A 6 point decision framework

BUILD VS BUY

How to add AI agents to your team

Parameter	Building Internally	Buying and Customizing
Time	AI development takes 4-6 months. Steps include: • Planning • Designing • Coding • Training • Testing • Integration	• Chatbot deployment takes 2-4 weeks. • Time depends on customization.
Costs	• Initial Build Costs: $7,500 to $20,000+ • Operational Costs: $10,000 to $20,000 • Long-term Investment: $10,000+	• Buying a chatbot incurs only implementation costs. • It is 10x cheaper than building from scratch.
Expertise	Requires • AI/ML Engineers • Software Engineers • UX Designers • CX Specialists/Experts	• Leverages vendor expertise. • Minimal in-house technical skills needed. In-house roles required: • CX Team • Project/Product Manager
Maintenance	• Needs a dedicated in-house team. • Covers support, updates, and bug fixes.	• Vendor manages updates, support, and bug fixes. • Minimal internal effort needed. • Content maintenance is your responsibility.
Integration	• Requires custom integration with existing systems. • Can be complex. • May increase operational costs.	• Pre-built integrations may need adjustments. • Cost is usually close to zero.
Security and Compliance	• Full control over the system. • Requires expertise to meet industry standards.	• Compliance and security depend on the chosen vendor. • Managed by the vendor.

We completely take care of setup, training and configuration of your AI powered support engine. Speak to one of our experts to get started

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