

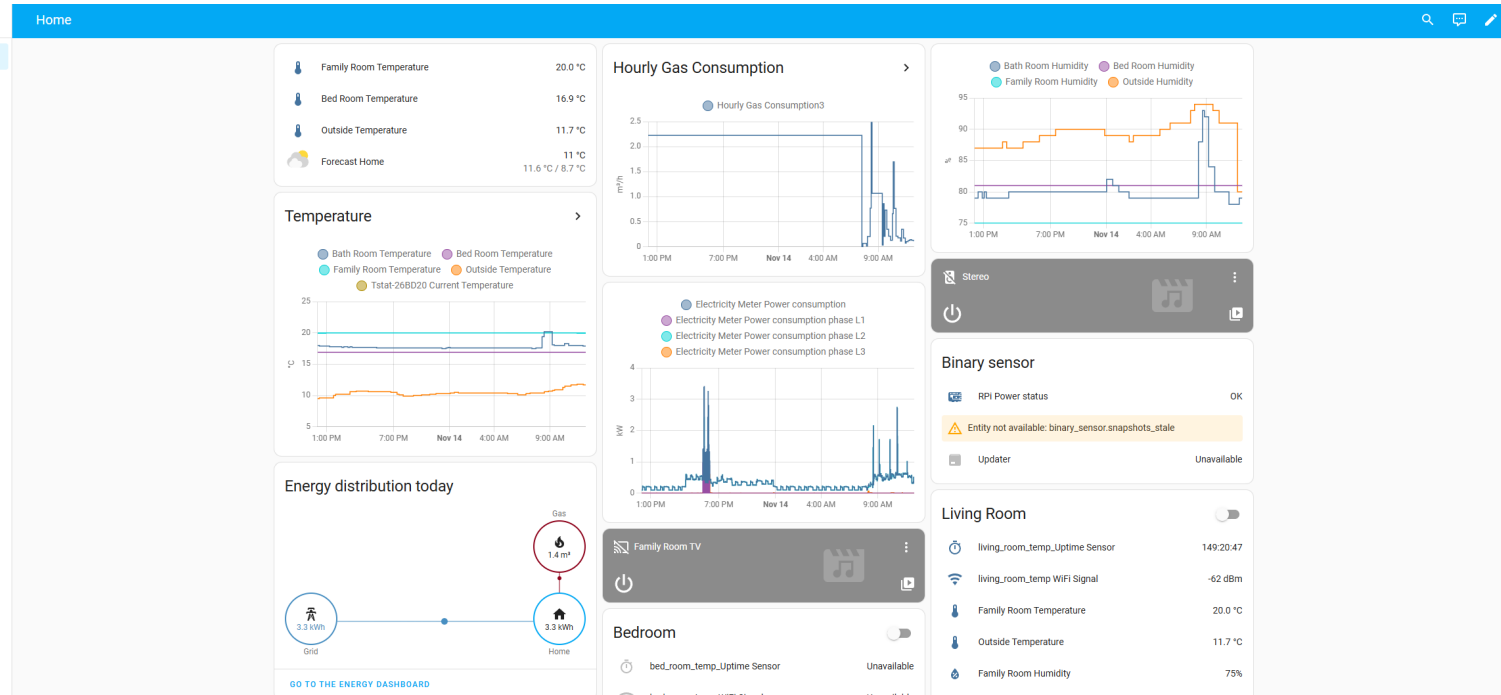
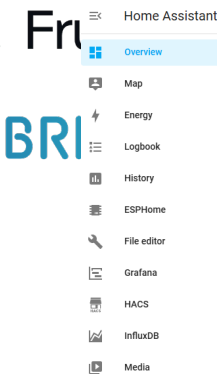
Harnessing Agentic AI

Stichting INK 28 November

Sako Arts

Background

- Studied CS @ TU/e 2011
- First gen DS Master
- Philips Research
- Setup DS department
- Software Architect
- CTO @ FruitPunch AI
- CTO @ Bright Cape



Hobbies

- Playing with Raspberries and LEDs
- Domotica
- Setting up overly complex applications
- Selecting hardware for friends and family





Process driven Data & AI Solutions

For any step in your data maturity journey:



AI & ML



Data engineering



Process mining



Data analytics



**Human-data
interaction**

**End-to-end
AI Transformation**

**Futureproofing
your organization
with data**

**From Explore to
Educate**

**Based in
Eindhoven and
Amsterdam**

Agentic AI

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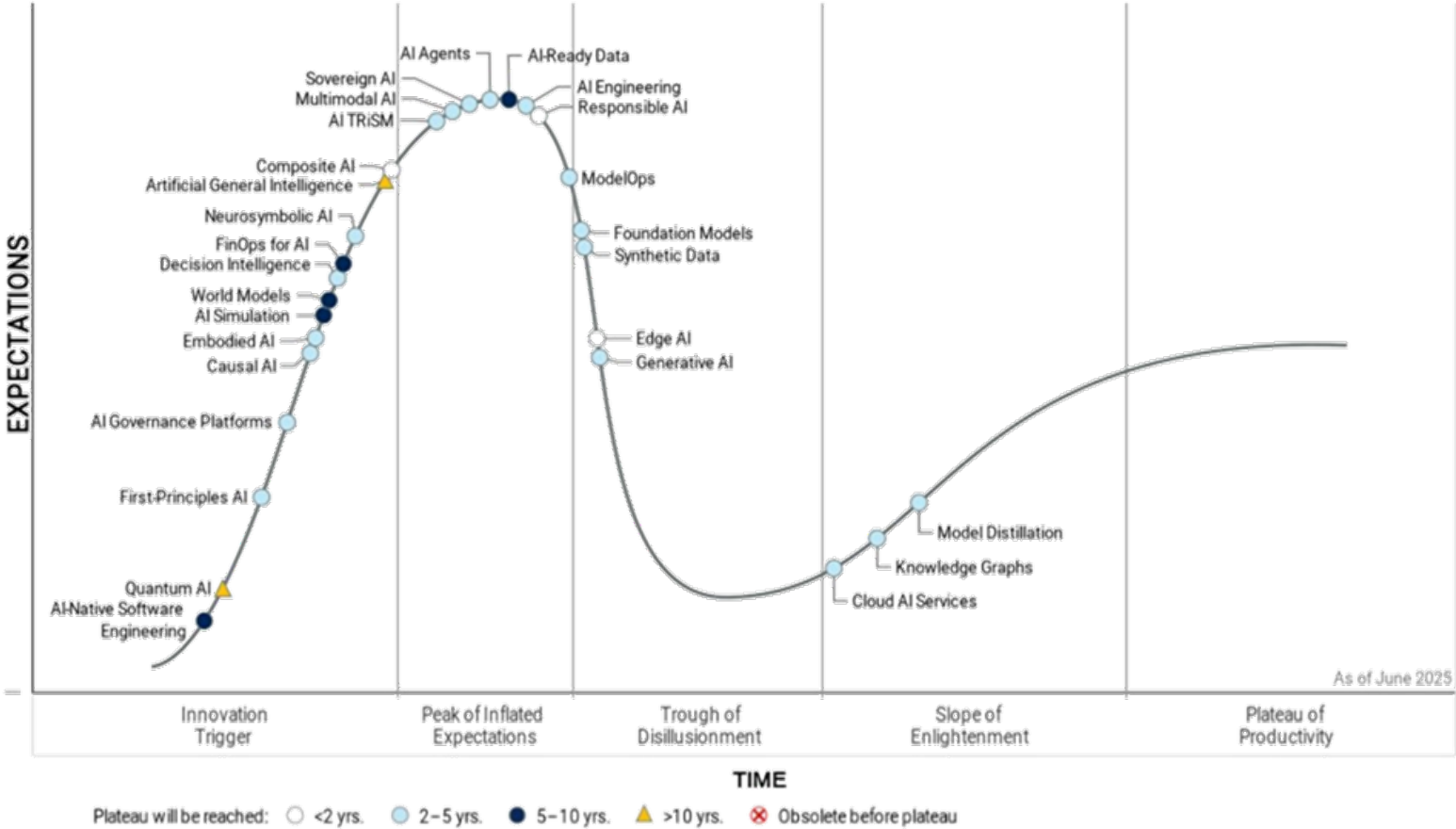
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Gartner AI Hype-Cycle

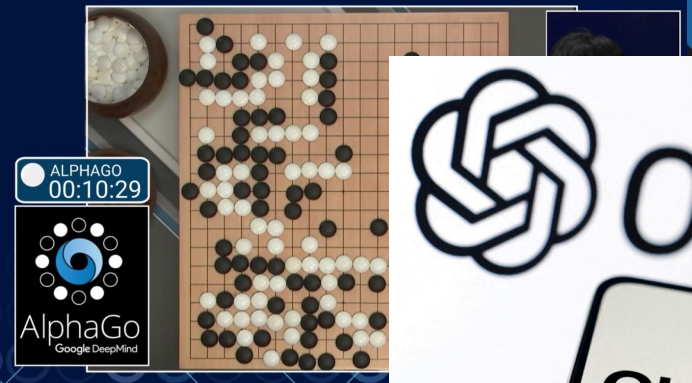
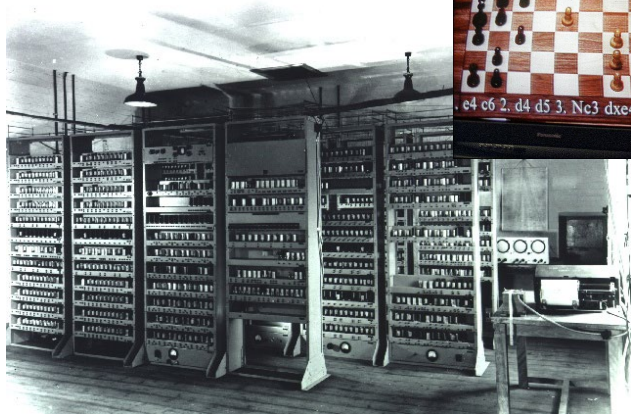


Artificial Intelligence

Machine Learning

Deep Learning

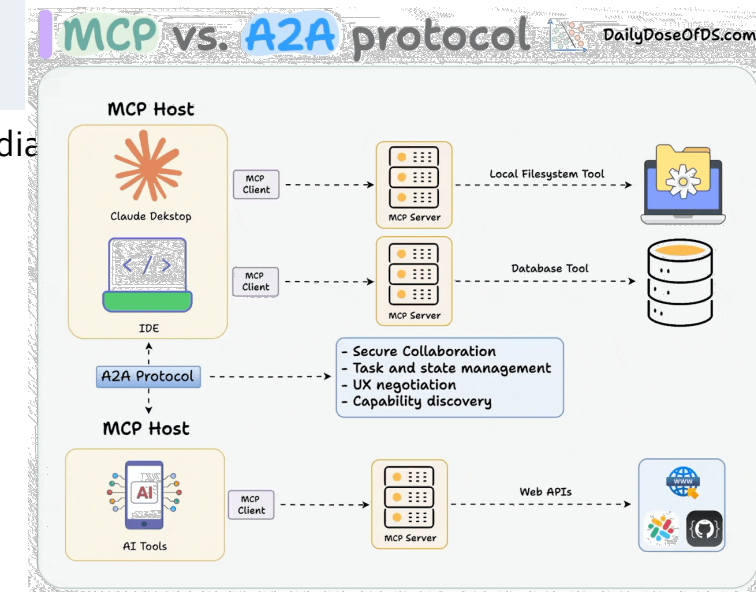
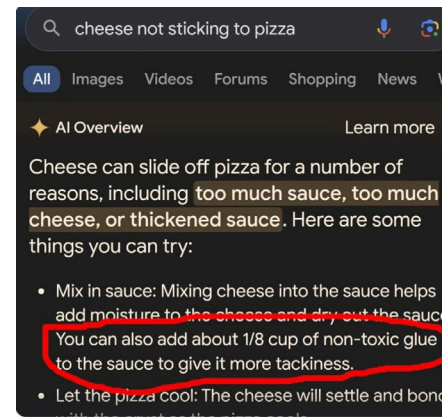
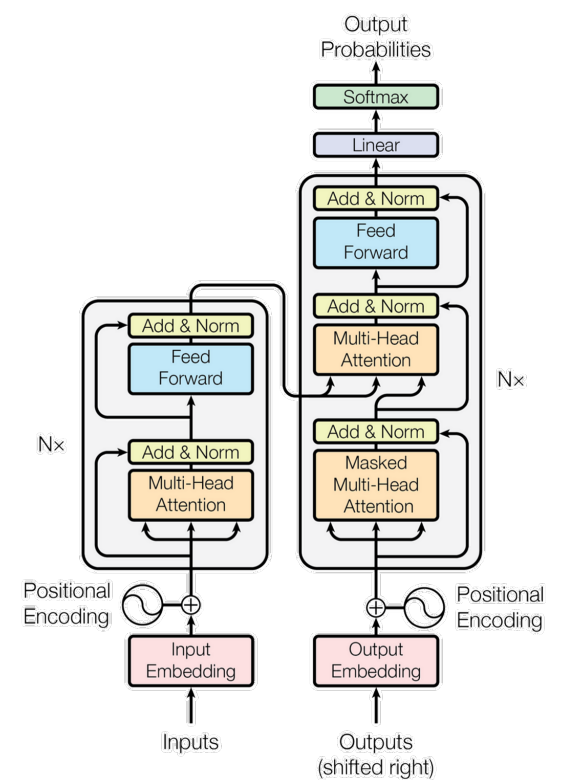
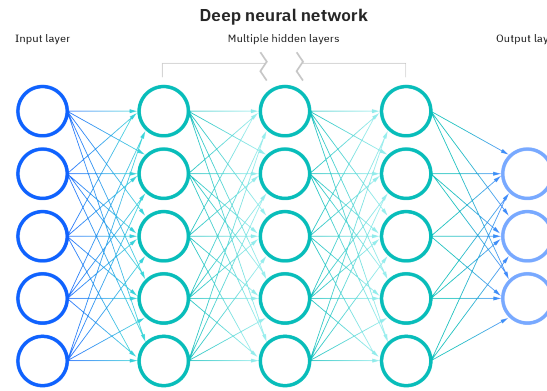
Generative AI



Getting things straight

AI, Generative AI, Agentic AI etc.....

- Artificial Intelligence
 - A manmade agent that show intelligence
- Machine Learning & Deep Learning
- Generative AI
 - “Gen AI has not been defined” - Ian Goodfellow
 - (Large) Transformer based (text) models
 - Large Language Models
- LLMs are plateauing
 - GPTv4 vs GPTv5
- Agentic AI
 - “A systems that can make decisions and perform tasks with limited or no human intervention” – Wikipedia
 - Collaboration between multiple Agents (LLMs)
 - Agents with tool use (RPA++)
- Agentic Protocols
 - Drivers of innovation: MCP & A2A



AI Transformation & Adoption



MIT: “95% of AI fails!”

- MIT: STATE OF AI IN BUSINESS 2025
 - “95% of Generative AI projects fail to achieve a **desired** level of ROI”
- Reasons:
 - Flawed enterprise integration (end user adoption)
 - Prioritization of Investment (sales instead of backoffice)
 - Fail to redesign processes
 - Build instead of buy
 - Static systems (no feedback loop)

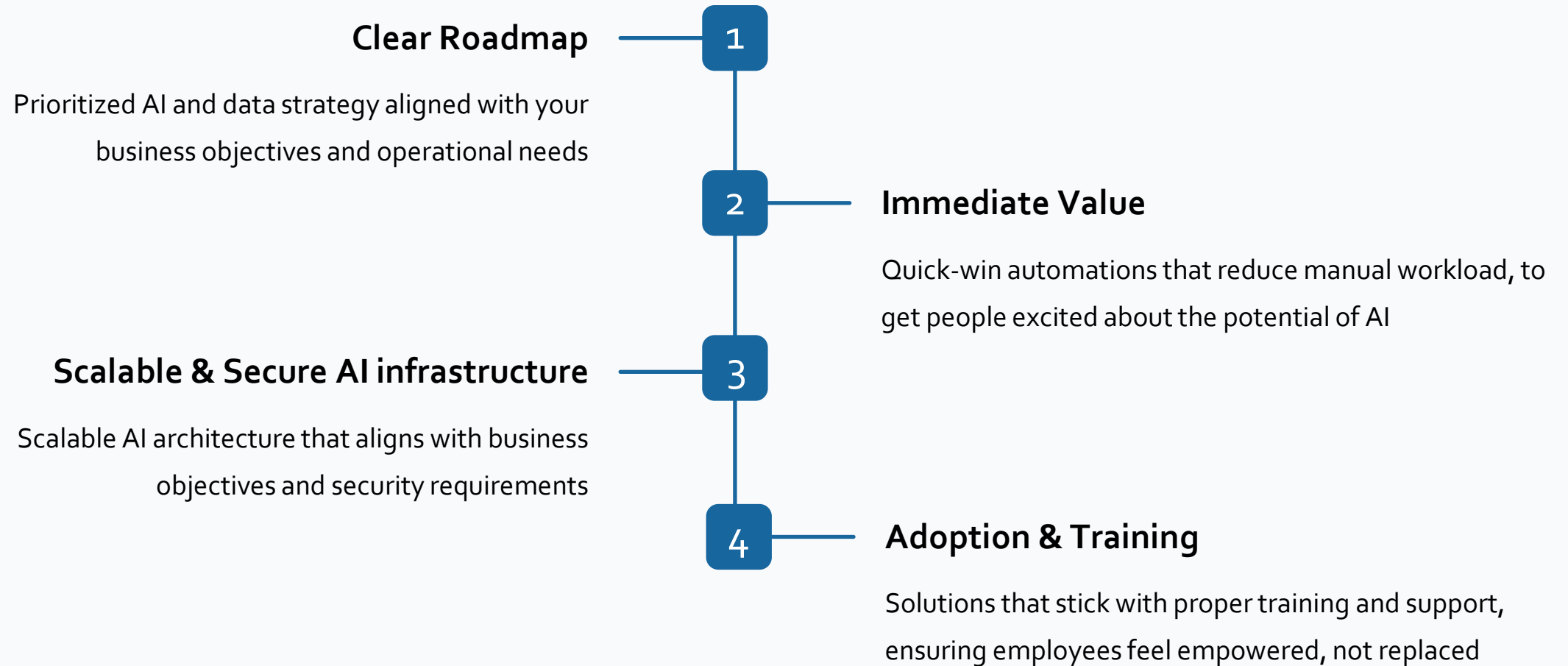


The GenAI Divide STATE OF AI IN BUSINESS 2025

MIT NANDA

Aditya Challapally
Chris Pease
Ramesh Raskar
Pradyumna Chari
July 2025

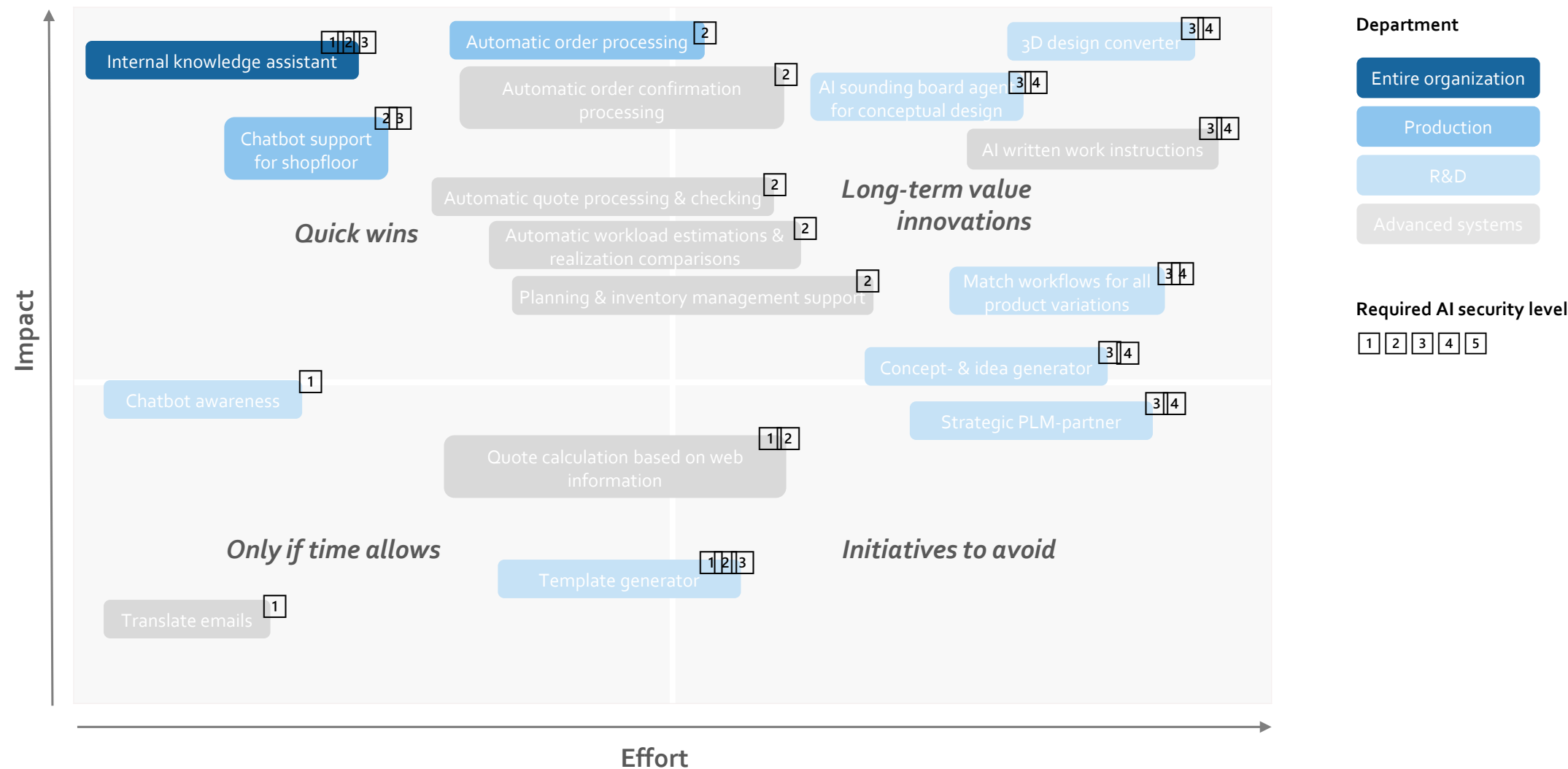
AI Transformation: What you need?



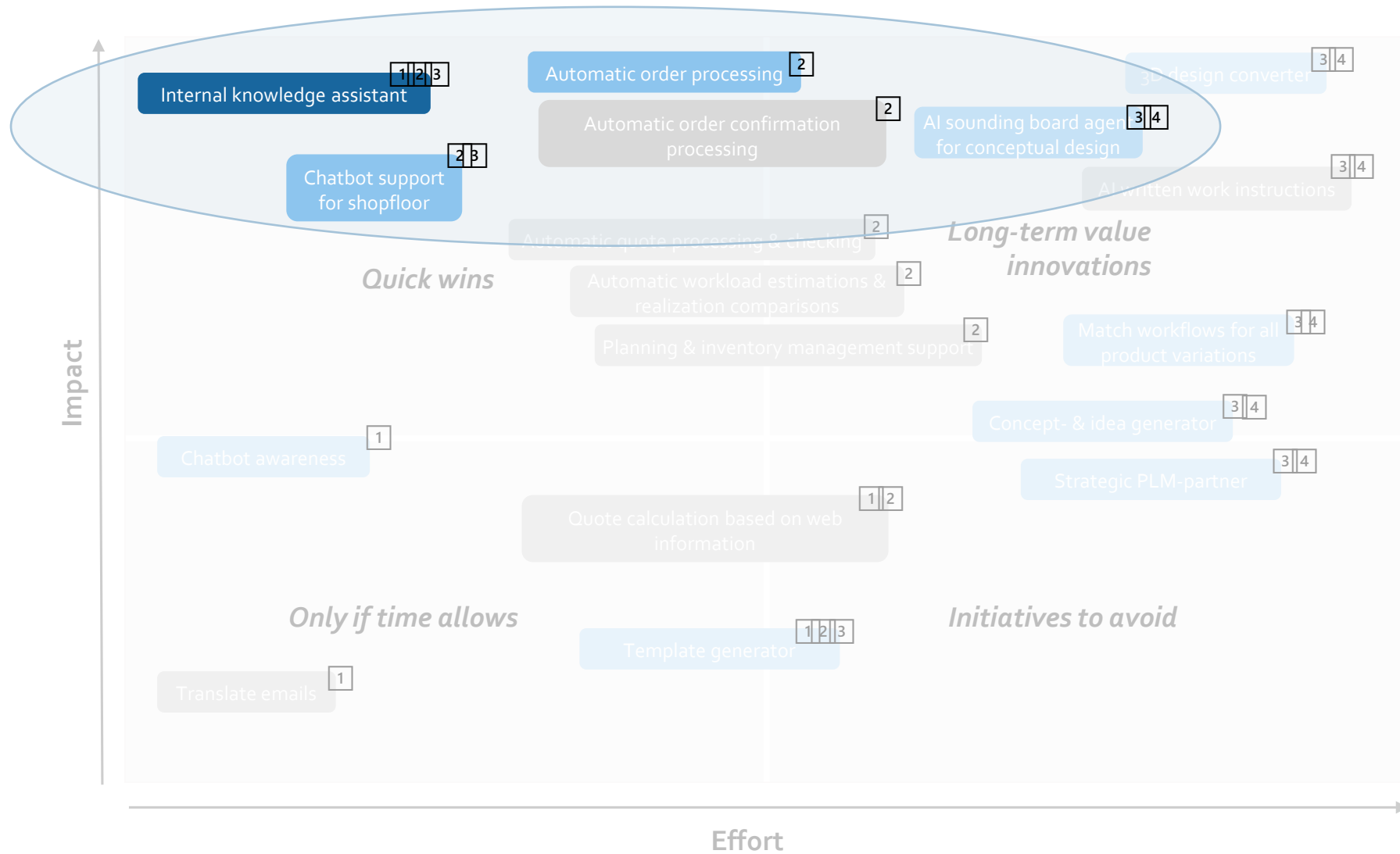
AI Transformation



How to build an AI roadmap



How to build an AI roadmap



Department

Entire organization

Production

R&D

Advanced systems

Required AI security level

1 2 3 4 5

Proof from Practice: Tangible Results

80%

Time Saved Contract Processing

Real estate contract automation reduced processing time by 80%, freeing staff to focus on resolving discrepancies

87%

Time Saved Order Processing

Our AI flow converts unstructured order confirmations into structured data, and has a human-in-the-loop write back to the ERP

€450K

Annual supplier selection savings

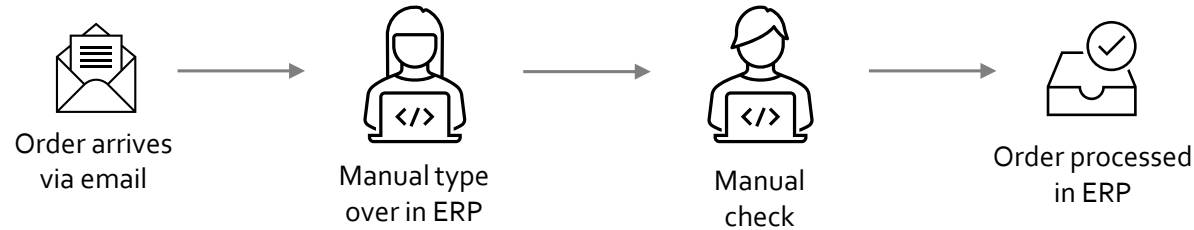
Clean, consolidated supplier data revealed the cheapest-available suppliers at the moment of purchase for identical items

These examples demonstrate how our approach delivers **immediate operational relief** while laying groundwork for **strategic transformation**.

Automatic Order Processing reduced 87% manual labor

The Before Process:

Manual order processing by **typing over emails**, and double checking all results before entering orders in the ERP.



The Solution:

A **semi automated** flow where a **human signs off** on the results, and an automatic write back to the ERP.



Large Manufacturing Company

Business Activity
Operations

87% Manual labor reduction

By automating order intake

Human-in-the-loop design

To allow for full control

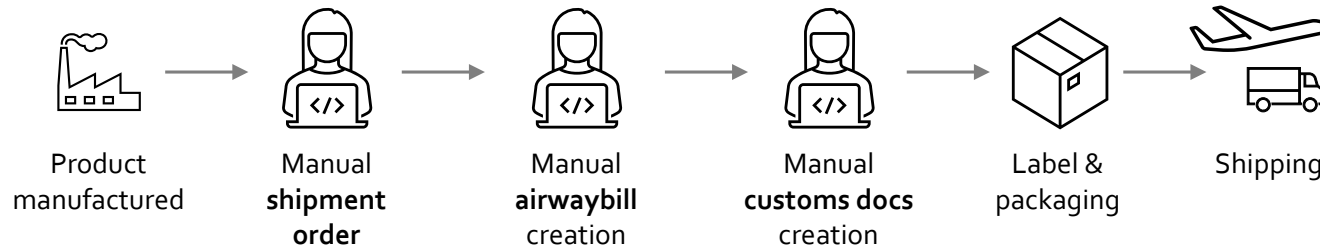
Better work experience

No overtime for order processing during high-season

Automatic Shipping reduced 90% manual labor

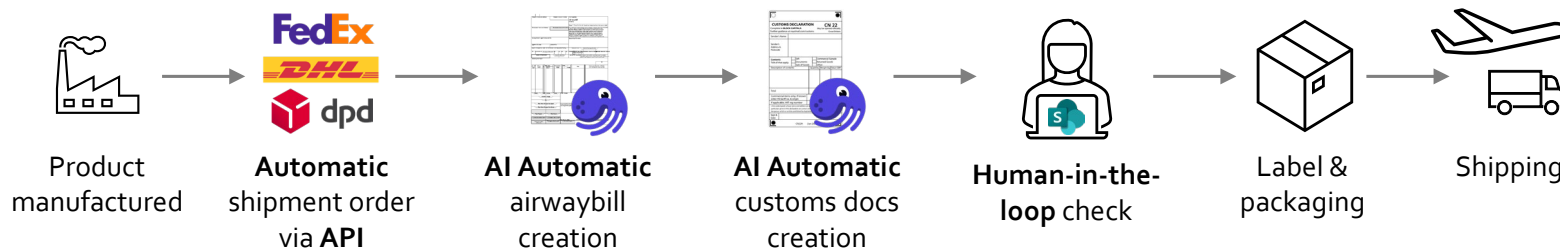
The Before Process:

Manual shipment process processing.



The Solution:

Automatic shipping & document creation with human-in-the-loop validation.



Large Aerospace Manufacturer

Business Activity
Operations

90% Manual labor reduction

By automatic shipping

No typos and errors

To allow for full control

Human-in-the-loop design

To allow for full control

Agentic AI for operational decision making

The Before Process:

Planning events manually by researching weather information, vehicle specifics, ...

The Research Project:

An agentic research system coordinating the search by subsequently calling specialized agents

Large Government Institution

Business Activity
Operations

6 Agents working together

To analyze a complex question

5 specialized agents

Gaining input from specific sources

1 coordinating agent

To define what needs to happen



What have we learned?

How to achieve ROI with AI

No ROI is realized, because...

- Mis-prioritization of investment
- Mis-aligned existing processes
- Failed organizational adoption
- Build instead of buy
- Static systems and processes

The Solution

- Focus on standard back-office processes
- Understand existing process and redesign
- Start with end-users and invest in adoption
- Build upon existing infra and invest in platforms
- Implement feedback and continuous improvement

Questions?

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