

Conversational AI Excellence: Northbay's Chatbot Managed Services

Simplify AI Chatbot Management: Focus on Growth, We Handle the Rest

Northbay's Chatbot Managed Services enable startups and SMBs to maintain intelligent, secure, and cost-efficient AI chatbots without the burden of in-house expertise for managing them. We manage every aspect—accuracy, security, cloud costs, and workflow integrations—freeing your team to focus on innovation and growth.

Our expert team ensures your chatbot delivers accurate responses, optimizes cloud spend, and integrates seamlessly with your systems, all while maintaining robust security and compliance. With 24/7 monitoring and dedicated support, we drive measurable results, enhancing customer engagement and operational efficiency.

Highlights

- + **Fully managed AI chatbots:** 24/7/365 robust monitoring, deployment support & cloud infrastructure management.
- + **Cost optimization:** Quarterly or monthly reviews to control cloud spend with actionable insights.
- + **Robust security:** Guardrails, incident response, and compliance protection to keep your customers and your business secure.

Deliverables

- + **Fully Managed Chatbot Solution:** Chatbot management with ongoing maintenance, prompt tuning, and knowledgebase updates to ensure accuracy and relevance.
- + **Cost Optimization and FinOps:** Regular reviews to optimize model selection and prompts, controlling cloud spend and preventing budget overruns.
- + **Robust Security and Compliance:** Comprehensive guardrails, vulnerability protections, and incident response to safeguard data and maintain brand trust.
- + **Seamless Workflow Integration:** Agentic AI optimizations with system integrations and performance analytics, supported by 16 hours of monthly development.

Conversational AI Excellence:
Northbay's Chatbot Managed Services



BOOK A CALL

Service Tiers

Features	Silver	Gold	Platinum
Response Accuracy Improvements	Y	Y	Y
Cost Optimizations	Quarterly	Quarterly	Monthly
Security & Incident Response	Y	Y	Y
Agentic AI: Workflow Optimizations	N	Y	Y
Development Hours Included	16hrs/mo.	16hrs/mo.	16hrs/mo.
Additional Development Hours	\$90/hour	\$90/hour	\$90/hour
Cloud Infrastructure Management Services	None	MSP Gold	MSP Platinum
Response Time	15 minutes Business Hours	15 minutes Business Hours	15 minutes 24 / 7 / 365
Monitoring, Alerting & Reports	24 / 7 / 365 Uptime Monthly	24 / 7 / 365 Standard Monthly	24 / 7 / 365 Enhanced Weekly
Security & Compliance Monitoring	Standard	Standard	Enhanced
Dedicated Account Manager	N	N	Y
Comprehensive Management Portal	N	Y	Y
Support Coverage	Business Hours	Business Hours	24 / 7 / 365
Provisioning Hours	N	N	10 hrs/mo.
Starting Price	\$1,500/mo.	\$4,500/mo.	\$6,000/mo.

Conversational AI Excellence:
Northbay’s Chatbot Managed Services



BOOK A CALL