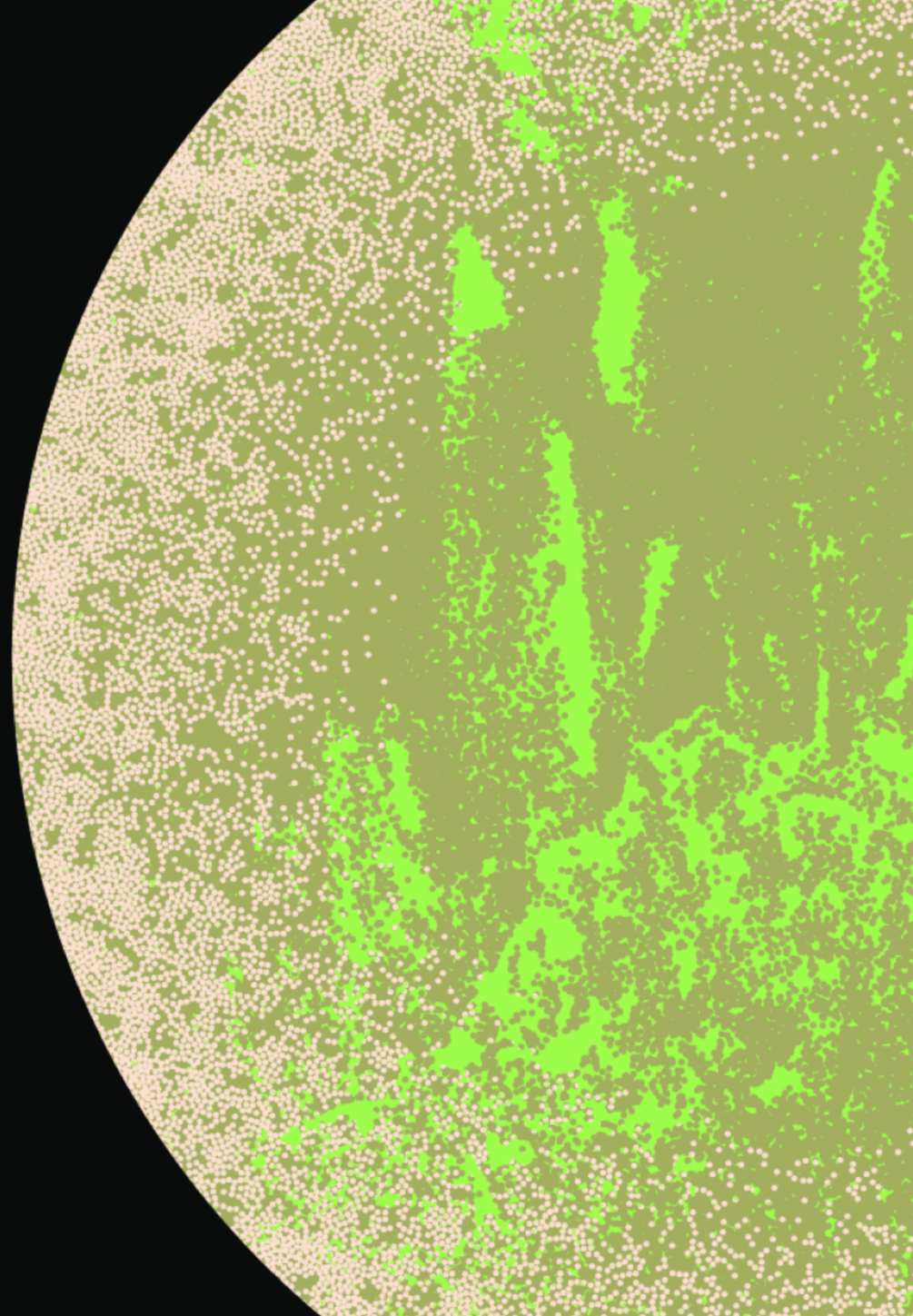
Expert work starts with expert knowledge.

Caitlyn understands your organisation’s knowledge in context. Agents and workflows built on it answer questions, check work and draft responses, with evidence you can see and rules you set.

For organisations that can’t afford to be wrong.

Caitlyn



What Caitlyn is.

Caitlyn is an AI platform that turns your organisation's knowledge into accurate answers and useful work, with the controls and oversight to use it with confidence.

01 **Your knowledge, understood**

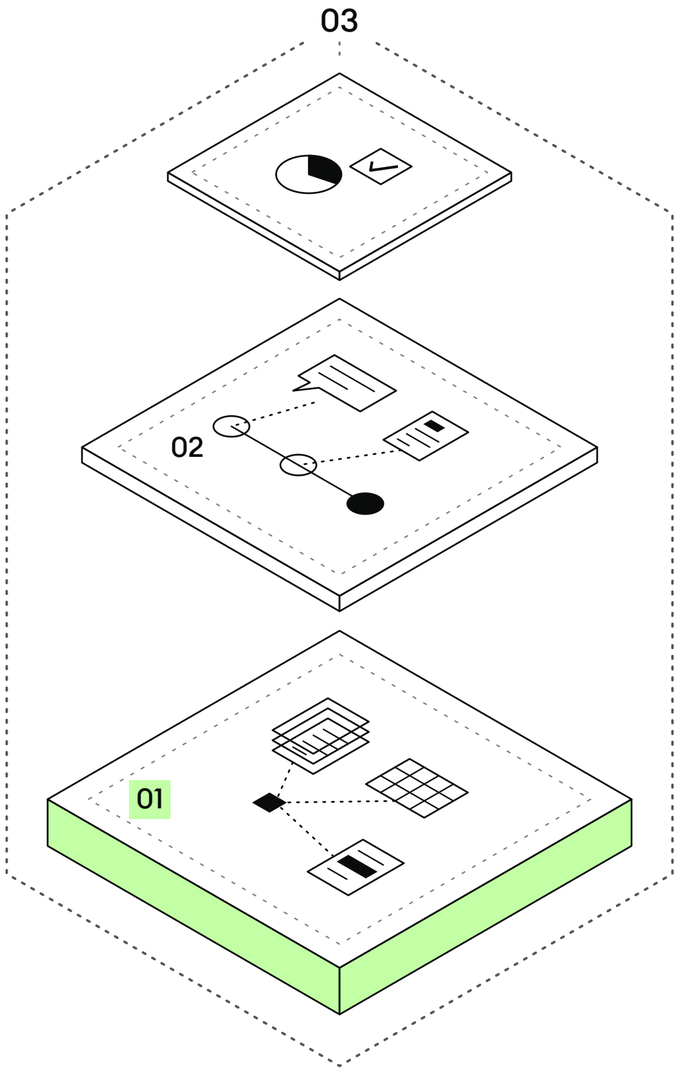
Caitlyn reads your documents, recordings and other sources, keeping the context and relationships that give information its meaning.

02 **The work it powers**

Agents and workflows use that knowledge to answer questions, check work and prepare drafts across your organisation.

03 **Governed throughout**

You set what agents can access and do. In one place, you can see what ran, which sources it used and where someone reviewed the result.

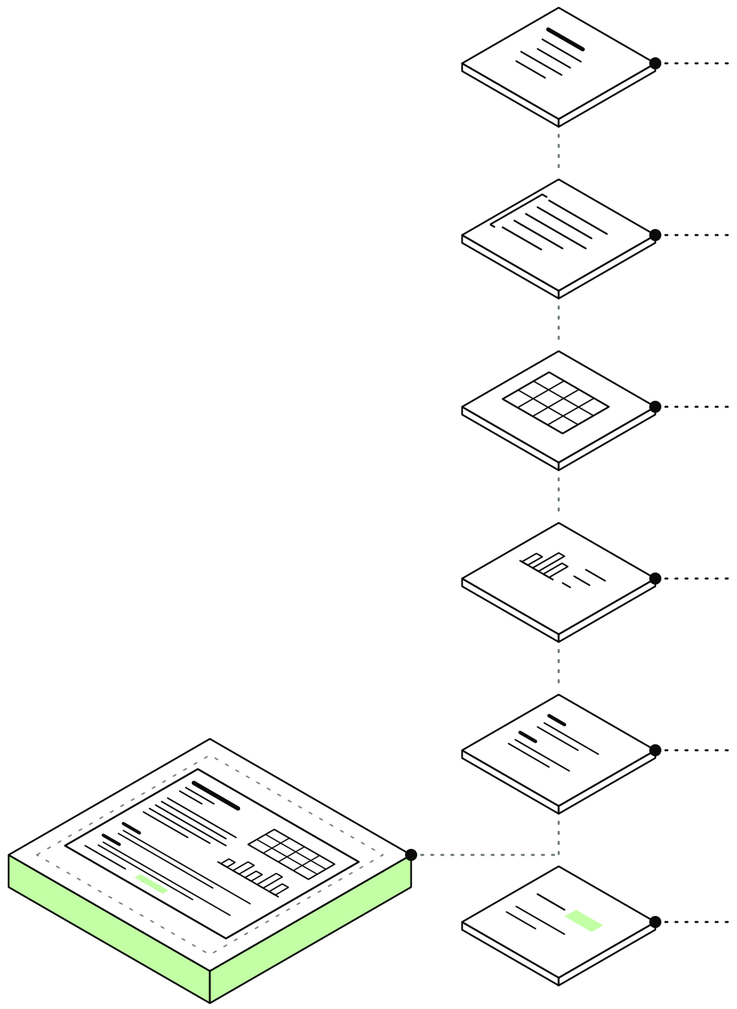


DOCUMENT INTELLIGENCE ENGINE

Your knowledge, read the way an expert reads it.

Many AI tools split documents into small chunks. That can separate a rule from its exceptions, or a figure from the heading that tells you what it means. The AI can find the right document and still give the wrong answer.

Caitlyn reads the structure first and keeps those connections.



Reads the whole document

Headings, contents pages and footnotes stay connected to the text they belong to.

Keeps passages whole

Divided where the topic changes, not at a fixed length, so a requirement stays with its conditions and exceptions.

Keeps tables as data

A figure stays tied to its row, its column heading and its footnote, so it can be quoted correctly.

Describes charts and images

A chart, diagram or photograph gets a written description, so an answer can use what it shows.

Keeps rules apart, and knows which version applies

When a rule differs by region, situation or date, each version stays separate. Answers say which one applies, read against the sources you designate as authoritative.

DOCUMENT INTELLIGENCE ENGINE

You don’t need to clean up your documents first.

Organisations rarely have neat data. They have decades of reports, scanned pages from the 1990s, recorded briefings and folders that have grown for years. The engine reads them as they are. When we test Caitlyn with your experts, we can spot where guidance is missing or where sources disagree.

Works with anything from old scans to new recordings

A long standard, a scanned report, a spreadsheet or a recorded briefing can all be used. Caitlyn transcribes recordings and organises them by topic, so an answer can cite a specific part of a webinar.

Finds what applies to the question

Caitlyn tags sources by details such as region, product line or policy type. Your experts can correct those tags.

Recognises the words your teams use

Caitlyn connects acronyms, technical terms and different names for the same thing, so people can search in their own words.

Respects who can see what

Caitlyn checks what each person is allowed to see before using a passage in an answer.

Picks up new and revised documents

Caitlyn brings in updates on a schedule or from live sources you choose.

ACCURATE ANSWERS

What happens before an answer comes back.

A question to Moana, Water Safety New Zealand's assistant, and the six steps that run on that knowledge before the person sees a reply.

Water Safety NZ staff member

> Does my child need to wear a lifejacket on our dinghy?

HOW CAITLYN HANDLES THIS QUESTION

Understands the question

What is being asked, and whether the knowledge covers it.

Plans the search

Targeted searches: lifejacket rules, craft types, regional bylaws.

Searches the knowledge

Relevant passages and related terms, within the person's permissions.

Weighs the evidence

Keeps the passages that best answer the question.

Writes with citations

Each claim linked to its evidence; gaps stated.

Records how it was made

Searches, sources considered and the answer are kept.

ACCURATE ANSWERS

The answer, checked.

Moana's reply.

Does my child need to wear a lifejacket on our dinghy?

Moana

Short answer: yes. It's strongly recommended, and in many regions it's already a legal requirement.

- National minimum (Maritime Rules Part 91): a recreational craft must carry enough lifejackets for everyone. Wearing one is only compulsory "in times of heightened danger", unless a regional bylaw sets a stricter rule. [1]
- Regional bylaws can go further. Auckland's Navigation Safety Bylaw 2014 requires everyone aboard a vessel under 6 metres to wear a lifejacket at all times while underway, unless the skipper judges there's no reduction in safety. Because this is set locally, the rule depends on which council's waters you're on, and the water safety sector has been pushing to fix that inconsistency. [3]

Sources (6)

A short answer, then the conditions

The national rule, then the stricter regional one

The passage behind [3]: why the rule varies by region

[3] Water Safety New Zealand, December 2025 update, page 8

A single national lifejacket rule would save lives. For years, lifejacket requirements have varied from region to region, creating confusion about when they must be worn.

ACCURATE ANSWERS

Tested with your own experts.

Your experts set the test

They choose real questions, including difficult and ambiguous ones, and write the answers they'd expect to see.

We fix what caused the miss

If Caitlyn gets an answer wrong, we check whether it lacked a source, missed the right passage or misread the evidence. We fix the issue and run the test again.

Before we release a change to the engine, we test it against difficult examples from past projects.

1,200+

questions scored against expert-written answers, with close to 100% accuracy.

Bioeconomy Science Institute™

frankie

From finding answers to getting work done.

How frankie checks draft accounts

The same knowledge that answers a question can check a piece of work. frankie checks draft accounts against the tax and reporting requirements that apply, and shows the accountant what it flagged and the source behind each finding.

01 **Draft accounts**

02 **Applicable requirements**

03 **Cited findings**

04 **Accountant decides**

FINDING — Illustrative

Depreciation on the new vehicle is claimed at 40%. The applicable rate for this asset class is 30% diminishing value.

SOURCE

Depreciation rate table, motor vehicles, general

Motor vehicles, general purpose: 30% DV, 21% SL.

Set the rules before the work begins.

Moana's answer and frankie's review both ran within rules set before they started. You decide what a workflow may read, what it must do and where a person makes the call. Every run follows those rules.

HOW THE RULES WERE SET FOR FRANKIE'S ACCOUNTS REVIEW

01 — 02 — 03

Sources

The tax and reporting references agreed for the review, and nothing else.

Required checks

Compare each figure with the rule that applies and cite every finding.

Decision

The accountant reviews the findings and decides what changes.

WHAT YOU SET

Which sources count

You agree which documents and systems the workflow may draw on.

Who may see what

Permissions are checked passage by passage. An automated run sees only what its assigned role may see.

Which steps and tools

Each step has its own allowed tools and must gather what it needs before it can move on.

Where a person decides

Approval and sign-off sit wherever judgement is needed. The workflow waits for the person.

GOVERNANCE AND CONTROL

See what happened and why.

Every answer and every workflow runs within the rules you set, and leaves a record you can inspect.

Inspect the evidence.

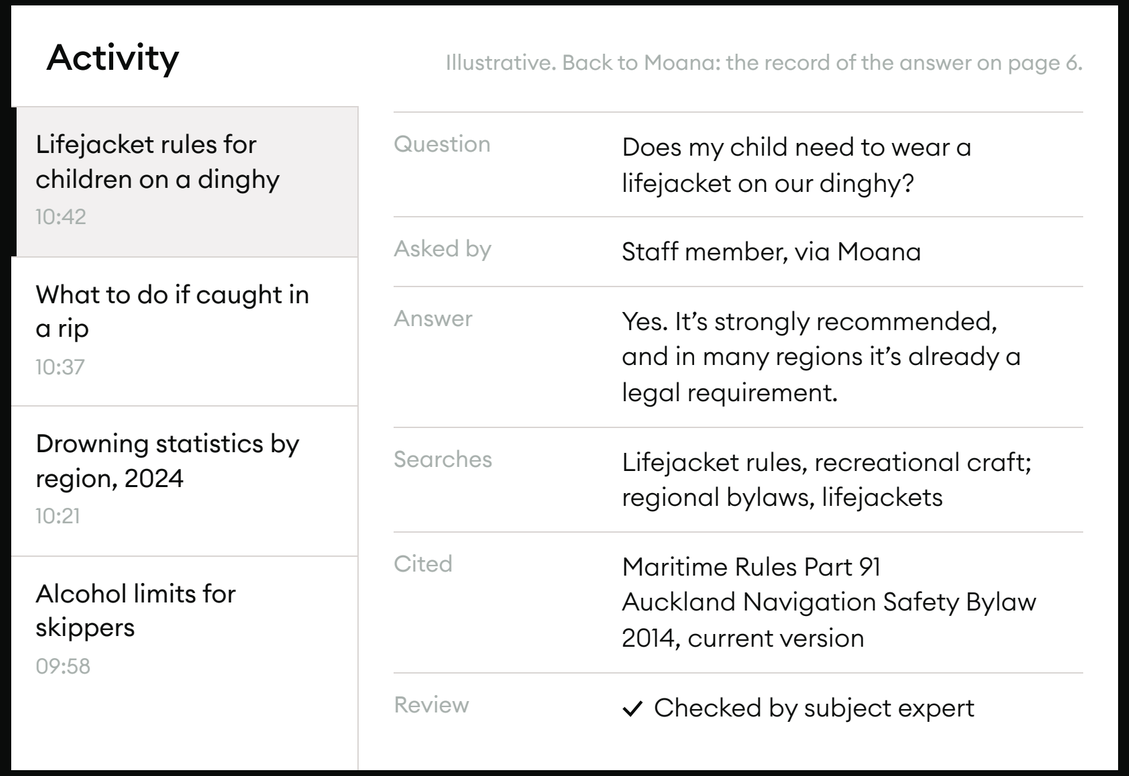
Follow any cited answer to the passage behind it, or see what a review checked and why it flagged a finding.

See what ran.

Which sources were considered, which searches were made, which action was taken and where each value came from.

See where a person reviewed it.

Every approval, handover and sign-off is on the record, with who made the call and when.



Runs on AWS, with your data under your control. For New Zealand organisations, data can stay in New Zealand, with model processing in the Sydney region.

Where teams use it.

Common places to start. Each one begins with knowledge you already hold, and we shape it around the team's work.

01

A RESEARCH OR POLICY BODY

People find the guidance that applies to them.

Ask in plain words, get a cited answer from years of research, policy and guidance.

SECTORS

Industry bodies, research organisations, associations, public agencies

02

A PUBLIC-FACING TEAM

Customers get a clear answer before they call.

A cited answer on your website or portal, with a handover to a person when needed.

SECTORS

Insurers, member services, utilities, local government

03

A REVIEW OR ASSESSMENT TEAM

Every submission is checked the same way.

Applications, claims or reports are checked against the rules that apply. Each finding comes with its evidence, and the reviewer decides.

SECTORS

Construction, engineering, compliance, funding bodies

04

A CONSULTANCY OR ADVISORY TEAM

Proposals and reports start from past work.

Caitlyn drafts from your own proposals, reports and research. The team finishes it.

SECTORS

Consultancies, policy and economic advisers, accounting practices

Customer results.

What each customer needed, what Caitlyn did, and what changed.

Also working with Caitlyn

mla MEAT & LIVESTOCK AUSTRALIA

PGG Wrightson

Bioeconomy Science Institute

BRANZ

provident insurance

NEW ZEALAND GEOGRAPHIC

frankie

Accounting firms needed faster, consistent reviews of draft accounts. frankie checks them against NZ and AU tax and reporting rules, and gives the accountant cited findings.

15–20 min

per review, down from about an hour. 4,300+ checks completed.

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beef+lamb new zealand

Farmers and advisers needed decades of research in one place. Bella makes 4,600+ pages and 715 recordings searchable, with cited answers.

950+

questions asked on Bella's first day.

Water Safety NEW ZEALAND

The research team needed faster answers from drowning records back to 1980. Caitlyn made police, coronial and media reports searchable.

46 yrs

of records searchable in seconds. Answers used to take up to weeks.

What you get with Caitlyn.

An AI platform on a monthly subscription, with a one-off setup project.

No per-seat pricing

You can give members, customers or the public access without buying a licence for each person.

01 **Connected to your knowledge**

We bring in the documents, sites and systems your use case needs, and keep them current.

02 **Available where you work**

On your website, portal or intranet, or connected to your systems.

03 **Set up and tested with you**

We configure it and test it with your experts before launch.

04 **Supported over time**

We run, maintain and improve it. New teams build on the shared knowledge with their own permissions, tasks and review steps.

Security and architecture information is available for your IT and risk teams.

Why Caitlyn.

Caitlyn works alongside the AI tools your teams already use. It's built for work where people need accurate answers, evidence they can check and control over how the work gets done.

- ✓ Knowledge, work and governance in one platform, in production across research, insurance, accounting and public safety.
- ✓ Shows its evidence. Moana answered with the passages behind it.
- ✓ You set the rules, and you can see what happened.

20+

years of Custom D, the team that builds, runs and supports Caitlyn

AWS

Advanced Tier Partner with the Generative AI Competency

2025

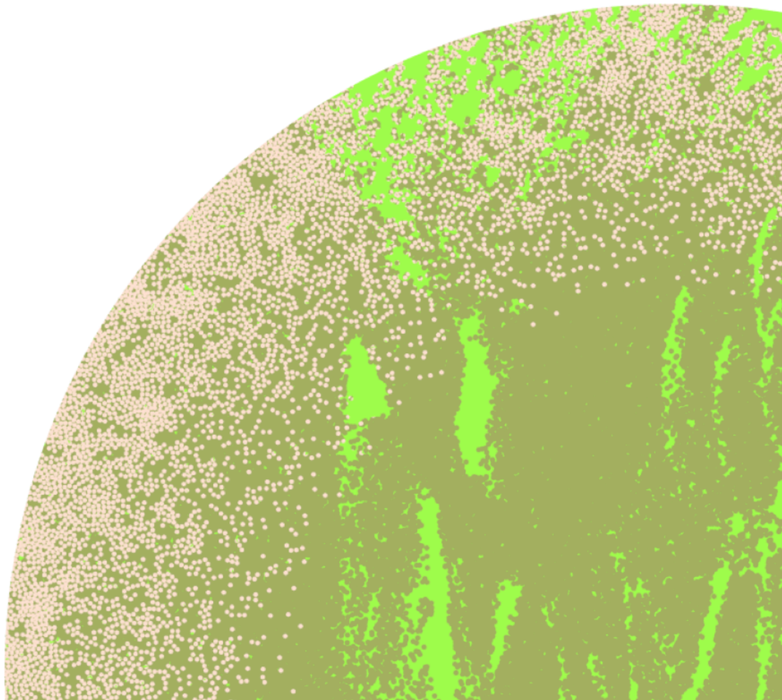
AWS Innovation and Social Impact Partner of the Year, Asia Pacific and Japan

Caitlyn

See what Caitlyn can do with your knowledge.

Start with one task. It could be a difficult question, a document to check or a draft your team prepares regularly.

We'll talk through what a good result would look like and how to test it with your experts. If you have a few relevant documents or examples handy, bring them along.



Talk through your use case

caitlyn.ai/contact

Caitlyn is built by Custom D. Christchurch and Sydney.