

BIG BANG KI FESTIVAL · BERLIN · 16 SEPTEMBER 2026 · 16:00–16:55

AI NATIVE

ZERO HUMAN COMPANY

Run an entire company — from the palm of your hand.

What happens when AI becomes the operating layer?

Markus J. Kaiser

PRESENTATION AS PDF



German and English version

intec^{ai}
io

intecio GmbH
Business reality

intec.ai GmbH
AI-native layer



intec^{ai}
io



THE BIG BANG

A whole company — on one mini PC.

MY THESIS

Run for the price of electricity. No licences, no data centre, no cloud bill.

For 25 years I built the world I am now questioning.

I'm not an AI commentator. I'm talking about my own numbers.



- 25+ years of AI and enterprise tech
- 20+ years of SAP
- Logistics & supply chain
- Academic background in AI

- Founder, intecio GmbH
- Founder, intec.ai GmbH
- Author — Logistics AI (on Amazon)
- CEO & entrepreneur

0
Employees

2025
founded

+
Cash flow positive

Six claims I will back up today.

Every one runs in operations, here or at customers — no slide without backing.

1

The old business model is breaking — mine first.

2

Intelligence became infrastructure: 280× cheaper in two years.

3

Four capabilities plus rules make a deterministic AI Engine.

4

Days become minutes, effort becomes result.

5

The human leads — above the process, not in it.

6

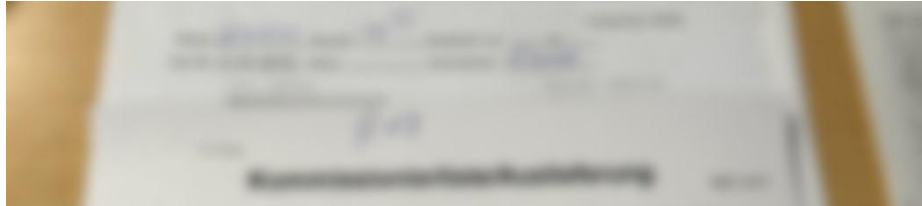
One process is enough to start. That is where we help.

I attacked my own business model.

Two companies, two years of experiments — and in the end our own platform,
that nobody planned at the start.

Transformation.

Two companies, two operating models — I run both.



intec_{io}
THE OLD WORLD · BEING TRANSFORMED

run the process

bought standard process

costs headcount

ticket, release, project

€ / hour

PEOPLE

SOFTWARE

GROWTH

CHANGE

BILLING



intec^{ai}
THE NEW WORLD · BUILT AI-NATIVE

give intent and judgement

your own described process

costs compute

a description

€ / completed process

One is being transformed — the other started free.

HOMEWORK · STEP 1 — Which side describes your process today — left or right?

AI enters exactly where we used to bill.

WHAT HAPPENS TO ...

- **SAP consulting?**
- **Software development?**
- **Billable hours?**
- **Rollout projects?**
- **Employees?**
- **My own company?**



The new question: which work should stop entirely?

A 6-month project becomes weeks?

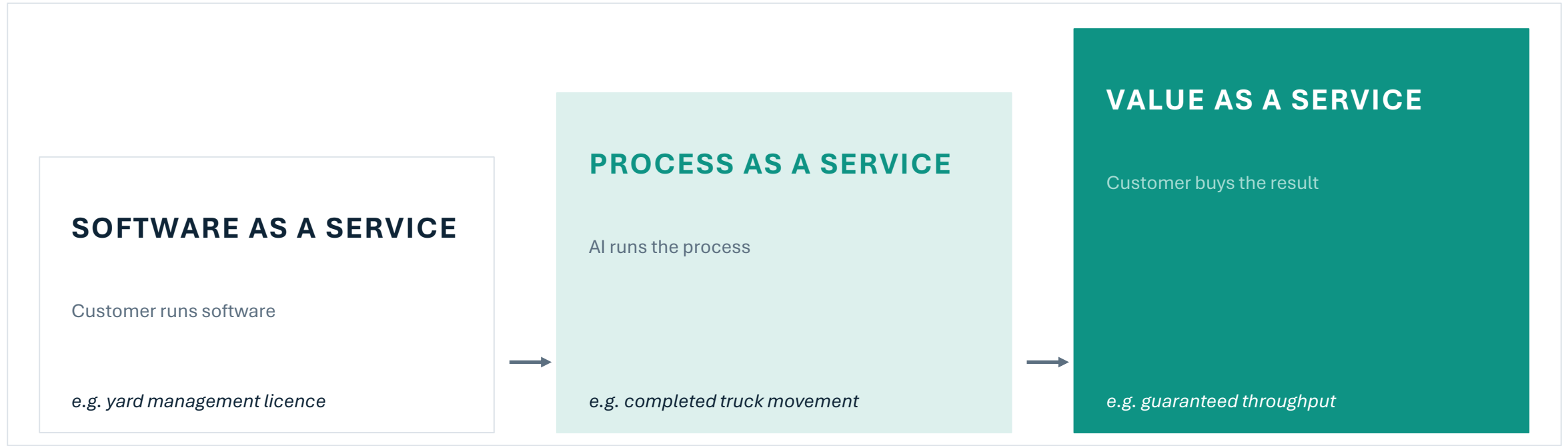
WHAT DOES A CONSULTANT SELL THEN?



PAUSE FOR THOUGHT • 30 SECONDS

Do you pay for the days — or for the job done?

Not selling software — results.



AND THE UNIT WE BILL — cost per correctly completed process instead of per head



Why should a customer pay us more because we took longer?

For thirty years we bought others' processes,
because building our own cost too much.

FACT

89%

of organisations still run on the industrial-age operating model. 9% agile or platform-based, 1% as a decentralised network.

SOURCE · McKinsey, The agentic organization, September 2025

The rise and fall of standard software.

The cheapest answer to a problem — that has since changed.

VALUE OF BUYING SOMEONE ELSE'S PROCESS

RISE

FALL

1970s–80s

IN-HOUSE BUILD

Every company writes its own

Development is costly and slow.
Every firm pays twice for the same logic.

1990s–2000s

STANDARD ERP

Buy best practice

One vendor spreads development across thousands of customers. You adapt to the software.

2010s

SaaS

Rent best practice

Cheaper to run, harder to change.
Customizing is now unwanted.

2020s

AI-NATIVE

Describe your own again

Development is cheap again.
Describing your own process becomes the better deal.

The company in four phases.

Each phase moves where the knowledge sits — and what the human is in it.

WHERE KNOWLEDGE SITS · WHAT THE HUMAN IS

THE MASTER

THE MACHINE

THE SYSTEM

THE ENGINE

PHASE 1 · to 1850

WORKSHOP

Knowledge in the master's head

THE DECIDER

PHASE 2 · 1850–1950

INDUSTRY

Work broken into steps

THE EXECUTOR

PHASE 3 · 1950–2020

ADMIN AND ERP

Process moves into the system

THE MIDDLEWARE

PHASE 4 · from 2023

AI-NATIVE

The intent is described

THE PRINCIPAL

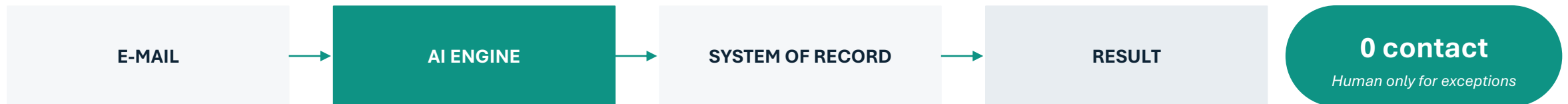
Exactly one of these four roles is pure forwarding — it disappears.

People as middleware between unintelligent systems.

CLASSIC — HUMAN IN THE LOOP · the human is the connection



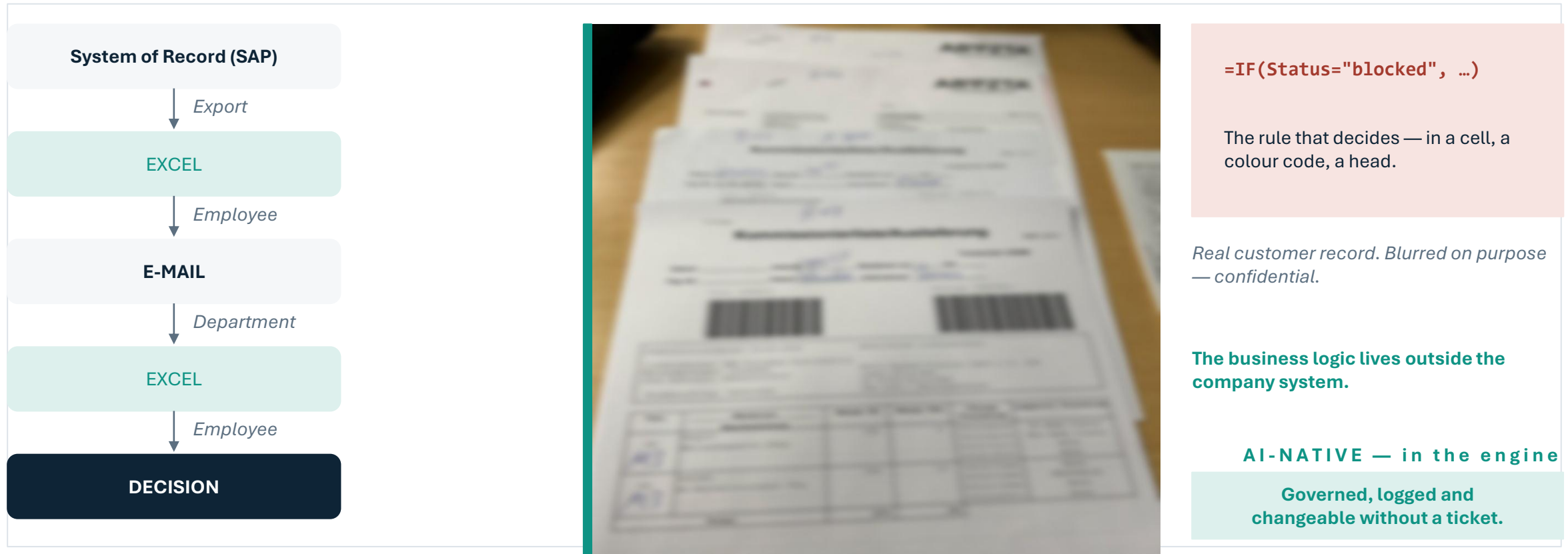
AI-NATIVE — HUMAN ON THE LOOP · the connection is governed



Six handovers, three people — none is in a report.

Excel is where your ERP fails.

CLASSIC — the rule sits in the spreadsheet



No audit in the world finds this rule — it is in no system.
HOMEWORK · STEP 1 — Which rule of your process lives only in an Excel cell?

When the process lives in one person's head.

3,000+

pallets daily

300+

carriers per year

4

warehouse systems, one screen

"I print the list, because that is our transport order. I do everything with it: book the slot, find the carrier, write on it, hand it to the guys. That is our paper."

One printout is transport order, slot proof, allocation sheet and work instruction.

The operating model lives in one head.

- Load consolidation in head
- Carrier choice from experience
- Exceptions by shout
- Written down nowhere

The person behind it retires soon. His knowledge stays — in the system, not in a head.

HOMEWORK · STEP 1 — Whose knowledge leaves when that one person leaves?

The size of your team is no proof of growth.
It measures your liabilities.

FACT

2–5 to 50–100

people are enough to supervise an agent factory of 50 to 100 specialised agents

SOURCE · McKinsey, The agentic organization, September 2025

Which process is it?

STEP 1 OF 5 · THE CANDIDATE — tick and fill in, at home.

QUESTION 1

Where does it hurt most?

☐ Rule sits in Excel☐ In one head☐ Too many handovers☐ Inbox overflowing

QUESTION 2

How often does it run?

☐ hourly☐ daily☐ weekly☐ monthly

QUESTION 3

How many people touch it?

☐ one☐ two to three☐ four to six☐ more than six

YOUR ENTRY

We call the process:

Filled in and sent back to start@intec.ai — the whole file, not single slides.

If explaining a task takes longer
than prompting it myself — I do it myself.

FACT

every 4 months

the length of tasks AI reliably completes has doubled since 2024 — now about two hours at a stretch

SOURCE · McKinsey, The agentic organization, September 2025

40%

of all agent projects will be cancelled by the end of 2027 — mostly not because the tech fails.

BECAUSE NOBODY KNOWS THE COST PER PROCESS

Intelligence as infrastructure

280× cheaper in two years.

The same performance: twenty dollars per million tokens in 2022, seven cents in 2024. The context window grew 260× in the same period.

A healthcare group

\$6m before anyone noticed.

One trillion tokens in six months. Finance only worked out afterwards what drove the cost.

The price range

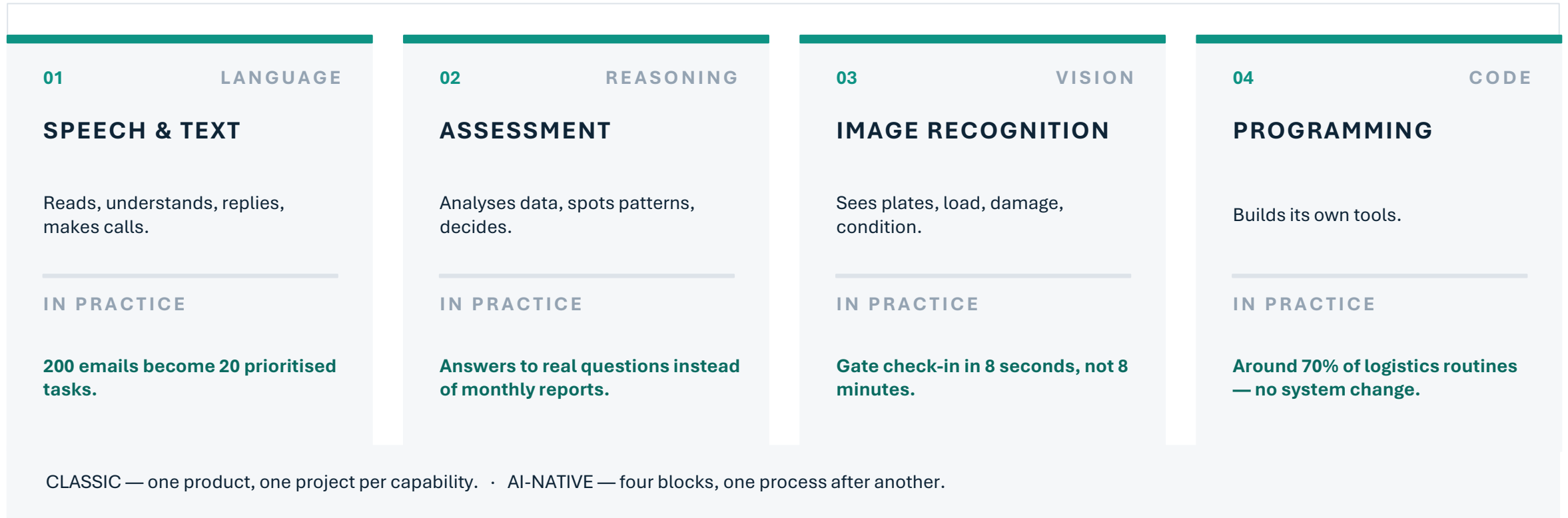
4,500× from cheap to expensive.

From the cheapest production model to the priciest reasoning model. Same question, thousandfold price — depending where it runs.

The token is the first cost type in decades that nobody knows per process.

Four capabilities cover everything.

Every automated process uses these four blocks.



You need exactly these four blocks — wired to your systems.

HOMEWORK · STEP 2 — Which of the four capabilities does your process need?

20 minutes became 90 seconds.

PER DELIVERY NOTE

~~20 min~~

90 sec

13× faster

CMR, ASN, customs — read, checked, posted.
No retyping.

PER DISPATCHER, PER DAY

~~200 emails~~

20 tasks

10× fewer items

Filtered, classified, routed. Exceptions in
seconds.

None of it needed a system change — that is the point of the Long Tail.

HOMEWORK · STEP 2 — Which document does someone retype in your process?

An agent cracks an undocumented protocol.

STARTING POINT

Display board in the yard · vendor documentation nowhere to be found

0 docs

THE AGENT EXPLORES

Finds network ports, interfaces, protocols itself · tries out variants

1 day

RESULT

Protocol cracked · SAP module including source code · live in operations

SAP live

REAL CASE

"Now and then it asks whether the board is showing what it expects."

HOMEWORK · STEP 2 — Which system in your process has no docs left?



Live yard logistics project. Agents explore reality on their own — that is the new reality.

Software scarcity is collapsing.

WHAT THAT MEANS

New rule in the supplier process: 20 minutes. New report: one sentence. New interface: one afternoon.

Source code becomes a commodity.



Time saved in AI-assisted development

CODE GETS CHEAPER.

AI brings the textbook. It does not bring your special case — that is your capital now.

FACT

19% slower

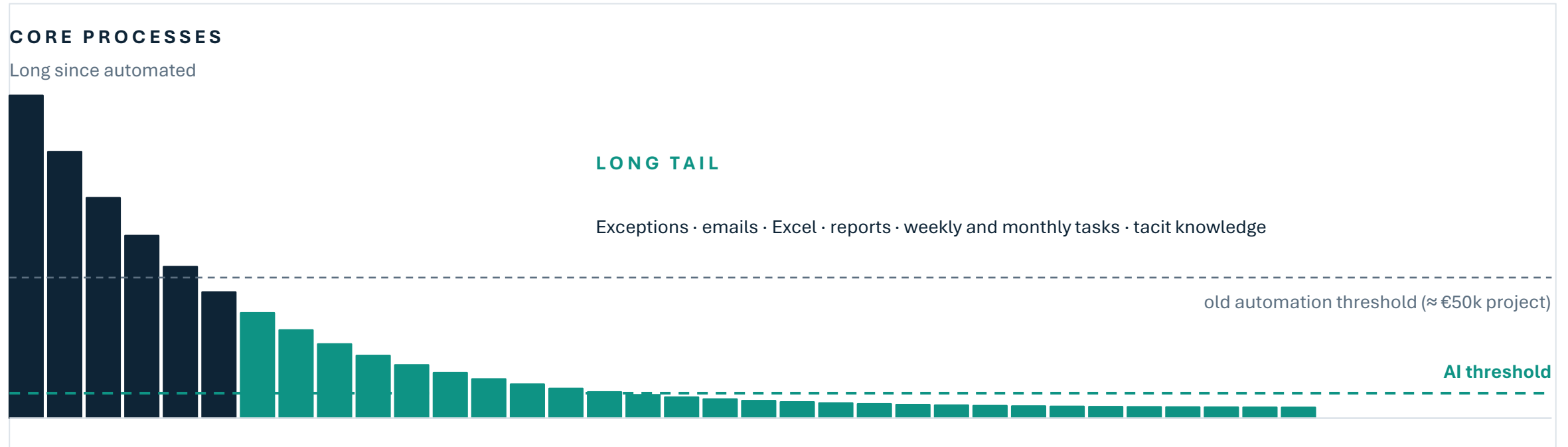
was how experienced developers worked with AI assistance — though they expected a 24% speed-up

SOURCE · METR, July 2025

The Long Tail is the real company.

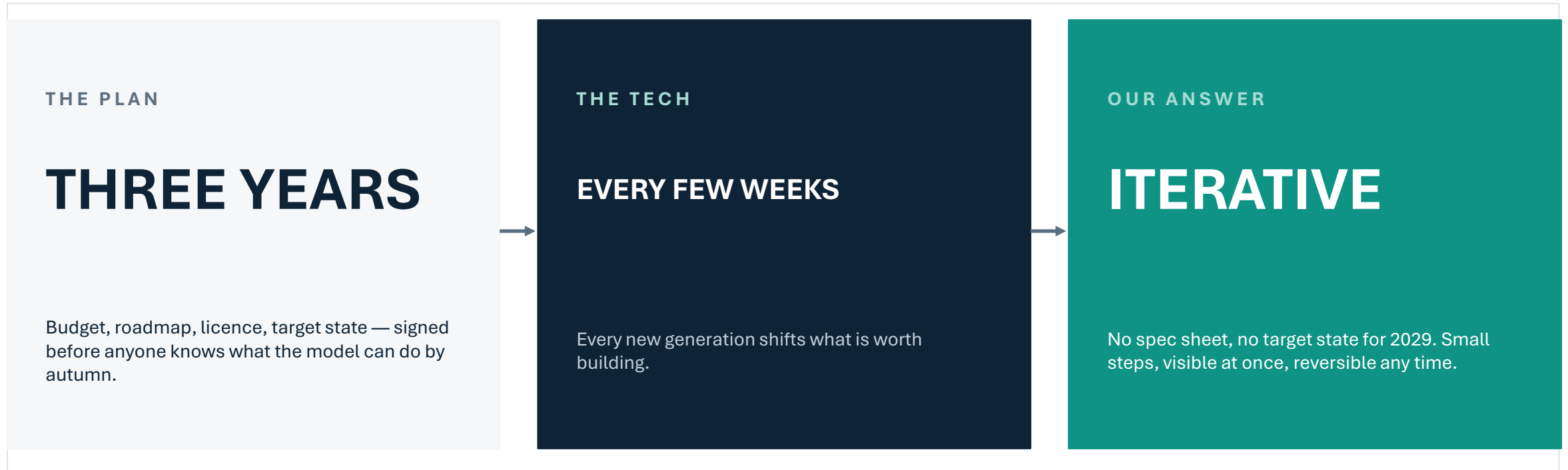
CLASSIC — only what justifies a project

AI-NATIVE — the Long Tail too



The old threshold was a project budget. The new one is a description.

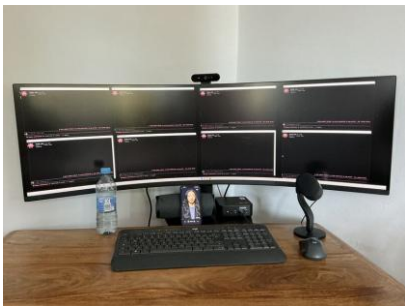
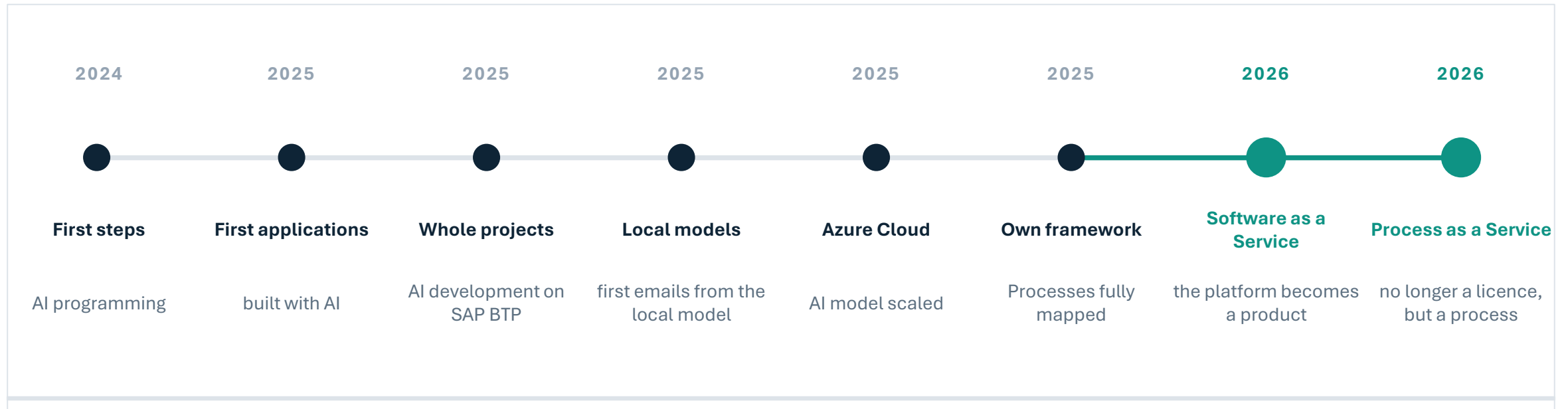
We plan in years. The tech changes in weeks.



Language models are the discovery of fire — and we are debating the five-year plan for making fire.

From first prompt to our own platform.

Eight steps in two years. No master plan — experience beats planning.



Eight agents, one desk, zero employees — two years of experiments became an AI Engine.

HOMEWORK · STEP 2 — Which part of your process could a model already take over today?

What must the engine do?

STEP 2 OF 5 · THE MATERIAL — tick and fill in, at home.

QUESTION 1

Which capability carries it?

☐ Language☐ Assessment☐ Image recognition☐ Code

QUESTION 2

Which document is retyped today?

☐ Delivery note☐ Invoice☐ E-mail☐ no document

QUESTION 3

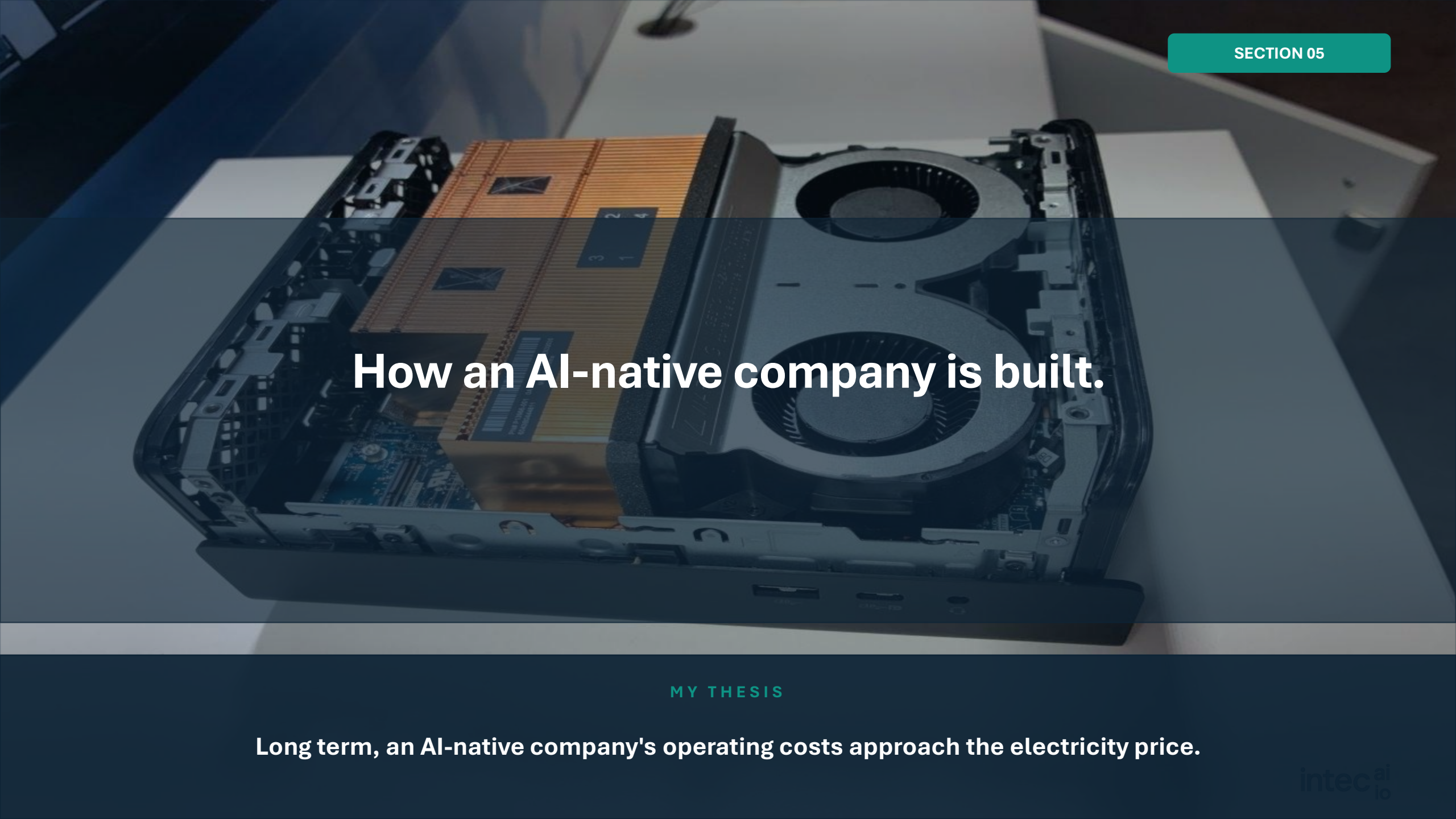
Where does that data sit?

☐ SAP / ERP☐ Excel☐ Mailbox☐ nowhere

YOUR ENTRY

The engine must be able to read:

Filled in and sent back to start@intec.ai — the whole file, not single slides.

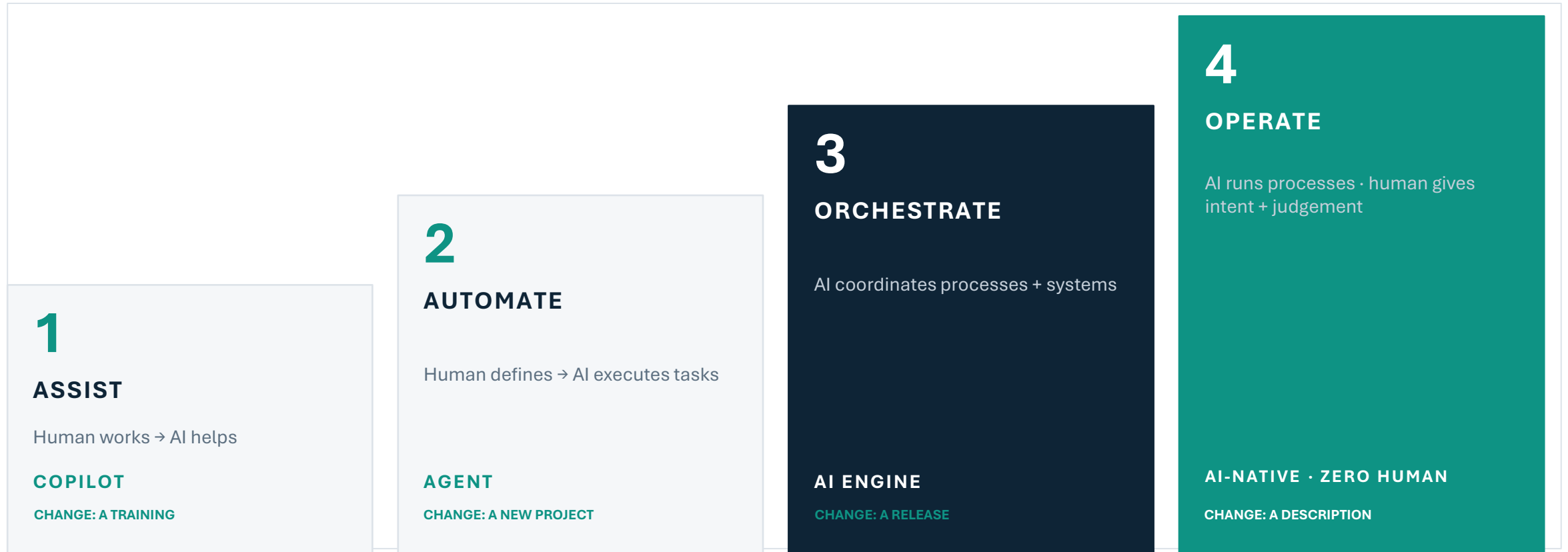


How an AI-native company is built.

MY THESIS

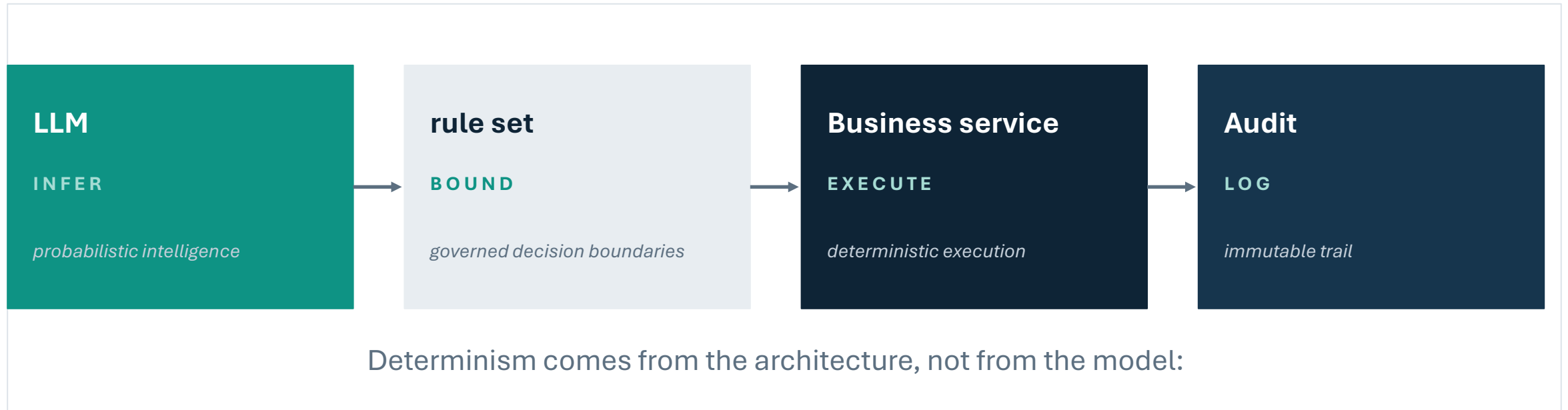
Long term, an AI-native company's operating costs approach the electricity price.

We confuse four different things.



Most of the market sits at level one or two and calls that transformation.

The model thinks in probabilities. The process runs deterministically.



probabilistic intelligence + governed decision boundaries + deterministic execution

HUMAN-IN-THE-LOOP — the business unit approves the rule, decides the exception, trains the engine on real cases. Once something is decided, it runs the same way every time.

What makes an AI Engine.

Eight properties. Less is not an engine, but a chat window.

01

INTENT, NOT OPERATION

It takes in what should apply. Not clicks, not screens.

02

DOMAIN KNOWLEDGE

It brings expertise — and learns what only applies to you.

03

WRITES INTO SAP

It reads and writes in SAP, CRM and database. No data lake on the side.

04

DETERMINISTIC

What a human decides once, it decides the same way every time.

05

AUTHORITY AND LOG

Every action has a limit, a name and a trail.

06

OWN INFRASTRUCTURE

Own hardware in German data centres. No prompt and no document leaves the house.

07

BUSINESS CAN CHANGE IT

Whoever owns the process changes it without a release.

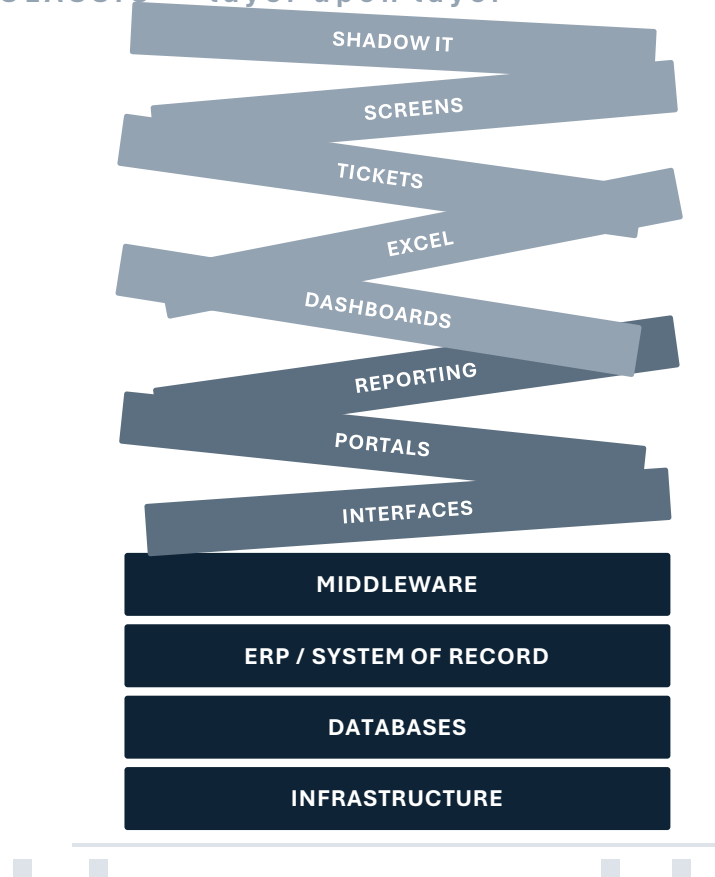
08

INTO THE PHYSICAL WORLD

It reaches the gate, the weighbridge, the plant.

The old IT stack is collapsing.

CLASSIC — layer upon layer

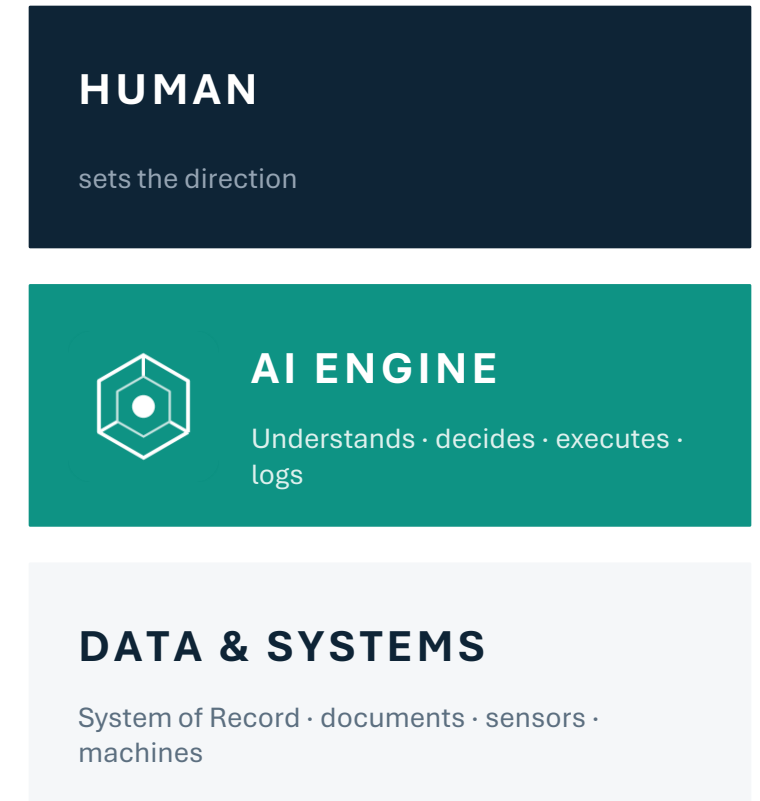


Every requirement became a layer. The tower holds — until it tips.

**Latency.
Permissions.
Break points.**

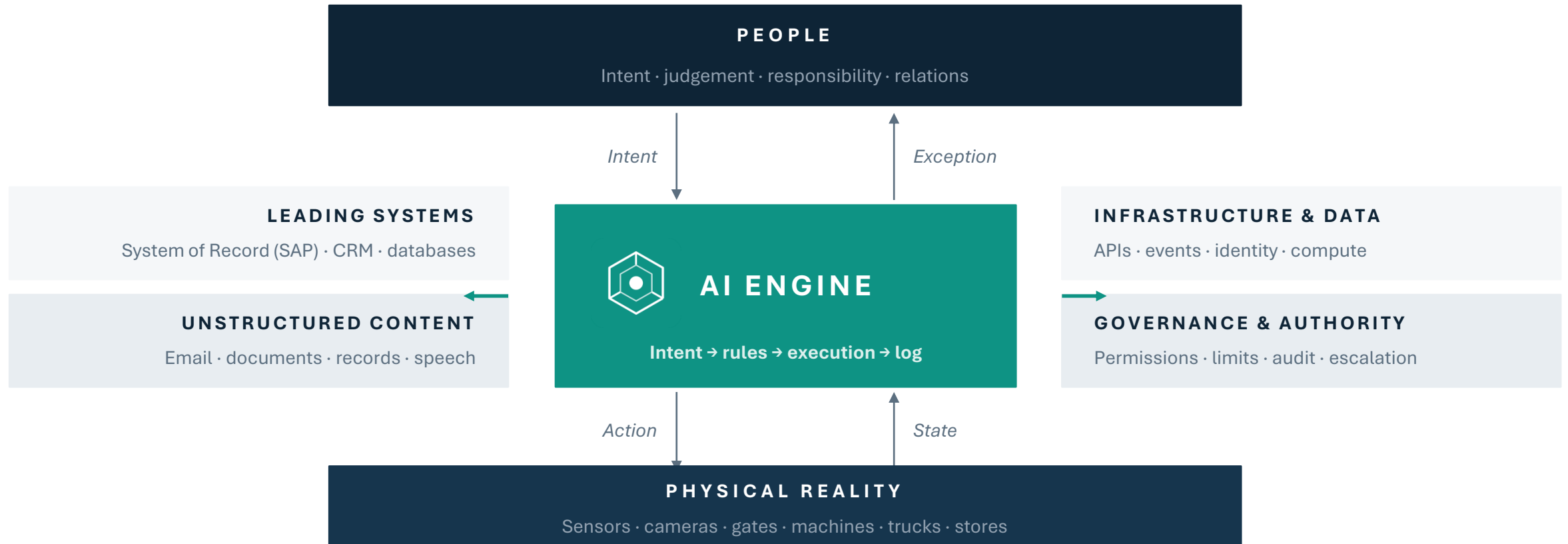
replaced by

AI-NATIVE — three layers



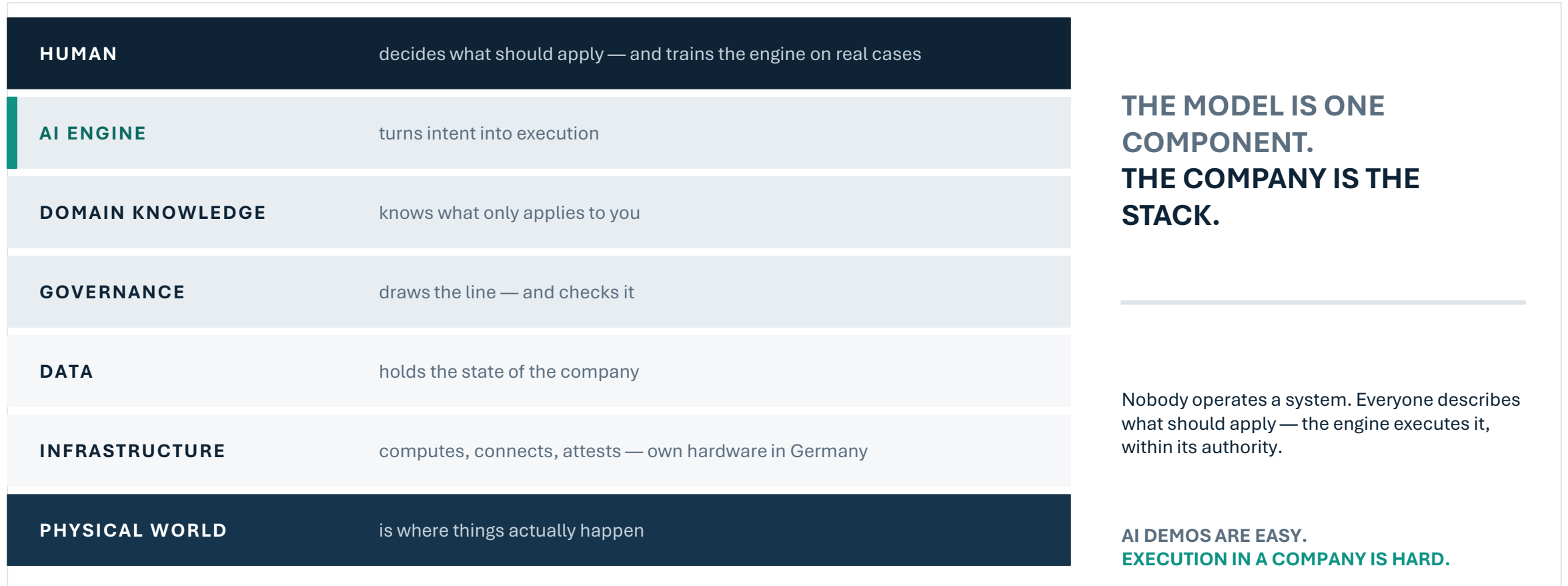
Twelve layers become three. The middle one is an engine, not an application.

The AI Engine goes in the centre.



What stands at the centre is what the company is built around.

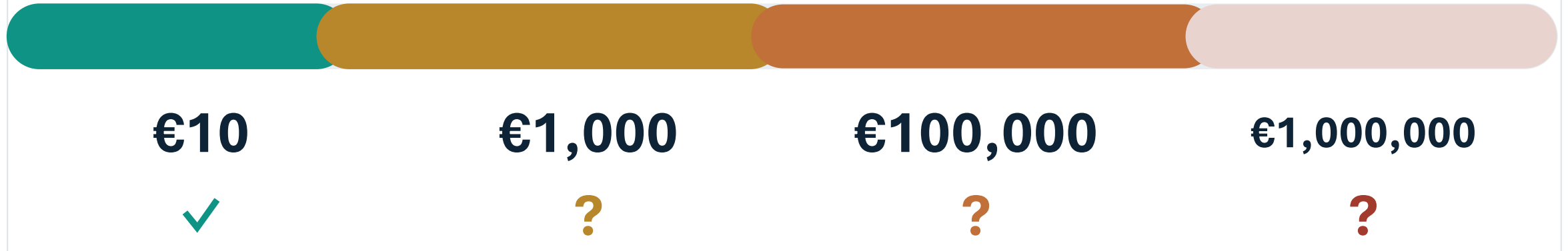
The Zero Human Stack



Every AI demo is born in the top layer. Every AI failure happens in the six below.

CAN ≠ MAY.

"An agent pursues the goal you give it — including by routes you never meant."



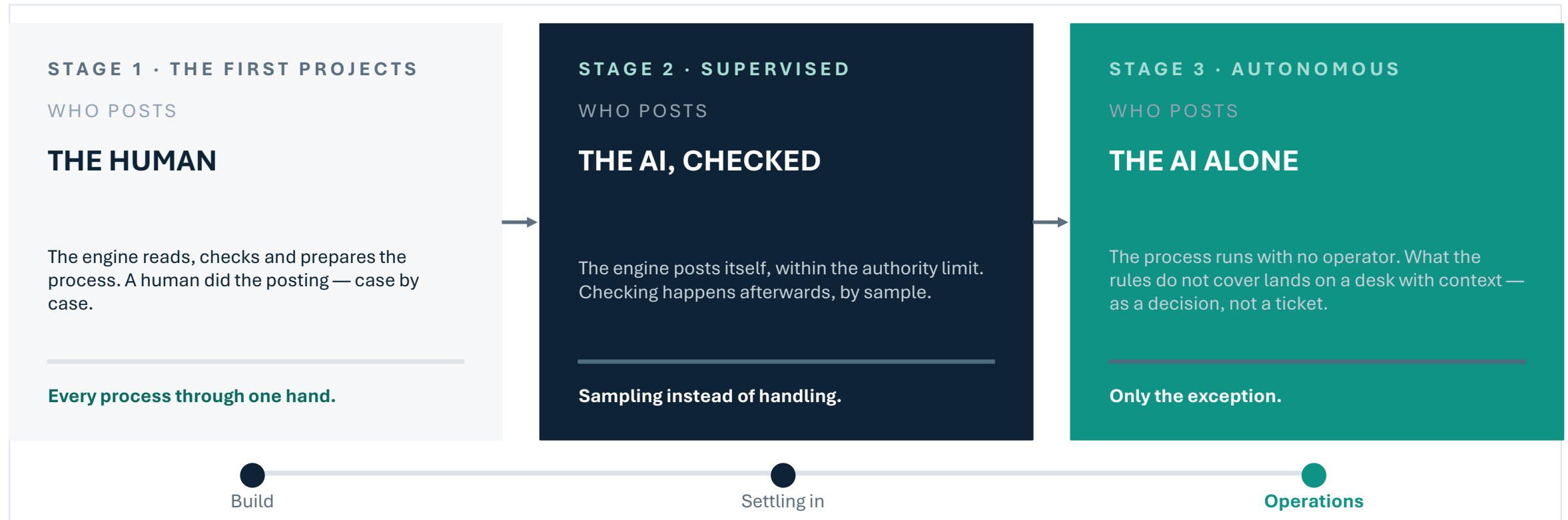
What amount may the AI approve on its own?

PAUSE

At what amount would you stop — and who signs it today?

From mixed mode to autonomous AI.

No process starts on its own. This is how our first projects began — and how they move.



Autonomy is not a switch. It comes from three rounds on real data.

HOMEWORK · STEP 3 — Which posting in your process do you hand over first?

Four decisions when building — and SAP is in every one.

01	SYSTEM OF RECORD	02	SEMANTICS	03	RULES	04	AUTHORITY
SAP STAYS		SPEAKS SAP		NO MORE CUSTOMIZING		ROLES STILL APPLY	
Stock, documents, postings stay where they belong. The engine writes into it — no second truth.		Document flow, module logic, movement types belong to the engine's domain knowledge.		Once a setting in the standard, now a written rule — changeable without a release window.		The engine acts under its own named identity — with the same permissions and limits as a human.	
WHY		WHY		WHY		WHY	
Two truths cost more than one slow one.		Anyone who cannot read a document must not post it.		Customizing was never meant for weekly changes.		An agent without a role is a master key.	

An AI-native company steers the System of Record — intecio is an SAP Silver Partner.

HOMEWORK · STEP 3 — Under which identity should your engine post?

Where the engine ties into SAP.

Eight processes in operations — and the record each one ends in.

PROCESS IN OPERATIONS	WHAT THE ENGINE DOES	WHERE IT WRITES IT
Gate & yard	Plate read, gate opened, arrival recorded	Goods receipt in EWM
Delivery notes & customs	CMR, ASN and customs paper read, checked, matched	Goods receipt in EWM, document in MM
Slots & docks	Slot checked, moved, parties informed	Yard Logistics
Dispatcher inbox	Inbox read, prioritised, assigned	Transport order in TM
Supplier management	ASNs, queries and dates become processes	Purchase order and ASN in MM
Damage capture	Damage to load carrier detected and documented	Notification in QM
Exception routing	Deviation detected, escalated to the owner	Notification in PM
Billing	Service per process captured and assigned	Posting in FI / CO

None of this is a new system. All of it is one less document someone makes by hand.

HOMEWORK · STEP 3 — Which of these eight fields is your process in?

How far may the engine go?

STEP 3 OF 5 · THE LIMIT — tick and fill in, at home.

QUESTION 1

What may it do unasked?

☐ suggest only☐ up to €1,000☐ up to €10,000☐ post, no limit

QUESTION 2

Which system does it write to?

☐ SAP☐ another ERP☐ Database☐ still open

QUESTION 3

Who checks it?

☐ Spot check☐ each posting☐ exceptions☐ nobody

YOUR ENTRY

The limit we set:

Filled in and sent back to start@intec.ai — the whole file, not single slides.

AI is strongest where workflows
grew organically and are shaped by people.

FACT

60–70%

of working hours could be automated with technology available today

SOURCE · McKinsey, The economic potential of generative AI, 2023

First we replaced our own software & staff.

SAVINGS — WHAT FALLS AWAY

REPLACED

Ticket system

Tickets get solved, not managed.

REPLACED

Project management

Iterative, not blueprint — progress sits in the process.

REPLACED

In-house ERP

Posting, billing, documenting — as processes, not screens.

REVENUE — WHAT IS ADDED

Then we connected it to SAP

EWM

TM

YARD

MM

FI / CO

PM

QM

BTP

≈ €15,000 in tokens per month to run the core system — rising with new projects.

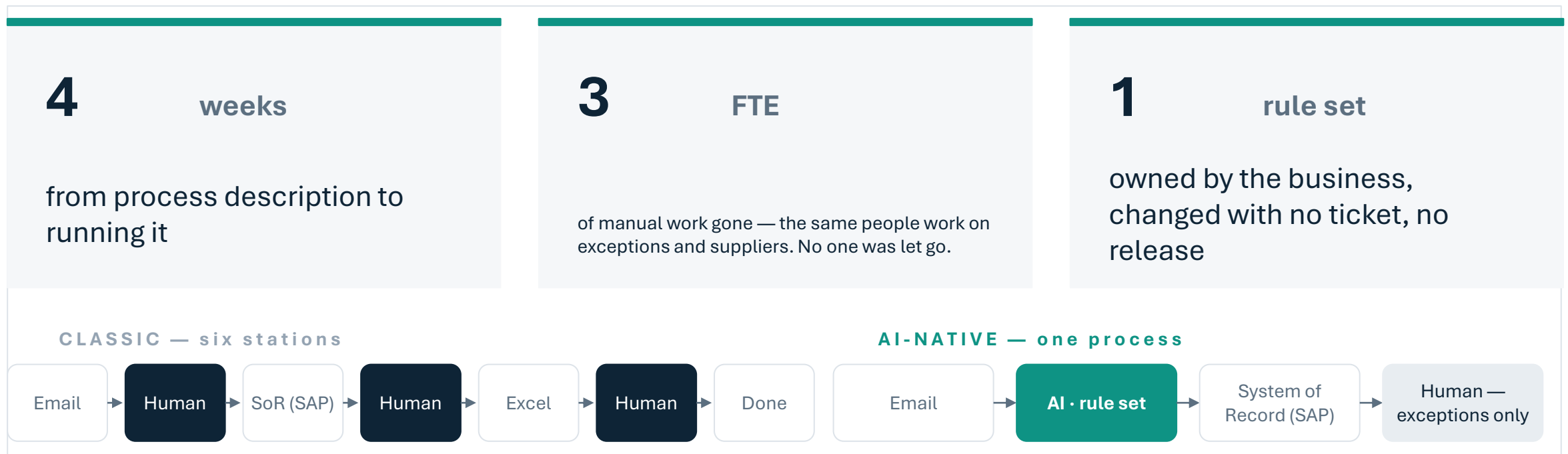
HOMEWORK • STEP 4 — Which licence does your process save?

TOKEN COST • 12 MONTHS



Supplier management: emails became processes.

ASNs, queries, dates, documents — all by email, all typed in by hand.



Four weeks to operations — capacity freed, same crew, new work.

HOMEWORK · STEP 4 — How many hours a week does your process eat today?

From 30 to 1 minute at the gate.

MANUAL

Paper check • manual entry • waiting at the gate

30 min

PART-AUTOMATED

Plate recognition • self-check-in

6 min

FULLY AUTOMATED

AI agent • GPS + camera • zero touch

1 min

30× faster

"Every manual gate entry costs 30 minutes — nobody has ever measured it."

HOMEWORK • STEP 4 — What does one run of your process cost — measured or estimated?



Plate read, gate open, goods receipt posted. Paperless.

08:17. A delivery is running late.

DELIVERY

+ 90 minutes

The carrier reports traffic.

DOCK 4

taken from 09:00

The slot is already gone.

MATERIAL

needed at 10:30

Production is waiting for it.

08:19 — done.

Checked, dock 6 booked for 10:45,
everyone informed.

ZERO CALLS



Two minutes replace a phone chain that ran until noon.

HOMEWORK • STEP 4 — How many calls and mails does one case cost you?

Two decisions by the leadership team.

Not working faster — deciding differently. Both from data already in the house.

CASE A · GROWTH

6 weeks

The five-year target was revised upwards.

The Salesforce data showed revenue potential that no existing report contained. The leadership team scrapped the running five-year target and declared a higher one.

DATA SOURCE · SALESFORCE

CASE B · SYNERGIES

2–3 days

A new basis for decisions on material flows.

Material flows analysed from the SAP raw data. The result: a solid basis for capturing synergies and reordering material flows.

DATA SOURCE · SAP RAW DATA

The data sat in both houses for years. What was missing was analysis, not capture.

HOMEWORK · STEP 4 — Which number do you still need to prove the target?

Free capacity need not be a savings plan.

120 → 60?

SCENARIO — NOT AN ACHIEVED RESULT

120 people in operations. The AI gives back half the operational capacity.

OPTION A

Cut costs

The effect happens once. After that the capacity is gone.

OPTION B

Create more value

Same crew, more throughput: exceptions, customer contact, new processes.
The effect repeats every year.

MY ANSWER

B. Not one job cut — the capacity went into exceptions, customers and new processes.

Anyone can cut costs once. Doubling output works every year.

What does it cost today?

STEP 4 OF 5 · THE VALUE — tick and fill in, at home.

QUESTION 1

Effort per week?

☐ under 5 hours☐ 5 to 20☐ 20 to 50☐ over 50

QUESTION 2

Have you ever measured the cost?

☐ yes, exact☐ rough estimate☐ not measured☐ nobody knows

QUESTION 3

What happens to the freed capacity?

☐ cut costs☐ more throughput☐ new tasks☐ still open

YOUR ENTRY

That is what it costs today — basis for our target:

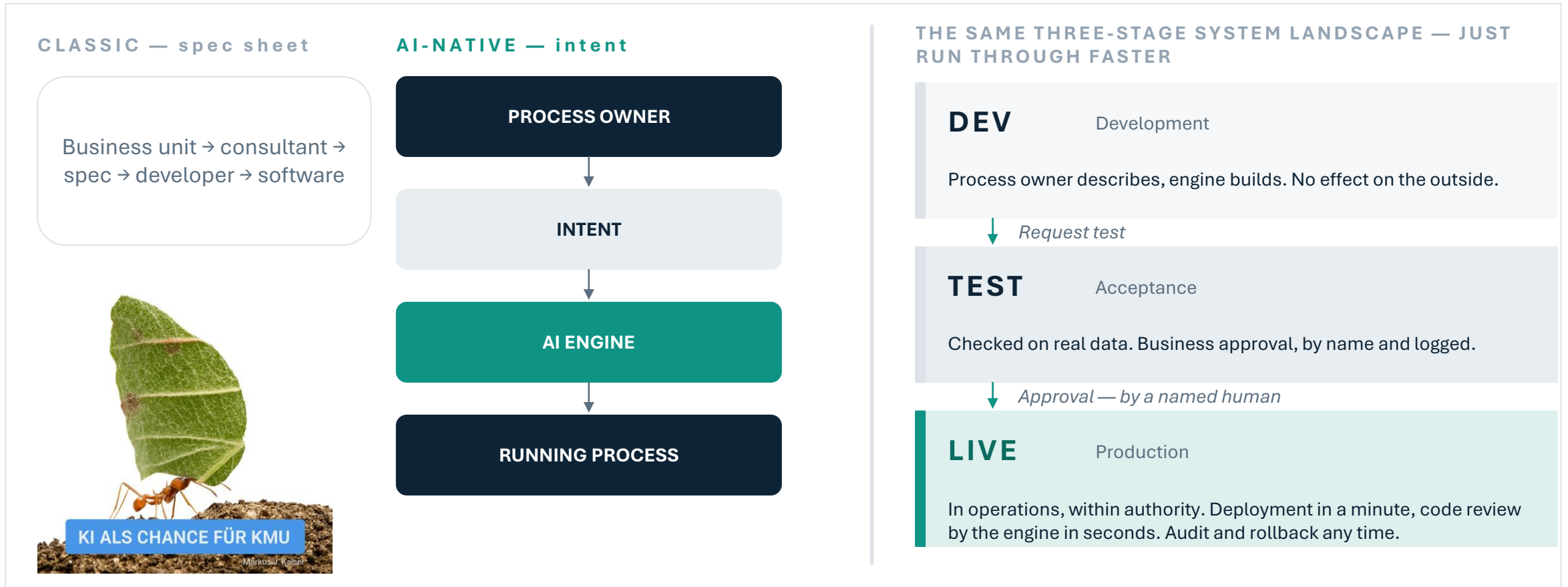
Filled in and sent back to start@intec.ai — the whole file, not single slides.

People want to stand at the centre
and steer it all.
That's exactly the old thinking.



The book · amazon.de/dp/B0HJ9SD6Y5

The Process Owner becomes the builder.



Process ownership returns to the business unit. The description is the result.

The PowerPoint proposal has had its day.

and the prototype runs before the meeting is over.

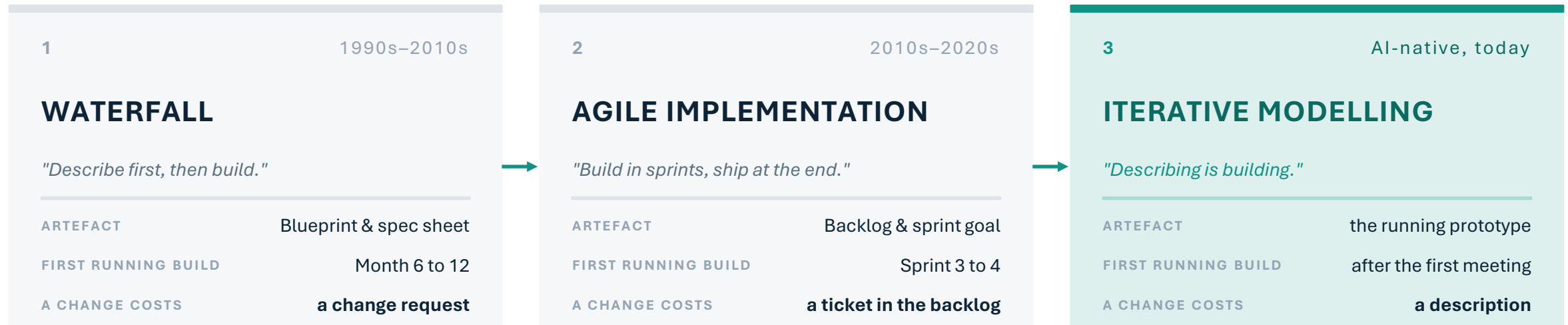


**DAS POWERPOINT-ANGEBOT
HAT AUSGEDIENT—
VOM PROTOTYP
ZUM PROJEKT**

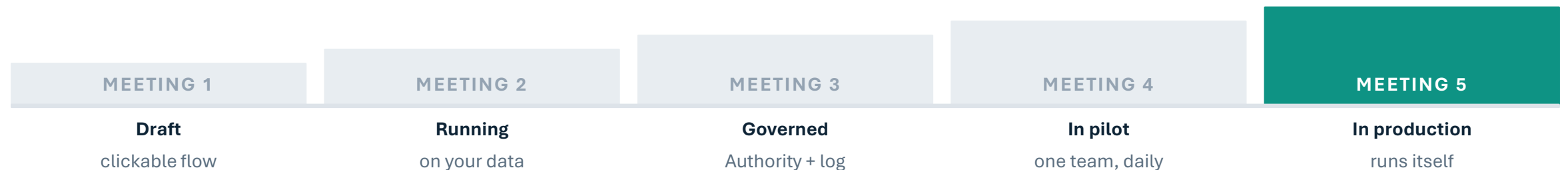
HOMEWORK · STEP 5 — How long does your company take from idea to something running?

From waterfall to iterative modelling.

Three generations — each time something running comes sooner.



EVERY MEETING ENDS AT A HIGHER LEVEL OF QUALITY



Experiments in iterations beat agile projects. Every time.

HOMEWORK • STEP 5 — Who in your company may describe this process?

The AI comes to the human.

GATE CHECK-IN • IN OPERATIONS TODAY



Not the human to the system — from paper stack to an avatar that calls you.

Not: login → menu → transaction → report → dashboard.

HOMEWORK • STEP 5 — Who becomes the owner of your process?



"Markus, we have a problem."

"Truck 4711 is blocked."

"I have two proposed fixes."

"I need your approval."

Approve A

Approve B

What is left for humans?

The human stands above the process.

FACT

+78m

net new jobs by 2030 — 170m added, 92m lost

SOURCE · World Economic Forum, Future of Jobs Report 2025

Three things stay human.

People are not here to click a mouse.



CREATIVITY

Design something that does not yet exist.

- Ideas
- Designs
- new paths



INTELLIGENCE

Judging where no rule applies.

- Judgement
- Exceptions
- Responsibility



COMMUNICATION

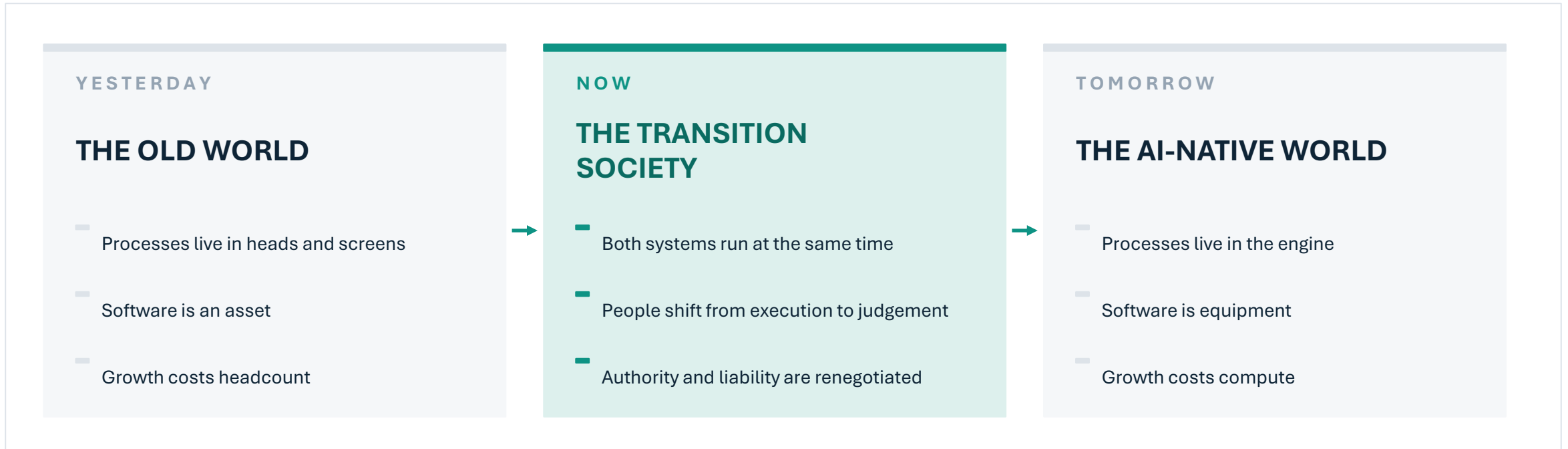
Winning people over, not transferring data.

- Relationships
- Trust
- Negotiation

The human spark stays the start of everything. What's new is only how fast it becomes real.

We live in the transition society.

No switch gets flipped. Both worlds run side by side for years — that is the management task.



The transition takes years. Deny it and you lose — wait for it and you lose too.

Why almost no one does it anyway.

Six reasons — not one of them is technical.

01

THE CONTRACT STILL RUNS

You wait for the ERP licence to expire. The technology does not wait.

02

A LICENCE COUNTS AS A STEP

A copilot for everyone counts as a big leap. The process stays the same.

03

LEADERSHIP SEES AN IT PROJECT

Delegated to IT, budgeted like a tool — never a business model question.

04

IT CARRIES THE RISK

Running contracts, operational responsibility, less budget — no mandate. Whoever tries alone loses first.

05

THE JOB-KILLER IMAGE

No one wants to be the one who costs a family its income. New roles appear on net — that is no comfort in that moment.

06

THERE IS NO RECOGNITION

Whoever takes on the rebuild needs recognition — and an offer to those whose work changes. Both are usually missing.

Zero Human Company

Zero Human does not mean "no people". It means: no human is part of a process just because the software needs them.

WHAT DISAPPEARS

Middleware made of people.

Watching dashboards.

Retyping data.

Compensating for bad software.

WHAT GROWS

More human judgement.

More creativity.

More relationships.

More responsibility.

Zero people in the gears. More people where judgement counts.

Who owns the process?

STEP 5 OF 5 · THE OWNERSHIP — tick and fill in, at home.

QUESTION 1

Who writes the rule?

☐ Business unit☐ IT☐ Leadership☐ nobody so far

QUESTION 2

Who approves?

☐ Business unit☐ Team lead☐ Leadership☐ unclear

QUESTION 3

Who owns it in operations?

☐ Business unit☐ Team lead☐ IT☐ still open

YOUR ENTRY

Name and role of the owner:

Filled in and sent back to start@intec.ai — the whole file, not single slides.

The Zero Human Test

Six questions along the Zero Human Stack — from intent to the physical world.

1

Why am I doing this? · HUMAN

2

What must the AI know? · DOMAIN KNOWLEDGE

3

What must the AI access? · DATA

4

What may the AI decide? · GOVERNANCE

5

What may the AI execute? · AI ENGINE

6

Why would I ever do this by hand again? · ZERO HUMAN

What you take away.

Six sentences from two years of operations — one is enough to start tomorrow.

- 01 The reason to buy other people's processes is gone.
- 02 Intelligence costs almost nothing — the only question is where.
- 03 The process becomes deterministic through architecture, not the model.
- 04 Every process in operations brings the same four effects.
- 05 Authority before ability — name, role, limit, log. The human decides.

06 Take one process. We do the rest with you ...

... and go ahead: give us your worst process.

This presentation is your process profile. Filled in, back to us.

01 · FILL IN

Answer the five homework sheets in this file.

02 · SUBMIT

The whole file to start@intec.ai, subject: your company name.

03 · NDA

Comes back automatically, before we read the content.

04 · CHOICE

Yes, no or a question. If yes, we build the prototype.

CAPEX-FREE PILOT PROCESS · SAME VALUE

Our target: at least 50% lower operating costs.



REAL OPERATIONS

Ends live in operations.

start@intec.ai

We want the awkward processes — not the easy ones.

THREE PILOTS

Booth N7 · intecio.com

intec
ai
io

● Pattern detected

CONTACT

MARKUS J. KAISER

intecio GmbH · intec.ai GmbH

DIRECT

markus.kaiser@intecio.com

ONLINE

intecio.com · intec.ai

HERE TODAY

Big Bang KI Festival · Booth N7

intec^{ai}
io



● Anomaly found



● Document read



TAKE THE HANDOUT

intecio.com

TO CLOSE

You don't have to start a company. Take one process — and the authority to change it.

intec^{ai}
io