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**thinklio**

# Management Overview

Organisational leverage through governed autonomous operations

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Prepared by Novansa OÜ

# What Thinklio Is

Thinklio is a platform for deploying intelligent agents that reason, coordinate tasks, and operate on behalf of individuals and organisations. Unlike simple chatbots that respond to prompts, Thinklio agents think through problems by combining domain knowledge, access to tools, and awareness of organisational context.

What sets Thinklio apart is what happens underneath. Every action an agent takes is governed, tracked, and accounted for. Organisations set policies about what agents can and cannot do. Every reasoning step is auditable. Costs are metered and attributed to the correct user, team, or department. This is AI as reliable infrastructure that an organisation can trust with real work.

Thinklio is built by Novansa OÜ and hosted on EU infrastructure (Hetzner Cloud, Nuremberg). The platform is in active pre-launch development, with early access partnerships forming now.

## The Coordination Tax

Every organisation pays a hidden cost in operational coordination. Scheduling, reporting, status updates, compliance checks, internal knowledge queries, and triage consume skilled people's time without requiring skilled judgement. This overhead grows with every new hire, every new client, and every new process.

Traditional automation addresses some of this, but imperfectly. Workflow tools are rigid and break when processes change. RPA scripts follow rules but cannot reason. Raw LLM wrappers are powerful but uncontrolled: they hallucinate, overspend, and leave no audit trail.

Thinklio sits in the space between: agents that can reason through problems and take action, but within guardrails that the organisation defines and the platform enforces.

# Operational Leverage

The value of Thinklio is best understood in labour economics terms, not software costs. Organisations spend the majority of their operational budget on people performing routine coordination, reporting, and knowledge retrieval. These tasks are important but repetitive, and they scale linearly with organisational complexity.

Thinklio enables organisations to delegate these tasks to governed agents, allowing human staff to focus on work that requires genuine expertise, creativity, and judgement. The result is a smaller operational team with significantly greater capacity.

## Modelled Scenario: Mid-Size Professional Services Firm

The following scenario illustrates the potential impact for a 50-person professional services firm. These are modelled projections based on typical operational overhead patterns, not claims from an existing deployment. Actual results will vary by organisation.

Function	Traditional Approach	With Thinklio Agents
Executive scheduling	3 assistants	1 assistant + scheduling agents
Reporting and analysis	4 analysts	Automated reporting agents
Compliance checks	3 operations staff	Policy review agents
Client enquiry triage	10 support staff	Triage agents + 3 specialists
Internal knowledge queries	Constant interruptions	Agents respond instantly

Table: Modelled scenario. Figures are illustrative and will vary by organisation.

## Cost Context

Category	Traditional	With Thinklio
Operational staff costs	\$3.6M/year	\$800K/year
Software costs	\$120K/year	\$90K/year
Thinklio platform	—	\$60K/year
Total	\$3.72M/year	\$950K/year

Modelled figures for a 50-person professional services firm. Assumptions: average fully loaded staff cost of \$90K; Thinklio Organisation plan with moderate to heavy usage; BYO LLM API keys.

For context, a single operations coordinator typically costs an organisation \$6,000–10,000 per month in salary, superannuation, and overhead. A Thinklio Team subscription with moderate agent usage typically runs under \$500 per month.

# Governance by Design

The most significant barrier to AI adoption in organisations is trust. Leaders need to know what their AI systems are doing, why they made specific decisions, what those decisions cost, and whether they complied with organisational policy. Without these assurances, AI remains an experiment rather than operational infrastructure.

Thinklio is built with governance as the foundation, not an add-on. Every agent action passes through a policy engine before it executes. Every decision is logged with the full context that produced it. Every cost is tracked to the agent, the team, and the interaction that incurred it.

## Policy-Driven Execution

Organisations define policies that govern agent behaviour: what tools agents can access, what actions require human approval, what cost limits apply, and what information agents may or may not share. The platform evaluates these policies at every step of execution. Decisions are allow, deny, or require-approval. Denied actions are logged with the reason. There are no silent failures.

## Cost Controls

Budgets are set at the organisation, team, and individual agent level. The platform enforces these budgets before execution, not after the bill arrives. When an agent approaches its budget limit, a warning is logged. When the limit is reached, the agent stops accepting new requests until the next budget period. Emergency overrides are available to administrators.

## Audit Trails

Every reasoning step, tool call, delegation, and knowledge update is logged immutably with timestamp, actor, context, cost, and policy decision. Audit logs are searchable, filterable, and exportable. For organisations with compliance requirements, this means every AI-assisted decision can be traced back to a specific request, a specific policy evaluation, and a specific cost attribution.

## Trust Levels

Agent permissions follow a graduated trust model. Read-only operations are broadly available. Low-risk write operations require moderate trust. High-risk write operations require elevated trust and may trigger approval workflows. Trust levels are configurable per agent, per team, and per context.

# Deployment Patterns

Thinklio scales from a single personal agent to a multi-department organisational deployment. Each pattern is a natural entry point, and organisations often progress through them as adoption grows.

## Individual Professional

A consultant, advisor, or knowledge worker creates a personal agent that learns their context over time. The agent handles research, meeting preparation, document drafting, and routine queries. It remembers preferences, client details, and working patterns across conversations. Over weeks, the agent becomes genuinely useful because it learned from use, not because it was elaborately configured.

Typical cost: \$30–80 per month.

## Small Team (5–15 people)

A project team or small department shares one or more agents for institutional knowledge and coordination. Team members ask the agent about project status, client history, and internal processes. The agent draws on shared team knowledge while keeping personal conversations private. New team members get up to speed faster because the agent holds the team's accumulated context.

Typical cost: \$200–500 per month for the team.

## Organisation (20–100+ people)

Multiple departments, multiple agents, each with specific roles and governance policies. A compliance review agent checks submissions against policy. A client intake agent triages enquiries and routes them appropriately. A reporting agent compiles updates from project data. Costs are attributed by department. Audit trails satisfy compliance requirements.

Typical cost: \$800–2,000 per month depending on scale and usage.

## Service Provider

A consultancy or technology firm deploys Thinklio agents for their own clients via the Platform API. Full isolation between clients, transparent cost attribution, and programmatic agent lifecycle management.

Cost varies by deployment scale.

# Architecture at a Glance

Thinklio is built as production infrastructure, not a prototype or wrapper around a language model API. A detailed Technical Overview document is available separately for technical evaluators.

Component	Technology	Purpose
Backend services	Go	Six stateless microservices: gateway, agent execution, context, tools, queuing, and usage tracking
Database	PostgreSQL 16 + pgvector	System of record with row-level security for tenant isolation
Event bus / cache	Redis 7 with Streams	Event streaming, multi-tier caching, rate limiting, active job storage
Deployment	Docker / Coolify	Single-host initially, expandable to multi-host without code changes
Infrastructure	Hetzner Cloud (EU)	Nuremberg data centre. EU data residency. GDPR-ready
Object storage	Cloudflare R2	File attachments, document uploads, database backups

## Key Architectural Decisions

Governance first. Policy evaluation, cost tracking, and audit logging are built into the execution harness at the step level, not layered on after the fact.

Durable execution. Every agent interaction runs inside a state machine that tracks each step independently. If the service restarts, execution resumes from the last completed step.

Four-layer knowledge. Agent, organisation, team, and user knowledge layers with clear ownership, privacy, and precedence rules. User knowledge is never visible to others.

LLM-agnostic. The platform abstracts LLM provider integration. Organisations choose their own providers and retain full cost transparency.

Channel-agnostic. Agents are unaware of communication channels. The same agent serves Telegram, web chat, and API with identical capabilities.

# Pricing Overview

Thinklio pricing follows a three-layer structure designed for transparency and predictability.

Layer	What It Covers	How It Works
Platform subscription	Agent hosting, governance engine, knowledge storage, audit trails, admin dashboard	Fixed monthly fee based on plan tier
Execution metering	Reasoning steps, tool invocations, delegations, knowledge operations	Per-cycle pricing scaling with actual work performed
LLM provider costs	AI model usage (token consumption)	BYO API keys for transparency, or managed billing with service margin

## Plan Tiers

Plan	Users	Agents	Cycles / month	Price
Free	1	3	2,000	Free
Pro	Up to 3	10	20,000	\$29 / month
Team	Up to 15	50	100,000	\$129 / month
Organisation	Up to 50	200	500,000	\$499 / month
Enterprise	Custom	Custom	Custom	Contact us

Pricing is indicative and may be adjusted based on early access feedback. Early access partners receive permanent pricing advantages.

# About Novansa OÜ

Thinklio is built by Novansa OÜ, a technology company incorporated in Estonia. The team brings experience across software development, healthcare technology, and corporate governance in both Australian and European contexts.

Novansa operates with a deliberate approach to product development: phases complete when quality criteria are met, not when a calendar says so. Thinklio's architecture is designed for production-grade reliability from the first deployment.

## Early Access

Thinklio is currently forming early access partnerships with individuals, teams, and organisations who want to shape the platform alongside us. Early access partners receive:

- Direct access to the platform as it develops, starting with core agent functionality.
- Input into feature priorities. Early partners' needs directly influence what gets built next.
- Permanent pricing advantages over standard launch pricing.
- A direct line to the development team.

## Get in Touch

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