

21 SPHERES

A WORLD WITHIN

**SERVICE
CATALOG**



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MEET THE FOUNDER

BUILT ON MY VISION AND VALUES, 21 SPHERES IS DRIVEN BY A COMMITMENT TO INNOVATION, EXCELLENCE, AND MEANINGFUL IMPACT.



OM BAVAL

Founder and Chief Executive Officer



When I started 21 Spheres, the vision was simple to build a company that stands at the intersection of intelligence, innovation, and impact. I wanted to create more than just another tech firm; I wanted to create a space where ideas turn into intelligent systems that actually make a difference for businesses, industries, and people.

At 21 Spheres, we believe AI is about augmenting human capability. Every product, every model, and every line of code we build is driven by that belief. Our goal is to simplify complexity, automate intelligently, and help organizations make decisions grounded in data and powered by insight.

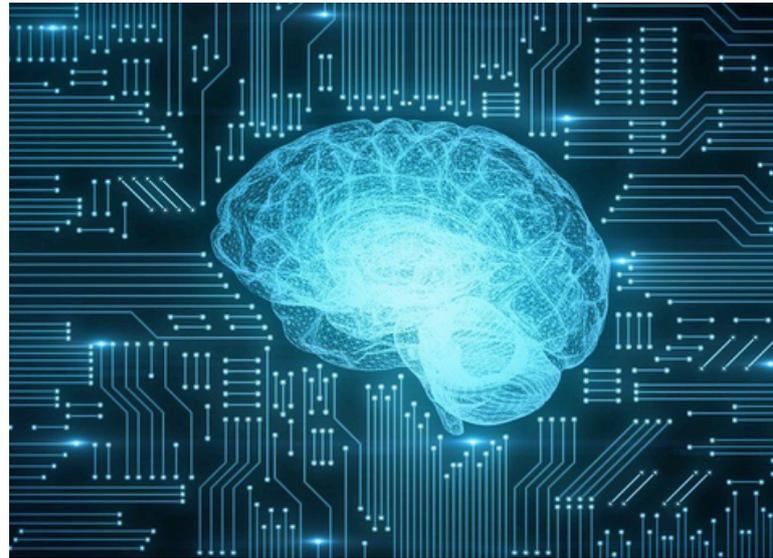
From developing customized AI applications to building intelligent automation systems – we’ve worked across domains, but the purpose remains the same: to create technology that works for you. As a founder, I’ve always believed in staying curious, questioning the obvious, and pushing boundaries.

21 Spheres is not just my company; it’s an ongoing mission to redefine what AI can do for businesses in India and beyond. To our clients, partners, and community – thank you for trusting our vision and being part of this journey toward a smarter, more connected, and more responsible future.

– **Om Baval**

Founder & CEO, 21 Spheres

MISSION & VISION



THE ARRIVAL OF GENERAL AI WILL FORCE US TO CONFRONT A NEW SENSE OF OURSELVES, AS WELL AS A UNIVERSE THAT IS BOTH MORE STRANGE AND MORE WONDERFUL THAN WE COULD HAVE IMAGINED.

21 Spheres is an AI-first firm dedicated to helping businesses unlock the potential of AI to address complex challenges and drive growth. We specialize in providing innovative, scalable solutions in areas such as Agentic AI, Computer Vision and data analytics, tailored to meet the unique needs of each client.

Our team is passionate about integrating cutting-edge AI technologies into business operations, we focus on building long-term partnerships by delivering impactful, results-driven solutions that empower businesses.

OUR MISSION

Drive innovation through cutting-edge AI solutions that empower businesses to transform their operations, enhance customer experiences, and unlock new growth opportunities. We aim to provide scalable, intelligent solutions that simplify complex challenges and deliver measurable impact across industries.

OUR VISION

We strive to build a smarter, more connected world where AI enriches lives, drives sustainable progress, and fosters endless possibilities for businesses and communities alike.

AGENTIC AI SERVICES

AI IS PROBABLY THE MOST
IMPORTANT THING HUMANITY
HAS EVER WORKED ON

Agentic AI represents a significant advancement in artificial intelligence, enabling systems to autonomously perform tasks, make decisions, and adapt to new information without continuous human oversight. This technology enhances productivity and operational efficiency across various industries.

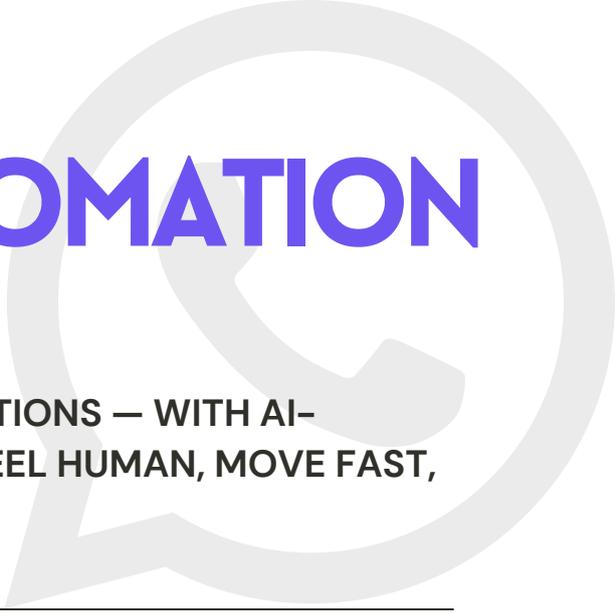
USE CASES OF AGENTIC AI

- **Customer Service**
- **Supply Chain Management**
- **Financial Services**
- **Healthcare**
- **E-commerce**
- **Marketing**
- **Manufacturing**
- **Energy Sector**
- **Education**
- **Smart Cities**

KEY FEATURES OF AGENTIC AI

- **Autonomy:** Agentic AI systems can initiate and complete tasks independently, reducing the need for human intervention.
- **Adaptability:** These systems learn from their environments, adjusting their actions based on new data and evolving circumstances.
- **Goal-Oriented Behavior:** Designed to achieve specific objectives, agentic AI can handle complex, multi-step problems efficiently.
- **Integration Capability:** Agentic AI can seamlessly integrate with existing workflows and technologies, enhancing overall system performance.

WHATSAPP AUTOMATION



AUTOMATE CONVERSATIONS, NOT CONNECTIONS — WITH AI-POWERED WHATSAPP WORKFLOWS THAT FEEL HUMAN, MOVE FAST, AND SCALE EFFORTLESSLY.

AI-driven chatbots and messaging workflows on WhatsApp to streamline customer support, sales, and notifications. Automate responses, lead qualification, and updates while maintaining a personal touch.

USE CASES OF WHASTAPP AUTOMATION

- **Customer Support**
- **Sales**
- **Reminder & Notifications**
- **Lead generation & Qualification**
- **Financial Services and FinTech**
- **Healthcare & HealthTech**
- **E-commerce & Retail**
- **Education & EdTech**

KEY FEATURES OF WHATSAPP AUTOMATION

- **Conversational AI:** Smart, context-aware chatbots that understand user intent.
- **Workflow Automation:** End-to-end automation of customer interactions from queries to conversions.
- **CRM & API Integrations:** Connect seamlessly with your CRM, ERP, or custom backend systems for data sync.
- **Event-Based Messaging:** Trigger WhatsApp messages based on user behavior.
- **Multilingual Support:** Engage users in their preferred language to increase reach and personalization.

AI VOICE CALLING AGENT

LET YOUR BRAND SPEAK — LITERALLY. AI VOICE AGENTS THAT TALK, LISTEN, AND ACT WITH THE INTELLIGENCE OF YOUR BEST HUMAN REP, AT UNLIMITED SCALE.

KEY FEATURES OF WHATSAPP AUTOMATION

Intelligent voice bots that handle outbound and inbound calls – from customer surveys and reminders to technical and consumer support to Sales. These agents use natural language understanding to interact as a friendly extension of your team.

USE CASES OF AI VOICE CALLING AGENT

- **Customer Support**
- **Sales**
- **Billing & Payment Reminders**
- **Lead Engagement & Qualification**
- **Appointment Reminders & Confirmations**
- **Healthcare & HealthTech**
- **E-commerce & Retail**
- **Education & EdTech**
- **Customer Feedback & Surveys**
- **Tech Support & Troubleshooting**

- **Two-Way Interaction:** Handles both inbound and outbound calls with real-time voice processing and responses.
- **Personalized Voice Scripts:** Dynamically customize scripts using data.
- **Multi-Language Support:** Communicate fluently with users across regions in their native languages.
- **CRM & API Integration:** Syncs with business tools for context-aware calling.
- **Call Scheduling & Retry Logic:** Automatically schedule calls, reattempt failed ones for engagement.
- **Sentiment & Tone Detection:** Detects user emotions and adjusts tone or escalates to human agents when needed.
- **Call Logging & Analytics:** Call summaries, and performance metrics for every interaction.

CHATBOT DEVELOPMENT

CONVERSATIONS THAT CONVERT — INTELLIGENT CHATBOTS THAT ENGAGE LIKE HUMANS, RESPOND LIKE EXPERTS, AND SCALE LIKE CODE.

Human-like conversational agents for web, mobile, or social platforms. Improve customer satisfaction and lead generation with scalable chatbots that understand context, answer questions, and hand off to humans when needed.

DEPLOYMENT AREAS FOR CHATBOT

- **Website**
- **Mobile Application**
- **Shopify Platform**
- **WhatsApp**
- **Instagram**
- **Facebook Messenger**

KEY FEATURES OF WHATSAPP AUTOMATION

- **Context-Aware Conversations:** Understand user intent across multi-turn conversations for more natural interaction.
- **AI + Rule-Based Hybrid Logic** Combine scripted workflows with generative AI to handle both structured and open-ended queries.
- **CRM & Backend Integration:** Sync with your CRM, inventory system, or ticketing tools for personalized, real-time responses.
- **Multilingual Capability:** Engage global audiences by deploying bots in multiple languages with native fluency.

WORKFLOW AUTOMATION

AUTOMATE THE ROUTINE. ACCELERATE THE REMARKABLE. LET AI HANDLE THE FLOW, SO YOUR TEAM CAN FOCUS ON THE BREAKTHROUGH.

KEY FEATURES OF WHATSAPP AUTOMATION

End-to-end process orchestration using AI and smart automation tools. We analyze each step of your workflows to eliminate inefficiencies. The result is optimized operations that adapt as your business evolves.

EXAMPLE OF WORKFLOW AUTOMATION

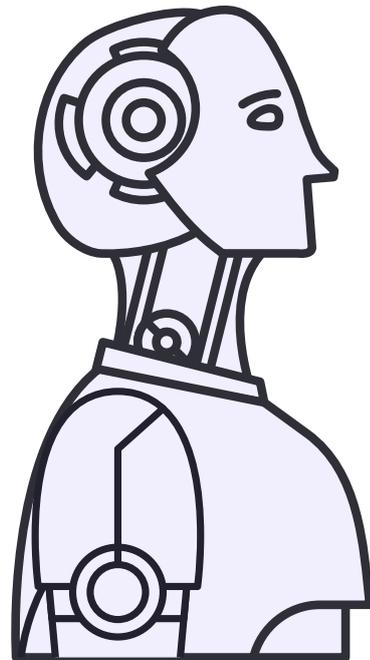
- ***Customer Onboarding Automation***
- ***Invoice Processing & Reconciliation***
- ***HR & IT Automation***
- ***Marketing Campaign Management***
- ***Lead Generation***

And Many More...

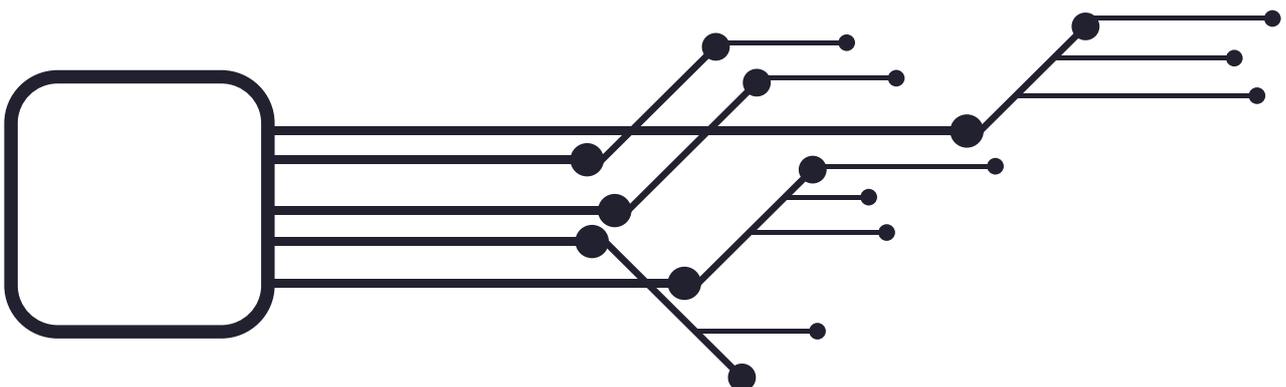
- **Process Mapping & Optimization:** Analyze your current workflows, identify bottlenecks, and redesign execution.
- **Cross-Platform Automation:** Automate tasks across tools like CRMs, email platforms, cloud apps, and custom APIs.
- **AI-Powered Decision Logic:** Use machine learning and rule-based engines to make real-time decisions.
- **Event-Driven Triggers:** Automatically initiate workflows based on specific user actions, data changes, or scheduled intervals.
- **Scalable Infrastructure:** Designed to grow with your business add more users, more logic, and more data without a rebuild.

ADVANCED AI ENGINEERING & INTEGRATION

IN EVERY SOFTWARE PROJECT, THE RIGHT DATA MODEL AND INTEGRATION CAN MAKE OR BREAK SUCCESS. 21 SPHERES EXCELS IN CUSTOM AI DEVELOPMENT, BUILDING BESPOKE MACHINE LEARNING AND DEEP LEARNING MODELS TAILORED TO YOUR DOMAIN – FROM NATURAL LANGUAGE PROCESSING AND RECOMMENDATION ENGINES TO COMPUTER VISION AND PREDICTIVE ANALYTICS.



We specialize in LLM Integrations: connecting state-of-the-art Large Language Models into your products and workflows using industry standards like Anthropic's MCP, IBM's ACP, Google's A2A and many more. This means your applications can leverage the latest in generative AI, knowledge retrieval, and contextual understanding while keeping data secure.



ADVANCED AI SOLUTIONS

AS AN AI-FIRST COMPANY WE OFFER DIVERSE RANGE OF AI SERVICES TAILORED TO YOUR BUSINESS NEEDS

LLM INTEGRATION

LLM Integrations by 21 Spheres offer seamless, customizable embedding of large language models like GPT-4, Claude, and Mistral into your applications or workflows. Designed for user-defined tasks, these integrations enable everything from content generation and summarization to intelligent search and code assistance — all through secure, scalable APIs. Whether you need fine-tuned prompt engineering, function-calling capabilities, or dynamic context injection from your CRM or database, we build purpose-driven solutions that adapt to your specific use case with enterprise-grade performance and privacy.



AI SEARCH SOLUTIONS

Intelligent search capabilities that go beyond keywords. We implement vector search, semantic matching, and relevance tuning so your users find what they need faster — transforming databases, documentation, and product catalogs into smart knowledge graphs.

LET THE DATA SPEAK

FROM NOISE TO KNOWLEDGE — UNLOCK THE HIDDEN POWER OF YOUR DATA TO DRIVE SMARTER, FASTER, IMPACT-FIRST DECISIONS.

DATA ANALYTICS & BUSINESS INTELLIGENCE

End-to-end data solutions that unlock value in your enterprise data. From ETL pipelines and data warehousing to machine learning-powered analytics, we help your team monitor KPIs, forecast trends, and make smarter decisions.

AI Agent-Driven Auto Analytics

Take analytics to the next level with autonomous AI agents that monitor your data in real time, identify patterns, and generate proactive insights without manual queries. These intelligent agents can surface critical metrics, summarize weekly performance, explain anomalies, and even suggest optimization strategies — all in natural language. It's like having a full-time data analyst on autopilot, integrated directly into your workflow.



GIVE YOUR SYSTEMS SIGHT — AI THAT SEES, UNDERSTANDS, AND ACTS ON VISUAL DATA WITH HUMAN-LEVEL PRECISION AT MACHINE SPEED.

COMPUTER VISION SERVICES

Advanced image and video analysis to automate and enrich your software. Capabilities include facial recognition, defect detection, license plate reading, and custom vision models — all built to the highest accuracy standards.

CUSTOM AI SOLUTIONS

YOUR IDEAS – OUR AI – ZERO LIMITATIONS.

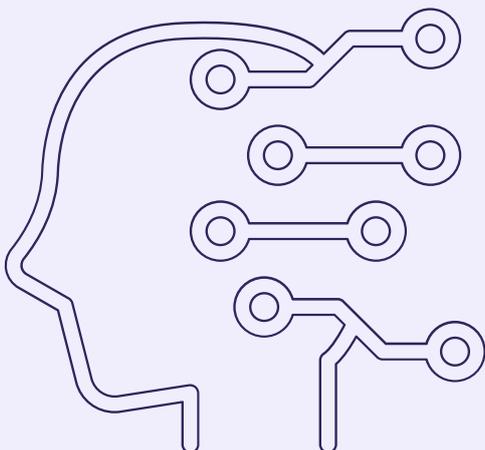
HAVE A PROBLEM? WE WILL FIND A SOLUTION

When off-the-shelf AI isn't enough, we build exactly what your business needs — no compromises. At 21 Spheres, we engineer tailor-made AI solutions that align with your goals, data, and infrastructure. Whether you're looking to automate decisions, predict outcomes, classify behavior, or build something entirely novel, we bring your vision to life through expert data engineering, model development, and scalable deployment.

From deep learning models that power vision and NLP systems to reinforcement learning agents that optimize complex processes — we handle the entire AI lifecycle: data pipelines, training loops, evaluations, and real-world deployment. And we don't stop at delivery — our team ensures ongoing model maintenance, updates, and monitoring to keep your AI sharp as your business evolves.

You bring the challenge. We build the intelligence.

Let's architect your AI advantage.



SOFTWARE SERVICES



1 WEB DEVELOPMENT

We create responsive, user-friendly websites tailored to your business needs. Our services include custom web design, e-commerce solutions, and seamless integration with modern tools. Drive engagement and growth with websites that are fast, secure, and visually captivating.

2 UI/UX DESIGNING

Our UI/UX services focus on intuitive design and seamless user journeys. From wireframes to prototypes, we craft visually appealing and user-friendly interfaces that enhance engagement, improve usability, and reflect your brand identity.

3 APP DEVELOPMENT (NATIVE AND CROSS-PLATFORM)

We specialize in creating high-performance native and cross-platform apps tailored to your needs. From sleek design to robust functionality, our apps ensure seamless user experiences, scalability, and compatibility across devices, helping you reach and engage your audience effectively.

INDUSTRIES WE HAVE TRANSFORMED

1 HEALTHCARE AND MEDICINE

2 FINTECH AND INSURANCE

3 FOREX TRADING

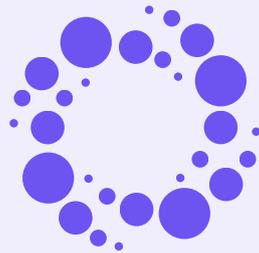
4 EMOTIONAL WELLBEING

5 MANUFACTURING

6 CUSTOMER SUPPORT

7 OPERATIONS

AND MORE ONGOING...



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