

Syncanix for docs-heavy B2B SaaS

Identity-security platforms, dev-tool companies, and work-management vendors all run the same shape: a dense public docs portal, a complex CLI/REST surface, an L1/L2 support floor, and a per-seat AI bot that does read-only Q&A and nothing else. The only thing missing is the AI agent that ties docs and write-actions together with bounded cost and a real audit trail.

Who it is

- B2B SaaS, 200–2,000 employees, \$50M–\$1B ARR, 100+ support tickets/day, paid CS team of 20+.
- Public docs on Mintlify, ReadMe, Docusaurus, GitBook, or Notion-published; Zendesk/Intercom as the ticket system of record.
- Buyer: VP Customer Success / Head of Support Engineering / Director of DevEx — procurement gated by a Head of Security review.

The pain

- Docs answers, no actions — the current bot reads a paragraph back; it cannot scan a project, enroll an integration, or pull a customer's recent events.
- Catalog upkeep is a person-month per quarter — every backend ship breaks the support-AI intent catalog.
- Per-seat AI pricing punishes growth — a traffic spike doubles the invoice.
- Read-only AI is theatre — write-intent tickets ("disable the inactive service accounts") still queue to L2.

How Syncanix solves it

- Auto-ingest the docs portal — Mintlify, GitBook, Docusaurus, ReadTheDocs, Notion, and Confluence by URL paste (plus a generic sitemap fallback), indexed, versioned, and re-synced.
- Federated discovery — the CLI static scan (12+ languages, ~29 frameworks) plus in-app SDK discovery build the capability catalog; the runtime API-witness middleware then verifies it against live traffic, flagging drift and shadow endpoints.
- Dashboard mode vs Docs mode: public guardrails on docs; auth-pass-through + write governance + step-up on the dashboard.
- First-class write actions — confirmation-gated, honoring the dry-run and idempotency-key support your endpoints declare, every write on an identity-attributable audit row.
- MAEU-based cost, not per seat — you pay for monthly active end users on predictable tiers, so growing the team never moves the invoice.

The wedge

- Auto-ingest of Mintlify/GitBook/Docusaurus/ReadTheDocs/Notion docs + first-class post-auth write actions, metered on monthly active end users — not per seat.
- Sierra/Decagon chase the same buyer at \$150k+/yr with manual catalog work; Fin per-seats them into a budget surprise.

Pricing path

- Reverse trial — every account starts on Growth for 14 days, downgrade to Starter anytime.
- Entry: Growth (\$799/mo, 15,000 MAEU — monthly active end users) — one surface, auto-discovery, full write governance.
- Volume: Scale (\$2,499/mo, 50,000 MAEU) — multi-surface, BYOK keys.
- Enterprise: from \$36K/yr on a custom MAEU contract, with BYOK, Private MCP, SSO/RBAC, EU residency, named CSM.