

### **Manish Ballal**

Based out of Dallas, TX

Worked in India, Australia

Started as a developer and had stints in Consulting, Account Management and Sales

Currently responsible for BD and GTM in the Agentic Al unit at AWS



"Honey, why is the toaster trying to convince me that all this new A.I. stuff is nothing to worry about?"

## There's a problem of plenty in Enterprises..

- Hundreds if not Thousands of applications are being used
- These applications do not talk to each other





# Hence.. People are thrown at the problem

- People act as a glue
- Serve as a layer on top of applications to accomplish tasks
- Are involved in mundane, repetitive, boring activities



# Automation is a solution .. But it is too complex

- Robotic Process Automation
- API Integration
- Document Processing
- Low Code No Code
- Data Integration
- Machine Learning Models
- LLMs

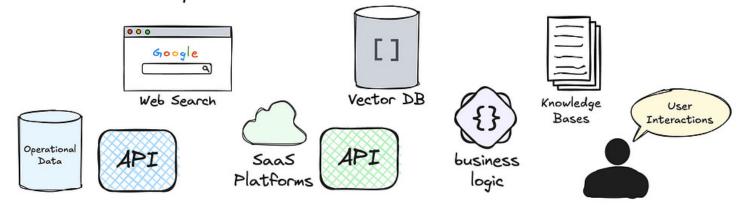


Agents to the rescue ..

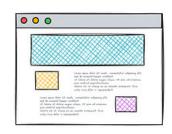


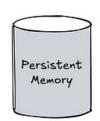
## Agentic System Architecture

#### Tool / Retrieval Layer

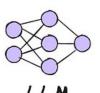


#### Action / Orchestration Layer





Reasoning Layer



Source:

https://vectorize.io/ designing-agenticai-systems-part-1agent-architectures/

LLM	LAM
Brain	Brawn
Understands and Summarizes	Takes Action
Tool connection required	OOTB trained on tools (e.g browsers)
May hallucinate	Higher Complexity in a multi-step scenario
GPT, Gemini, Claude	Computer Use, Operator

## **Enter LAM into the mix..**



## **Sample Use Cases**

- Invoice Processing
- Claims Processing
- Revenue Cycle Management
- AML\KYC

#### c30.9c3 17.653 896.99 75600 511 616.11 466 0,09 ge.gy caa.gc, C517 C8 8.113 032 S 20.282 29,131 18. 12.01 ch 10, 3. 5.0 19.518 51.3 11.088 99. 26.039 00 01/2 6.818 1/2 15.111 MA 7.605 20.413 VV. 88 NS.026 32.11 16.372 28.89 6.129 16.896 67.672 30.18 84.859 81.91 76.561 83.101 55.794 77.916 18.152 15.721 97.891 80,111 382 9.306 673 68.971 28 36.01 92.292 28.19 8.050 3. 62.311 40. 22. 200 889 679 12.966 82.104 1.748 29.913 94.883 60. 51.0

505.01

148.60 200

640,103

27

10%

109.61

83.

69.593

13.601

81.201

23,221

M.A.

5.3.3.

63.81

16.565

91.501

7.321

67.217

86.566

160

D.

93.902

11.924

821

9.228

Page 1

20,23

13.651

1.050

76.026

61.535

83.579

70.814

84.577

66.986

160.89

70.086

70.316

17.062

39.16

1.578

Sr.

1.550

13

10.100

16.139

%.

98,913

68.683

23.72

2.

235

85.005

26.354

17.121

15)

17.609

2.510

76.693

M. 878

37.10

77.355

2.217

72.962

13.013

22.211

81.617

73.971

92.11

65.634

12.00 TO

2.291

96.94

16.293

VO. 388

0.088

21.664

19,436

34.609

30.5

92.908

85.08

10.02

59.34

45.599

100 161.00

14.

200

·67

95.0%

cil

0

6

O

3

6

.cç

· &

4

60.61

· &

3

15. Ch

25.40

50.00

602

45.08

47.47

23

0.

25.

060 STA

. cy

.00

20.

ठाउँ । १३

c.c. 00

Col

69.28

7/20

.go

681.08

40.1

.00

168 ON

86°, CT

ACO.

2.78

.00

609.4°

.1

550

00.

100

20.00

.co

OLY

och

اري.

Co. 605

204

.20

100

300

.>

SS

es.

676.64

600

.00

120

10.

280

11.21

079.00

.01

्रेंटें

Och 1000

115.48

10.01

.

000 290.11

20

6hs 97.00

.77

3

.co

73.5%

00.

160

0.

180° 105,16

120

.1

170

.>

.50

818.44

.1

905,00

10

42.0%

000

2.

286

445

0.

563.11

104

%

2005

THE ST

3/62

091.26

175

.>

86.80

45.

600

%.

00

.00

15.67

67

C. 77

.20

124.70 110

26.

010

10.

484

6.

109.10

800

0.

80.08

206

000

178°C9

646

cor

ch

16° 10.

020.020

1,0

21

16.91

W .60 .00

250

S. A.

0.

128

47.674

Sys.

13.00

196

648.14

1.

25

1.

Acco.

.ch

25%

V10.05

26

807

241.65

.8

. Ve

28:18

S.

114

100

.20

274

3.

030.00

CV

20% 40.0%

20.

500.53

.Vo

29.60

.0

157 62

200

ció

SCV

62.08

916.01

V8.002

10.

980

206.26

04. AQ

20

618

16.

10°01

84

.0

88.71

.00

30 10.

Che

050

.20

264

08.131

19.518

848

000-27

.26

10%

.00

06801

80

210

613 66.00

055. VO

8/1 cos 10,10

0,0

60

13.00

90.01

26

200

01.

462

20.

404.58

٧٠٥.

acst

.cs

10,18

.cs

600 875.61

.60

63.032

039

29.131

262

.cs

Jest Vest

278.78

0.00

661

Col

181.6%

200

506

3.

300

1.

CAS.

0.

218.01

10.198

32.029

38.123

V. 688

20.

13.

23.323

12.036

51.365

687

10.

.cb

2502 200

260.755

3

468.78

8.

17.00

.79

14,08

010

100

537.16

100

18.07

015.18

010

20

540

.60

900 20.

63.104

J.S.

WIL

10.

18.41

.60

000

.0

266

291

61.

544

10.505

92.998

501

7.321

0029

85.08

0.

11.653

2.

282

2.101

51.90

63.87

69.593

818

105.10.05

296

.80

1000

90:00

180

000

2

ANO. S.S.

col

.00

CAS

10.

941

.

186

.80

200

.00

240

80.

23.165

54.322

13.16

10.

161

901

10.

176

30.

81.201

34

1/4

100.

200

05h

8N. 859

973

83.155

1.

73.601

53.020

932

06.924

127

MA.TA

2

0.709

30.561

30.

rage

18.

104

250

VV. V80

0,

94.880

75.278

.16

0 ch 26.00

128.04

12.88

Col

.80

95%

.c.

000

25.10

100 ofer .0

.co

060

128.10

60.65

121.08

60.00

W.

.co

0,60

102.08

11.12

ogo.

10.02

012.10

ch

81.65

%

NO

200

.co

75.69

c32.24

500

A.O.

.08

012.21

25%.28

MY 80

0000

120

5

10.

52.025

30

10.000

30.

Y.02

1.174

80.

94.833

260

0

131

00.

16.312

6.129

67.672

81.91

19.518

26.039

15.11

20.13

191

32.11

B.

39.

MOS

1.

63.032

2

29,231

33.323

72.036

57.36

80

16.996

30.18

21

25.500

2.

920

3.

291

18.

19.198

76.08

32.029

30.

14.000

6.818

1.

1801

0980

2000

15.615

110 20.6

60° A

55.22

.28

010

.00

000

111.00

42.00

200

110.05

16.00

160

NS: 24

161.80

.00

210,11

.co

15.25

000

851.14

600

.02

116.00

2500

05.72

ME

076.46

1853 ST

462.46

067

.09

500 . Og

575.51

101

8

00%

.60

. 40°

2005 520, 263

0620 569.01

VA

.07

191.06

1000

8

.00

601 06.

ىلى.

088.46

25. VC3

col

10.913

294

61.

2.544

10.00

93.908

85.08

10.102

17.663

143

20.282

2.101

600

15.020

3

91:01

1.

67.217

2.291

86.19A

10.

321

0.088

21.661

0.

200

51.949

63.84

68.693

83. 155

1.

73.601

8).

150.3A

15.58

130

34.00

989

2.

0.

200

J.2.

20

V

136 15°

ON

.05

000

v.

10,01

6.

No.36

270

81.25

196

.88

150.15

1

25.00

.co

10.00

10.001

10

30.932

00.

201

23.221

53.026

3.765

92h

0.109

M. TA

317

D.

38.131

80. mg

61.859

35.043

72.098

300

13.65

28.801

54.322

13.

36.561

27

130

20.65

636

121.08

.>

. co.

63.

210

94.886

75.278

170

10.

38.161

19.64

10.

M.717

Dr.

12.58

23.089

200

63.513

30

32.27

59.821

71.73

37.328

52.025

30

10.

NO

57.322

1381

91.71

5.167

2.

13.994

9.033

84.197

0.6° 0.4°

95.052

38.793

30

58.21

37.992

51.381

1.502

600

01.

8.60

S. O.

.080

012

200

200

WY

3

000

10

10.01

LATA

3.

233

3.

ON.

24.239

21.90

69.932

9.012

90.736

MG. Ch

6

.00

976.46

ACC.

1

.88

506

.00 750

116

000

.00

200

010

CAN

18.

200

134

. 76

236

80.

ON

10.

10.

101

1955

601

16.513

2.

III

51.734

01.

21.014

391

37.700

ON

30.534

30

86.11

5.05.

10.

63.746

00.

60.103

8.

29.538

D.

ණ.

923

B.

10

වූ.

20.

7.

726

91.255 89.789 8.202 82.623 82.99A 45.082 59.12 1,293 0,03 301 914 To All N1.99 3 60 13. 94.556 0 20 92.11 N8.003 (2) J. 112 81.379 29.608 94. 3. 3 10. 16.021 3. or God A 3A.168 5/2 52.098 03.68 232 70.532 88.50 63.575 22. 23.264 60.3TA 23.662 51.987 D. 13.088 Wy.

72.691

21.21

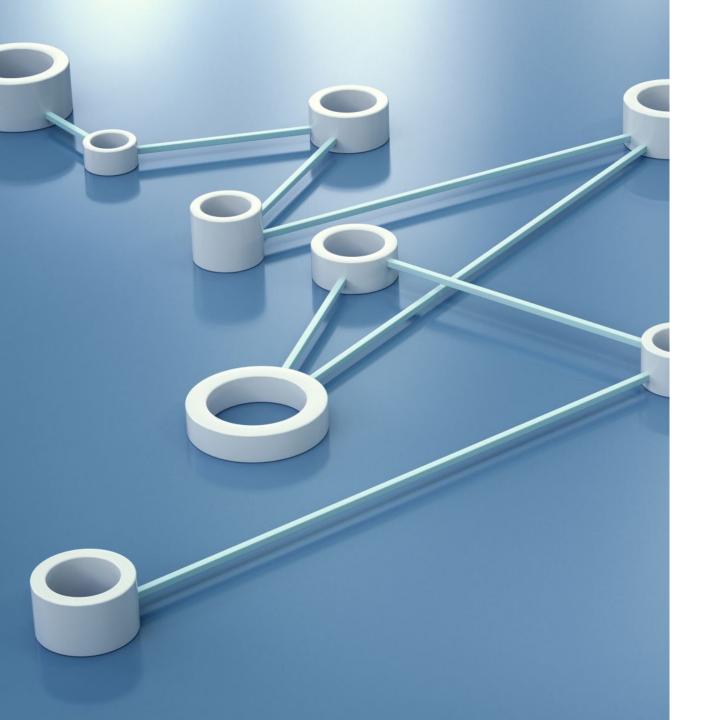
51.651

13.218

05.100

17.078

39,695



### **Key Challenges**

- · Orchestration of Services
- Complexity of Technology
- Governance
- Responsible Al
- Trust
- Human in the Loop
- Change Management

