



Suresh Manwani

Travel, Hospitality & Logistics



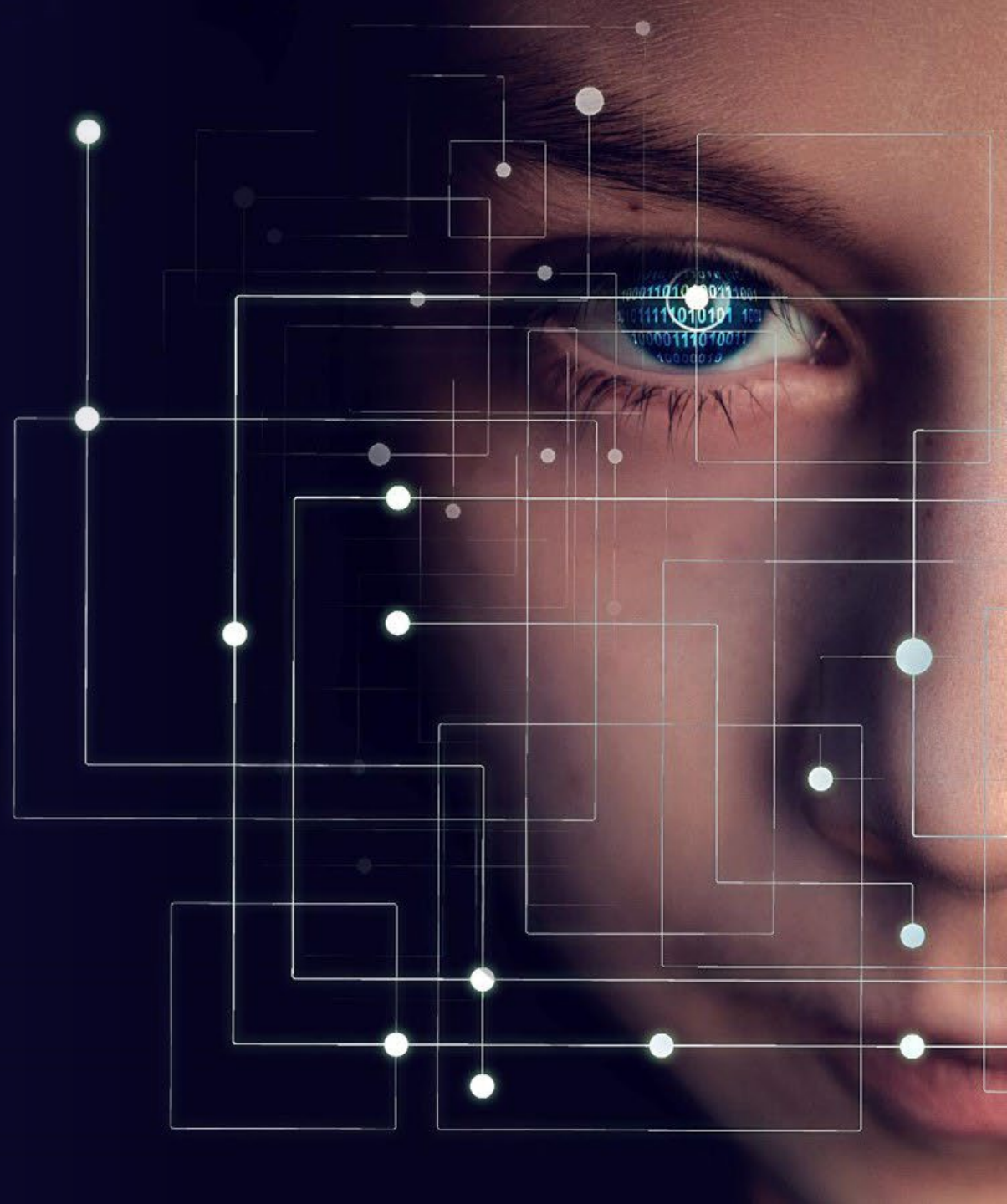
Agentic AI

Movement from Reactive to Proactive



**I think there is a world
market for maybe
5 computers**

-Thomas Watson President IBM 1943



Where are we and how did we get here?



50s to 80s

Manual
Operations

Humans
perform all
tasks without
automation

*Accounting &
Audit using
physical tickets*



90s

Rules Based
Operations

Simple
Automation
Repeatable
Tasks at Scale

*Revenue
Accounting &
Audit Platforms*



2010s

Intelligent
Automation

Automation with
Machine
Learning/
RPA/
Process
Automation

*Automated
Error
Corrections
Forecasting*



2020s

Agentic
Workflows /
Agentic AI

Goal oriented
solutions

*Proactive
Decision
Making*

*Plan + Reason
+ Adapt*

Agentic AI is
like your best
colleague-
Proactive and
Intelligent

What Powers Agentic AI

Large Language Models

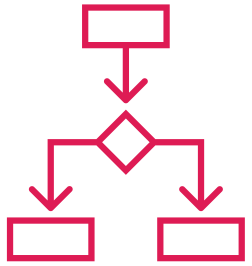
Memory for Persistence

Autonomous Agents

APIs

Goal Driven Logic

Potential Agentic AI Use Cases



- Operational control **Lufthansa**
- Predictive Maintenance **Delta**
- ATC Operations **Heathrow**
- Customer Experience
Lufthansa + Singapore Airline + Many More



The Future

Revolutionizing Business, Workforce, and Productivity

Embracing the Synergy of
Humans + Machines
Next Era of Efficiency

**Semi Autonomous +
Autonomous Solutions**

Impact on Me

Change Ready

AI-Ready

Acceleration Paradox

Tension between rapid technological progress driving growth while creating challenges in adaptation, inequality, and disruption.

Regulation/Social Impact

Evolving Regulations

Safeguarding Trust

Balancing Interest



Thank You