



Agentic Automation

How will it change the world
of business process
operations?

The views and opinions
expressed in this
presentation are solely my
own and do not necessarily
reflect the views or opinions
¹ of my employer.

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

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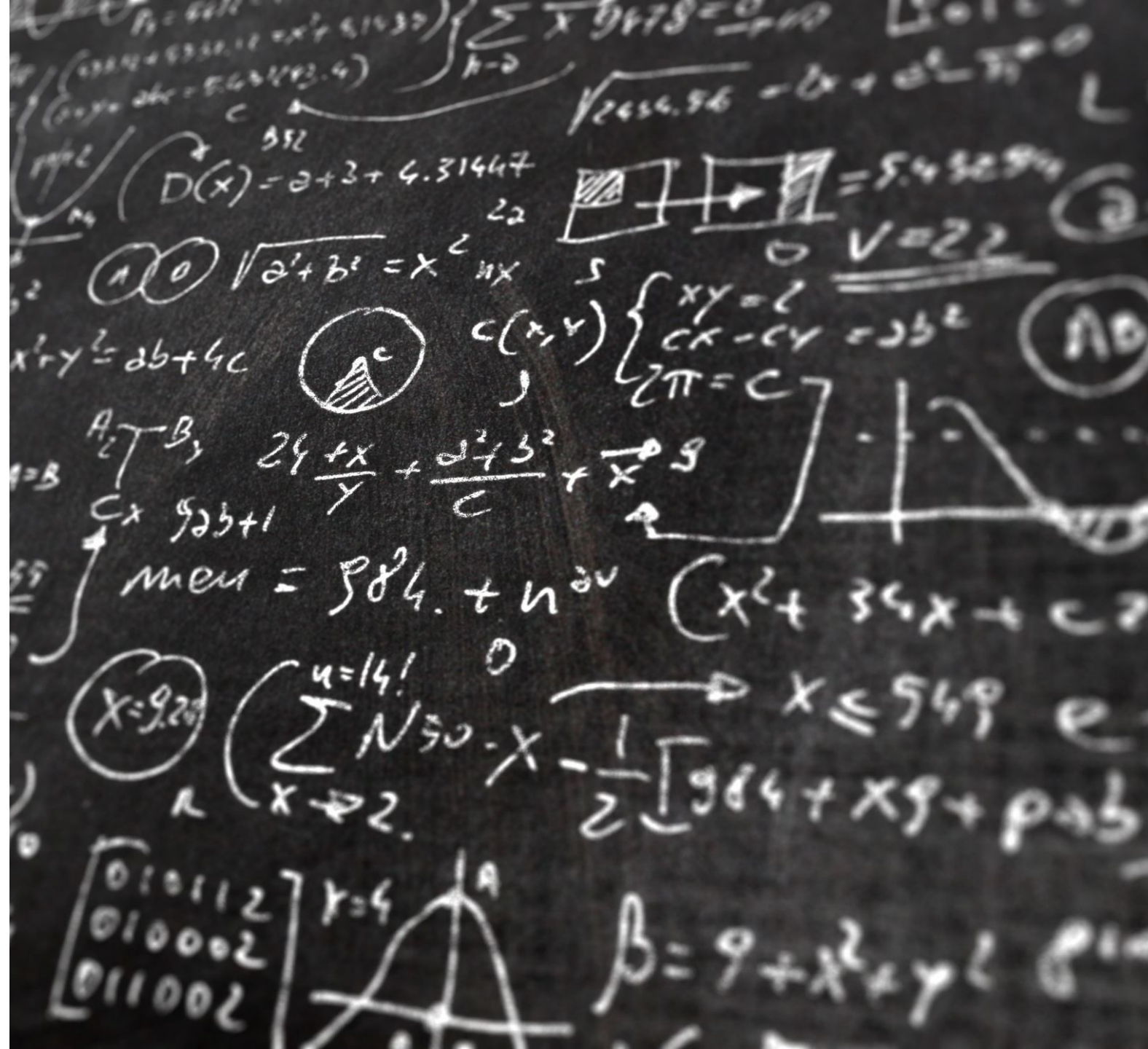
“Honey, why is the toaster trying to convince me that all this new A.I. stuff is nothing to worry about?”

Cartoon by Avi Steinberg

Source: <https://www.newyorker.com/cartoons/daily-cartoon/friday-march-17th-artificial-intelligence>

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

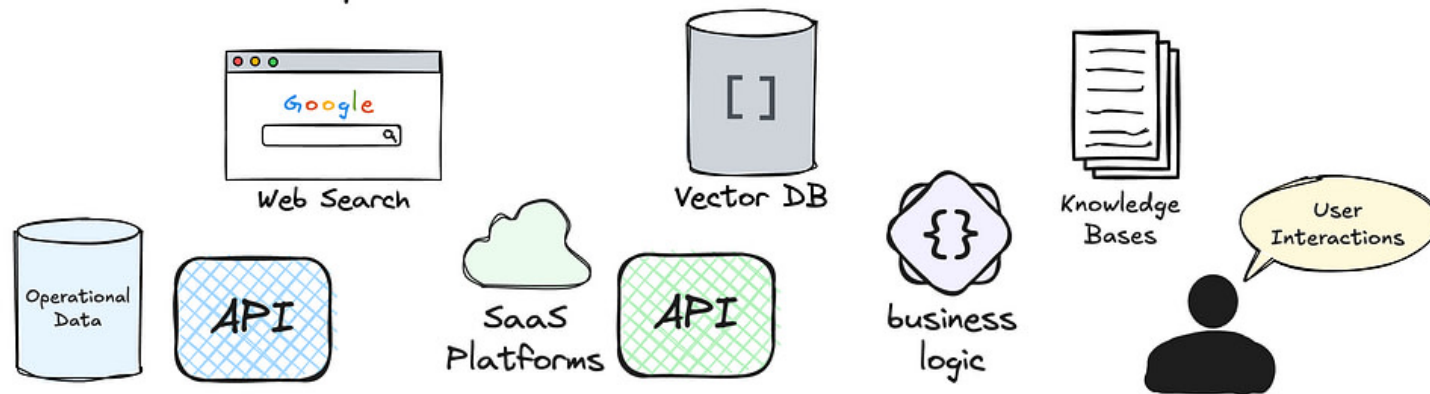
- Robotic Process Automation
- API Integration
- Document Processing
- Low Code No Code
- Data Integration
- Machine Learning Models
- LLMs



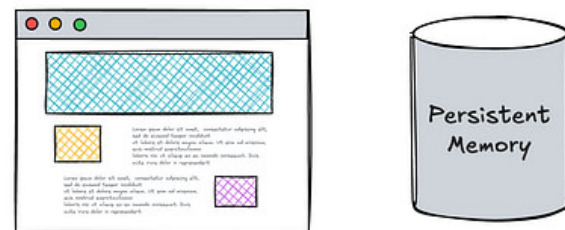
Agents to the rescue ..

[v] Agentic System Architecture

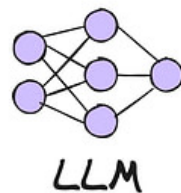
Tool / Retrieval Layer



Action / Orchestration Layer



Reasoning Layer



learn more at <https://vectorize.io>

Source:
<https://vectorize.io/designing-agentic-ai-systems-part-1-agent-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..



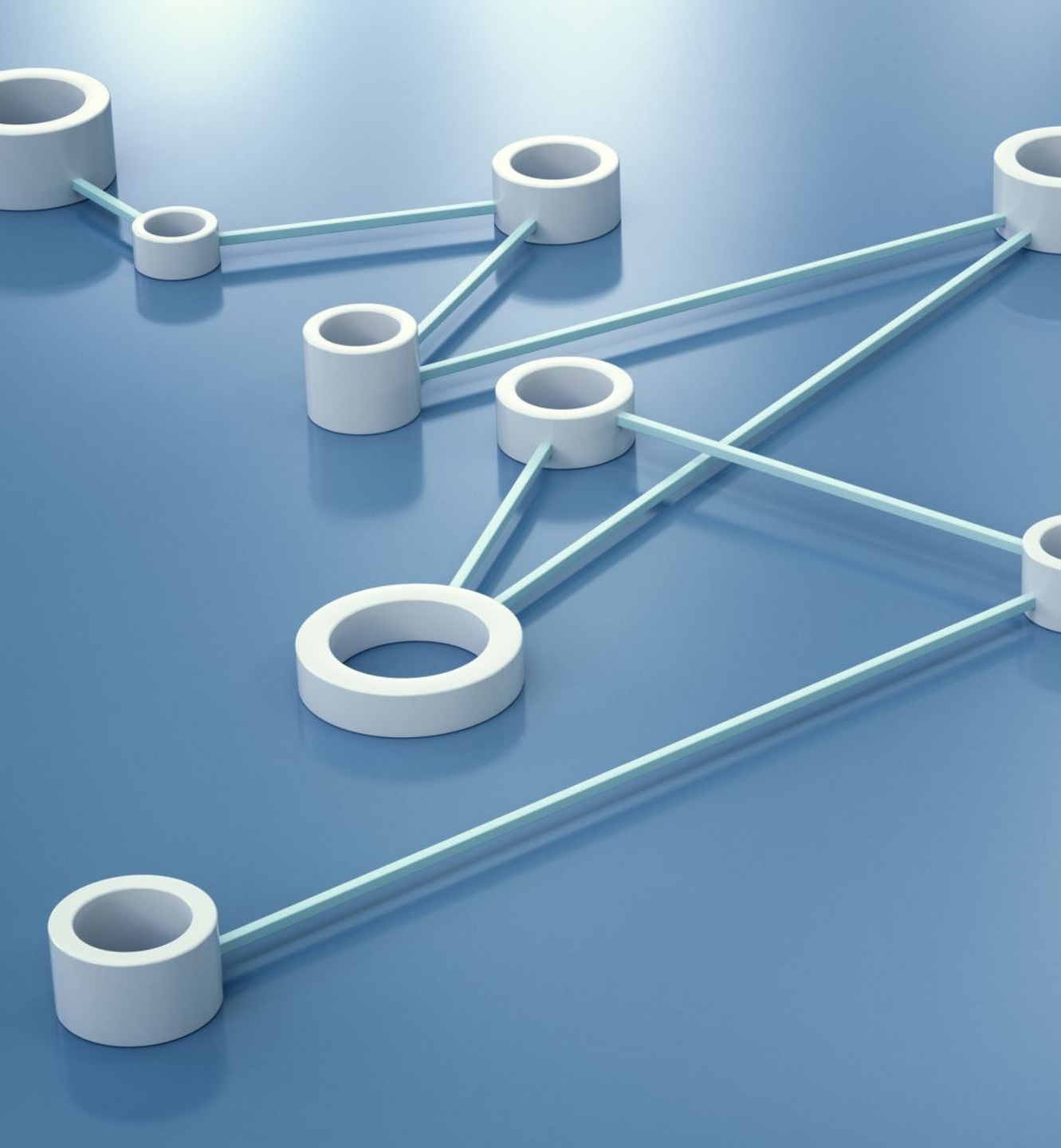
Sample Use Cases

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



\$2.6 T to \$4.4 T

Total Economic Impact -
McKinsey



Key Challenges

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



Thank you!!