

Sutherland Agentic Al CoE

The Future of Smart, Human-Al Collaboration

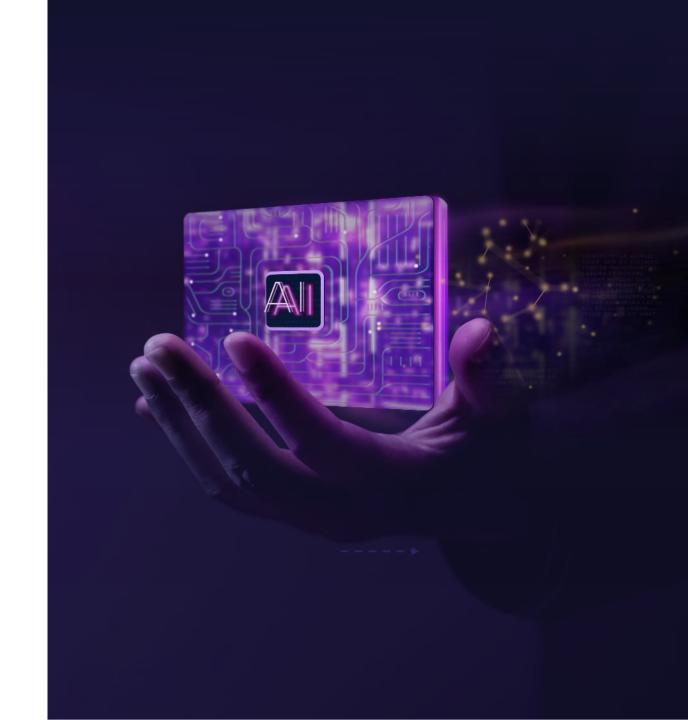




AGENTIC AI COE IN ACTION

Go beyond rule-based automation

Build. Manage. Scale Agentic Al



Sutherland Agentic Al

Automate Workflows, Enhance Decision-Making, Scale with Intelligence

Sutherland Agentic Al CoE

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

Understanding Agentic Al: Capabilities and Characteristics



Goal Oriented Behavior

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



Multi-Step Reasoning

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



Autonomous Decision Making

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



Agentic Al Evolution

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



Rule Based Systems

Al relied on predefined rules with minimal adaptability to new information.

2000s

ML Integration

Al agents began learning from large datasets, improving decision-making adaptability. Advances in Natural Language Processing (NLP) enabled more intuitive human interactions.

2010s

Introduction to Multimodality

Al systems evolved to process and integrate multiple data types to enhance reasoning and context understanding.

2020s - Present

Advanced Autonomy & Real-Time Interaction

Al agents now operate independently, set their goals, and make data-driven decisions without continuous human oversight.

Multi-Agent Orchestration
 Some AI systems now
 combine fast and sow
 reasoning – one set of
 agents generate immediate
 solutions, while another
 validates and refines them
 for optimal accuracy

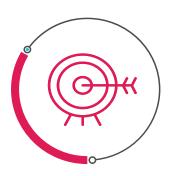


Challenges and Roadblocks in Agentic Al CoE Implementation



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 Al-driven decisions, yet the complexity of Al models often makes them difficult to interpret.

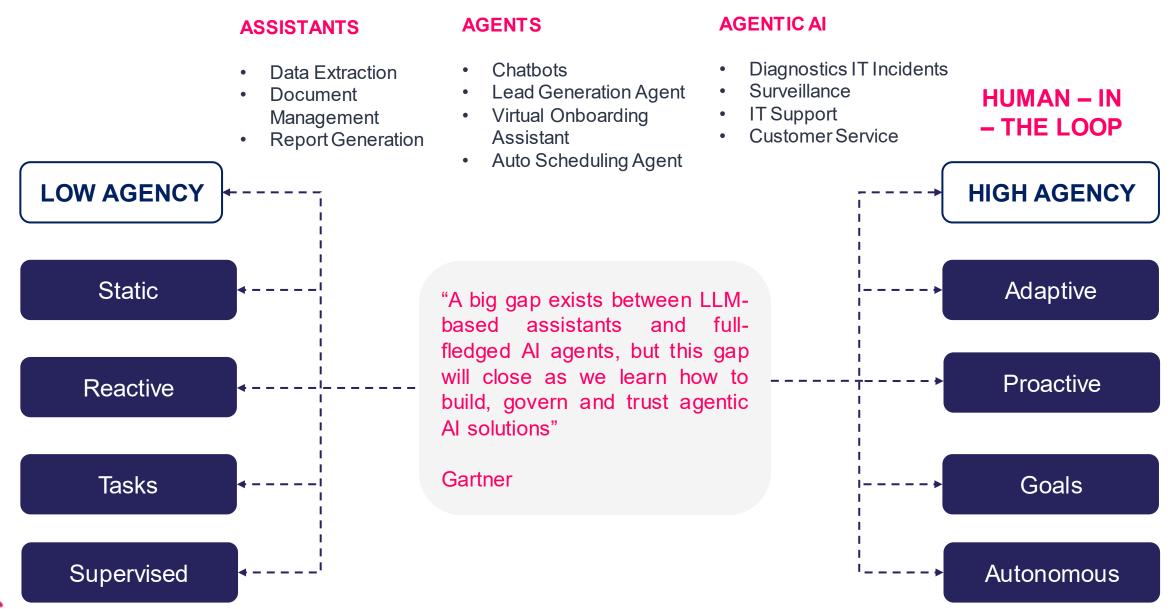


SAFETY AND SECURITY

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



Assistants vs. Agents





How does Agentic AI CoE Work?

Sutherland Agentic Al CoE

Data Perception

Context Analysis

Goal Setting Strategic Planning

Decision **Execution**

Learning & Adaptation















Collects & interprets data from diverse sources to understand its environment

Evaluates situational factors to adapt its decisions and actions dynamically

Defines objectives based on user input or preprogrammed priorities

> Develops actionable plans to achieve defined goals efficiently and effectively

Performs actions autonomously while monitoring outcomes

> Improves performance by analyzing feedback & evolving with new experiences

Agentic Al Workflow PERCEPTION MULTI-MODAL FUSION CAMERA TEXT SENSORS AUDIO COGNITION Memory Decision Making Knowledge base **USER AI AGENT REQUEST ACTION EXECUTING TASKS MONITORS**



Agentic Al Taxonomy

Human Resource & Workforce

- HR Agent
- · Talent Lifecycle Agent
- Learning & Development Agent
- Qualification & Verification Agent
- · Supervisor Agent
- Sentiment Analysis Agent

IT Operations & Security

- DevOps Agent
- IT Monitoring Agent
- Security Agent
- · Privacy Compliance Agent
- · Governance Agent

Data, Analytics & Intelligence

- Analytics Agent
- Data Insights Agent
- DataOps Agent
- MLOps Agent
- Data Governance Agent
- Knowledge Base Agent

Customer Experience & Support

- Contact Center Agent
- Issue Resolution Agent
- Feedback & Risk Scoring Agent
- · User Experience Agent
- Sentiment Analysis Agent
- Personalization Agent

Finance, Legal & Procurement

- Finance Automation Agent
- Procurement Automation Agent
- · Legal Compliance Agent
- Risk Governance Agent
- Compliance Agent

Automation & Workflow

- Workflow Agent
- Process Orchestration Agent
- Compliance Tracking Agent
- Feedback Loop Agent

Sales & Marketing

- · Sales Enablement Agent
- Marketing Campaign Agent
- Customer Journey Agent
- · Campaign Optimization Agent

Development & Engineering

- · Code Review Agent
- Testing Agent
- · Developer Support Agent
- Design Support Agent

Communication & Collaboration

- Communication Agent
- · Third-Party Integration Agent
- Documentation Agent
- Collaboration Agent

Translation & Localization

Translation & Localization Agent

Accessibility & Ethics

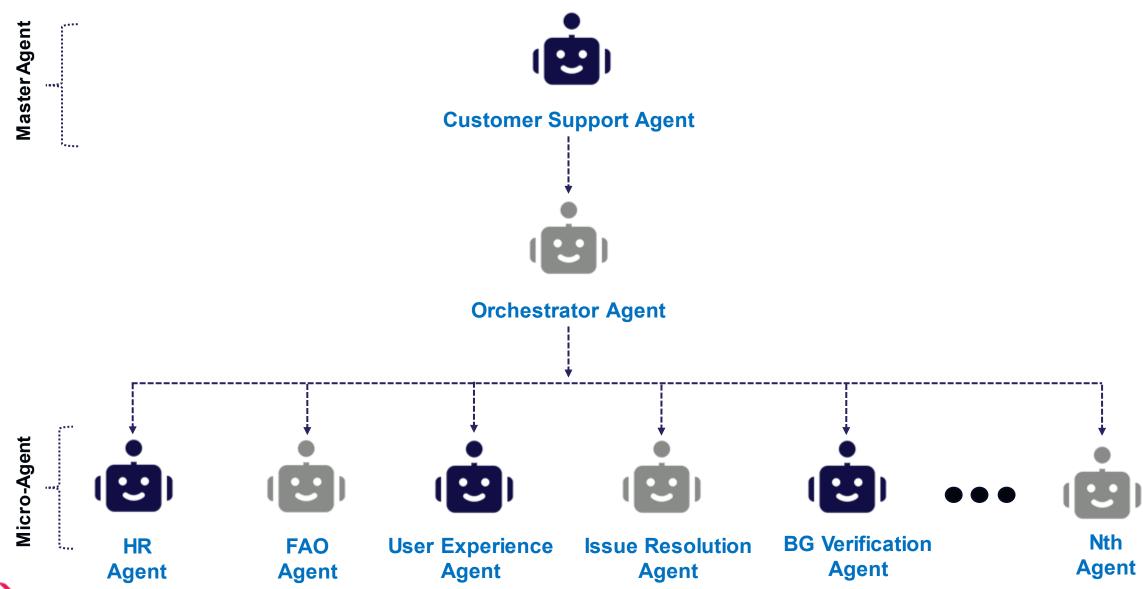
- Accessibility Agent
- Al Ethics Agent
- Bias Detection Agent

Digital Assistants

- Digital Assistant Agent
- Scheduler Agent

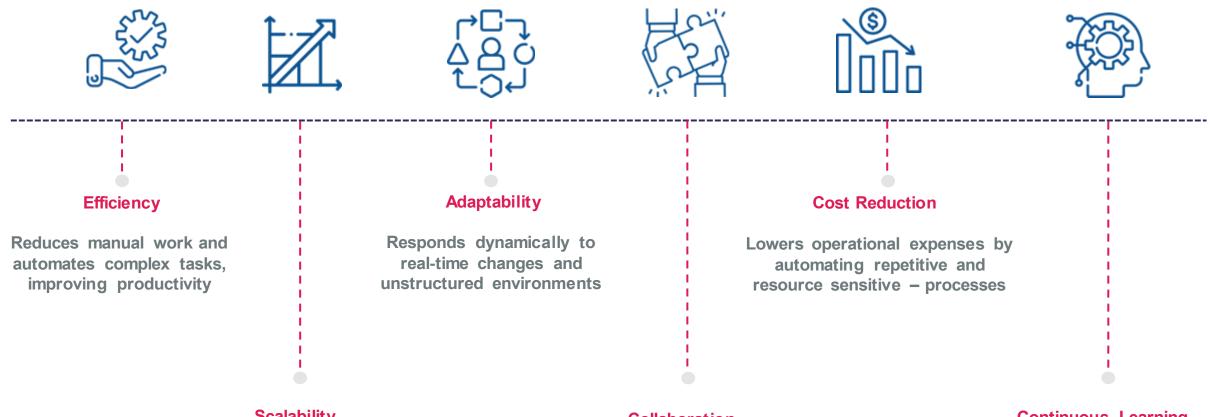


Conceptualizing Agentic Al for Future Operations





Benefits of Deploying Sutherland Agentic Al CoE





Al Agents adapt to business growth and evolving market demands

Collaboration

Works alongside humans, enhancing decision-making and workflow efficiency

Continuous Learning

Improves performance over time through data-driven insights and machine learning





Agentic Al CoE – Solution Offerings

SAFA

Built for Scale Trained for Precision Ready for You

SAFA - Sutherland Agentic Al for Associates

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

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

SAFA ensures that associates are







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 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 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 Claims Management

CogniLink: Claims, Simplified

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



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.



Legal Made Actionable

An Al-powered system for redlining, search, and analysis across contract databases.

Enables quick insights, statistics, and legal summaries for rapid, actionable intelligence.



No More Time Troubles

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



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.

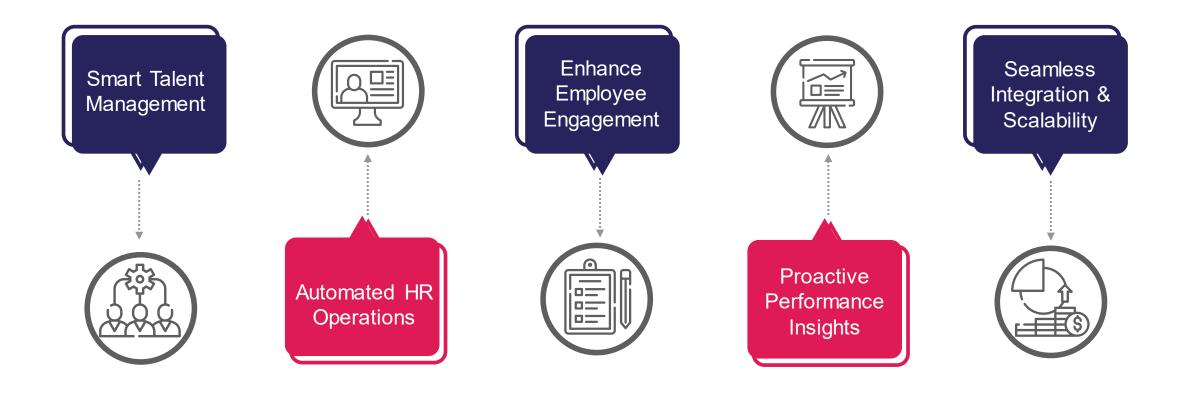




- Streamlined Hiring
- Seamless Onboarding
- Elevated Employee Management

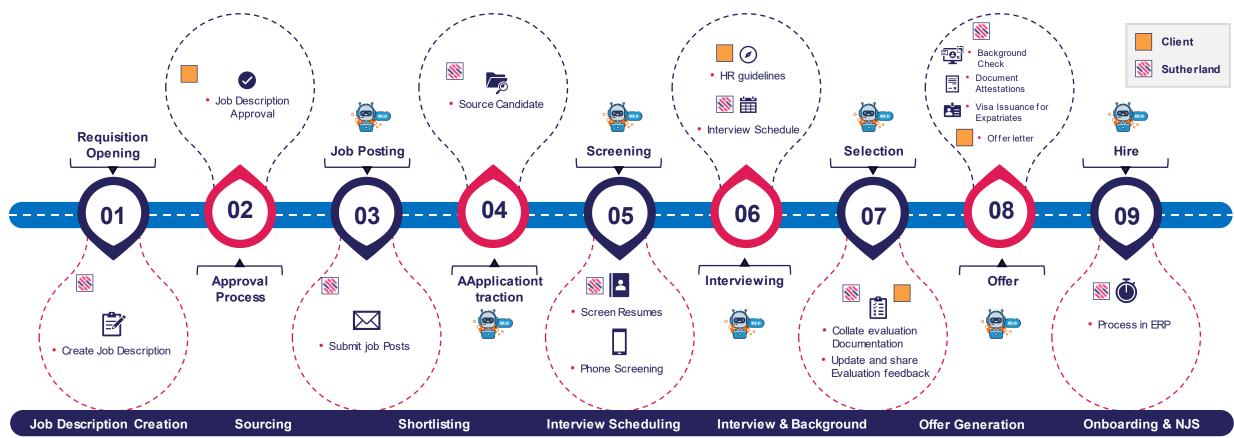
HRVisionX – Al Powered Effortless HR Management Solution

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





HRVisionXThe Flow



- Creating and updating Job Descriptions
- Posting jobs on job boards
- Multi-platform job posting (LinkedIn, job boards, career fairs)
- Al-based JD optimization

Al-based prescreening, automated

- ranking of candidates Recruiter-led first level screening
- Collaborate with hiring managers to shortlist candidates from the sourced pool.
- Re hire Eligibility Check

- Al-driven interview scheduling, real-time availability checks, automated reminders
- Candidate alignment with hiring managers
- Al Chatbot for Candidate Engagement
- Al assists in analyzing interview responses and provides comparative insights on candidates based on predefined criteria
- Pre-Employment Checks, Background verification and missing document follow -ups

Duplicate Check -Manual verification of past

- employment history Al pow ered creation of offer letters, exception
- handling
- Predictive Analytics for Offer Acceptance trends, hiring trend analysis. quality of candidates, time to fill
- Conducting Candidate Engagement Survey

- Preparing onboarding materials
- Al assists in updating the New Hire details and auto alerts stakeholders
- Manual task tracking for HR, IT, Payroll & other departments
- Document collection & onboarding status tracking
- Compliance monitoring and
- Conducting New Hire Survey



HRVisionX Agents Portfolio

Parent Agent



SUPER HR

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

Child Agents

BIO EXTRACTOR

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

JD EXTRACTOR

Analyzes job descriptions, extracts requirements and job specifications

RESUME RANKER

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

SITE CONNECTOR

Focusses on connecting to various job sites

RESUME SCOUTER

Searches for relevant resumes from internal and external portals

WORKFLOW AGENT

Workflow Manager Al streamlines resume processing and candidate pipeline management

JD WRITER

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

RIGHT FILTER

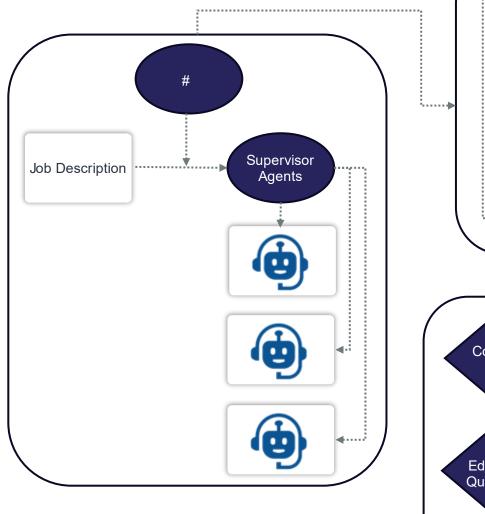
Filters, categorizes and ranks resumes based on role criteria and social intent

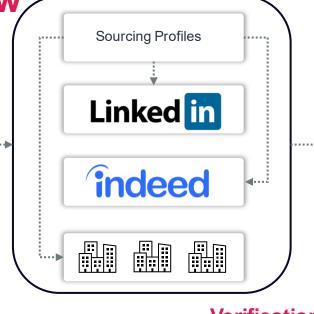
SCHEDULER

Interview scheduler automates interview coordination by finding available time slots



Talent Management Agentic Flow

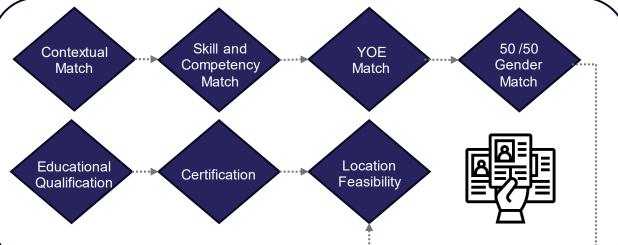




RESUME SCOUTER



Verification Criteria





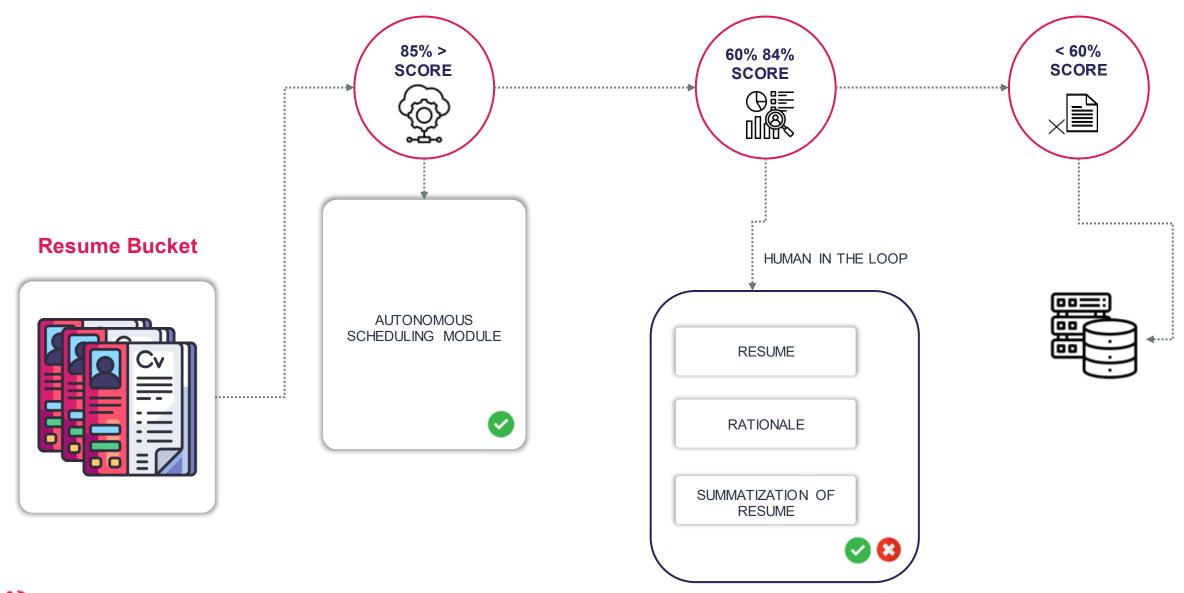








Talent Management Agentic Flow





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



Controller Agent

Oversees all financial operations, ensuring compliance and efficiency



Orchestrator Agent

Coordinates workflows between child agents for smooth management



Auditor Agent

Performs final validation detects errors, and ensures financial integrity



Automation Agent

Streamlines repetitive finance tasks like RPA, invoice processing and approvals

Integrates with external systems (ERPs, Banks, Financial APIs) to fetch and update financial data Connector

Agent

Extracts, validates and processes invoices using OCR/ICR.

Invoice Processing Agent Ensures Financial transactions adhere to tax laws and regulations

Tax Compliance Agent Monitors legal changes and suggests necessary actions

Regulatory Compliance Agent



Cash Flow Agent

Tracks liquidity, predicts cash needs and optimizes fund allocation



Predictive Analyst Agent

Performs forecasting, trend analysis and financial risk assessments















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Sentiment Analysis Agent

Analyzes customer/vendor sentiment from financial Interactions



Reporting Agent

Generates reports, financial insights and dashboards.

Transaction Processing Agent

Automates journal entries, reconciliations, and approvals

Expense Management Agent

Categorizes, audits and tracks expenses

Fraud Detection Agent

Scans transactions for anomalies and prevents financial fraud





Thank You!