversight due to customers’ mistrust, increasing service costs by 40%.” - Gartner\***



# Our Ideal Customer Profile:

## **B2B Enterprises (using DevOps Open-Source technology)**

### **a. High-Tech Companies providing DevOps Open source Support**

- With higher expenses on Support

### **b. Providing Enterprise grade support on OpenSource Technologies**

- 1000+, \$2.1 BN Support expenses

### **c. B2B Startups (Series B - Pre-IPO)**

- Focussed on building their use cases vs GenAI App on Support
- Difficult and time consuming to Hire and Train Resources on niche
- High support operation expense, (20- 33%) for Open Source support provider

# Customer Stages

## SOW:

- **Intelepeer**
  - \$40,639 for 30 licenses
  - Scope to grow to 200 licenses ~\$100,000 in 2024
- **Flosum**
  - \$18,000

## Pilot:

- Charter Global
- OpsMx
- CNCF

## Pipeline:

- Dynatrace
- Redhat
- Redis
- Aqua Security
- DQ labs
- Hashicorp
- Harness



**Flosum**



**CLOUD NATIVE**  
COMPUTING FOUNDATION



**Red Hat**



**redis**



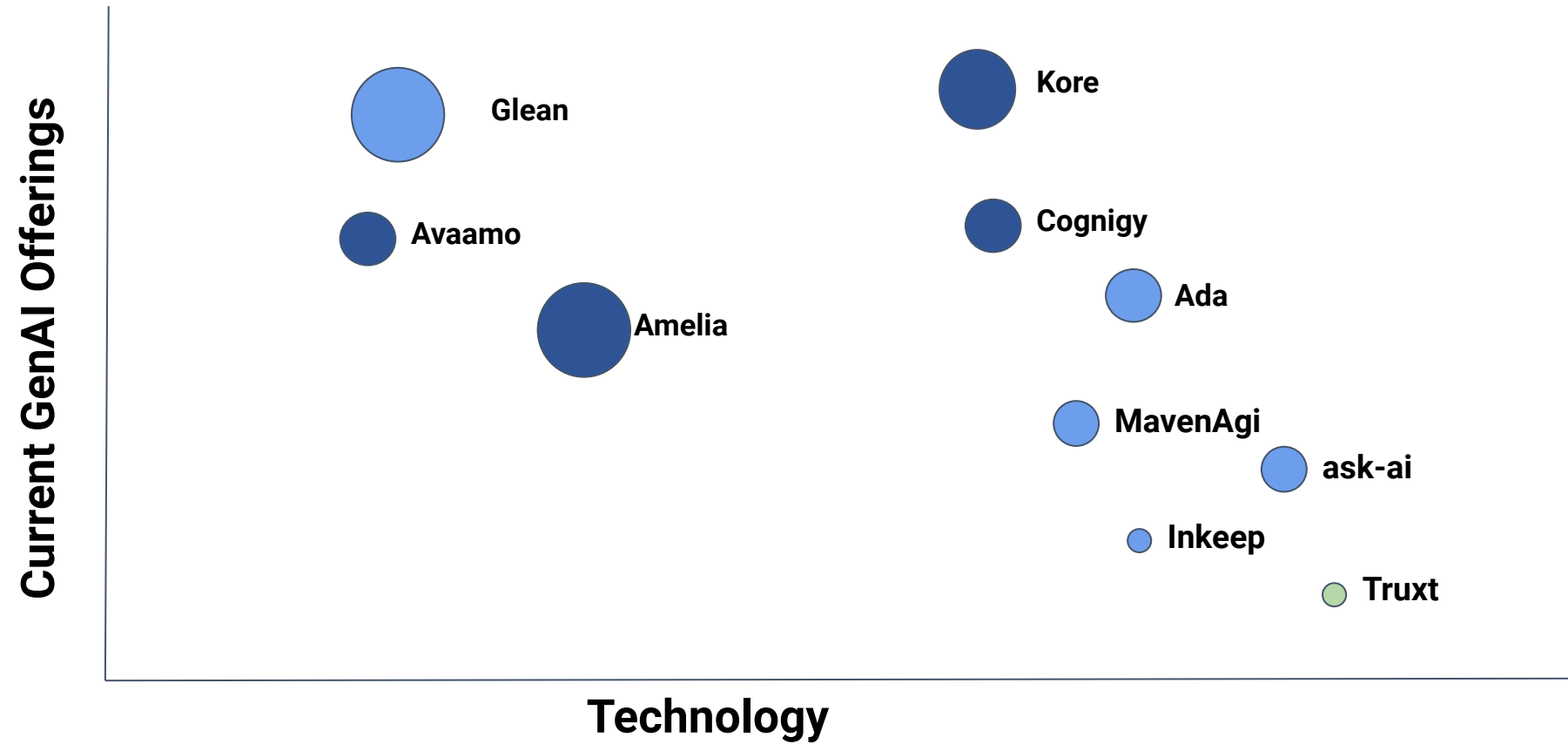
**dynatrace**



**aqua**



# Competitor's Landscape



## Larger Players:

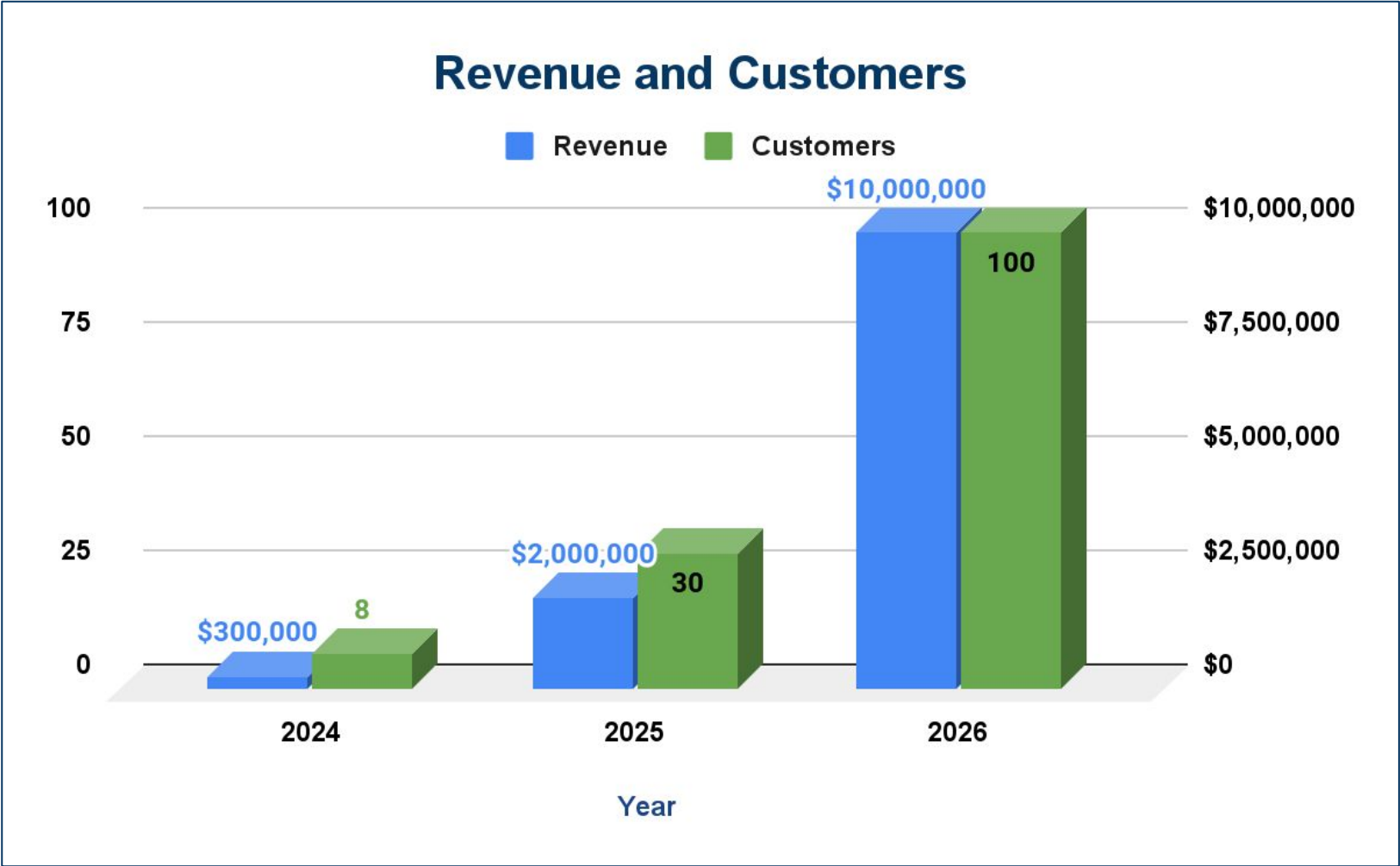
- Perplexity
- OpenAI
- ServiceNow
- Salesforce
- Zendesk
- FreshWorks

\*Ada, Glean, ask-ai, Inkeep, MavenAgi are the closest competitors

# Revenue

## Revenue Projection for Next 3 year

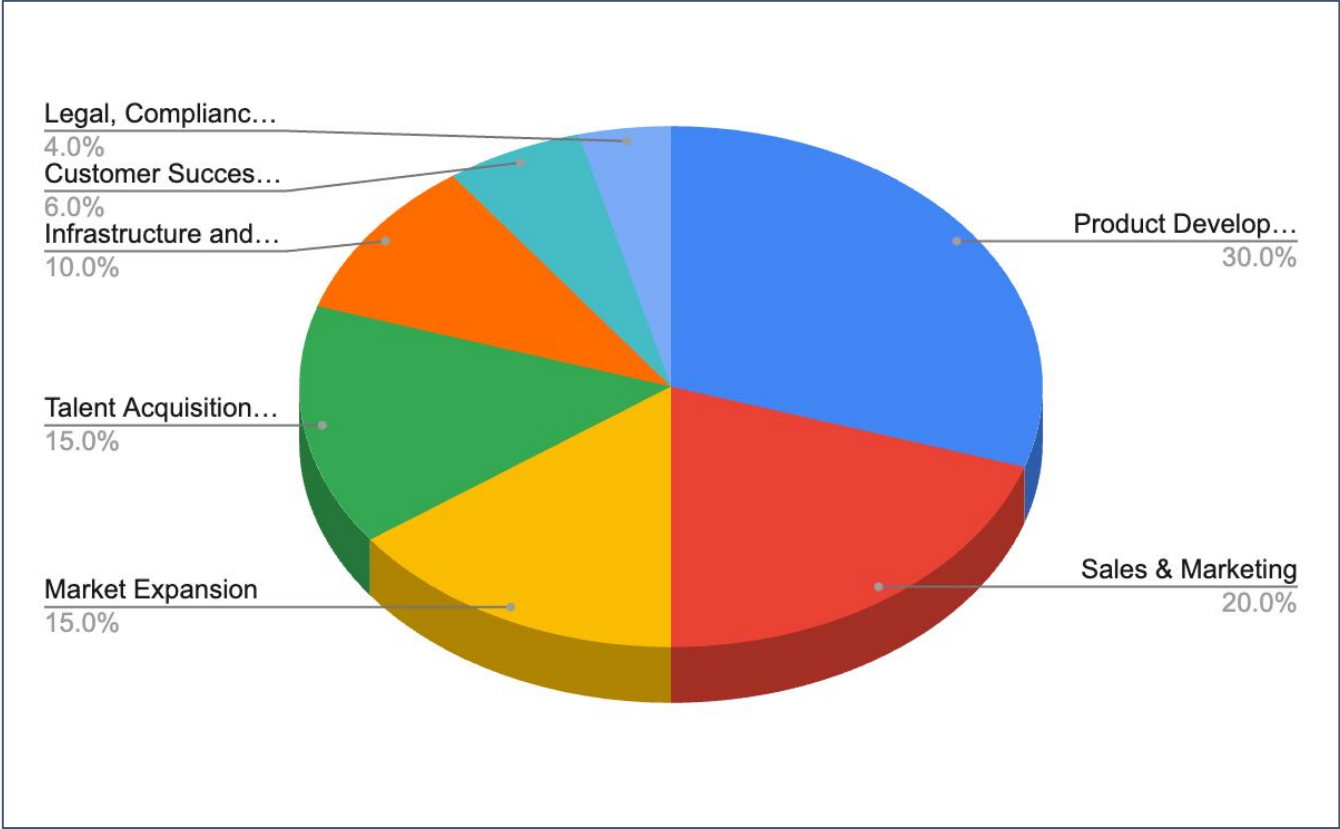
Year	Revenue	Customers
2024	\$300,000	8
2025	\$2,000,000	30
2026	\$10,000,000	100



# Investment Ask

\$1.75 MM

Areas of Expense	Amount
Product Development and Innovation	\$525,000
Sales & Marketing	\$350,000
Market Expansion	\$262,500
Talent Acquisition and Team Expansion	\$262,500
Infrastructure and Operations	\$175,000
Customer Success and Support	\$105,000
Legal, Compliance, and Miscellaneous	\$70,000



# Thank You

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