



# Future IT Dallas

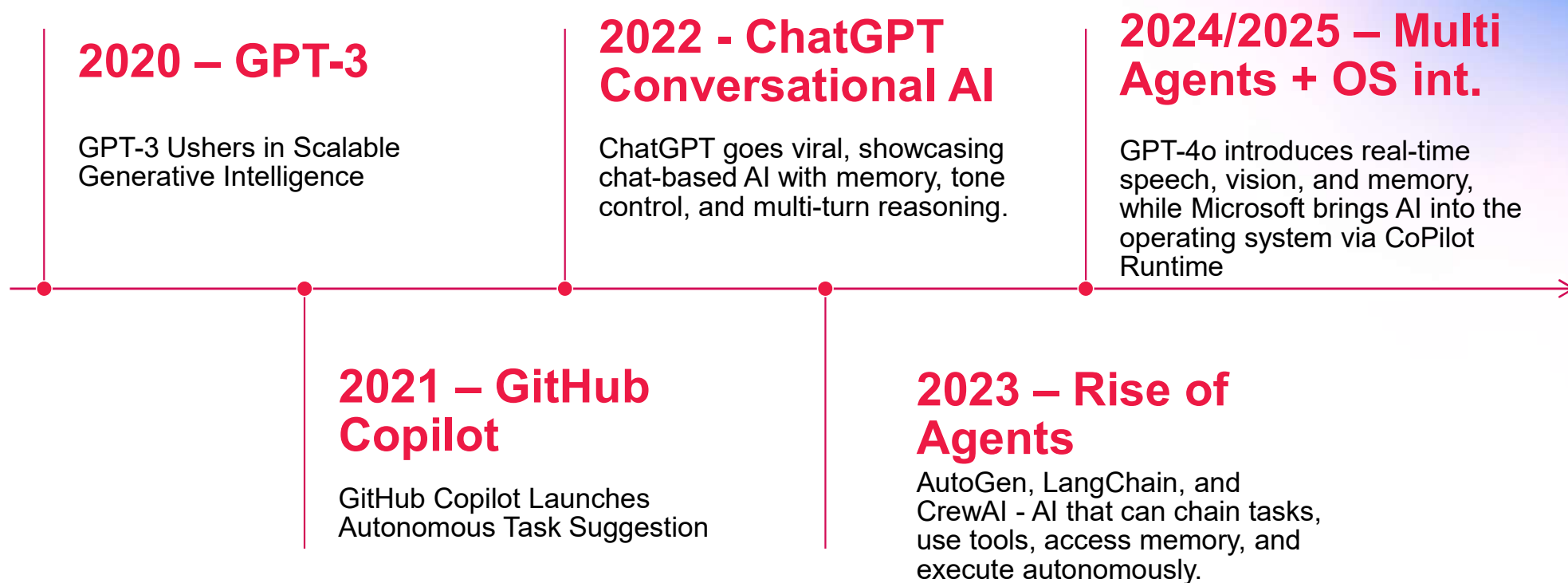
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**“We are entering a new era of computing, where the speed of AI innovation is reshaping every layer of the tech stack and every industry.”**

Satya Nadella  
Microsoft CEO

# Timeline



Common consulting scenario

## An example of problem statements we hear

### Overview:

A global leader in pet nutrition, health, and veterinary services, is exploring the implementation of Agentic AI to create more intelligent, seamless, and personalized experiences for pet owners across its ecosystem of brands and services which scales across their banners.

### Objective:

By leveraging autonomous, intelligent systems, they aims to:

- *Deepen engagement with pet owners through contextual, responsive digital experiences*
- *Personalize product recommendations and veterinary service pathways across brands*
- *Enhance operational efficiency and scalability across retail, diagnostics, and veterinary networks*

### Success Metric:

Achieve a 2x increase in customer conversion rates through the deployment of intelligent automation, proactive engagement, and tailored service delivery.



**What if your data could think, act, and adapt faster to provide new paths for your organizational growth and customer experience?**



## **Foundation to Innovation**

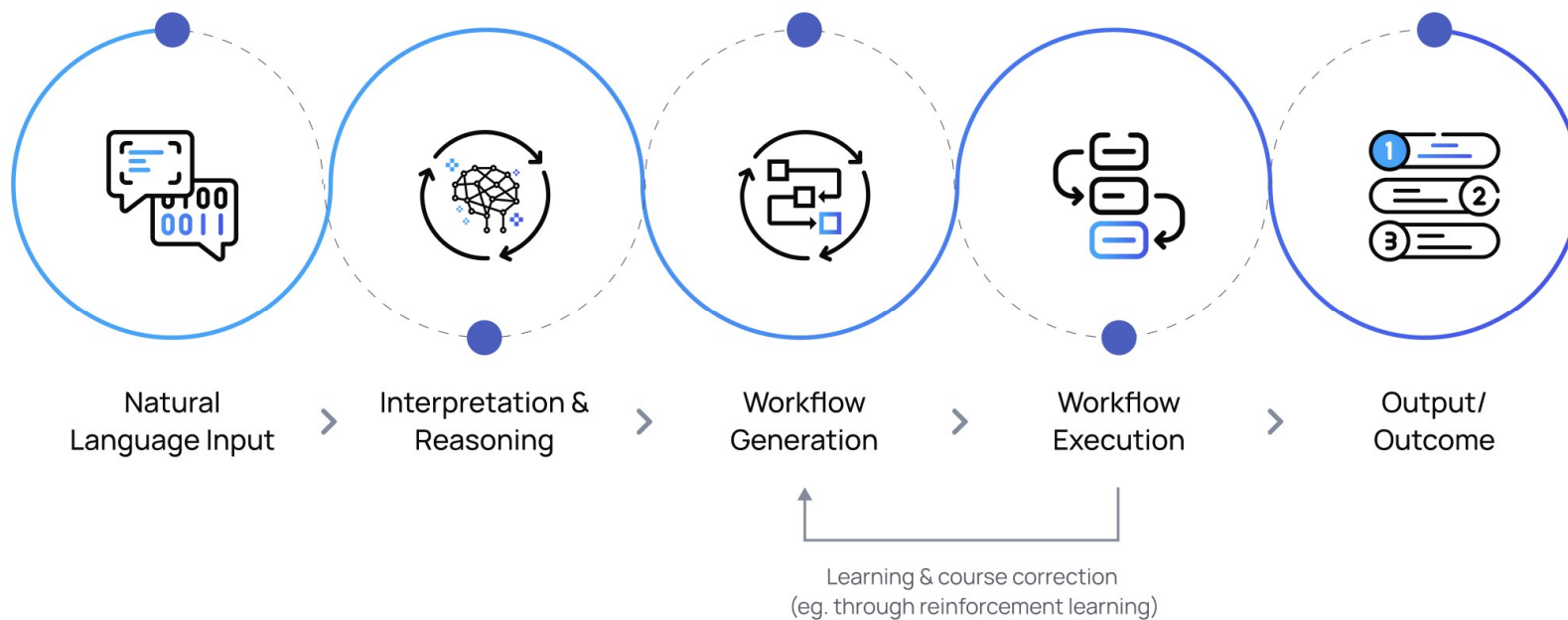
**It all starts with the foundation of  
your data estate**

### Use Cases:

- Manufacturing & Industrial
- Retail & Consumer Goods
- Energy & Utilities
- Healthcare & Life Sciences
- Financial Services

SYSTEMS THAT REASON, PLAN, TAKE ACTION—AUTONOMOUSLY

# The Shift to Agentic



## Common Agentic scenarios

# Great Starting Points

- **Agentic SDLC** – Task Automation, Agent Developers, Agent Tester
- **Application Modernization** – Legacy software assessment and Agent based modernization and migration
- **Internal Business Automations** – Leveraging low-code/no-code aspects like Copilot
- **Call Center Automation** – Automate your call center with natural language processing capabilities
- **Automatic Observability Processes** – Define automation to enable your IT operational observation



## The Path Forward: Key Takeaways

- Invest in scalable data strategy—RAG architectures, data fabric, observability.
- Build AI fluency and *trust* across the org.
- Establish ethical AI governance—transparency, bias mitigation, accountability.
- Start with the foundation (Modern Data Platforms, Data Lakes).
- Prioritize platform extensibility (open APIs, interoperable models).
- Don't skip on foundational elements (Governance, Security, Etc.)

# Thank you!

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