

# Aqera - New Hire Onboarding

The Operating System for AI-Native Companies

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# Welcome

## **Aqera is the operating system for AI-native companies.**

- Aqera eliminates operational friction from organisations
- 16 capabilities across 4 bundles: COMPLY (4), OPERATE (4), OPTIMISE (4), MANAGED (4)
- Two delivery models: a self-serve SaaS platform and managed services pods (9 service lines)
- Both run on the same system -- the Aqera Platform
- Not a consultancy. Not a tech startup. An operating system company.
- Read the full story: docs/business/decks/COMPANY\_OVERVIEW.md

# Our Mission -- The 90/10 Philosophy

**AI handles 90% of operational work. Humans handle the 10% that requires judgement.**

- 90% of operational work is repetitive, predictable, and automatable
- The remaining 10% requires judgement, empathy, creativity, and human context
- Every role at Aqera is designed around this split
- Repetitive work should be automated -- that is the first responsibility in any role
- This is not aspirational. It is how we operate daily and what we sell to clients.

# How We Work

## **Async-first. Evidence for everything. AI-augmented.**

- Async-first: Default to written communication. Synchronous availability is not expected.
- Evidence for everything: Every decision, action, and outcome produces an auditable record. No exceptions.
- AI-augmented: AI tools are part of the daily workflow. Claude, Ara, and the platform are standard working tools.
- Decision making: RACI for routine decisions. RAPID for strategic decisions. Reversible, low-risk decisions can be made and communicated after the fact.
- Meetings: No meeting without an agenda. If it can be a message, it should be a message.

# What We Build -- The Platform

Sixteen capabilities. Four bundles. One platform.

New in Q1 2026:

- Vendor Risk Management -- AI-powered vendor risk scoring and assessment automation
- Trust Center -- Public compliance portal for sharing compliance posture with prospects
- Visual Workflow Builder -- Drag-and-drop governed workflows with approval gates
- Security Center -- Centralised security posture monitoring and incident response

Competitive positioning: Aqera matches Vanta's compliance table stakes at 68-78% lower cost, and adds AI governance, intelligent routing, and managed delivery that no competitor offers.

Bundle	Capabilities
COMPLY	AI Governance, Compliance, Evidence & Audit, Vendor Risk Management (TPRM)
OPERATE	Workforce & Workflows, Integrations, Knowledge & Docs, Visual Workflow Builder
OPTIMISE	AI Cost Optimisation, Friction Analytics, Data & Reporting, Trust Center
MANAGED	DevOps, Security Operations, Customer Experience, Security Center

# Your AI Tooling (Non-Negotiable)

AI tooling is standard at Aqera. All employees use it.

The AI rules (non-negotiable):

- 1. Use the company Claude Business account for ALL work. CLI, Desktop, web, API - all must use the company subscription.
- 2. No personal AI accounts for work. Personal Claude, ChatGPT, Gemini, or other AI accounts must not be used for company work. This is a governance requirement.
- 3. Use the Aqera Platform daily. Dogfooding is mandatory. If you find a bug or friction, report it.
- 4. Claude Business is provided by the company. There is no cost to you.

Why this matters: We are an AI governance company. Our Claude Business account is governed by our own platform - every AI action is evidenced, policy-checked, and auditable. Using personal accounts bypasses our governance.

Rule: If a decision was made, it gets documented in the platform. Slack threads are not a source of truth.

Tool	What It Is	Your Access
Claude Business	Company AI assistant	CLI, Desktop app, Web (claude.ai), API - all through the company account
Aqera Platform	Our own operating system	Full access - you use what we sell
Ara	Intelligent operations agent	Available on web, Slack, Teams, CLI
Slack	Internal communication	Quick questions, FYIs, social
GitHub	Source code, CI/CD	Pull requests, issues, technical decisions
Google Workspace	Documents, email	External communication, spreadsheets

# Your First Week

## Setup, orientation, and first contribution.

Day 1:

- Read this deck and the Operating Playbook
- Get access to all tools (Aqera Platform, Slack, GitHub, Google Workspace)
- Connect your accounts and complete platform onboarding
- Meet your pod lead or direct manager

Day 2-3:

- Explore the Aqera Platform as a user -- understand what we sell
- Read NORTH\_STAR.md, WAYS\_OF\_WORKING.md, and POLICIES.md (Section 3.1 AI Tooling Policy)
- Set up Claude Business on all mediums: CLI (Claude Code), Desktop app, Web (claude.ai)
- Shadow existing workflows and review recent evidence artefacts

Day 4-5:

- Take your first task from the board
- Submit your first PR or deliverable
- Ask questions -- there are no bad questions in your first week



# The Team

## **Small team. Large output. AI-augmented.**

- Ayo Ashiru -- Founder and CEO, "The Friction Fixer." Sets product direction, pricing, and company strategy.
- Pod Leads -- UK-based senior practitioners. Own client relationships and outcome quality.
- Specialists -- Domain expertise across DevOps, compliance, financial services, security, CX, data, and AI.
- Operations Extension -- Nigeria-based team handling execution and monitoring under governed workflows.
- Ara -- Intelligent agent. Handles routine operations. Asks for human approval on anything consequential.

Managers will clarify where each role sits and key collaborators during onboarding.

# Key Resources

Bookmark these. You will use them regularly.

Support model if you are stuck:

- L1: Ask Ara (the platform agent)
- L2: Ask Ara + escalate to a human colleague
- L3: Specialist support from a domain expert
- L4: Engineering escalation for platform issues

Document	Where	What It Covers
NORTH_STAR.md	docs/NORTH_STAR.md	Product vision, architecture principles, long-term direction
OPERATING_PLAYBOOK.md	docs/business/plans/OPERATING_PLAYBOOK.md	How Aqera operates -- roles, engagements, quality standards
WAYS_OF_WORKING.md	docs/business/plans/WAYS_OF_WORKING.md	Communication, meetings, decision making, tools
COMPANY_OVERVIEW.md	docs/business/decks/COMPANY_OVERVIEW.md	Company story, product, services, markets, brand guide
PRICING.md	docs/PRICING.md	Authoritative pricing across all tiers

# Questions

## **There is no wrong question in your first 90 days.**

- Ask in Slack, ask your pod lead, ask Ara
- Honesty is a core value. Saying "I do not understand" is expected, not penalised.
- Identifying improvements is encouraged -- that is what we do for clients.
- A fresh perspective spots friction that long-tenured staff have normalised.

Your manager: [To be assigned]

Your pod: [To be assigned]

Slack channel: #general, #your-pod-channel

Welcome to the team.

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