



## Agentic Process Automation (APA)

# We Take Automation To The Next Level

20+ years of pioneering automation innovation

4,000+  
Customers

\$1B+  
R&D Invested

\$4T Opportunity

## 3<sup>rd</sup> Gen: Agentic Automation (APA) 2024+

40-80% of tasks automated

\$ Hundreds of millions in savings

- Uses LLM-Based Agents
- Automated Workflow Constructions
- Dynamic Decision Making
- Intelligent Handling of Complex Tasks
- High Flexibility and Adaptability

2,700+ Partners



Google Cloud

## 2<sup>nd</sup> Gen: Intelligent Automation (IPA)

30-40% of tasks automated

\$ Tens of millions in savings

- Integrated AI (ML, Computer Vision, NLP)
- Processing of Unstructured Data
- Predictive and Prescriptive Analysis
- Automation of Tasks that need Cognitive Skills

Leader in multiple categories; RPA, IDP and Task Mining

FORRESTER

Gartner

IDC

Everest Group

2003

## 1<sup>st</sup> Gen: (RPA)

20-30% of tasks automated

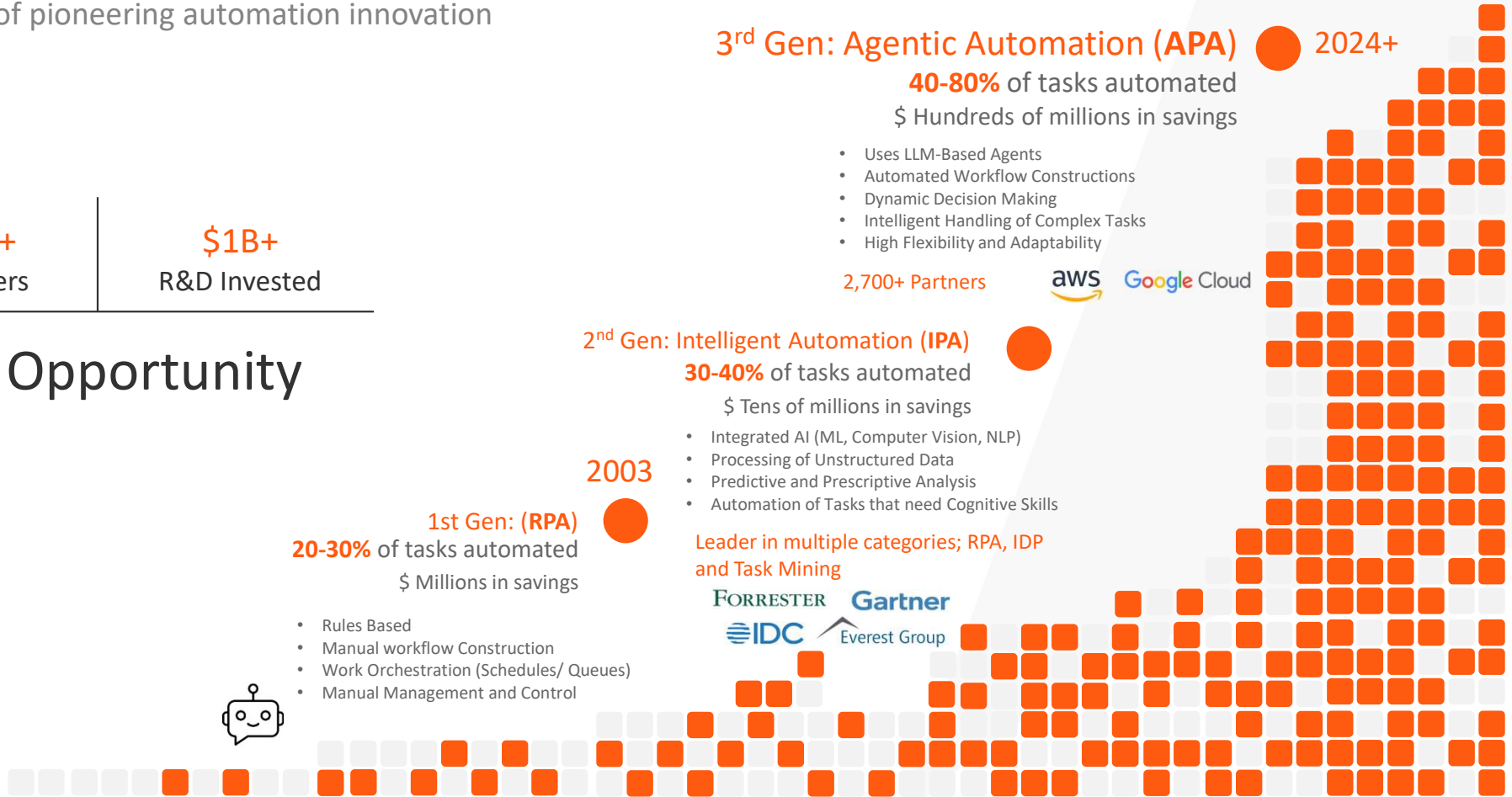
\$ Millions in savings

- Rules Based
- Manual workflow Construction
- Work Orchestration (Schedules/ Queues)
- Manual Management and Control



McKinsey

AUTOMATION FOOTPRINT





# Our Agentic Process Automation (APA) Journey

✓ Stage 1 (2022-2023)

# Putting Gen AI to Work

- AI Foundations, Guardrails, & Policies
- Basic AI Agents for productivity
- **Process Transformation**

✓ Stage 2 (2023-2024)

# Putting APA to Work

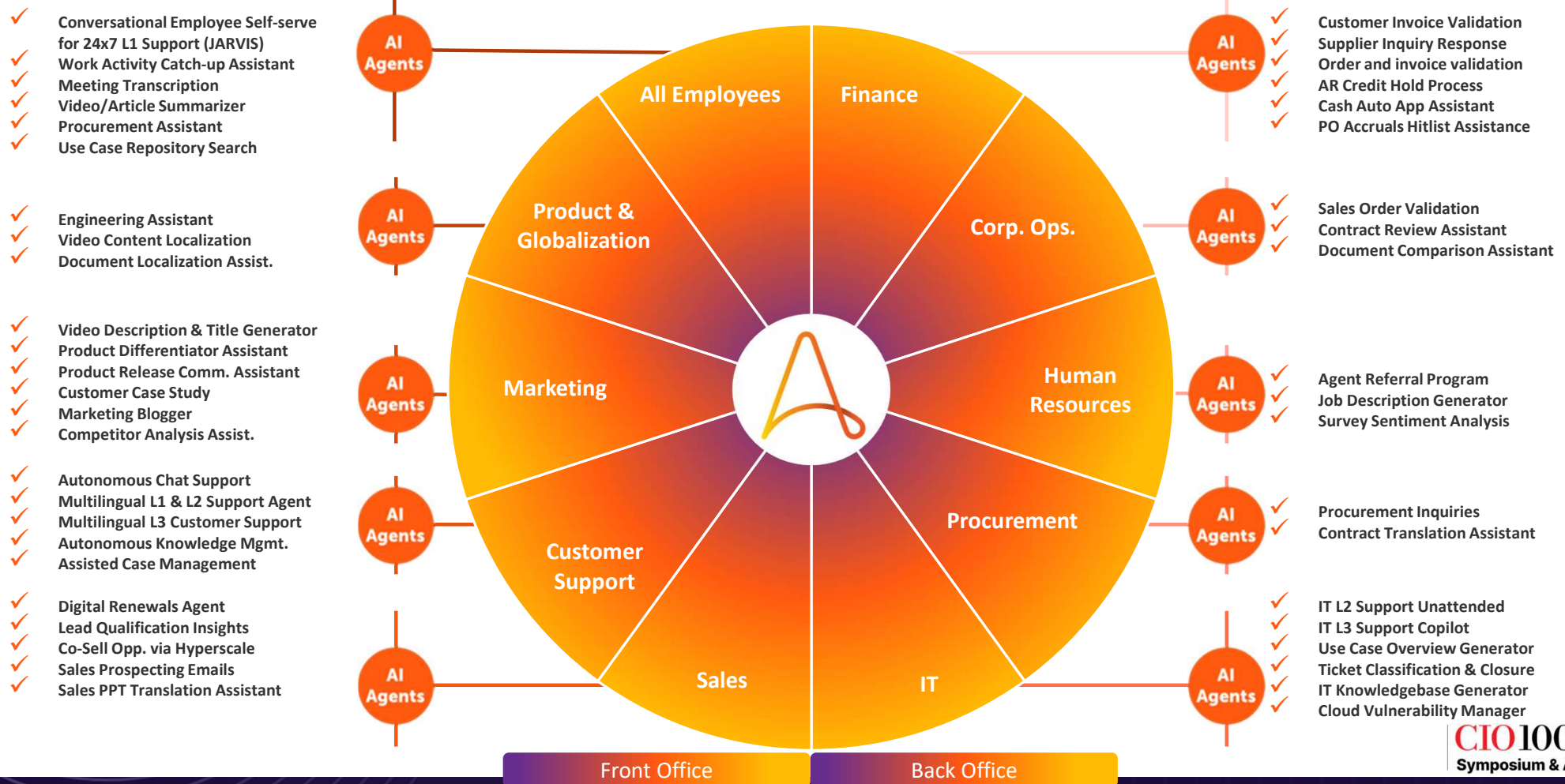
- Established AI Council
- Multi-agent workflows
- **Functional Transformation**

### Stage 3 (2025-2026)

# The Autonomous Enterprise

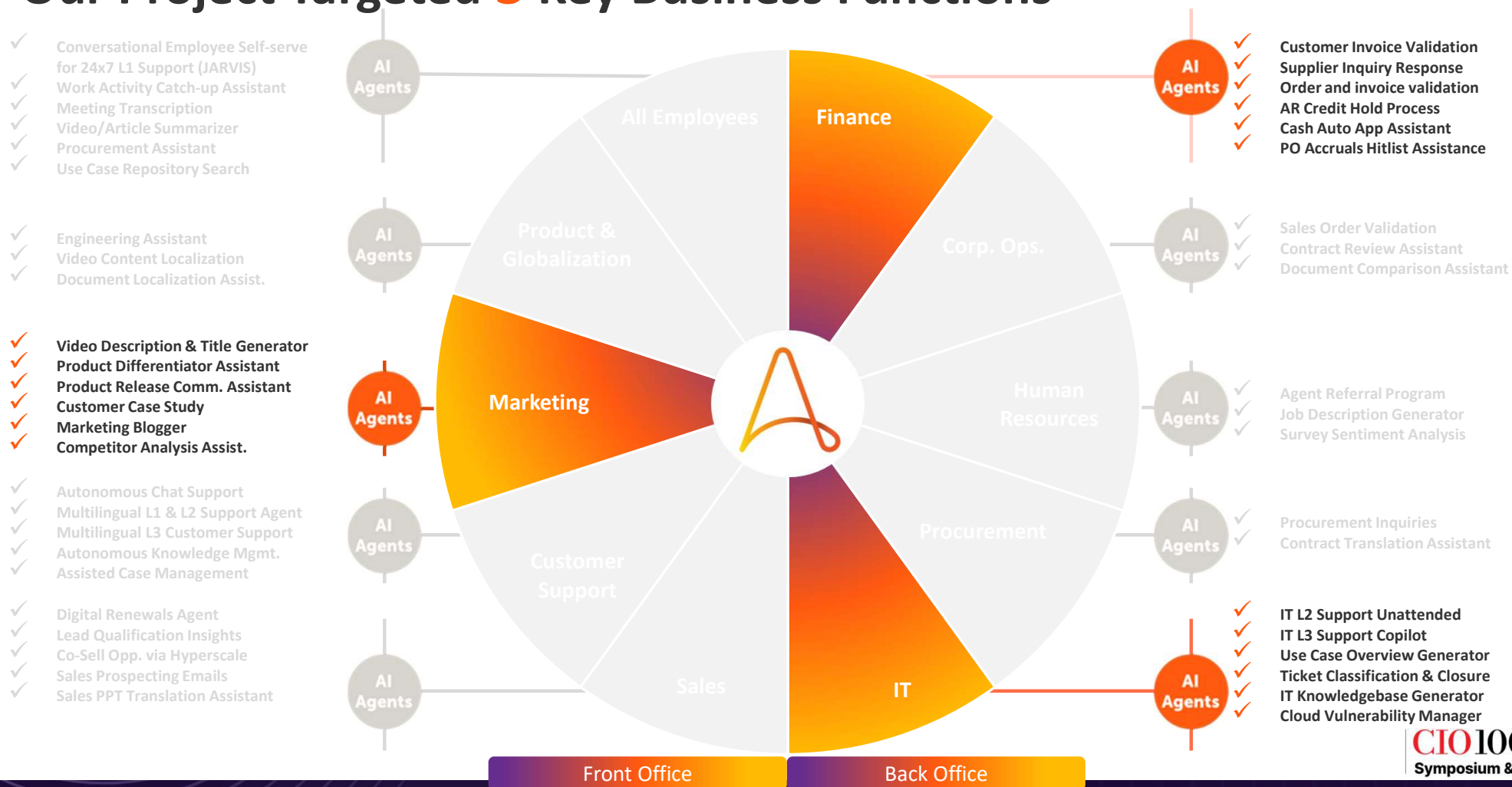
- Autonomous Functional Scorecards
- Hybrid Workforce & Org. Roles
- **Enterprise Transformation**

## Agentic Process Automation - 45 Use Cases Live at AAI





## Our Project Targeted 3 Key Business Functions



# Putting AI Agents to Work

## Major Project Accomplishments

15x  
ROI



**\$900K**

**Business Value Cost Avoid. (\$ USD)**

## Business Functions

- ✓ Finance
- ✓ IT
- ✓ Marketing

60K (hrs.)

Productivity Savings  
(hrs.)

## Agentic Workforce

- ✓ 60,000+ Hours Saved
- ✓ Contributing 3% to overall FTE Efficiency

**\$10 MM**

Business Value Cash Flow (\$ USD)

## Cash Flow & Risk Mitigation

- ✓ \$10+ Million in Value
- ✓ Achieve through cost savings and cash flow impact

# Putting AI Agents to Work

## Agents For Finance Transformation

	Order to Cash	Record To Report	Treasury & Tax
# of Agentic Use Cases Live	6	3	3
Business Value (\$ USD)	\$3.6 MM	\$45K	\$1.3 MM
Productivity Savings (Hrs/Yr)	3,000	1,500	900
KPIs	Improved <b>Days Sales Outstanding (DSO)</b> by <b>3%</b> <b>50%</b> efficiency gain in <b>payment application</b>	50% reduction in financial close time.	Positive Impact on Cash Flow



# Putting AI Agents to Work

# Agents For Marketing Transformation

Use Cases	Content Generation	Social Media Post Generator	Video Content Generation
Business Value (\$ USD)	\$100K	\$60K	\$1.3 MM
Productivity Savings (Hrs/Yr)	10,000	4,000	600
KPIs	3x increase in content throughput, resulting in an 80% overall cost reduction	50% reduction cycle time	4x faster Content Generation

# Putting AI Agents to Work

## Agents For IT Transformation

**30%**  
**Fully**  
**Autonomous**

Use Cases	L1 Support Conversational	L2 Support Autonomous	L3 Support Assisted
Overview	Agentic Blueprint for IT Service Delivery		
Productivity Savings (Hrs/Yr)	33,700 Hrs.		
KPIs	~15% IT Inquiries <b>deflected</b> by <b>JARVIS</b>	<b>First Contact Resolution (FCR)</b> increasing to <b>60%</b> .	<b>89%</b> faster <b>Resolution Rate</b>

# Putting AI Agents to Work

## CIO's Considerations



## Will it fit with my landscape?



## Can it be trusted?



## Will my data be safe?



## Is it Worth It?

- Your LLMs (BYOL)
- On-Cloud or On-Prem
- Across Systems
- Across Processes
- Across Teams
- Across Agents

- Human oversight
- Fully auditable
- Fine tuning & AI output quality testing capabilities
- ISO standards etc.

- Governance & security over data including prompts
- 'Private-cloud' option

- Avg. ROI over 9x
- Any industry
- Any business function

## Finance Team

