

AI SERVICES & SOLUTIONS PROVIDERS - 2026

siliconindia

SILICONINDIA.COM

SI Technology

WIN INFOSOFT

recognized by **siliconindia** Magazine as

si AI COMPANY OF THE YEAR
AI-POWERED ENTERPRISE
AUTOMATION PLATFORM **2026**

Through this Award, we acknowledge and applaud the company's myriad services and its ingenuity in leveraging best practices to present unique methodologies that address complex business demands.

Mandvi Singh

MANDVI SINGH
Managing Editor

WIN INFOSOFT:

Bringing Enterprise-Grade AI Automation to Small & Mid-Sized Businesses



Sudhipan Sharma
Chief Officer

For most small and mid-sized businesses, the promise of agentic AI collides with a harder reality: legacy systems, compliance mandates, and workflows that cannot afford disruption. Few technology providers are positioned to solve this from both ends at once, deep infrastructure expertise on one side, frontier AI capability on the other. Win Infosoft is one of them. Built over nearly two decades as a managed services, cloud, and custom software development company serving SMB clients across sectors, it has spent the past two years channelling that operational depth into Ultimize AI, an AI automation platform for growing businesses, developed in collaboration with TechHeights LLC, USA.

From IT Services to SMB-Focused AI

Founded in 2008, Win Infosoft grew alongside India's IT services boom, delivering managed infrastructure, cloud migration, and bespoke software development to small and mid-sized business clients across industries long before "AI-native" became an industry expectation. That decade-plus of proximity to customer operations exposed a persistent pattern across sectors: fragmented business systems, manual handoffs between teams, and automation efforts that stalled soon after launch because they sat alongside existing platforms rather than working

through them. Ultimize AI was conceived directly from this recurring insight, not as a lab experiment chasing the latest model release, but as the next logical layer atop infrastructure Win Infosoft already understood intimately, having built and maintained much of it for its own clients over the years.

The shift accelerated in 2025 when Win Infosoft entered a partnership with TechHeights LLC to pursue AI initiatives in international markets. Working alongside a US-based partner expanded the company's exposure to global AI standards and reinforced a core discipline its leadership already valued: solutions must deliver measurable business value, rather than merely demonstrating technical novelty. In parallel, an MoU for the joint development of various applications with IIIT Vadodara is focusing on AI, ML, and Digital Twin technologies, lent academic rigor to the platform. This effectively paired Win Infosoft's commercial pragmatism, built from years of client delivery, with the institutional research capabilities of one of India's premier technology institutes. Together, these two partnerships shaped a platform designed for real-world SMB deployment rather than mere proof-of-concept demonstrations, which rarely survive contact with production environments.

Building AI That Executes, Not Just Responds

Ultimize AI is deliberately built to act, not merely respond. Rather than functioning as a chatbot layered loosely on top of existing systems, it integrates directly with CRM, ERP, and ITSM platforms to execute business workflows end-to-end - updating records, resolving support tickets, and retrieving operational data without requiring manual intervention at each step.

"The platform uses multi-LLM orchestration to intelligently route tasks to the most suitable model including Claude, Gemini, DeepSeek and others, depending on what the specific business task requires. This keeps performance high and operational costs optimized, without locking organizations into dependence on a single AI provider," says Sudhipan Sharma, Chief Officer at Win Infosoft.

The platform also incorporates advanced retrieval capabilities, persistent memory management, and voice-based interaction through initiatives such as LEO,



extending automation across both customer-facing engagements and internal operational workflows. The intent remains consistent throughout the platform's design: move AI from conversation to execution, and free employees to redirect their time toward higher-value strategic work rather than repetitive administrative tasks.



Rather than functioning as a chatbot layered loosely on top of existing systems, Ultimize AI integrates directly with CRM, ERP, and ITSM platforms to execute business workflows end-to-end

Designed around Customer Trust

Customer trust, however, depends on more than raw capability. Win Infosoft has built Ultimize AI around a privacy-first architecture from the outset rather than treating security as an afterthought bolted on later, incorporating real-time PII scanning and redaction, comprehensive audit trails, and compliance mechanisms aligned with India's Digital Personal Data Protection (DPDP) framework. Deployment flexibility reinforces this commitment further: SMBs can run Ultimize AI in the cloud or entirely within their own infrastructure, retaining full control over sensitive data while satisfying internal

governance or regulatory security requirements specific to their industry.

Making AI Automation Accessible for SMBs

That same operational pragmatism, inherited from years of managed-services delivery, shapes how Win Infosoft brings the platform to market today. Implementations typically begin with focused pilots targeting high-impact processes where returns are quick to demonstrate, rather than sprawling, all-at-once rollouts that overwhelm lean, resource-constrained teams. Plug-and-play integrations simplify connectivity with widely used business systems, reducing deployment complexity and shortening implementation timelines considerably compared to conventional automation projects. Structured onboarding self-paced training videos, detailed documentation, and a dedicated 24x7 support team - further ensures small and mid-sized businesses without in-house AI expertise can still scale automation across departments with confidence rather than hesitation, a consideration Win Infosoft has carried over directly from its managed-services heritage.

Looking ahead, Win Infosoft expects agentic AI, multi-model intelligence, deeper business system integrations, and responsible AI governance to define the next phase of digital transformation for SMBs across the region and beyond. With its partnerships alongside IIIT Vadodara and TechHeights LLC continuing to deepen, and its footprint steadily expanding across the Indian SMB market, the company is positioning Ultimize AI, alongside emerging capabilities such as Digital Twins, as the natural extension of a business built over two decades on solving technology problems that genuinely matter to the SMBs it serves, rather than chasing whichever AI trend happens to be dominating headlines that quarter. **SI**