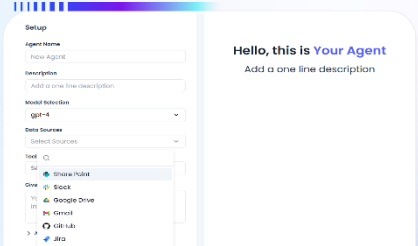


AI agents to support back-office operations



The evolution of AI agents

AI-driven agents are giving organisations the ability to automate smarter and streamline complex processes while maintaining control, speed, and scalability.

Then

- Manual workflows
- Static business rules
- Time-intensive tasks

Now

- ✓ AI-powered agents
- ✓ Dynamic workflows
- ✓ End-to-end automation

Agentic AI that scales across every part of your business

AI Agents today go far beyond simple task repetition. They offer a dynamic ecosystem of capabilities that can transform how the entire organisation operates.

Two approaches for Agentic AI



Agentic
(autonomous)

What it is for

Dynamic scenarios that require flexibility to accomplish broad or ambiguous objectives.

How it works

AI understands natural language instructions and decides which steps are required to accomplish objectives.

"Reasoning"



Robotic
(rules-based)

What it is for

Repetitive, structured tasks that need to be executed the same way, each time.

How it works

Users assemble or record a specific sequence of actions that accomplish a prescribed task.

"Assembly line"





Procurement

Streamline procurement operations and improve decision-making with AI-powered insights, automation, and risk management

Key use cases

1. **RFP & bid management:** Draft responses, analyse bids for red flags, and recommend vendors using past performance data.
2. **Workflow automation:** Create purchase requests and route approvals using natural language commands and past transactions.
3. **Supplier risk management:** Monitor communications and data to surface supplier risks and generate performance summaries.



HR

Empower employee experiences with boosted automation and improve engagement and retention.

Key use cases

1. **Streamlined onboarding:** Simplify compliance training and onboarding so teams can personalise employee journeys.
2. **Skill matching:** AI suggests candidates based on skill sets and job requirements.
3. **Automating admin tasks:** Reduces time spent on repetitive HR processes like benefits enrolment.



Policy

Enable strategic policy work with AI to simplify communication, speed response times, and support confident decision-making

Key use cases

1. **Public response drafting:** Convert complex policies into simple language for external communication.
2. **Brief preparation:** AI agents identify key questions and generate clear, concise briefs for senior executives.
3. **Policy summarisation:** Extract and summarise large policy documents



Finance

Enable strategic decision-making to reduce operational risk, accelerate reporting, and scale decision-making.

Key use cases

1. **Forecasting and analytics:** AI agents optimise budgeting and forecasting.
2. **Document creation:** Generative AI accelerates creation of financial reports and pitch books.
3. **Fraud detection:** AI identifies anomalies in transactions for early fraud prevention.

