

Agentic AI Implementation Services



We design, build and deploy secure AI agents tailored to your business workflows.

ACS helps organisations deploy Agentic AI to automate workflows across IT and business operations. We design and implement secure AI agents that can plan tasks, execute actions across systems, and improve service outcomes, supported by governance, monitoring, and human-in-the-loop controls..



OUR CORE SERVICE OFFERINGS

Agentic AI Implementation

- Agentic AI discovery & use case prioritisation
- Workflow mapping & automation strategy
- Custom AI agent development (single / multi-agent)
- Integration with enterprise tools, APIs & data platforms
- Agent monitoring, optimisation & managed support

Agentic AI Automation Use Cases

- Service desk triage & ticket resolution
- Finance ops automation (invoices / exceptions / follow-up)
- HR workflow automation (onboarding / policy handling)
- Sales operations automation (lead follow-ups / CRM updates)
- Knowledge automation (policy Q&A grounded in documents)

Advanced Technical and specialist support

- Multi-agent orchestration layer
- RAG implementation (grounded knowledge retrieval)
- Human-in-the-loop approvals & controls
- Audit trails, explainability & compliance logging
- Secure API connectors across ERP / CRM / ITSM systems



Benefits & Value Proposition

- Reduce manual processing time by up to 60%
- Lower cost-to-serve for repetitive operations
- Faster service delivery and improved customer experience
- Improved accuracy with consistent execution and audit trails
- 24/7 operational capability through autonomous execution

Governance / Security / Expertise Tiles

Governance:

Human-in-the-loop controls, auditability, measurable SLAs

Security & Compliance:

RBAC, secure tool access, GDPR aligned, audit-ready controls

Expertise:

Integration-first approach with AI + automation specialists

Continuous Improvement:

Monitoring, tuning, prompt optimisation & feedback loops

Key metrics:

Efficiency improvement • Reduced backlog • Faster resolution time

Why Organisations Choose ACS

Enterprise Reliability, Secure Automation & Integration Expertise

- Proven delivery across automation & enterprise integration
- Secure implementation aligned to governance standards
- Rapid deployment models (PoC → pilot → scale)
- Flexible onshore / nearshore / offshore engagement model

Our Delivery Model

- Discovery & ROI assessment
- Architecture + security governance
- Development in agile sprints
- Validation & rollout
- Managed support and optimisation

Industries We Serve

• Public Sector • Healthcare • Retail • Manufacturing • Logistics • Finance • Technology

