

HOT TECH

HFS OneOffice Hot Tech: Knorket

Author:

Suhas A R, Associate Practice Leader

Hot Tech Program Lead:

David Cushman, Executive Research Leader, Hot Tech Editor-in-Chief

Knorket: Scaling AI apps and agentic solutions for services and software



The line between services and software is blurring, and in the future, services will increasingly be delivered as scalable software and agentic solutions. Enterprises are under pressure to automate people-based services to improve efficiency and quality, reduce costs, and drive innovation. However, many struggle with scaling AI-driven solutions while maintaining security and compliance.

Knorket enables enterprises and service providers to transition from traditional people-driven models to AI-driven, scalable, and secure data and agentic applications. By unifying

structured, unstructured, and qualitative analytics into a single, AI-powered platform, Knorket helps organizations productize knowledge and build domain-specific AI applications and agents deployed on DevOps automated secure data and AI infrastructure that drives real business impact.

With its agentic AI capabilities, Knorket automates workflows, generates actionable insights, and enhances decision-making, helping it potentially become a key enabler for enterprises embracing the Services-as-Software future.

Exhibit 2: Key features of Knorket

Feature	Capabilities
Unified Data Platform	<ul style="list-style-type: none"> Structured data lake and analytics engine Unstructured data lake Workflow engine
Marketplace for data products and AI agents	<ul style="list-style-type: none"> Connected data products (no-code AI data products/apps) Research and learning data products AI agent marketplace
Advanced security	<ul style="list-style-type: none"> Zero trust network Granular access control (RBAC and ABAC) Multitenancy and client isolation
AI-driven insights and collaboration	<ul style="list-style-type: none"> Copilot functionality In-browser edge analytics
Scalable, automated infrastructure	<ul style="list-style-type: none"> Automated infra setup and DevOps Real-time monitoring Built-in observability
Service provider and MSP focus	<ul style="list-style-type: none"> Marketplace of apps and AI agents Payment automation Client portals Custom data platforms CRM to manage clients Custom data/AI apps and agents Cost-efficient operations

Source: Knorket, HFS Research, 2025

Knorket turns services and people-driven processes into AI-powered apps and agents

Knorket focuses on two key target segments: service providers and enterprises.

The company enables service providers and enterprises to turn their knowledge and data into scalable, productized offerings that deliver higher value to enterprises. The key benefits it provides to enterprises and service providers include:

- **Automation of data/AI infrastructure:** Automates DevOps and helps install/manage advanced structured and unstructured data engines and associated data lakes within virtual private clouds (VPC). Knorket also provides a full control plane to manage all deployments.
- **AI-powered efficiency:** Helps build AI-powered apps and agents that analyze structured and unstructured data (from the provisioned and managed data engine) to drive operational efficiency and automation.
- **Scalability and standardization:** Enables enterprises to transition from traditional, human-intensive services to product-driven business models, ensuring consistency and repeatability across operations.
- **Data-driven personalization:** Delivers personalized, insight-driven services at scale while maintaining high quality and security standards.

Knorket equips enterprises to extend their offerings with domain-specific intelligence and AI-powered capabilities. This means faster time-to-market for solutions that address industry-specific challenges while giving enterprises AI-driven competitive advantages.

Some example use cases include:

- **AI-enabled industry solutions:** Help enterprises productize domain knowledge by building repeatable, scalable applications that act as domain-specific AI agents—combining analytics, workflows, and AI to solve high-impact industry problems.
- **Cross-domain intelligence** enables enterprises to address complex business challenges by leveraging structured, unstructured, and qualitative analytics. It connects multiple data types for richer insights and automated workflows.

Security: A cornerstone of Knorket's value proposition

Data security is not just a concern for enterprises—it's a critical factor in AI adoption. Many AI-driven platforms require data to be transferred, stored, or processed in external environments, raising compliance challenges and trust issues, especially in regulated industries. Knorket addresses these risks with a privacy-first approach to data residency, ensuring its platform is deployed directly within the enterprise's environment so sensitive data never leaves corporate boundaries. This gives enterprises full control over their data, mitigating regulatory risks and strengthening compliance.

Knorket's security architecture is built on a zero-trust network, which secures connections with end-to-end encryption, protecting data workflows across all devices and locations. Enterprises benefit from granular access controls, enabling them to define who can access specific data down to the schema, table, or even row level. Knorket also ensures complete isolation of data and resources between clients or business units, making it a trusted solution for multitenant environments and large-scale deployments.

With security as a cornerstone of its architecture, Knorket is a trusted partner for industries with stringent compliance requirements, such as finance, healthcare, and government. Its secure, scalable, and enterprise-ready AI platform enables businesses to adopt AI confidently, safeguard sensitive data, and maintain full control over their infrastructure—ensuring compliance without limiting innovation.

Knorket helped transform a leadership coaching company into a tech-enabled solutions provider

Knorket played a key role in transforming Pivotal Growth, a leadership development company, into a tech-enabled solutions provider.

Challenges:

- Reliance on manual, paper-based leadership assessments
- Limited scalability due to labor-intensive service delivery

Knorket solution:

- Digitized the assessment process, enabling data-backed insights for leadership coaching and team development
- Built a platform to deliver personalized, scalable leadership programs for individuals and teams
- Created certification programs for coaches, ensuring consistent service quality

Results:

- Faster service delivery with automated workflows
- Increase in scalability, allowing the company to serve larger enterprise clients
- Enhanced data-driven decision-making for leadership development

Enterprise use case: AI-driven transformation in healthcare and insurance

The challenge:

A leading healthcare and insurance provider faces challenges in claims processing, partner coordination, and regulatory compliance. With millions of claims handled annually across hospitals and clinics, manual workflows slow down approvals, increase errors, and create inefficiencies in medical triage operations. Additionally, ensuring data security and regulatory compliance remains a top priority, as existing systems rely on centralized data processing, exposing sensitive patient and claims data to potential risks.

Knorket's proposed solution:

Knorket's AI-powered automation and analytics can help streamline claims approvals, fraud detection, and medical triage while ensuring data security and compliance. AI-driven workflows can reduce manual intervention, accelerate claims processing, and provide real-time insights for decision-making. Knorket's on-premises deployment also keeps sensitive data within enterprise systems, ensuring full control, security, and compliance in highly regulated environments.

Expected enterprise impact

By integrating Knorket, the provider could significantly accelerate claims processing, enhance cost optimization, and reduce fraud risks. AI-driven insights would improve decision-

making, while a scalable AI architecture would enable efficient expansion. With greater automation and security, the provider can future-proof its operations, ensuring higher efficiency, compliance, and business agility in a rapidly evolving landscape.

HFS' take

We recognize Knorket as an HFS OneOffice Hot Tech for its ability to help enterprises transition from labor-intensive service delivery to scalable, AI-driven solutions. Its strengths are its innovative platform capabilities, focus on security, and ability to productize knowledge into tech-enabled offerings.

However, the road ahead isn't without challenges. As Knorket moves from stealth to mainstream, its ability to scale its impact will depend on strategic partnerships and broader

marketplace visibility. To build trust with enterprise leaders, Knorket must continue to prove its ROI with measurable, industry-specific use cases.

As AI adoption accelerates, Knorket provides enterprises with the security, automation, and scalability needed to stay competitive. Running a pilot program can help organizations measure Knorket's impact and ability to unlock new revenue opportunities in an AI-driven economy.

Vendor fact sheet

- **Founded:** 2021
- **Headquarters:** Toronto, Mississauga, Canada
- **Key executives:** Venkat Chandra, chief orchestrator
- **Number of employees:** 5
- **Funding source:** Private
- **Number of clients:** Confidential
- **Key clients:** Confidential
- **Domain:** AI/genAI and agents
- **Solutions portfolio:** AI-powered data platform; automation and decision intelligence; enterprise security and compliance; knowledge monetization; industry-specific solutions

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