

Subject [Name], Voice AI is table stakes sooner than you think.

Mantel Insider



Hi there,

Your customers already know what good voice AI feels like: they're using it at home, hands-free, while making dinner. When they call your contact centre and hit a phone tree from 2005, that gap registers immediately. Closing it takes more than choosing a platform.

This month: Jonathan Hardy on what separates Voice AI demos from production-ready deployments, David Sharpe on the Managed Services questions every operations leader should ask before their contract becomes an AI liability, and Biyu Wu on how cyber readiness assessments can become a tool for strategic clarity rather than just a compliance exercise.

As always, happy reading.



— DEEP DIVE

The voice AI gap enterprise can't afford to ignore

Jonathan Hardy, Principal AI Consultant, opens with a sharp observation: your customers already have a lived reference for what good voice AI feels like, and it's making the average enterprise contact centre harder to defend.

His piece maps the architecture decisions that separate Voice AI deployments that reach production from those that stall at demo: latency thresholds, cascaded versus speech-to-speech models, guardrails, and the evaluation frameworks needed before launching to

real customers. For organisations in banking, insurance, or telco, this is where the Voice AI conversation needs to start.

[Read Jonathan's full piece here.](#)



— STRATEGIC TOOLS

Is your managed services holding your AI plans back?

Incident triage dropping from 30-60 minutes to under a minute, at under a dollar per event, is the kind of outcome that changes how you think about managed services economics.

David Sharpe, Managed Services Lead, maps out why most existing contracts aren't built to get you there, and what to ask before you renew. As agentic AI takes on tasks that once required human intervention, legacy metrics and incentive structures aren't built to capture the value. David's piece walks through what an AI-aligned operating model looks like in practice.

[Explore the framework here.](#)



— TECH SUCCESS

From maturity scores to strategic clarity

Most cyber security assessments tell you where you sit. Fewer help you decide where to go next, or how to present that to a board that doesn't speak in maturity frameworks.

This piece, by Biyu Wu, Senior Security Consultant, walks through how we approached a cyber readiness engagement with an ASX-listed property technology group, where we led a multi-entity assessment to establish baselines, track year-on-year uplift, and produce

outputs tailored for technical teams, executives, and board-level audiences.

[See how the approach works here.](#)

In the news



Mantel named as an Anthropic Select Tier Partner

We're proud to be named an [Anthropic Select Tier Partner in the Claude Partner Network](#), giving clients access to frontier AI frameworks, validated delivery methods, and direct product roadmap insight, and with certified architects on our team and enterprise solutions already live.



Vihan Patel featured in Moxie Insights' Agentic AI

Our Head of AI Solutions Vihan Patel was featured in [Moxie Insights](#), outlining how we're helping Australia's largest enterprises move agentic AI from experimentation to production; with self-healing agents, two-speed adoption, and live use cases spanning HR, finance, and frontline operations.



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