



# Sutherland Agentic AI CoE

The Future of Smart, Human-AI Collaboration





# AGENTIC AI COE IN ACTION

Go beyond rule-based automation

**Build. Manage. Scale Agentic AI**



# Sutherland Agentic AI

Automate Workflows, Enhance  
Decision-Making, Scale with  
Intelligence



## Sutherland Agentic AI CoE

Sutherland's **Agentic AI CoE** is an advanced, industry agnostic AI framework that enables autonomous, goal-driven systems to independently analyze, strategize, and execute complex tasks. By integrating **LLM-powered AI agents**, it drives intelligent decision-making, real-time adaptation, and enterprise-wide automation — unlocking efficiency, scalability, and business transformation across sectors.

### Understanding Agentic AI: Capabilities and Characteristics

1

#### Goal Oriented Behavior

Agentic AI systems are designed to pursue specific objectives, adapting their actions based on changing circumstances and feedback.

2

#### Multi-Step Reasoning

Agentic AI systems can perform complex, sequential reasoning—breaking down overarching goals into smaller, interdependent tasks, and solving them in a logical, step-by-step manner.

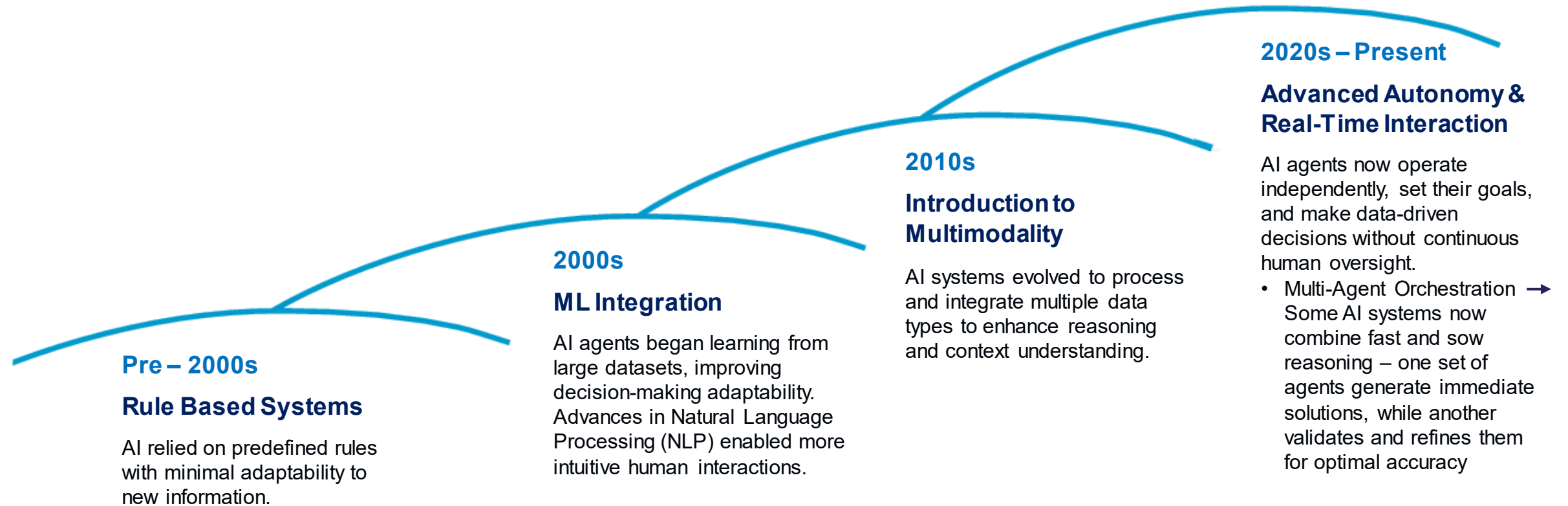
3

#### Autonomous Decision Making

These systems can make decisions independently without constant human intervention, leveraging their knowledge and understanding of the environment

# Agentic AI Evolution

AI's evolution has led to the rise of Agentic AI – enhancing autonomy, adaptability and decision making, all while having human-in-the-loop



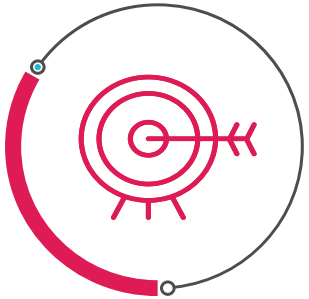


# Challenges and Roadblocks in Agentic AI CoE Implementation



## DATA QUALITY AND AVAILABILITY

Reliable, diverse, and high-quality data is essential for training and optimizing Agentic AI systems, but sourcing, managing, and maintaining such data remains a challenge.



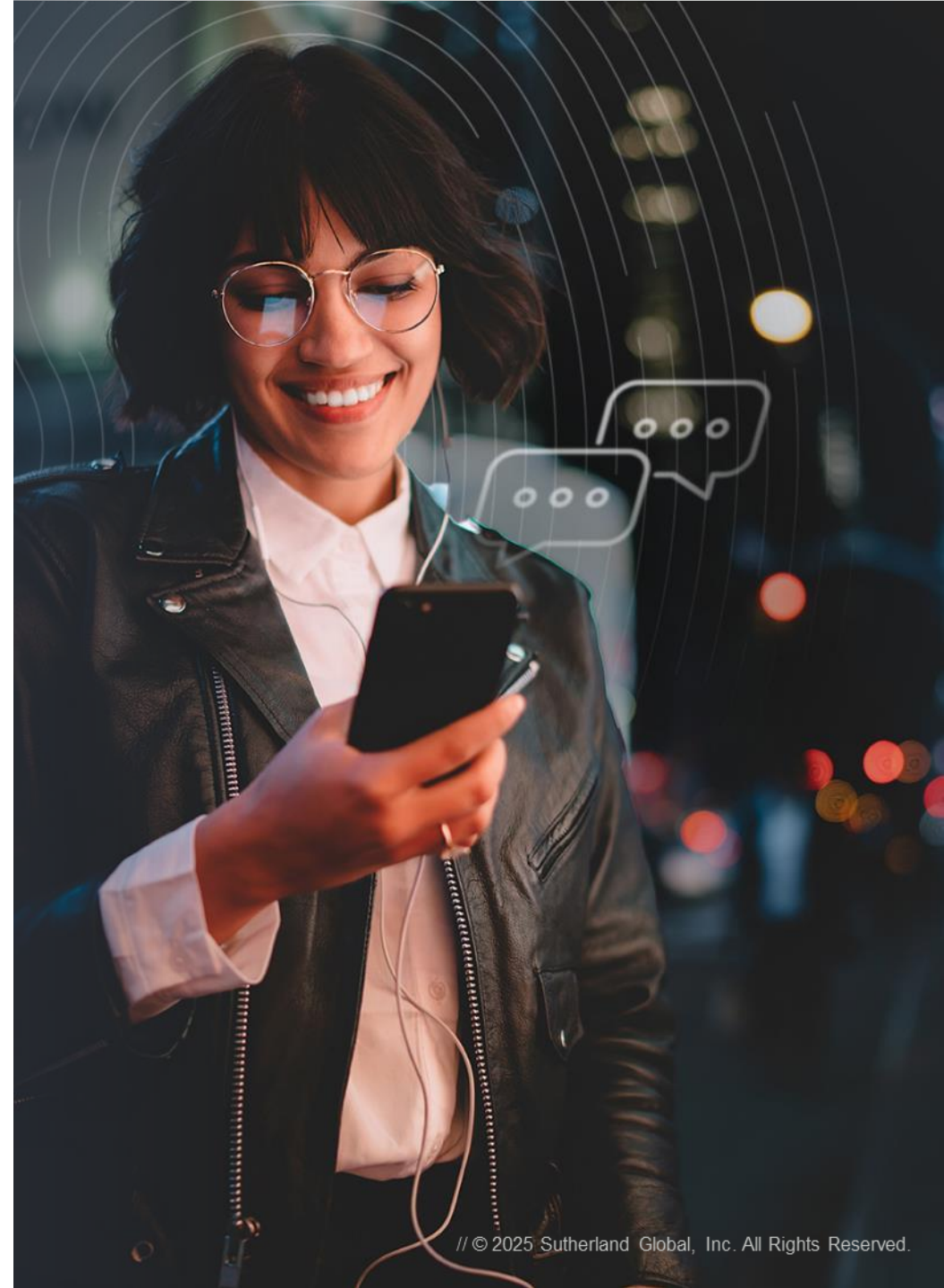
## EXPLAINABILITY AND INTERPRETABILITY

Trust and accountability require clear insights into AI-driven decisions, yet the complexity of AI models often makes them difficult to interpret.



## SAFETY AND SECURITY

Robust safeguards are critical to prevent unintended consequences and protect AI systems from cyber threats and malicious exploitation.



# Assistants vs. Agents

## ASSISTANTS

- Data Extraction
- Document Management
- Report Generation

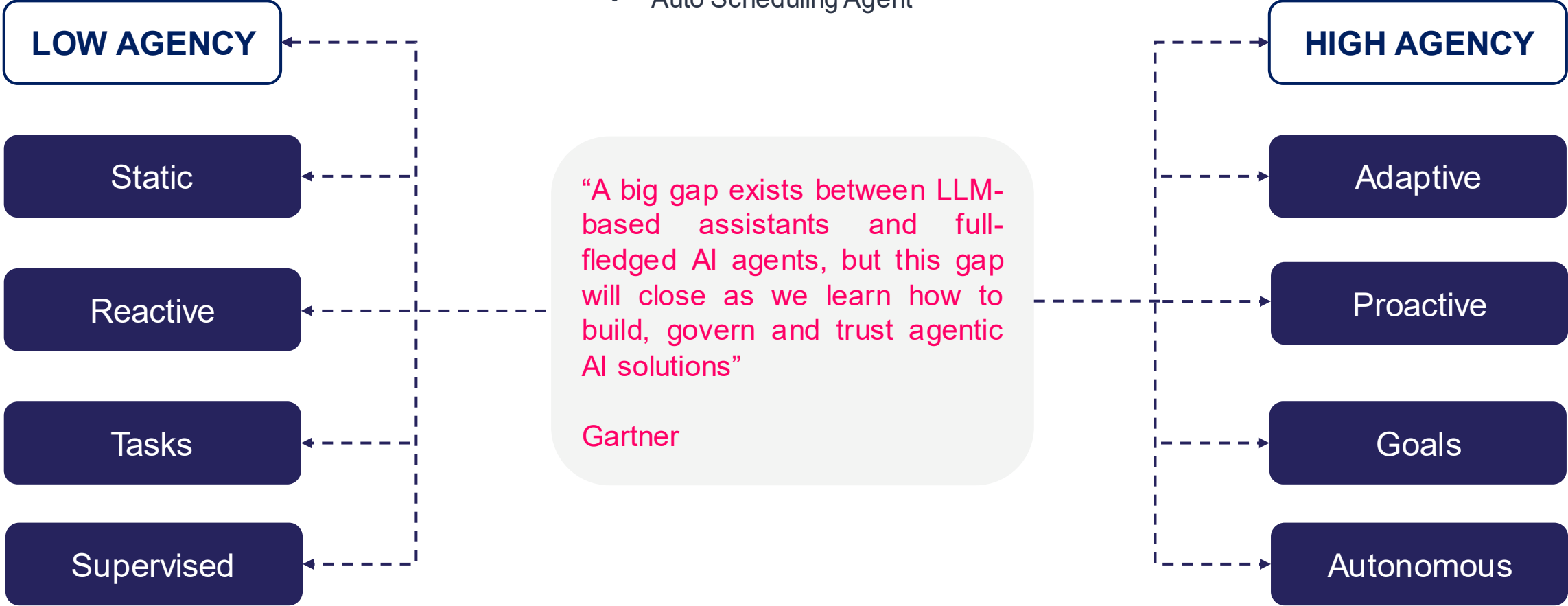
## AGENTS

- Chatbots
- Lead Generation Agent
- Virtual Onboarding Assistant
- Auto Scheduling Agent

## AGENTIC AI

- Diagnostics IT Incidents
- Surveillance
- IT Support
- Customer Service

**HUMAN – IN – THE LOOP**

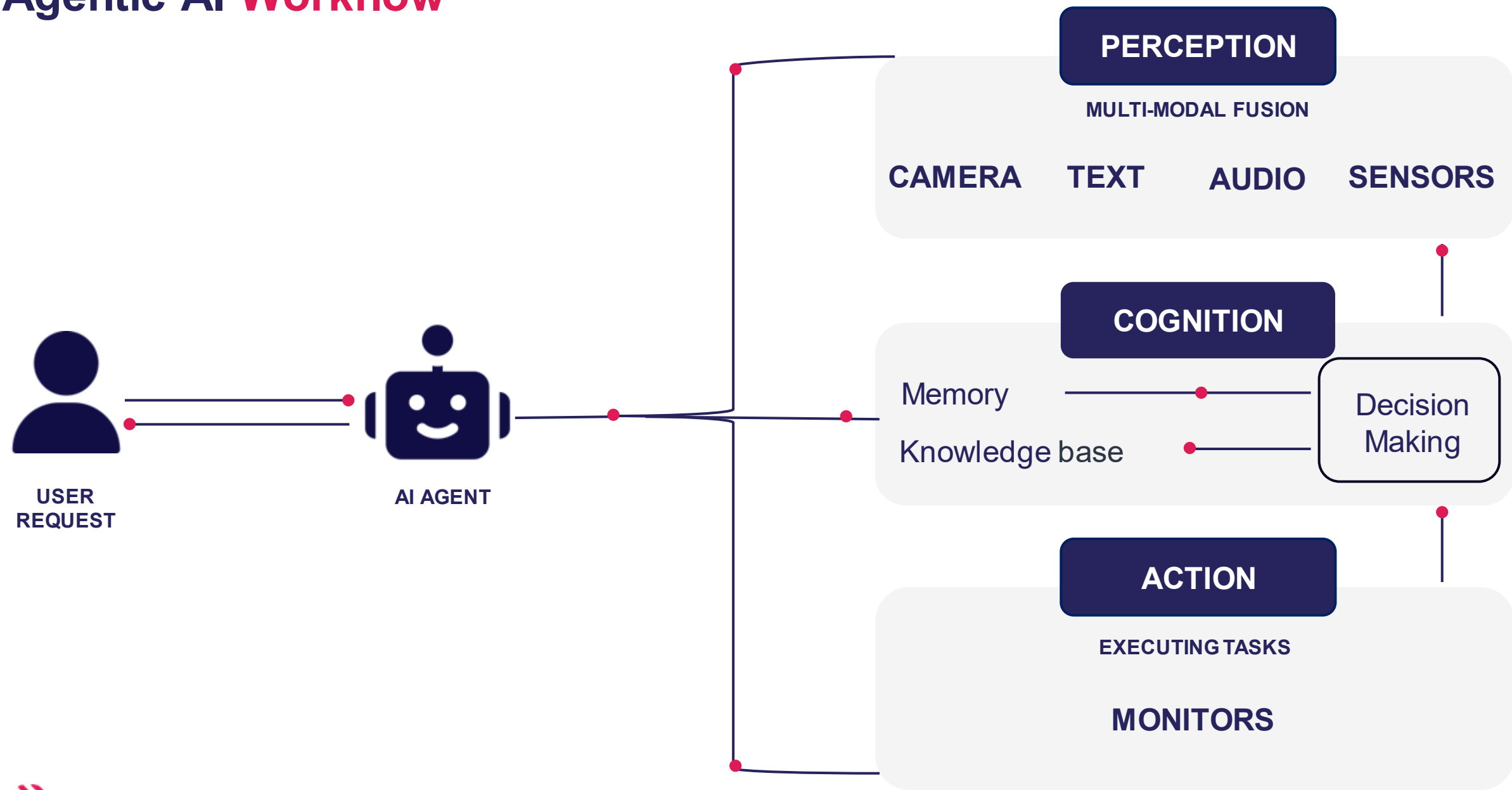


# How does **Agentic AI CoE** Work?

## Sutherland Agentic AI CoE

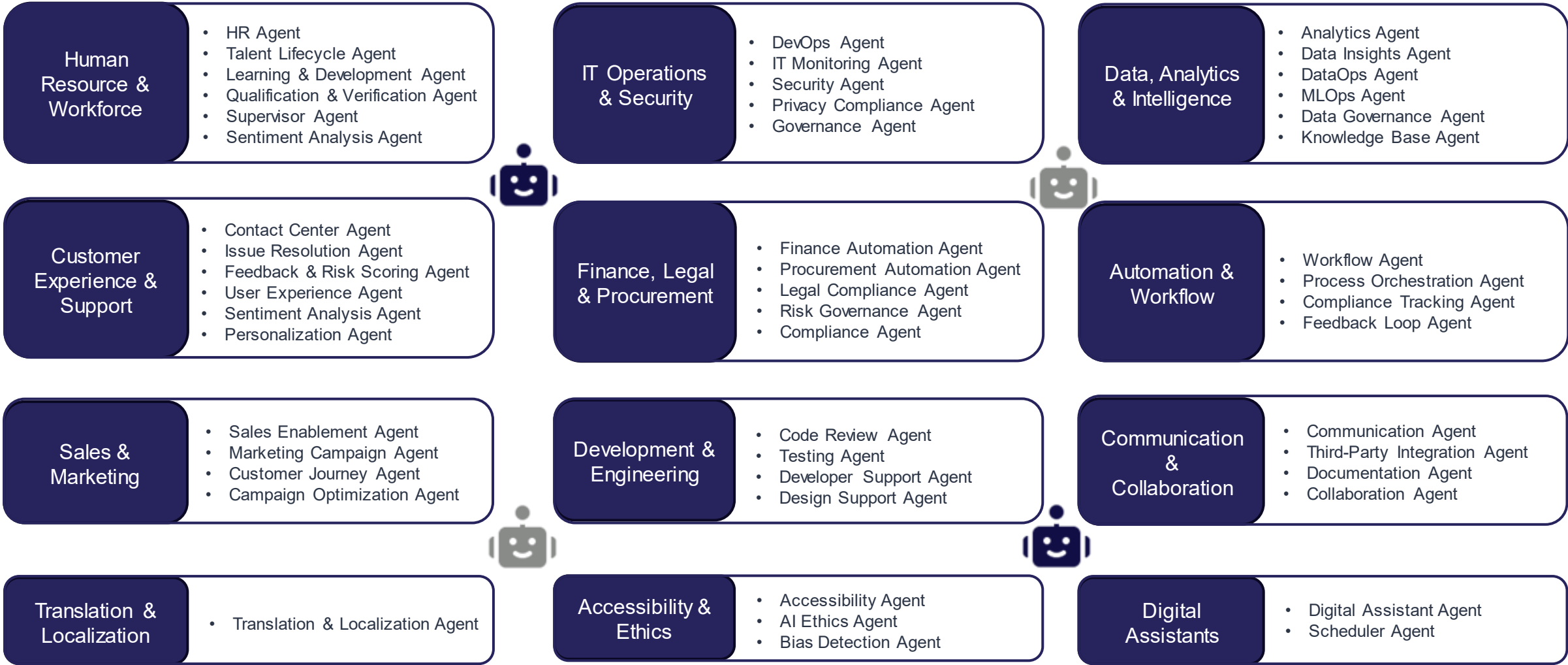


# Agentic AI Workflow

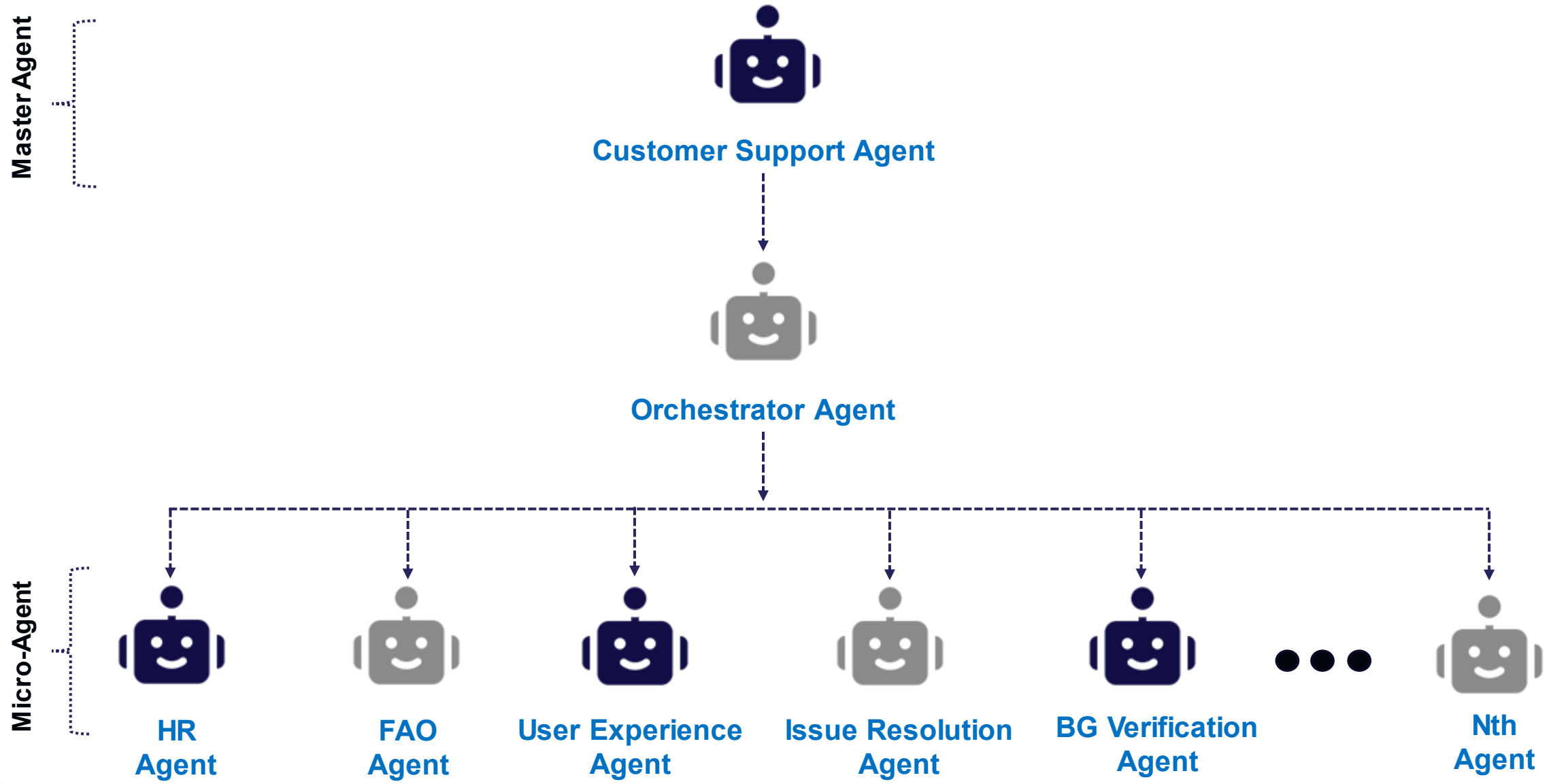




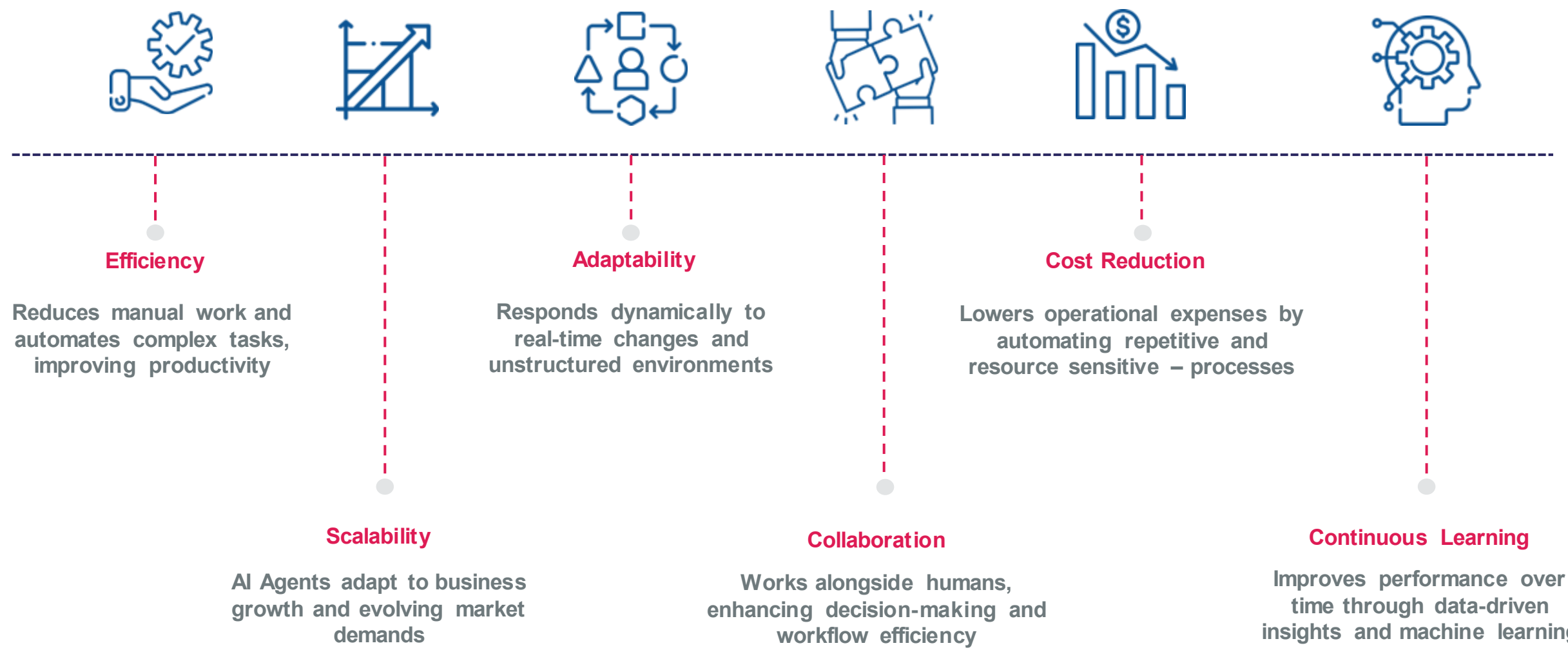
# Agentic AI Taxonomy



# Conceptualizing Agentic AI for **Future Operations**



# Benefits of Deploying Sutherland Agentic AI CoE





# Agentic AI CoE – Solution Offerings

# SAFA

**Built** for Scale  
**Trained** for Precision  
**Ready** for You



## SAFA - Sutherland Agentic **AI for Associates**

**SAFA** stands for **Sutherland Agentic AI for Associates** — a proprietary AI solution built to support associates across every core function.

Designed for real-world performance, SAFA leverages **agentic AI capabilities** to autonomously execute tasks, solve problems, and streamline workflows — across chat, email, onboarding, hiring, claims, legal, and more.

**SAFA ensures that associates are .....**



**Equipped**



**Enabled**



**Empowered**



# SAFA Capabilities: End-to-End Support for Associates

SAFA - It's more than automation. It's intelligent execution at scale.



## SAFA for Chat

### Smarter Conversations

CoAG for Chat enables chat associates with multi-turn Agentic AI systems, delivering accurate responses, faster handling, and real-time resolution.



## SAFA for Email

### Inbox Handled

CoAG for Email enables autonomous triage, smart drafting, and end-to-end resolution, empowering email associates with agentic AI systems for speed and precision.



## SAFA for Onboarding

### Frictionless Start

Autonomous execution of onboarding workflows, document collection, and validation, focusing on dynamic task execution for seamless associate integration and program enablement.



## SAFA for Time & Attendance

### No More Time Troubles

AI-driven validation and correction of time and attendance logs across enterprise systems, focusing on accuracy and consistency across the board.



## SAFA for Hiring Process

### Meet HRVisionX

An autonomous AI system that streamlines sourcing, screening, and scheduling, reducing time-to-hire and enhancing the hiring experience. Currently piloted with Amazon GTS.



## SAFA for Claims Management

### CogniLink: Claims, Simplified

CogniLink, an autonomous claims management system, processes claims through agentic AI workflows for seamless intake, verification, and processing.



## SAFA for Legal.AI

### Legal Made Actionable

An AI-powered system for redlining, search, and analysis across contract databases. Enables quick insights, statistics, and legal summaries for rapid, actionable intelligence.



## SAFA for Research

### RAI: Research at Speed

RAI, an agentic AI system, delivers high-accuracy, downloadable research reports on any topic within 90 seconds for data-driven decisions.





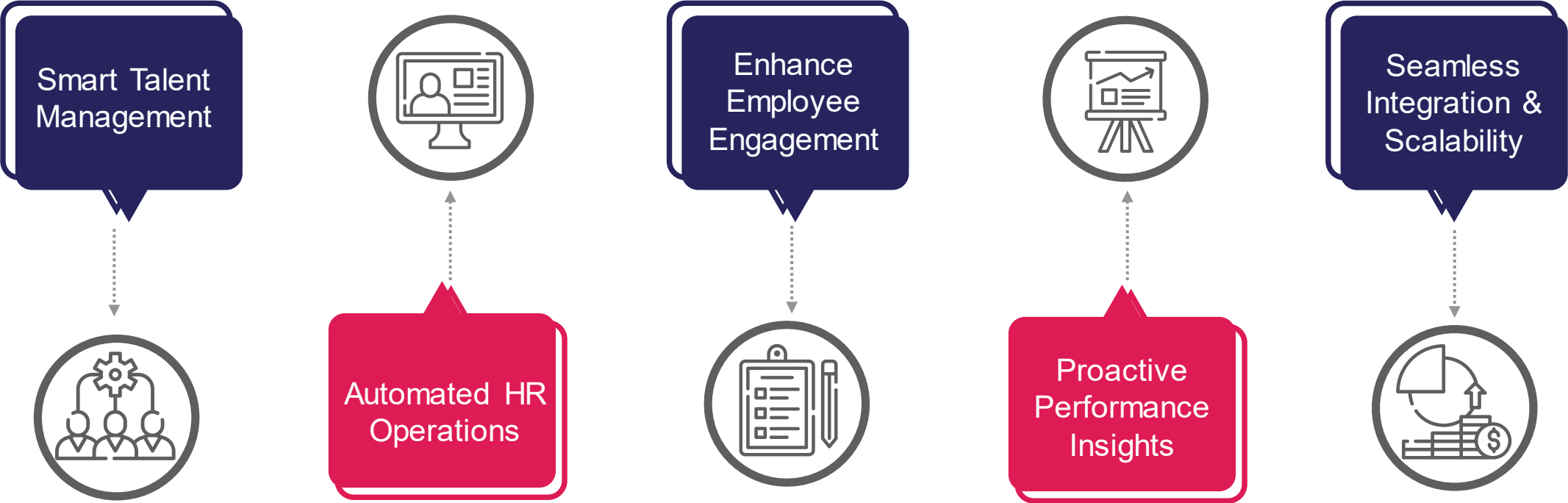
Effortless HR Management at Your Fingertips

- Streamlined Hiring
- Seamless Onboarding
- Elevated Employee Management

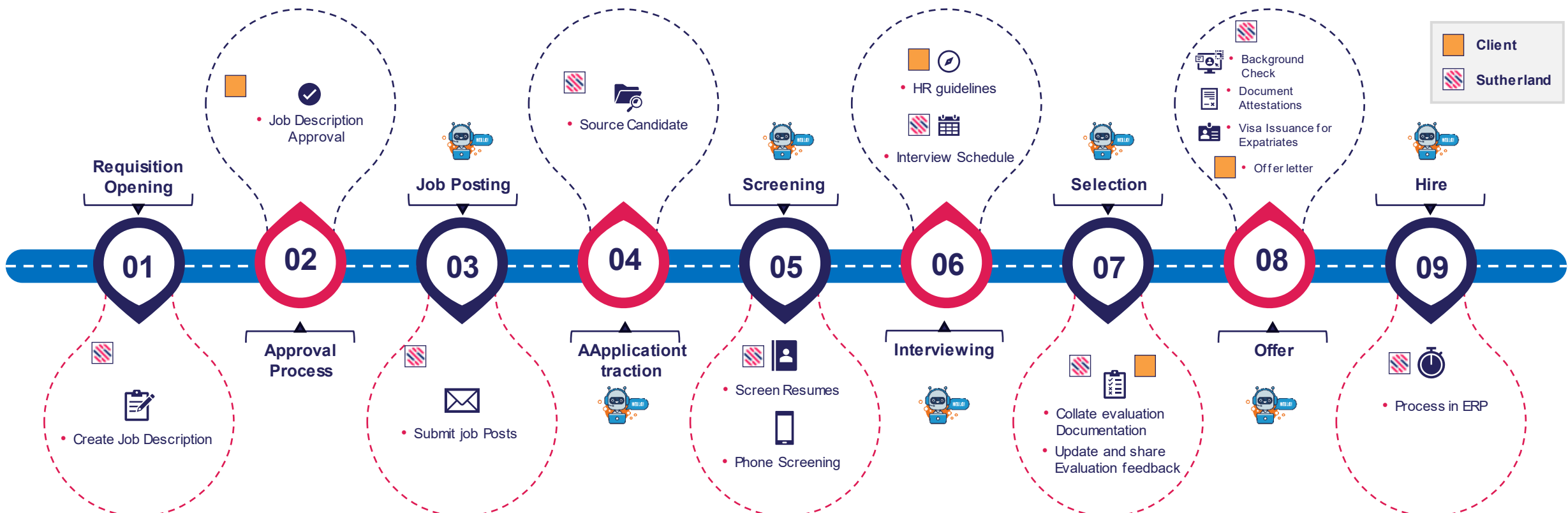


# HRVisionX – AI Powered Effortless HR Management Solution

HRVisionX is an AI powered HR automation solution designed to streamline recruitment, talent management and workforce optimization. The solution offers various benefits:



# HRVisionXThe Flow




Job Description Creation	Sourcing	Shortlisting	Interview Scheduling	Interview & Background	Offer Generation	Onboarding & NJS
<ul style="list-style-type: none"><li>➤ Creating and updating Job Descriptions</li><li>➤ Posting jobs on job boards</li><li>➤ Multi-platform job posting (LinkedIn, job boards, career fairs)</li><li>➤ AI-based JD optimization</li></ul>	<ul style="list-style-type: none"><li>➤ AI-based pre-screening, automated ranking of candidates</li><li>➤ Recruiter-led first level screening</li></ul>	<ul style="list-style-type: none"><li>➤ Collaborate with hiring managers to shortlist candidates from the sourced pool.</li><li>➤ Re hire Eligibility Check</li></ul>	<ul style="list-style-type: none"><li>➤ AI-driven interview scheduling, real-time availability checks, automated reminders</li><li>➤ Candidate alignment with hiring managers</li><li>➤ AI Chatbot for Candidate Engagement</li></ul>	<ul style="list-style-type: none"><li>➤ AI assists in analyzing interview responses and provides comparative insights on candidates based on predefined criteria</li><li>➤ Pre-Employment Checks, Background verification and missing document follow -ups</li></ul>	<ul style="list-style-type: none"><li>➤ Duplicate Check -Manual verification of past employment history</li><li>➤ AI powered creation of offer letters, exception handling</li><li>➤ Predictive Analytics for Offer Acceptance trends, hiring trend analysis, quality of candidates, time to fill</li><li>➤ Conducting Candidate Engagement Survey</li></ul>	<ul style="list-style-type: none"><li>➤ Preparing onboarding materials</li><li>➤ AI assists in updating the New Hire details and auto alerts stakeholders</li><li>➤ Manual task tracking for HR, IT, Payroll &amp; other departments</li><li>➤ Document collection &amp; onboarding status tracking</li><li>➤ Compliance monitoring and alerts</li><li>➤ Conducting New Hire Survey</li></ul>



# HRVisionX Agents Portfolio

## Child Agents

### Parent Agent



**SUPER HR**

Supervisor agent that oversees the performance efficiency of all HR AI agents, ensuring smooth operations

#### BIO EXTRACTOR

Automatically extracts key details like work experience, skills and education from resumes

#### SITE CONNECTOR

Focusses on connecting to various job sites

#### JD WRITER

Analyzes job requirements and creates tailored job descriptions to attract the right candidates

#### JD EXTRACTOR

Analyzes job descriptions, extracts requirements and job specifications

#### RESUME SCOUTER

Searches for relevant resumes from internal and external portals

#### RIGHT FILTER

Filters, categorizes and ranks resumes based on role criteria and social intent

#### RESUME RANKER

Analyzes and ranks resumes based on job role, criteria, skills, experience, and ensures the best candidate matches

#### WORKFLOW AGENT

Workflow Manager AI streamlines resume processing and candidate pipeline management

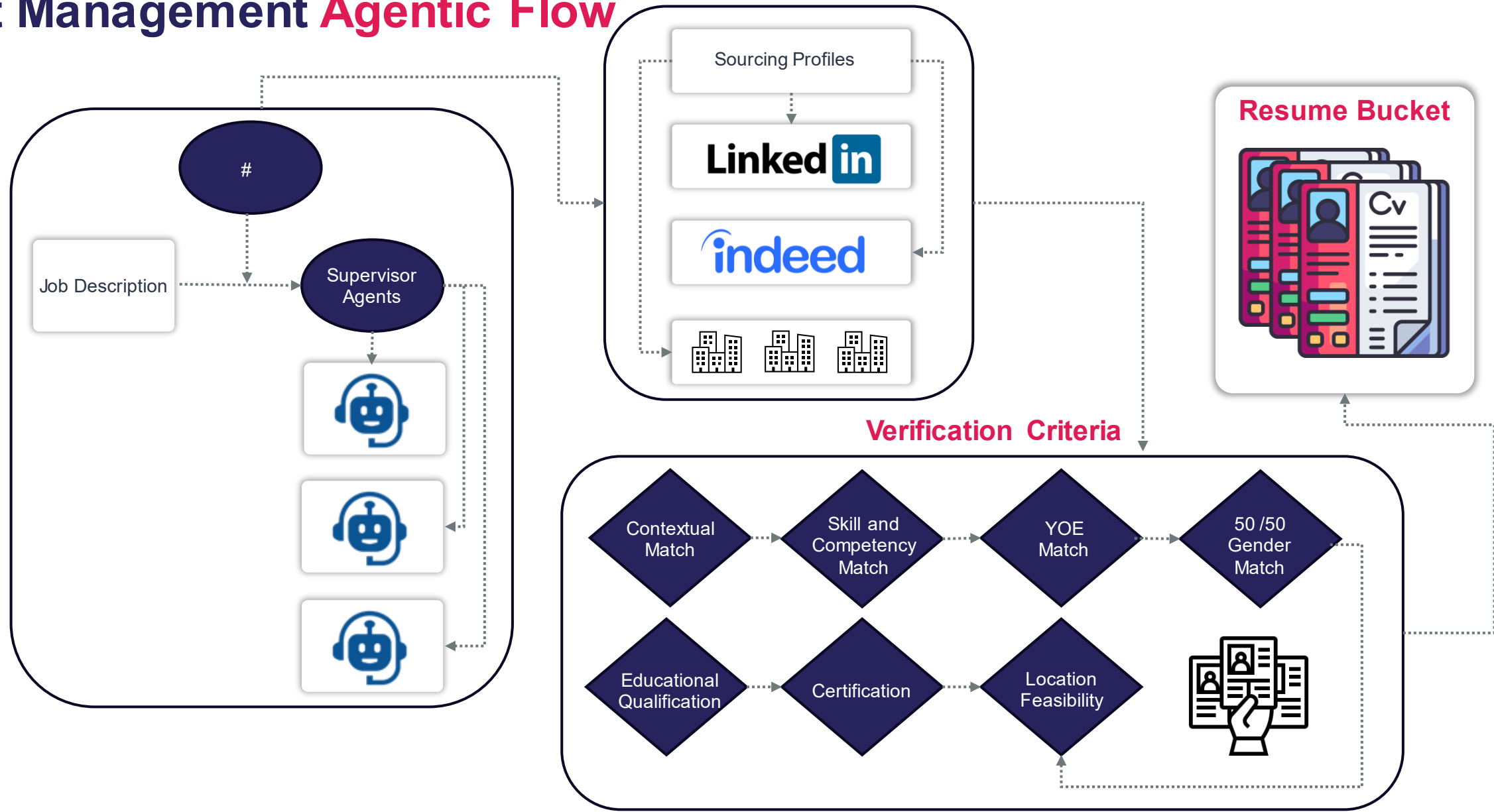
#### SCHEDULER

Interview scheduler automates interview coordination by finding available time slots





# Talent Management **Agentic Flow**



**JD EXTRACTOR**

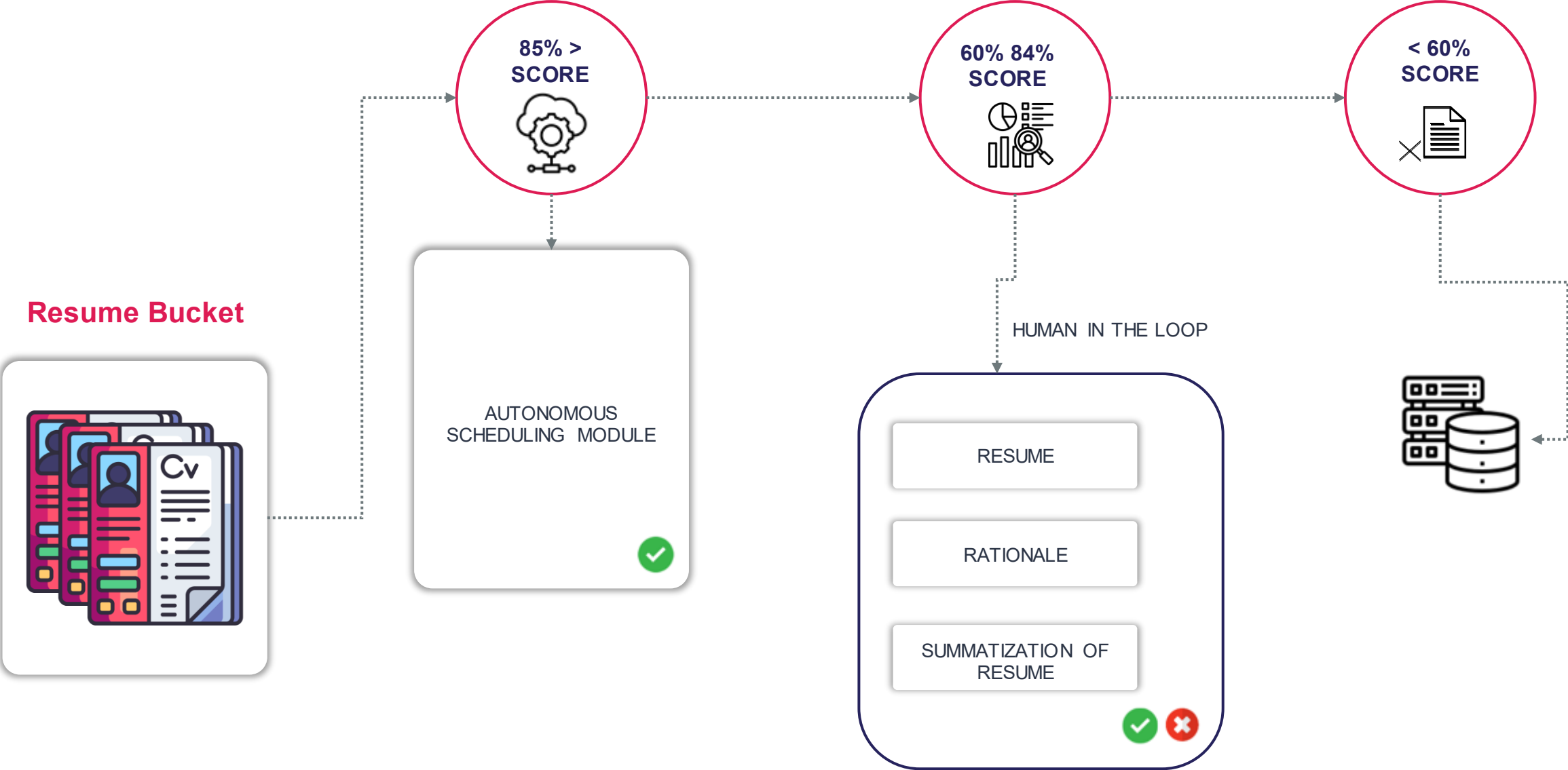


**RESUME SCOUTER**



**RIGHT FILTER**

# Talent Management **Agentic Flow**



# Benefits of Onboarding **HRVisionX**



## + Automated HR Operations

Streamline tasks like resume screening, interview scheduling, and payroll management, reducing manual effort and improving efficiency.



## + Improved Hiring Quality

Enhance recruitment by swiftly sorting resumes, pre-screening candidates, and enabling faster interview scheduling.



## + Faster & Smarter Hiring Process

Matches candidates to job roles by analyzing skills, experience, and cultural fit with precision.



## + Cost Savings on Recruitment

Reduces hiring costs by automating time-consuming tasks and minimizing reliance on external agencies.



## Finance and Accounting Operation

Free your Team's Burden on Accounting!

- Streamline Financial Compliance & Monitoring
- Enhance the Accuracy of Risk Management
- Maximize Operational Efficiency

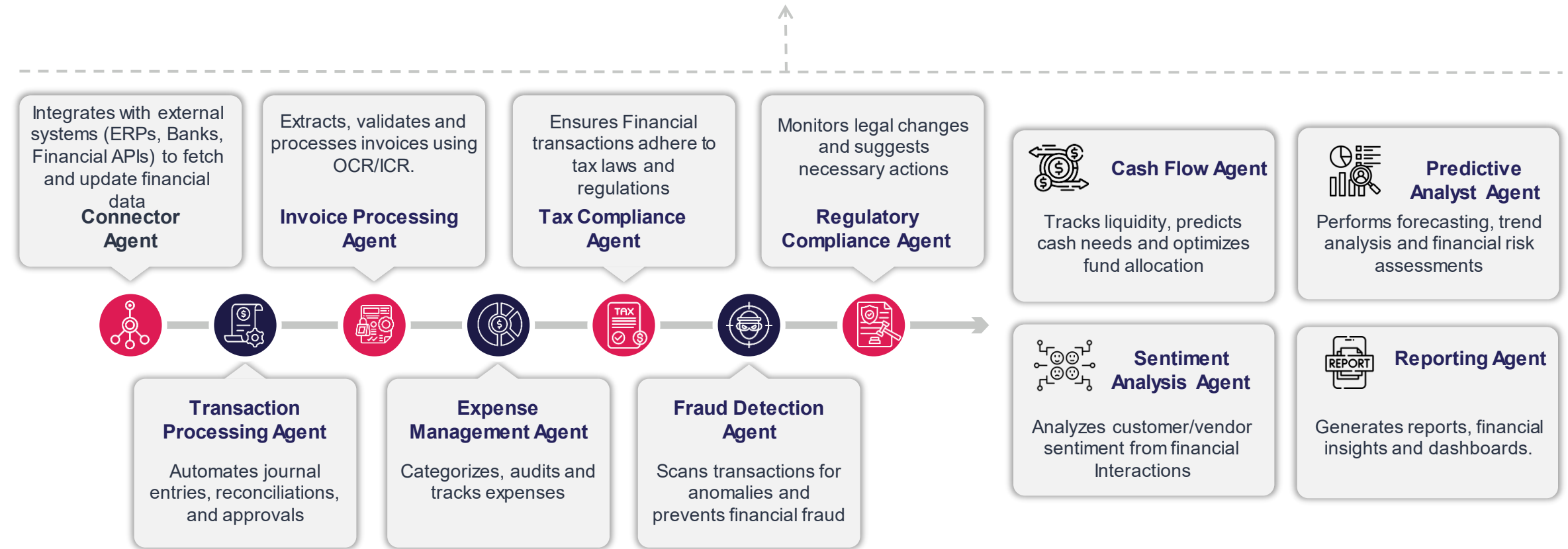


# Finance and Accounting Operation

Parent Agents



Child Agents







*Thank You!*