

Pegasus Competitive Briefing: AI Agent Landscape for SMBs

Overview: Pegasus offers out-of-the-box AI agents tailored for SMBs, combining AI-powered support with decentralized IT task orchestration. This briefing compares Pegasus against leading competitors in the AI agent space and highlights strategic differentiators.

Competitive Matrix

Provider	Founded	Paid Clients	Voice AI	Chat/SMS	Customization	Data Ownership	Pricing
Pegasus 	2024	New	✔ Yes	✔ Yes	✔ Full	✔ Client-Owned	\$89–\$599/mo
Smith.ai	2015	~3,000	✔ (Hybrid)	⚠ Chat Only	✗ None	⚠ Vendor	\$97.50/mo (30 calls)
My AI Front Desk	2023	Unknown	✔ Yes	✗ No	✗ Limited	⚠ Vendor	\$48.75–\$65/mo
Synthflow	2023	1,000+	✔ Yes	✗ No	⚠ Template-only	✗ SaaS-Owned	\$29–Custom
PolyAI	2017	~100+	✔ Yes	✗ No	⚠ Dev Required	⚠ Vendor	Per-minute + License
Bland AI	~2023	Unknown	✔ Yes	✗ No	✗ Fixed	⚠ Vendor	\$0.09/min
Tidio	2014	300,000+	✗ No	✔ Yes	⚠ Limited	✗ SaaS-Owned	\$29–\$49/mo
Inya.ai	2023	Unknown	✔ Yes	✗ No	✔ No-code	⚠ Vendor	From \$99/mo

Pegasus Differentiation Highlights:

- **SMB-First Design:** Offers AI agents specifically for intake, onboarding, reputation, retention, and customer support—verticalized for industries like tax, legal, and logistics.
- **Integrated Protocol:** AI agents operate within a trustless system for IT task handling, proof-of-work, and instant smart payments.
- **Full Data Control:** Pegasus agents run with client-owned transcripts, logs, and configuration. No vendor lock-in.
- **Plug-and-Play + Multi-Channel:** Launch ready-to-deploy agents across web, voice, chat, SMS, or Telegram instantly.

Strategic Positioning:

For SMBs: "A full support team in a box—no contracts, no devs needed."

For Investors: "Pegasus is the protocol layer for AI-powered work."

For Blockchain Alliances: "We onboard real-world SMB labor to your chain—finally a non-speculative use case."

Conclusion: Most competitors are either single-use tools or no-code agent builders that still require custom logic. Pegasus stands alone as a unified, protocol-based, SMB-ready platform with extensible agents and verifiable tech support.