Golonex.

CASE STUDIES

Work we have done, with a named lead on each.

Managed GRC · Managed Talent & Teams · Business Process Automation

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01 · MANAGED GRC

Readiness we prepared; the assessor graded

1. ISO 9001 and ISO 27001, run as one system
2. CMMC readiness, managed end to end
3. EU readiness for a US company

MANAGED COMPLIANCE

ISO 9001 and ISO 27001, run as one system

Quality and information security combined into one integrated management system, with one internal audit, one management review, and one audit calendar.

CLIENT
Quality-regulated organization

INDUSTRY
Quality-regulated industry

2
Standards in one system

1
Internal audit and management review

1
Audit calendar instead of two

THE CHALLENGE

Customers required ISO 9001 and a key contract now required ISO 27001. Two parallel systems meant duplicated policies, audits, and reviews.

WHAT GOLONEX DID

- A named Golonex lead owned both standards as one system, built on the structure they share
- Merged the common parts once: scope, leadership, document control, internal audit, corrective action, and management review
- Built what is unique to each: process control for 9001; risk assessment, Statement of Applicability, and Annex A controls for 27001
- Prepared the organization for its certification audit

THE OUTCOME

- Far less duplicated paperwork than two separate systems
- One team, one calendar, one review
- Evidence ready for the certification body

ISO 9001 | ISO/IEC 27001 | Integrated management system

> *Certificates are issued by an accredited certification body. Golonex prepares organizations and does not certify.*

MANAGED COMPLIANCE

CMMC readiness, managed end to end

A defense subcontractor got an owner for NIST SP 800-171, an evidence-backed program, and readiness that holds between assessments.

CLIENT
Defense subcontractor

INDUSTRY
Defense industrial base

WHERE
United States

110
NIST SP 800-171 controls addressed

SSP
And POA&M written and maintained

C3PAO
Third-party assessment, prepared for

THE CHALLENGE

A prime's flow-down clause required CMMC Level 2. The self-assessed score could not be defended, and nobody inside owned the controls.

WHAT GOLONEX DID

- A named seat-holder (vCISO) took ownership of the program and the evidence
- Scoped where Controlled Unclassified Information lives and drew the assessment boundary
- Closed gaps against the 110 controls and wrote the System Security Plan and POA&M
- Ran a mock assessment, then stayed on to keep the evidence current

THE OUTCOME

- A score backed by evidence, not guesswork
- An evidence pack the assessor expects
- An owner who faces the assessor with the client

CMMC Level 2 | NIST SP 800-171 | SSP | POA&M | SPRS

> *The C3PAO conducts the assessment. Golonex prepares organizations and is never the assessor.*

MANAGED COMPLIANCE

EU readiness for a US company

A US company brought its EU data, AI, and security obligations into one evidence pack, so EU procurement reviews stopped stalling deals.

CLIENT
Technology company

INDUSTRY
Technology

WHERE
United States, selling into the EU

GDPR
Data mapped and transfers documented

AI Act
Provider or deployer settled per system

1
Evidence pack for every questionnaire

THE CHALLENGE

EU customers sent data protection, AI governance, and security questions the company could not answer. Data flowed to the US without a documented transfer mechanism.

WHAT GOLONEX DID

- A named seat-holder took ownership of the EU obligations and customer conversations
- Mapped EU personal data, built the record of processing, and documented every transfer
- Inventoried AI systems, classified risk, and put transparency, oversight, and documentation in place
- Answered flowed-down security requirements from one control program

THE OUTCOME

- EU questionnaires answered from the same evidence every time
- A documented position on every AI system
- Procurement reviews that no longer stall deals

GDPR | EU AI Act | ISO/IEC 42001 | ISO/IEC 27001

> *Legal positions were signed off by the client's own counsel. Golonex is not a law firm.*

02 · MANAGED TALENT & TEAMS

Teams, centers, and infrastructure we ran

1. Managed teams for an MSP/MSSP: system, cloud, and DevOps engineers
2. Managed teams for a software and AI consulting house
3. Establishing a global capability center, with visa coordination
4. Critical station networks for a metro rail system
5. Critical cloud infrastructure for SaaS products

MANAGED TALENT

Managed teams for an MSP/MSSP: system, cloud, and DevOps engineers

Golonex provides a US managed service and security provider with managed teams of system, cloud, and DevOps engineers, supervised by Golonex, so it can take on more client work without hiring every engineer itself.

CLIENT
Managed service and security provider (MSP/MSSP)

INDUSTRY
IT managed services and managed security

WHERE
United States

3
Engineering disciplines: system, cloud, and DevOps

1
Named Golonex supervisor over the whole team

0
Hiring cycles needed to take on a new client

THE CHALLENGE

A managed service provider grows one client at a time, and every new contract needs engineers ready to work. Hiring, training, and keeping system, cloud, and DevOps engineers in step with client demand is slow and expensive.

WHAT GOLONEX DID

- Staffed managed teams of system, cloud, and DevOps engineers, hired and supervised by Golonex
- Put a named Golonex supervisor over the team, owning quality, review, and communication
- Worked inside the provider's own tools, ticketing, and processes
- Scaled the team with the provider's client base

THE OUTCOME

- Capacity to take on new clients without a hiring cycle
- One point of accountability for the whole team
- Engineers who work the provider's way from day one

System administration · Cloud engineering · DevOps · Managed teams

> *Golonex supplies and supervises the engineers. The provider delivers its own managed services to its clients.*

MANAGED TALENT

Managed teams for a software and AI consulting house

Golonex provides a software and AI consulting house in Cyprus with managed engineering teams that deliver its client projects, supervised and led by Golonex.

CLIENT
Software and AI consulting house

INDUSTRY
Software and AI consulting

WHERE
Cyprus

Software
Engineers for client application projects

AI
Engineers for AI and data work

1
Named Golonex lead per team

THE CHALLENGE

A consulting house wins projects faster than it can hire. Each project needs the right engineers at the right time, and the house's own leaders cannot spend their time managing individual developers.

WHAT GOLONEX DID

- Staffed managed teams of software and AI engineers for the consulting house's client projects
- Put a named Golonex lead on each team, owning delivery, code review, and communication
- Matched team size to the project pipeline
- Worked as part of the consulting house's own delivery, with its methods and its clients

THE OUTCOME

- Projects staffed without a hiring cycle
- Delivery quality the consulting house can put its name to
- All code and IP kept with the consulting house and its clients

Software engineering | AI engineering | Code review | Managed teams

MANAGED GCC

Establishing a global capability center, with visa coordination

Golonex helped a design and trading firm in Cyprus establish its global capability center: building the team with international talent, coordinating each candidate's business visa, and running the three-way process until they started work in Cyprus.

CLIENT
Design and trading firm

INDUSTRY
Design and trading

WHERE
Cyprus

GCC
Global capability center established

Visa
Coordinated for every candidate

3-way
Employer, candidate, Golonex: one process

THE CHALLENGE

The firm needed a capability center staffed with skilled people it could not find locally. Each hire meant sourcing abroad, agreeing terms across borders, and securing a business visa, with employer, candidate, and Golonex kept aligned.

WHAT GOLONEX DID

- Defined with the client the roles the capability center needed
- Sourced and vetted international candidates for those roles
- Ran the tripartite interactions between employer, candidate, and Golonex: interviews, offers, terms, and start dates
- Coordinated each candidate's business visa application and supporting documents

THE OUTCOME

- A capability center staffed and working
- One coordinator for three parties, from first interview to first day
- Visa paperwork handled without burdening the client's team

Global capability center | International recruitment | Business visa coordination | Tripartite coordination

> *Visa decisions rest with the Cypriot authorities. Golonex coordinates applications and documentation.*

MANAGED INFRASTRUCTURE

Critical station networks for a metro rail system

Golonex engineered and supported the station networks of a metro rail system, as the infrastructure partner behind a managed IT infrastructure provider in India.

CLIENT
Managed IT infrastructure provider

INDUSTRY
Metro rail, critical infrastructure

WHERE
India

ms
Failover convergence, measured in milliseconds

India
Delivered through a managed IT infrastructure provider

Critical
Infrastructure that passengers and operations depend on

THE CHALLENGE

Metro stations run their operational systems over one network. A link or switch failure during service hours is not an inconvenience, it is a station going dark.

The managed provider responsible for the stations needed an engineering partner who could design for fast failover and keep the network running to that standard.

WHAT GOLONEX DID

- Designed and engineered redundant station networks built for fast failover
- Tuned convergence so traffic recovers in milliseconds when a link or switch fails
- Separated traffic so busy systems cannot starve critical ones
- Supported the provider with monitoring, change control, and escalation

THE OUTCOME

- Station networks that recover from failures in milliseconds
- A managed provider backed by a dedicated engineering partner
- Fast failover engineered into the design, not left to chance

Redundant topology | Fast convergence | Traffic segmentation | Monitoring | Change control

MANAGED INFRASTRUCTURE

Critical cloud infrastructure for SaaS products

Golonex runs the cloud infrastructure behind SaaS products where every minute of downtime is a customer who notices.

CLIENT
SaaS companies

INDUSTRY
Software as a service

Uptime
The measure every SaaS product is run against

Cloud
Production environments managed end to end

24×7
Monitoring and alerting on live services

THE CHALLENGE

For a SaaS company the infrastructure is the product. An outage, a slow release, or a failed restore is felt by every customer at once, and small teams cannot watch production around the clock.

WHAT GOLONEX DID

- Designed production environments for high availability, with no single point of failure
- Ran monitoring and alerting on every live service
- Managed patching, scaling, and change control without interrupting customers
- Tested backup and recovery, so restores are proven rather than assumed

THE OUTCOME

- SaaS products that stay up for their customers
- Releases and changes that do not cause outages
- Recovery that has been tested before it is needed

High availability | Monitoring and alerting | Change control | Backup and recovery

03 · BUSINESS PROCESS AUTOMATION

Processes we built and automated

1. A custom ERP and CRM for an automotive parts manufacturer
2. An agentic voice bot for callers under GDPR
3. An AI chatbot for a Shopify store
4. An AI chatbot on Telegram

CUSTOM SOFTWARE DELIVERY

A custom ERP and CRM for an automotive parts manufacturer

A car parts manufacturer in India, supplying the automobile industry, replaced spreadsheets and disconnected tools with a custom ERP and CRM built around how its plant and its customers actually work.

CLIENT
Car parts manufacturer and automobile vendor

INDUSTRY
Automotive manufacturing

WHERE
India

100%
Of the code owned by the client

ERP + CRM
Plant and customers in one system

Custom
Built around the plant's own process

THE CHALLENGE

Production planning, stock, purchasing, and customer orders lived in different places. Off-the-shelf ERP did not fit how the plant worked, and nobody owned the system end to end.

WHAT GOLONEX DID

- A Golonex lead owned the platform and roadmap, with a dedicated team
- Built the ERP around the plant's process: bills of materials, work orders, inventory, purchasing, and dispatch
- Built the CRM for the customer side: accounts, enquiries, quotes, and orders, connected to production and dispatch
- Integrated it with the finance system so data is entered once
- Delivered it as a fixed-scope build priced per milestone, then stayed on to maintain it

THE OUTCOME

- One system for the plant, stores, purchasing, sales, and finance
- Customer orders visible from quote through to dispatch
- Manual re-keying removed between departments
- A platform the client owns and Golonex keeps improving

Custom ERP | Custom CRM | Production planning | Inventory | Finance integration | Fixed-scope build

PROCESS & AI AUTOMATION

An agentic voice bot for callers under GDPR

A voice agent that answers and completes routine calls, built on Twilio and ElevenLabs with a custom Golonex harness, and designed for GDPR and the EU AI Act from day one.

CLIENT
Customer-facing business

INDUSTRY
Customer service

WHERE
EU

3
Layers orchestrated: Twilio, ElevenLabs, custom harness

EU
Callers served under GDPR and the EU AI Act

GDPR
Privacy designed in, not added later

THE CHALLENGE

Callers waited for routine requests. Any automation had to meet GDPR and the transparency the EU AI Act expects of AI that talks to the public.

WHAT GOLONEX DID

- Built a custom agent harness that orchestrates each call: Twilio for telephony, ElevenLabs for natural speech, and a language model to decide and act
- Connected it to the client's systems so the agent completes the task, confirming before it acts
- Handed calls to a person, with context, whenever the agent was unsure
- Managed privacy and compliance: AI disclosure at the start of every call, a lawful basis for recording, an impact assessment before launch, processing agreements with each vendor, and retention limits

THE OUTCOME

- Routine calls handled without waiting for an agent
- A full audit trail of every call and action
- A deployment the client can defend to a regulator under GDPR

Twilio · ElevenLabs · Custom agent harness · LLM orchestration · GDPR · EU AI Act transparency

PROCESS & AI AUTOMATION

An AI chatbot for a Shopify store

An AI chatbot on an online retailer's Shopify store answers shoppers from the live catalog and real order data, around the clock.

CLIENT
Online retailer

INDUSTRY
E-commerce

24×7
Shoppers answered at any hour

Live
Catalog and order data from Shopify

Human
Handoff whenever the bot is unsure

THE CHALLENGE

The team answered the same shopper questions all day, about products, stock, sizing, and orders, and questions outside working hours went unanswered.

WHAT GOLONEX DID

- Built an AI chatbot connected to the Shopify store, answering from the live catalog and real orders
- Helped shoppers find products, check stock, and track orders
- Shared order details only after verifying the customer
- Handed conversations to staff with full context when needed, and kept improving the answers after launch

THE OUTCOME

- Shoppers answered at any hour
- Staff time freed from repeat questions
- Conversations that move shoppers toward checkout

Shopify · AI chatbot · Order lookup · Human handoff

PROCESS & AI AUTOMATION

An AI chatbot on Telegram

An AI chatbot that answers users inside Telegram, where they already talk, and hands over to a person when needed.

CLIENT
Client not disclosed

INDUSTRY
Messaging, customer engagement

Telegram
Answers inside the chat users already use

AI
Understands questions in plain language

Human
Handoff whenever the bot is unsure

THE CHALLENGE

Users wanted answers in Telegram, not on a website or by email, and the team could not keep up with the messages by hand.

WHAT GOLONEX DID

- Built an AI chatbot on the Telegram Bot API
- Connected it to the client's information so answers are specific, not scripted
- Handed conversations to a person, with context, when the bot was unsure
- Logged conversations and kept improving the answers after launch

THE OUTCOME

- Users answered in Telegram without waiting
- Repeat questions handled automatically
- A clear path to a person when it matters

Telegram Bot API · AI chatbot · LLM · Human handoff