

Skan^{AI}

The Road to **AGENTIC AI**

Bridging the Chasm
with Process Intelligence

Apr 2025 >

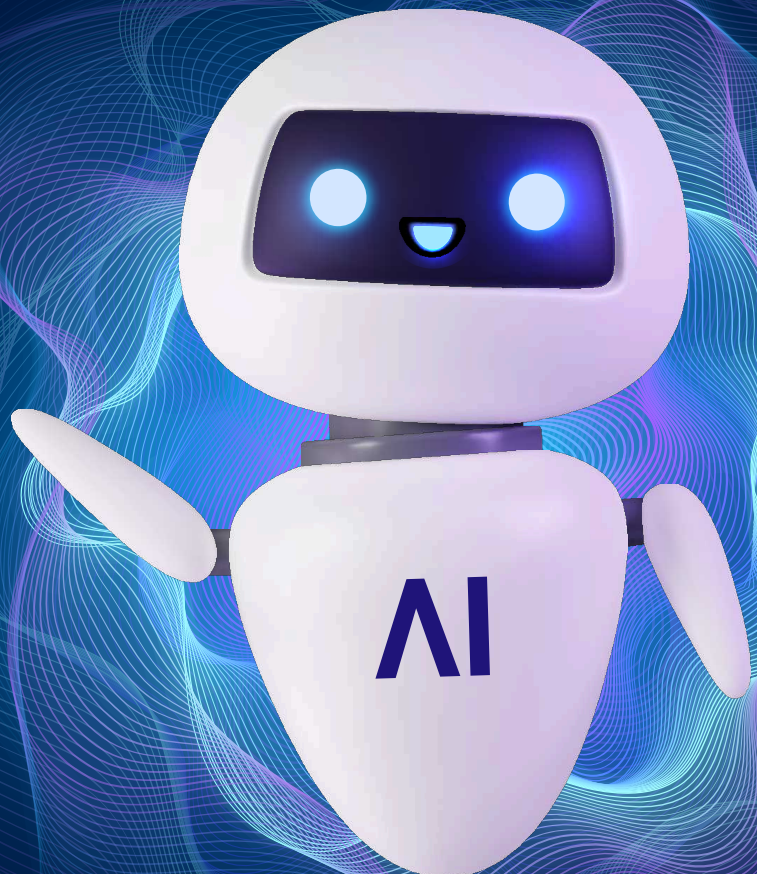


Table of Contents

01

The Agentic AI Enterprise Opportunity

Page 03

03

The missing link in Agentic AI

Page 09

05

How Enterprises Leverage Process Intelligence to Maximize Agentic AI

Page 16

07

Key Takeaways and Next Steps

Page 26

02

Agentic AI Adoption Isn't an If, but a When

Page 06

04

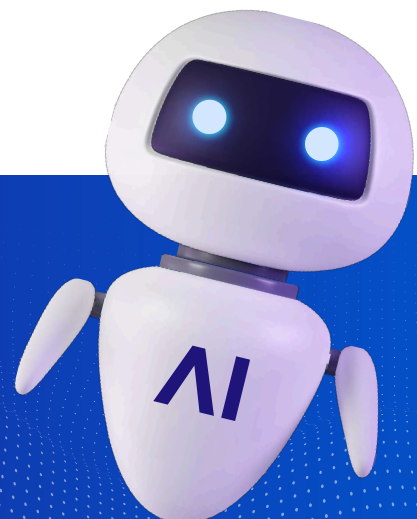
Why First-Party Data is Key for Enterprise Agentic AI

Page 13

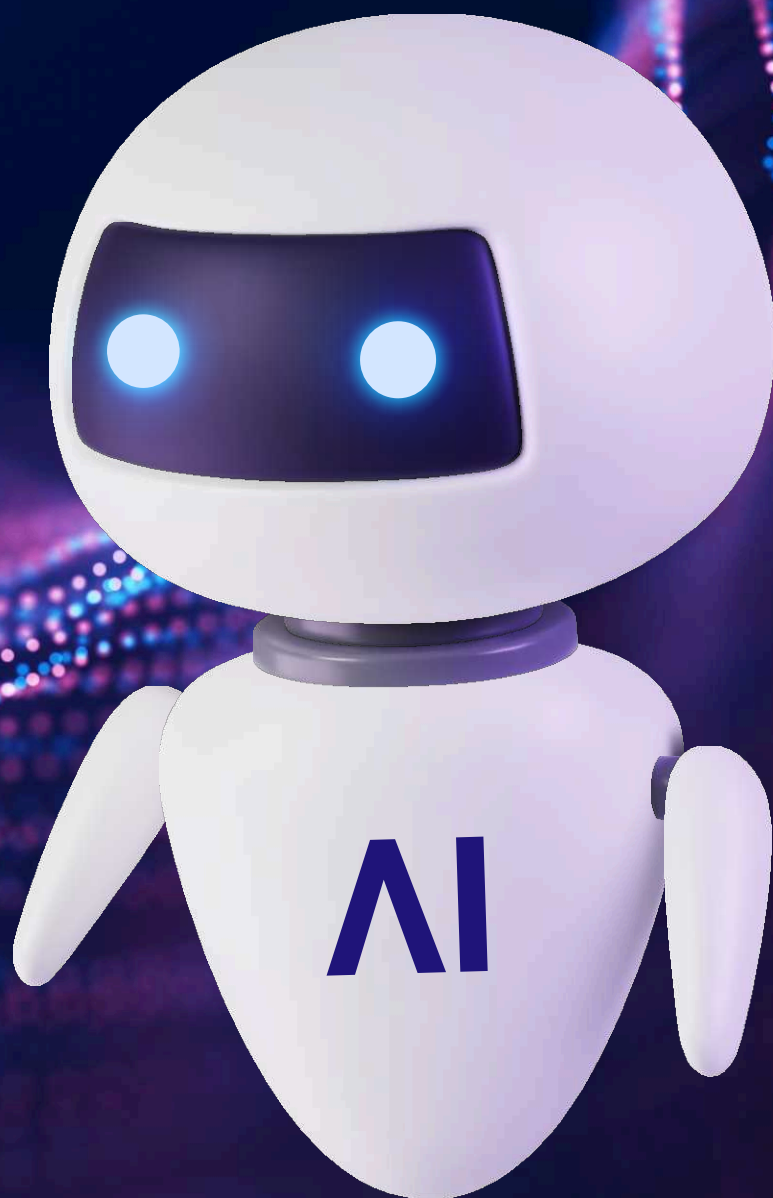
06

How Skan AI Bridges the Gap

Page 22



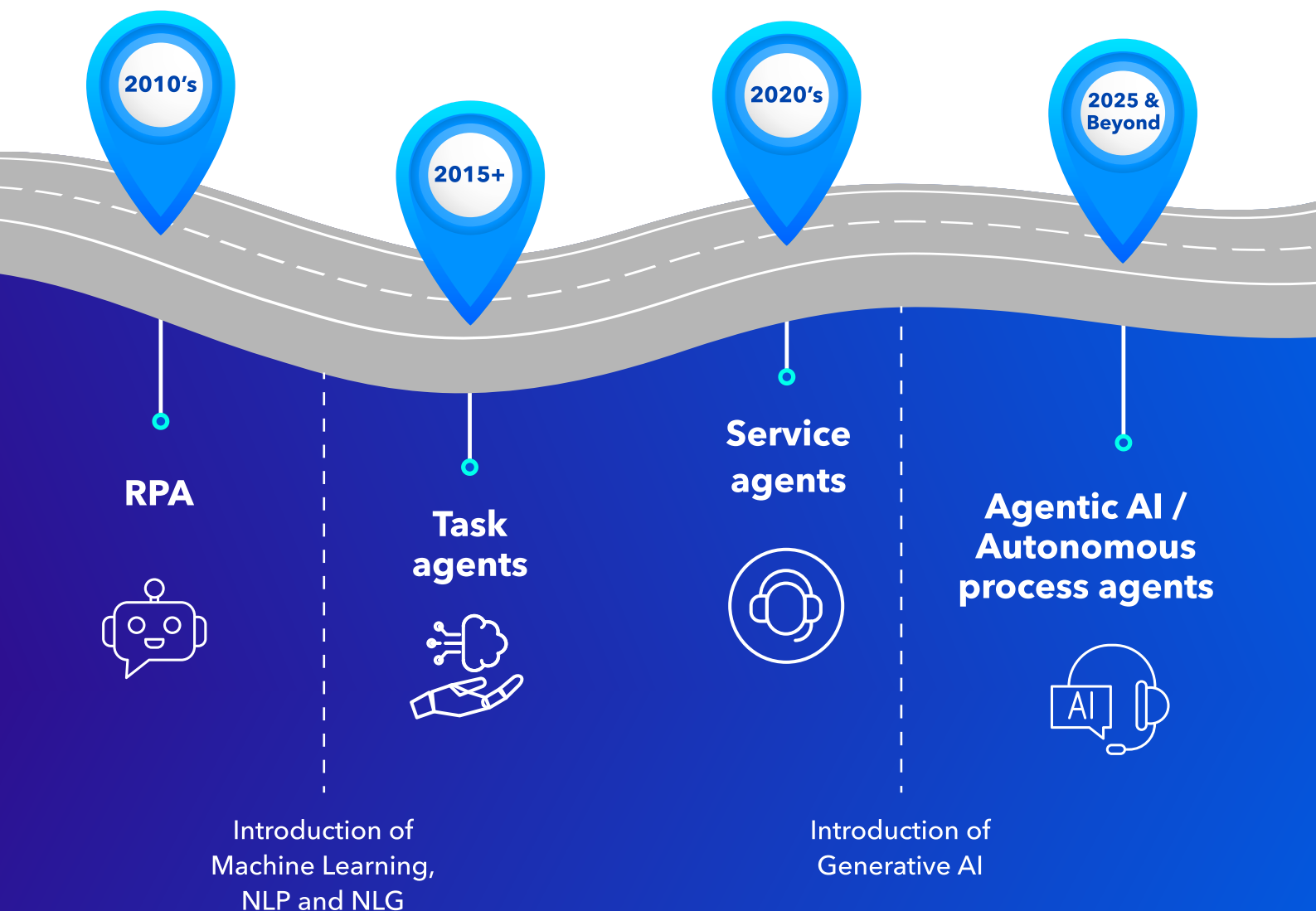
The Agentic AI Enterprise Opportunity



Evolution of Agentic Automation

The enterprise automation landscape has rapidly evolved, driven by advancements in Machine Learning (ML), Natural Language Processing (NLP), and Natural Language Generation (NLG). These foundational technologies paved the way for Generative AI, which introduced new possibilities for intelligent automation. However, traditional automation approaches were limited to rule-based systems and lacked the flexibility to adapt to complex business environments.

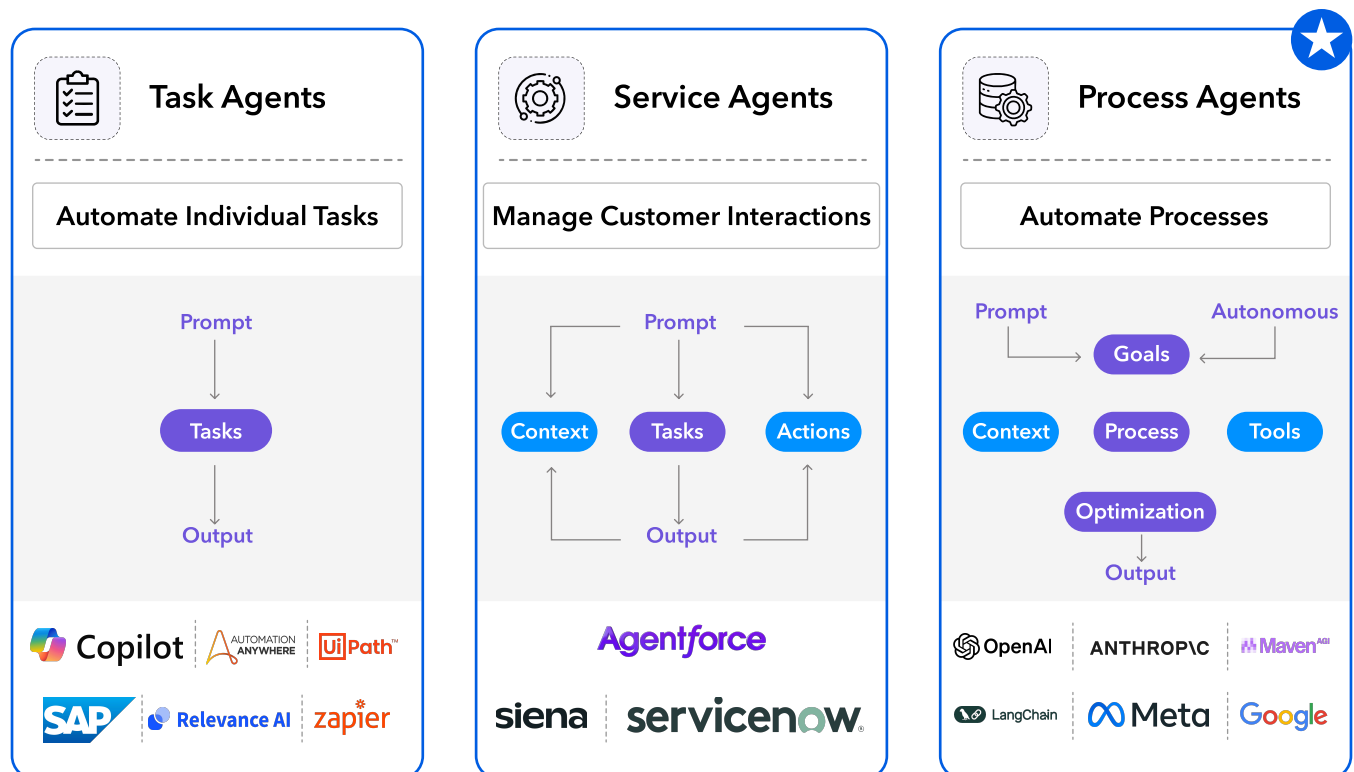
With the emergence of AI-powered automation, enterprises began shifting towards more dynamic solutions. The introduction of deep learning models and reinforcement learning techniques allowed automation systems to make decisions informed by real-life data. Generative AI further expanded this capability by enabling models to create and synthesize new content, offering new capabilities to assist people with a wider range of tasks.



Types of Agentic AI: An Evolving Landscape

Agentic AI has progressed from simple task-based agents to service agents, and now to process agents capable of orchestrating complex workflows.

- Task agents operate in a limited scope, executing predefined actions based on specific triggers.
- Service agents extend this capability by integrating with multiple systems to perform end-to-end processes.
- Process agents, the latest evolution, are designed to handle multi-step operations across enterprise functions, allowing organizations to automate intricate workflows at scale.



Agentic AI Adoption Isn't an If, but a When



Resilience in the Age of Perpetual Disruption

Companies that don't disrupt will get disrupted. We've all seen businesses that were once industry pillars crumble when they failed to integrate new technologies into their operations. The surviving enterprises? Proactive institutions who embraced technology.




It's not a question of whether your enterprise will leverage agentic AI, but rather will it be able to leverage it soon enough, effectively enough? How will your organization uplift and support its best-in-class human workforce?

By offloading manual and repetitive tasks to agentic AI, human workers will have the opportunity to do more creative problem-solving that only our minds can tackle.






Agentic AI Adoption as Economic Imperative: Cautionary Tales for Businesses

The economic imperative of agentic AI adoption is not theoretical—it is a lesson from corporate failures. Businesses that dismissed technological inflection points were eclipsed by competitors who embraced them.



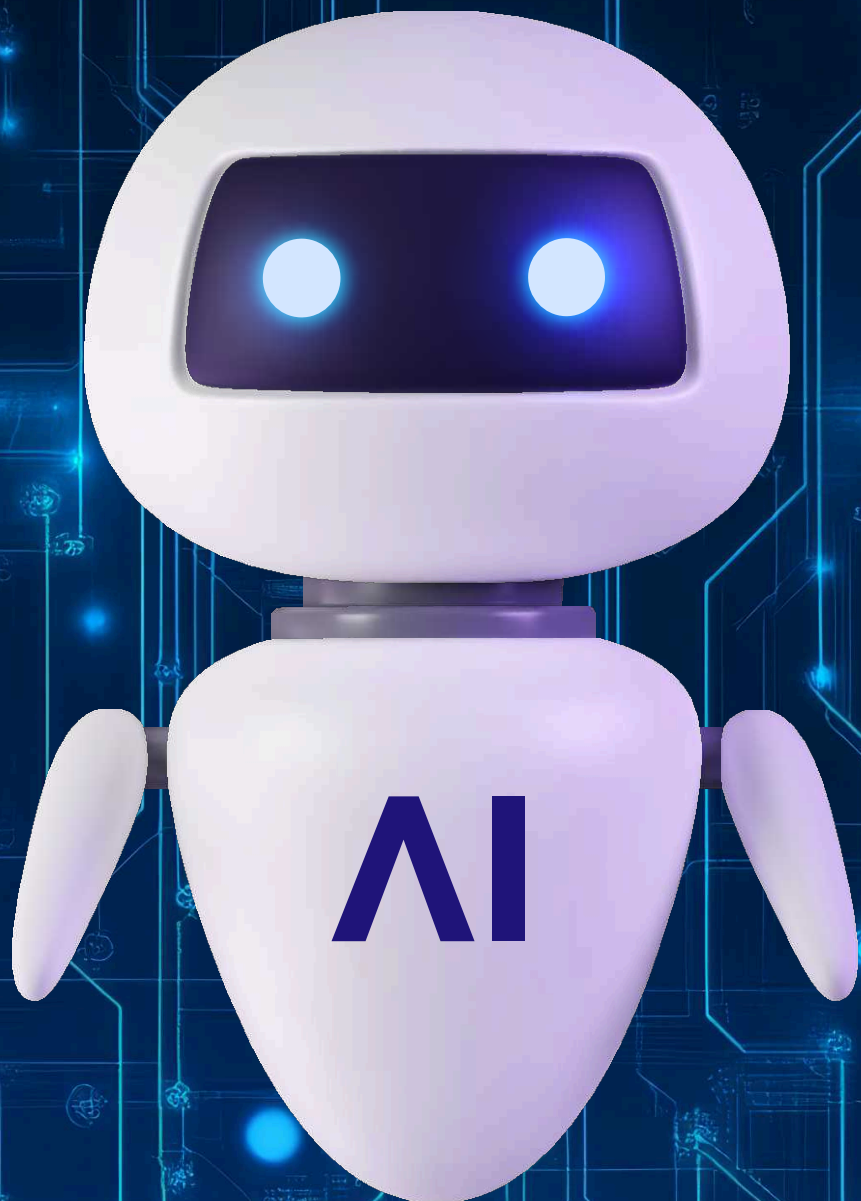
In 2000, Blockbuster declined the opportunity to acquire Netflix for a mere \$50 million. A decade later, Netflix's AI-driven content recommendation engine had revolutionized media consumption while Blockbuster was bankrupt.



As Apple and Google embraced AI-powered smartphones, Nokia stuck to a hardware-focused approach. Its failure to adopt new technology led to a rapid decline.

“These cautionary tales underscore a stark reality: businesses that hesitate to integrate agentic AI will not merely face inefficiencies; they will face obsolescence.”

The Missing Link in Agentic AI



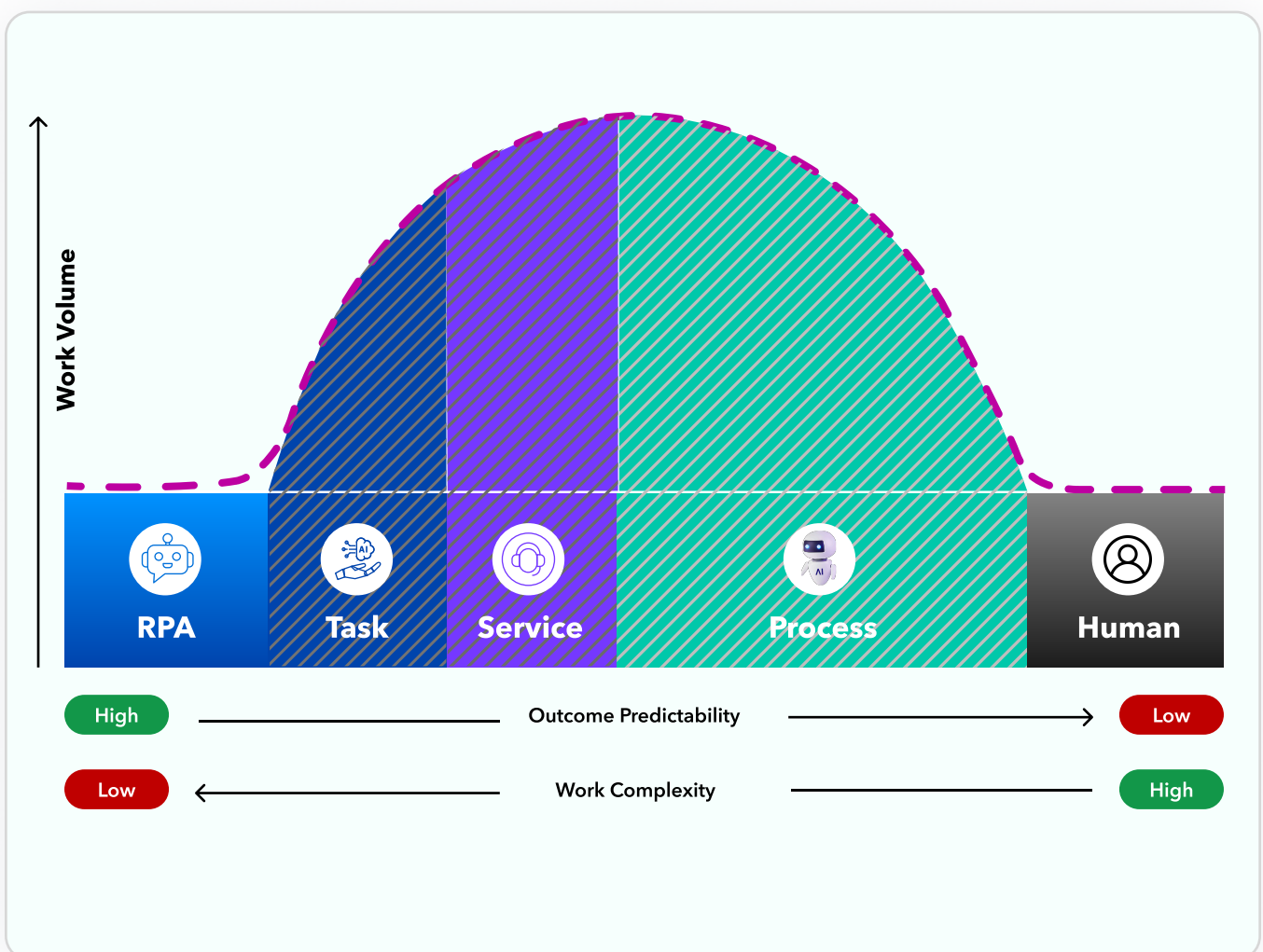
Agentic AI Potential in Enterprise Operations

Despite its promise, Agentic AI requires a crucial missing component: granular process understanding.

While AI agents can execute tasks, they need the ability to observe, learn, and optimize workflows dynamically. Without visibility into how work is carried out by humans, AI-driven automation remains fragmented and limited in scope.

By leveraging AI-driven insights, organizations can achieve higher levels of efficiency, reduce human error, and enhance decision-making.

However, for AI to reach its full potential, it must be embedded with deep process knowledge that mirrors human operators' ability to assess, adjust, and refine their actions over time.



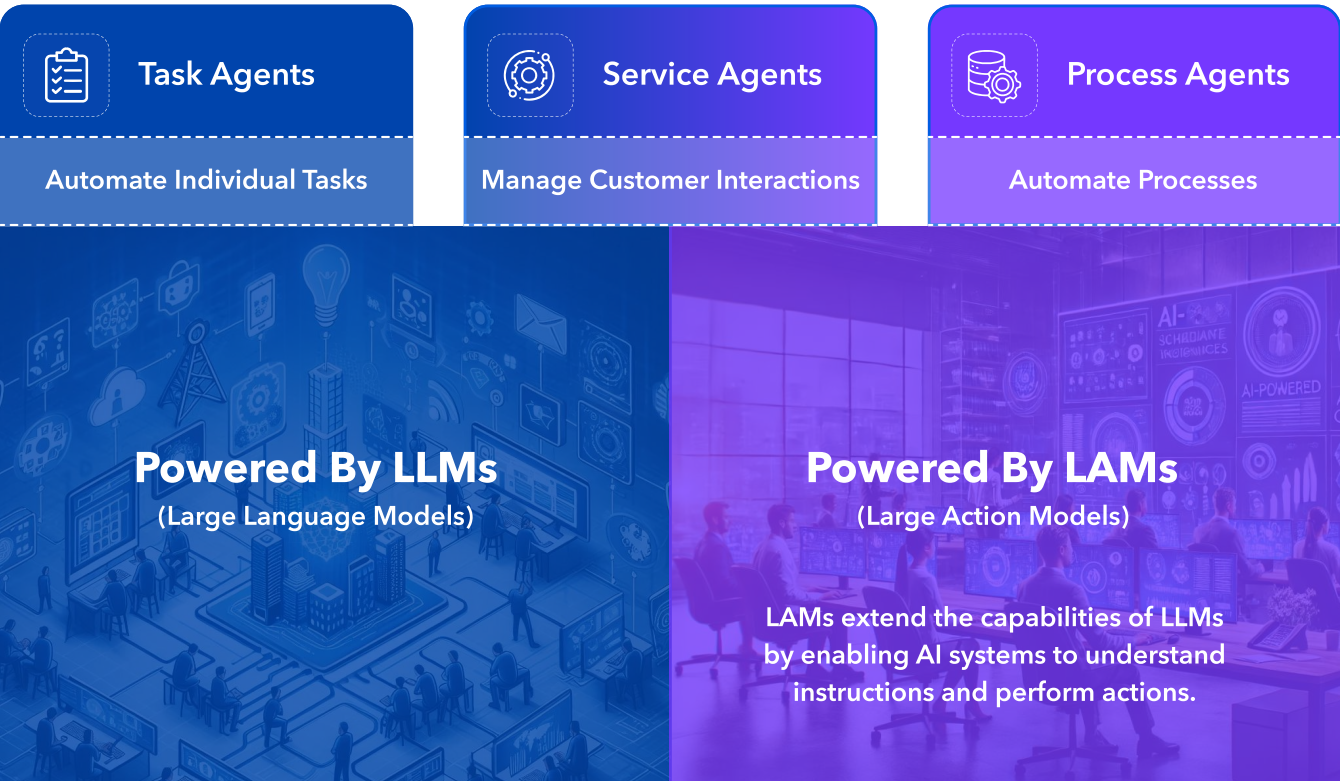
From LLM to LAM

The shift from Large Language Models (LLMs) to Large Action Models (LAMs) has been a defining step in this evolution, enabling AI agents to not only understand but also execute and optimize enterprise operations. LAMs go beyond text generation by incorporating contextual understanding, decision making, and continuous learning, making them indispensable for enterprise AI strategies.

Combining LAMs with real-time process intelligence, will enable businesses to move towards fully autonomous enterprise systems.

Large Action Models (LAM) Power the Core of Process Agents

Key differentiation from Task and Process agents

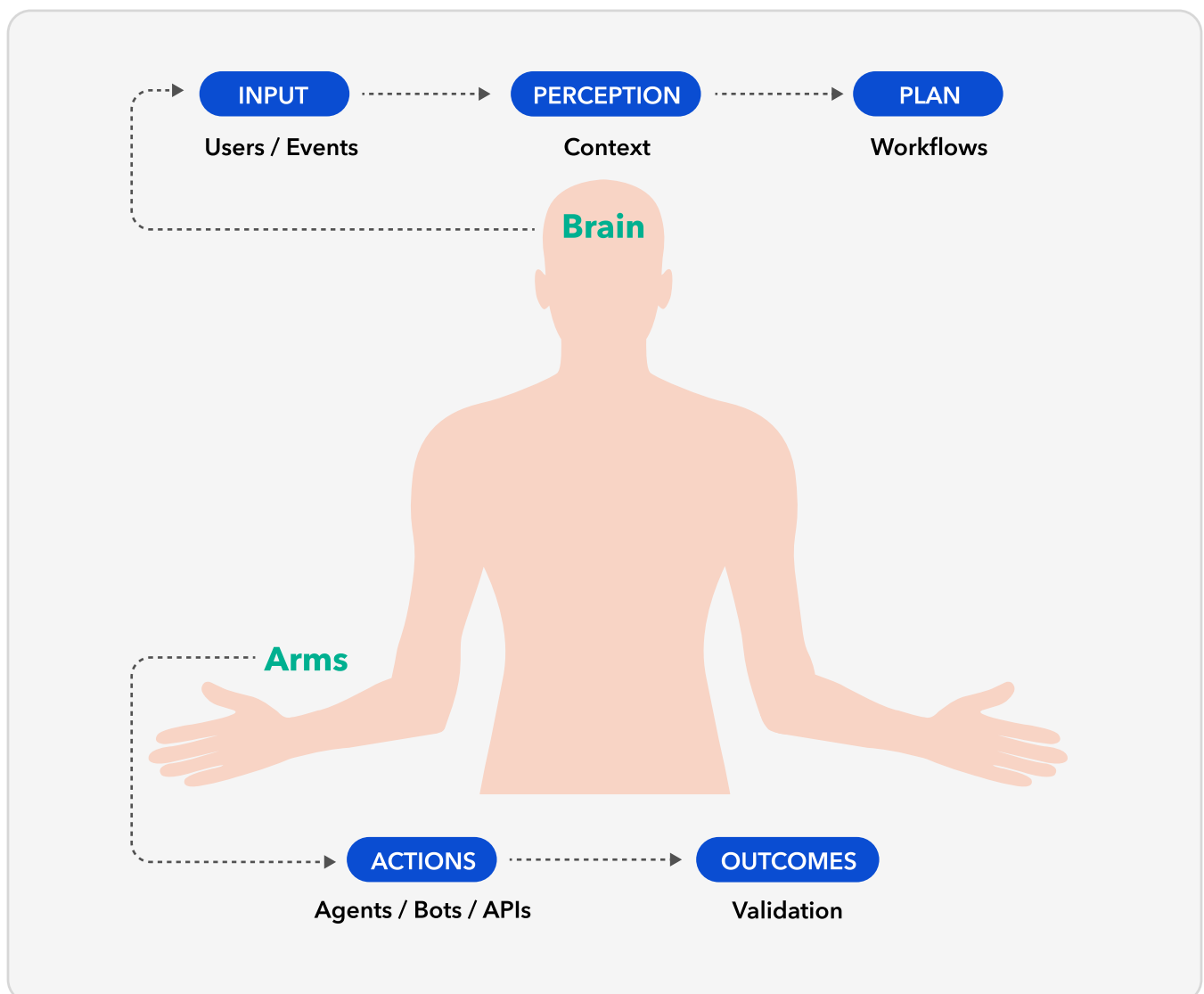


LAMs are the Next Wave of AI Agents

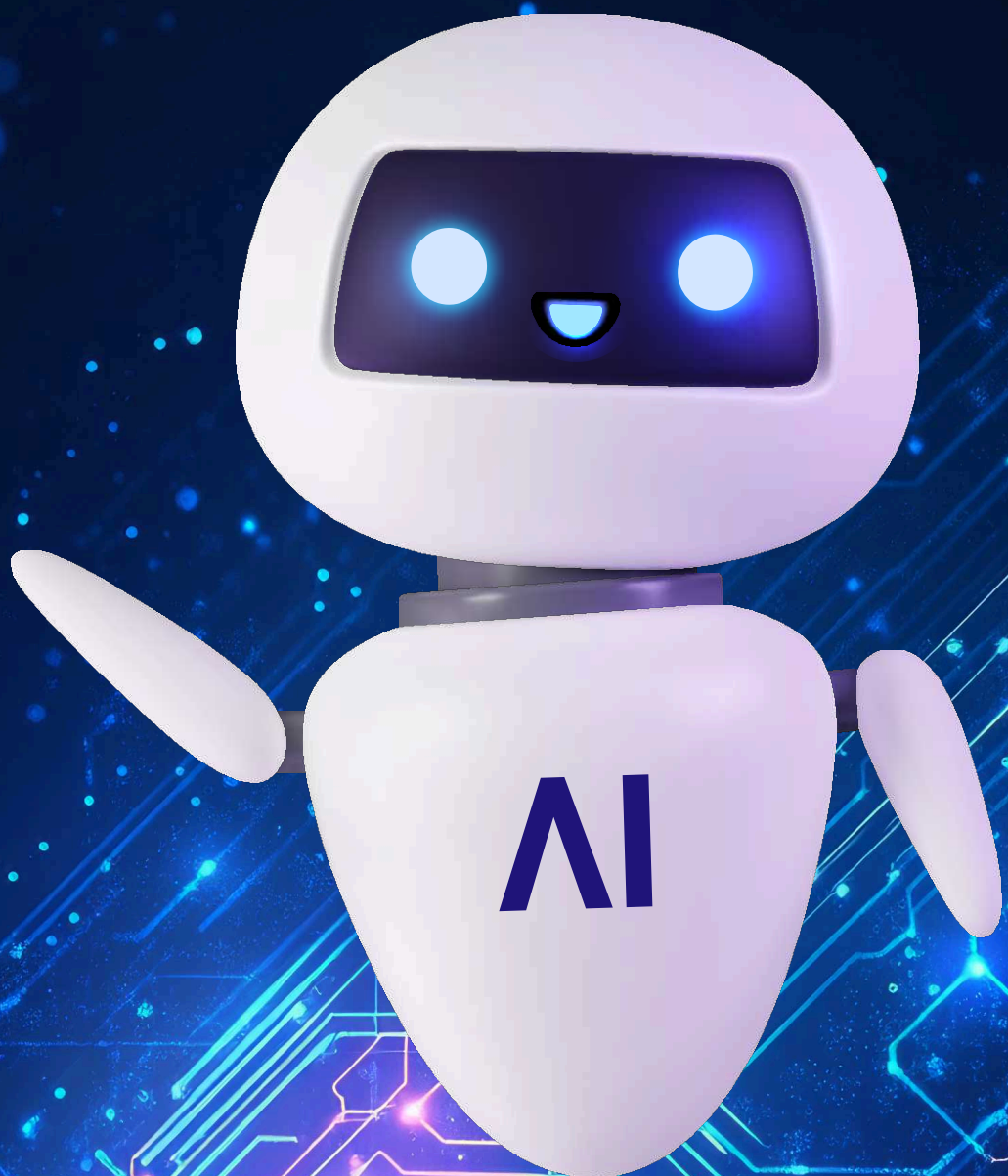
LAMs will become the foundational elements of enterprise AI, mirroring how human operators learn, adapt, and improve over time.

Unlike traditional AI models that require extensive retraining to adapt to new workflows, LAMs continuously evolve by learning from real-time data streams. This ability to self-improve allows organizations to deploy AI solutions that remain relevant and effective in dynamic business environments. LAMs also facilitate seamless integration with existing enterprise systems, ensuring that AI-driven actions align with organizational objectives and standard operating procedures.

LAMs emulate how human operators learn, execute and optimize their work.



Why First-Party Data is Key for Enterprise Agentic AI

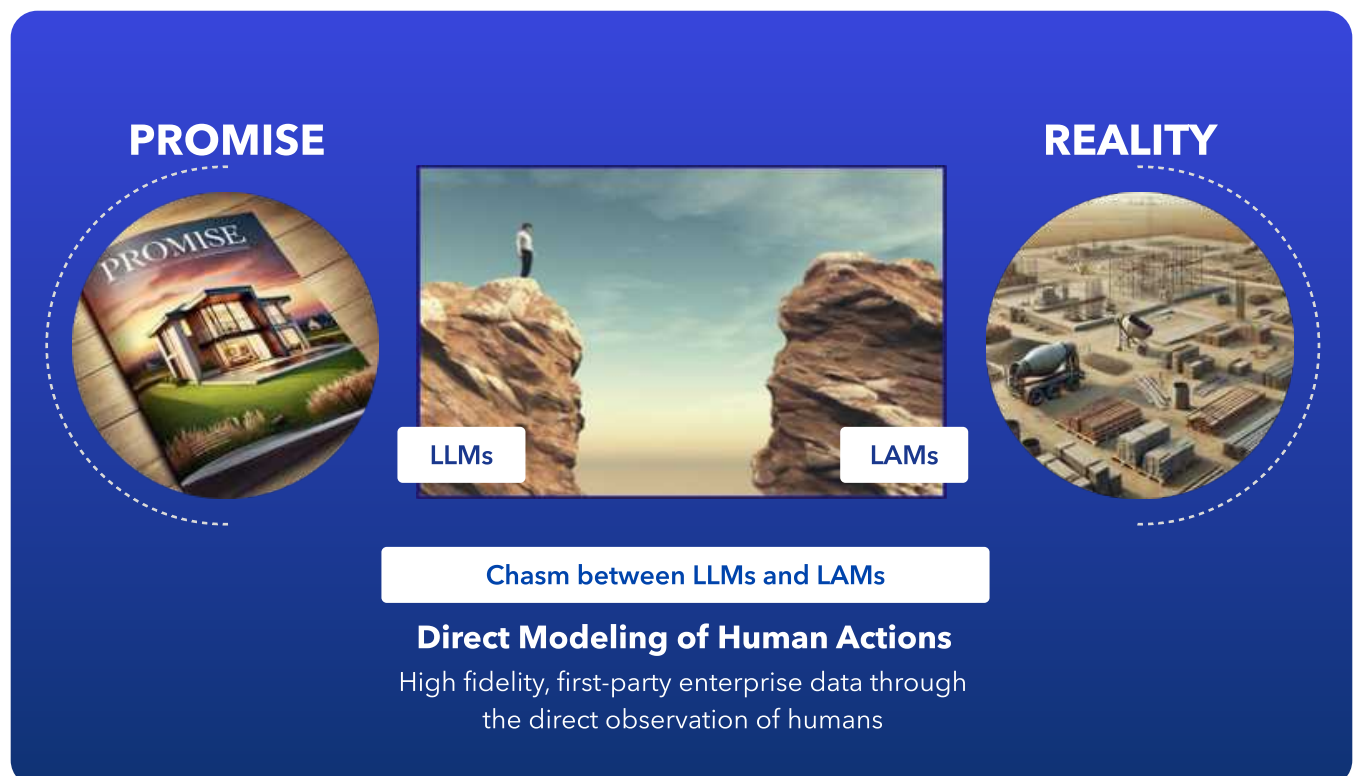


The First-Party Data Foundation

- First-party data gives enterprises a unique competitive edge. With the right datasets, Agentic AI systems can make autonomous, high-impact decisions competitors cannot easily replicate, no matter the industry.
- Beyond industry-specific applications, first-party data creates proprietary insights and competitive moats. A logistics giant's decades of shipment data enables AI agents to make routing and risk decisions no competitor can match. A financial services firm refines fraud detection through real-time feedback loops, ensuring AI adapts to emerging patterns.
- Unlike third-party-dependent models, enterprises with robust proprietary datasets maintain AI performance despite evolving privacy laws. First-party data mitigates regulatory risks. This control ensures compliance, stability, and continuous AI-driven innovation.

Are You Ready for Enterprise Agentic AI?

Agentic AI's Promise is Unfulfilled without Enterprise Training Data



3 Challenges to Optimizing First-Party Data Value Skan AI Helps Overcome

While first-party data provides the essential foundation for agentic AI success, enterprises face several challenges in maximizing its value:

01

Old SOPs, Data Silos and Legacy Systems

Many organizations struggle with entrenched data silos created by legacy systems and out dated SOPs. Eliminating these barriers requires technical solutions and cultural changes, like cross-functional collaboration to update and optimize processes.

02

Skills Gaps and Talent Constraints

Effective utilization of first-party data for agentic AI demands specialized skills in data engineering, AI development, and domain expertise. The current talent shortage in these areas represents a significant constraint for many enterprises.

03

Ethical Considerations and Responsible AI

As organizations collect more comprehensive first-party data, they face increasing responsibility to use this information ethically. Developing governance frameworks that prevent algorithmic bias, ensuring transparency, and maintaining human oversight become essential for AI deployment.

Future Directions: Leverage First-Party Data to Power Agentic AI Investments

In the enterprise agentic AI landscape, first-party data has evolved from operational asset to strategic imperative. Organizations that systematically collect, organize, and activate proprietary information will develop AI capabilities that can turn them into market leaders.

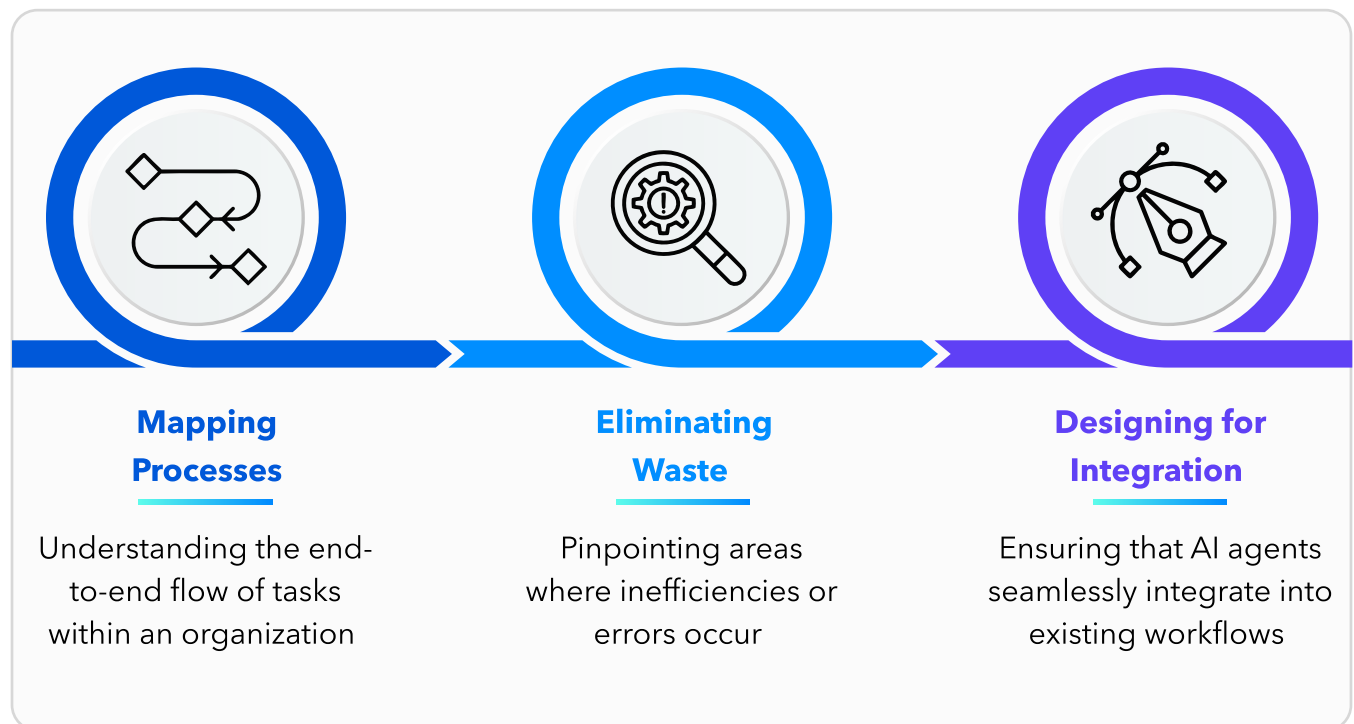
This path requires intentional investment in data infrastructure, governance capabilities, and activation methodologies. Enterprises that recognize first-party data as their most valuable strategic asset and align technological and organizational resources accordingly will be poised to capture the greatest value from agentic AI.

How Enterprises Leverage Process Intelligence to Maximize Agentic AI



The Role of Process Understanding

While AI agents are powerful, their true potential is unlocked when they operate within a framework of process understanding specific to your enterprise. Businesses must have a deep grasp of their workflows to deploy AI agents effectively. This involves:



Process understanding ensures that AI agents are not just automating tasks but transforming them according to your business. This is not something a generic LLM found on the internet will ever be able to accomplish.

This is especially critical in industries like finance, where compliance and accuracy are paramount, or healthcare, where patient safety is at stake. A poorly understood process can lead to suboptimal AI deployment, undermining its potential benefits.

How Healthcare Payers and Insurance Groups Leverage Process Intelligence to Maximize Agentic AI

Healthcare payers and insurance groups use process intelligence to spot where AI agents can make the biggest impact. By watching how work happens, they find the best places to add AI.

Process intelligence tools like Skan AI track how staff handle claims. They see which tasks take too long and where errors happen most. This shows exactly where AI can help.

For example, one insurer used process intelligence to see that staff spent 40% of their time switching between systems to verify policy details. They added an AI agent that could check all systems at once. This cut processing time in half.

Process intelligence also helps after AI is added. It shows if the AI is working well or needs fixes. It can spot when humans need to step in and when the AI can handle things alone. With this approach, insurance companies don't just guess where to use AI. They know exactly where it will do the most good. This leads to faster claims, happier customers, and lower costs.

Key Takeaway: Process intelligence is the essential, missing link that connects human activity to training data that enables AI agents to operate effectively.



How Banking & Finance Organizations Leverage Process Intelligence to Maximize Agentic AI

Banks use process intelligence tools to see exactly how work gets done. This shows them where AI can help most. Process intelligence watches staff handle tasks like loan approvals and fraud checks. It maps out all the steps and finds bottlenecks.

For example, it might show that employees spend 30% of their time switching between systems to verify customer info. When banks know this, they can add AI agents in the right spots. An AI agent can check multiple systems at once, cutting processing time by half.

Banks also use process intelligence after adding AI. It tracks if the AI is working well and shows when humans need to step in. This continuous feedback helps banks improve their AI systems over time.

With process intelligence, banks don't waste money putting AI in the wrong places. They target exactly where it will reduce costs and improve customer service the most.

Key Takeaway: Process intelligence gives banks the data they need to place AI agents where they'll have the biggest impact, and helps them measure and improve results.



How Tech Enterprises Leverage Process Intelligence to Maximize Agentic AI

Tech companies use process intelligence to see how work really happens. This helps them put AI in the right places. Process intelligence tools watch how engineers and support teams work. They track which tasks take longest and where people get stuck.

For example, they might find that developers spend hours manually testing code that could be automated. With this data, tech companies can add AI agents where they'll make the biggest difference. They might add AI to automate testing, help with cloud resource management, or handle basic customer support tickets.

Tech companies also use process intelligence after adding AI. It shows if the AI is solving the right problems and where it needs improvement. This creates a feedback loop that makes AI better over time.

Process intelligence removes the guesswork. It shows exactly where AI will save the most time and money. This helps tech companies get better results from their AI investments.




Key Takeaway: Process intelligence shows tech companies exactly where to place AI agents for maximum impact and provides the data AI needs to make smart decisions.



Insurance Claims “Adjuster” Agent

From Automating Discrete Tasks to Automating Complete Persona

The future state of AI agents is not to describe a task to be done, but rather an outcome to achieve. Take an insurance claims example. While there is a standard process to follow, humans today make decisions based on the nuances of each claim. The new category of AI agents will learn those nuances to take action on behalf of claims adjusters with the same accuracy in less time. **This is impossible without first learning how humans work.**

Stage 	Objective 	Typical Systems/Applications 
Set Goals	Settle claims (Pay or deny): Optimize for time, experience, profits	Policy systems, CRM, KPI tools
Map Context	Understand constraints: policy, customer, regulations	Policy DB, CRM, customer systems
Sensing Inputs	Collect data: documents, system inputs, real-time feeds	Doc management, OCR, fraud tools
Decision & Reasoning	Decide on the best actions: validate, assess risks, approve/deny	Rule engines, AI platforms
Take Actions	Execute decisions: approve, escalate, automate payments	Payment systems, workflow tools
Validate Outcomes	Measure success & growth	Dashboards, SLA tracking



How Skan AI Bridges the Gap

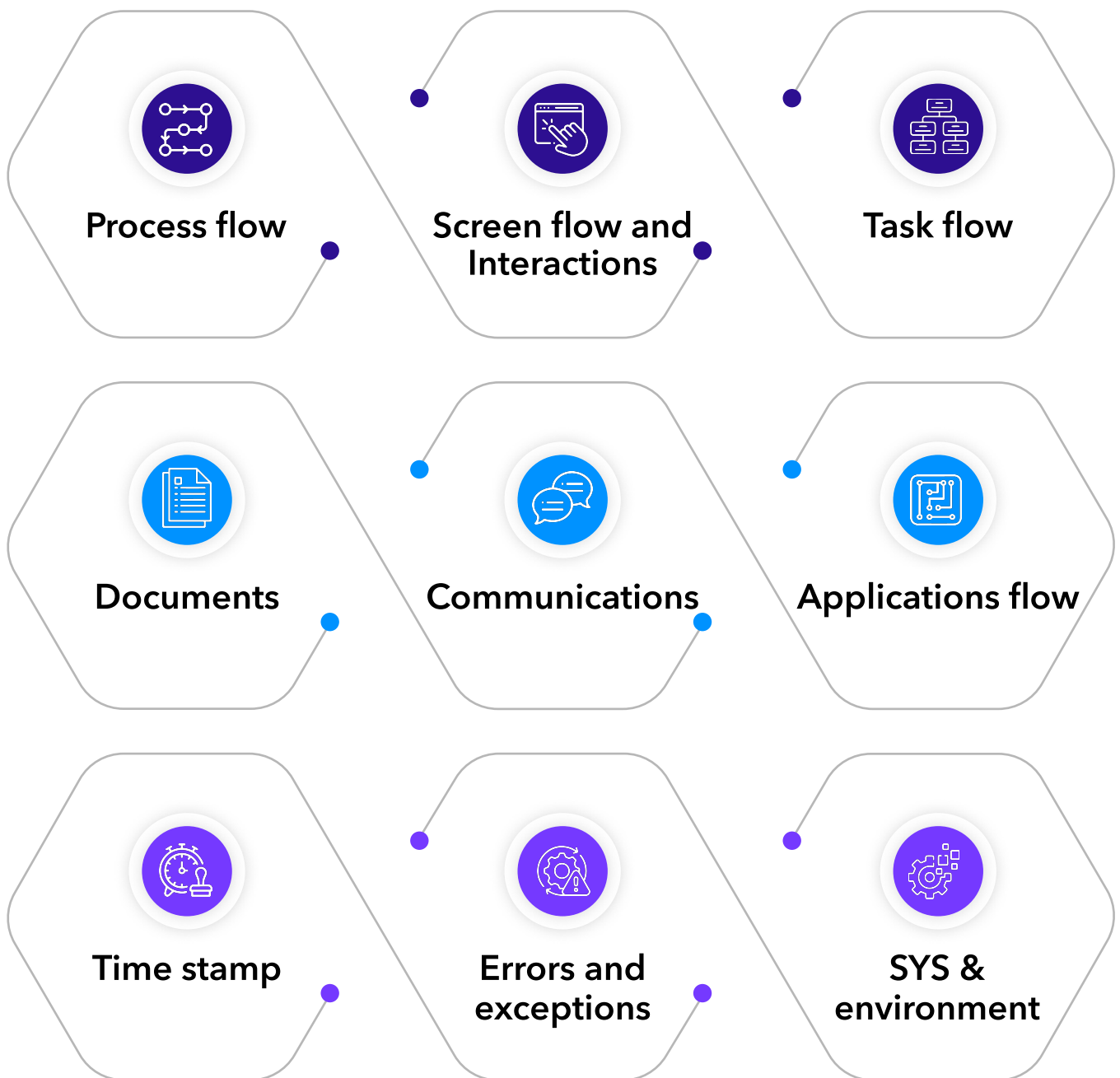


Skan AI Process Intelligence

Creating the Blueprint By Direct Observation of Human Operators

Skan AI provides enterprises with the real-time telemetry needed to understand, optimize, and automate workflows. By capturing detailed process data, Skan AI creates a comprehensive blueprint for AI-driven automation.

The Process Data AI Models Require for Success:

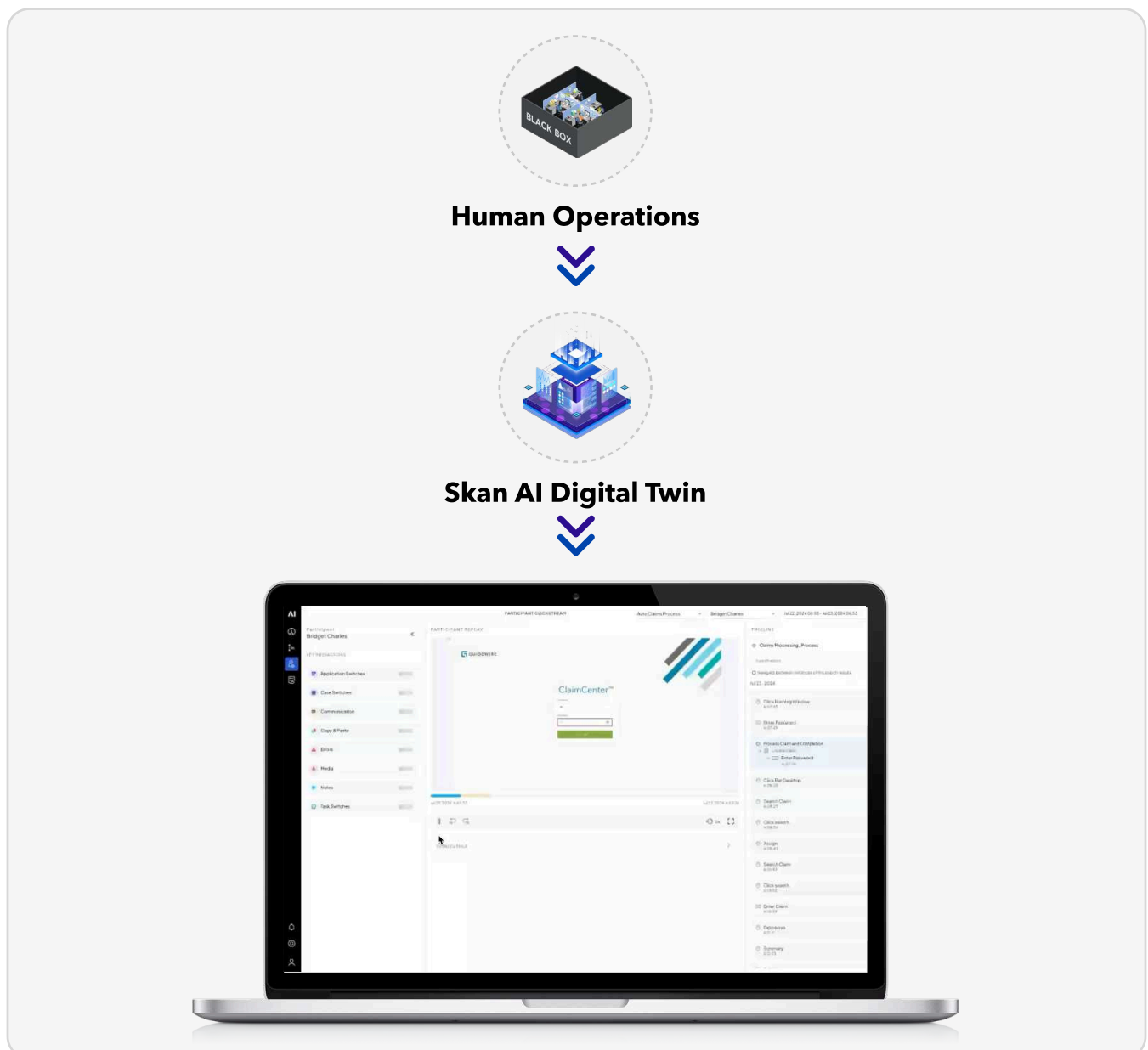


Real-Time Telemetry of Work & Training Data for AI Model Development

By continuously monitoring enterprise operations directly on desktops of operators, Skan AI generates high-fidelity process intelligence to inform AI-driven automation. This real-time visibility enables organizations to identify inefficiencies, track compliance adherence, and optimize workflows dynamically.

Skan AI supplies the observational data to train LAMs, ensuring AI agents learn from real-world enterprise processes. This data-driven approach accelerates AI training, creating a more accurate representation of how your specific enterprise functions.

Direct Modeling of Human Actions Powered by Skan AI Digital Twin

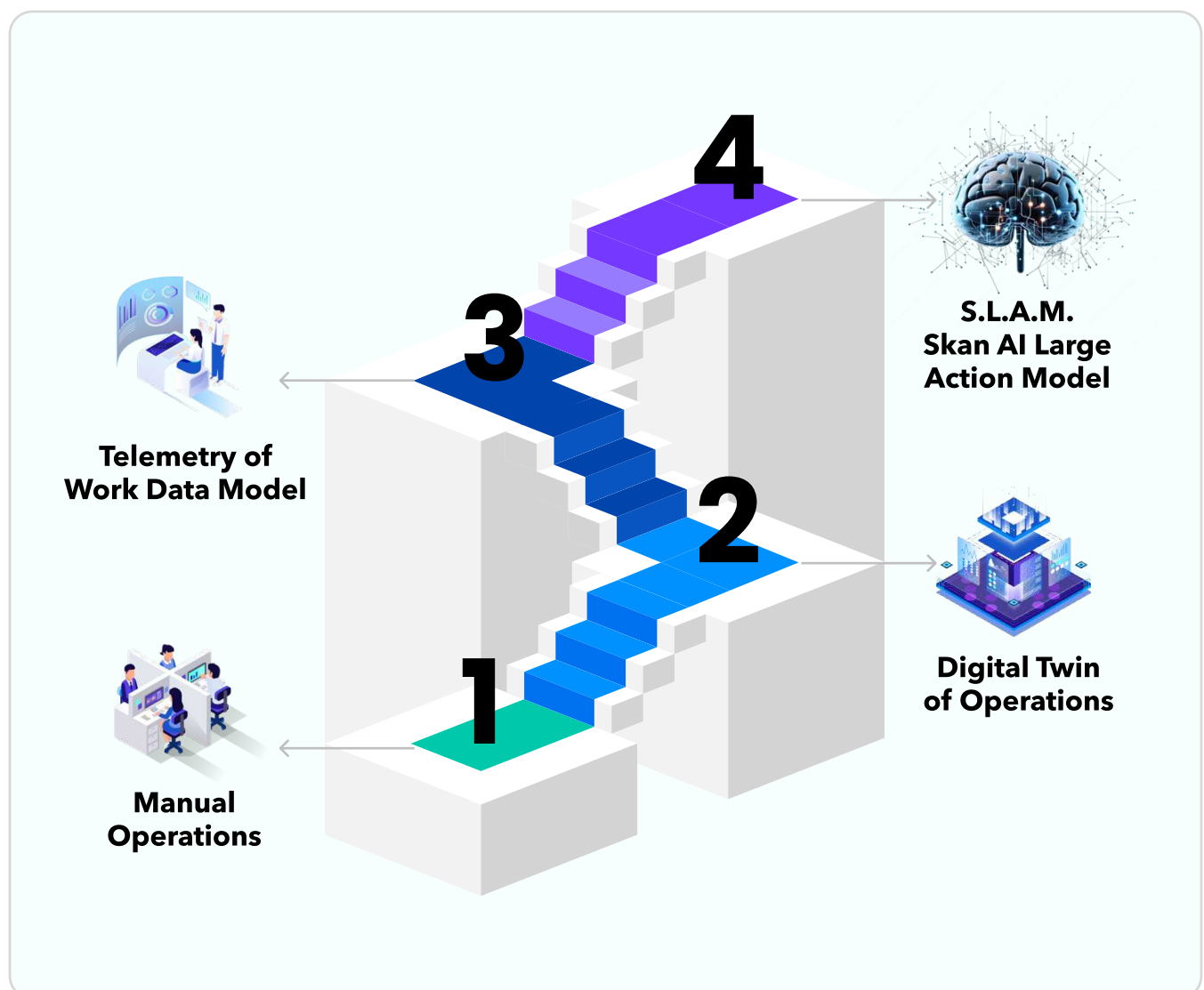


Direct Observation of Human Actions is the Crucial First Step

Unlike traditional process mining, Skan AI captures the nuances of human work from desktops, not event logs for single applications. This creates a comprehensive blueprint for learning the optimal paths to complete process work. AI models can replicate expert-level reasoning and decision-making by analyzing human decision-making patterns.

Skan AI's ability to create that Digital Twin of Operations is the crucial first step that is necessary before any AI training can occur. This allows companies to clean up existing processes to eliminate redundant or non-value-adding tasks to ensure that any AI solution is learning from a process that completed an optimization phase first.

Skan AI is Guiding Enterprises Across the Agentic Chasm



Key Takeaways & Next Steps



Creating a Future-Ready Organization

A phased approach to AI adoption ensures successful implementation and value realization. Enterprises must prioritize process intelligence as a foundational element of AI-driven transformation.

Businesses that prioritize process intelligence will position themselves for long-term success. By aligning AI strategies with enterprise objectives, organizations can achieve sustainable competitive advantages.

Agentic AI Strategic Roadmap

Creating a Future-Ready Organization

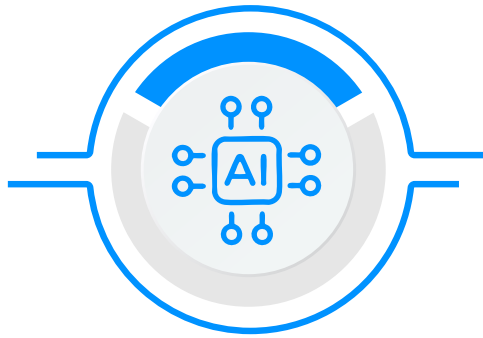


Key Takeaways



Bridge the chasm

Optimize enterprise processes and create a Digital Twin of Operations that become the foundation of learning for AI models.



From system-centric AI to Agent-centric AI

Drive the next level of human productivity through AI agents that understand how to achieve outcomes based on learning your specific business.



Ensure compliance and continuity

Traceability and auditability of agents will be key to successful adoption in the enterprise operations.



Skan^{AI}

Thank You!

Contact us to **Skan the Possibilities**
on Agentic AI



skan.ai

