



21 Oct, 2025

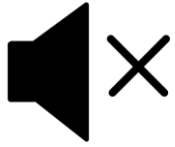
Bridging Enterprise Data with AI: Powering Intelligent Automation with Cloud Application Integration

- Moses Gone, Principal Consultant, IPS
- Pavan Kumar Soma Prabhu, Principal Services Solutions Architect, IPS
- Harikrishna Tirunagaru, Senior Principal Services Solutions Architect, IPS

**Where data
& AI come to** 

The LIFE logo consists of the letters "LIFE" in a bold, sans-serif font, where each letter is filled with a different color and has a vertical gradient effect.

Housekeeping Tips



- Today's Webinar is scheduled for **1 hour**
- The session will include a webcast and then your questions will be answered live at the end of the presentation
- All dial-in participants will be muted to enable the speakers to present without interruption
- Questions can be submitted to "All Panelists" via the **Q&A option** and we will respond at the end of the presentation
- The webinar is **being recorded** and will be available on our [Success Portal](#) - where you can download the **slide deck** for the presentation. The link to the recording will be emailed as well.
- Please take time to complete the **post-webinar survey** and provide your feedback and suggestions for upcoming topics.

Feature Rich Success Portal



Bootstrap trial and
POC Customers



Enriched Customer
Onboarding
experience



Product Learning
Paths and Weekly
Expert Sessions



Informatica
Concierge



Tailored training and
content
recommendations

More Information



Success Portal

<https://success.informatica.com>



Communities & Support

<https://network.informatica.com>



Documentation

<https://docs.informatica.com>



University

<https://www.informatica.com/in/services-and-training/informatica-university.html>

Safe Harbor

The information being provided today is for informational purposes only. The development, release, and timing of any Informatica product or functionality described today remain at the sole discretion of Informatica and should not be relied upon in making a purchasing decision.

Statements made today are based on currently available information, which is subject to change. Such statements should not be relied upon as a representation, warranty or commitment to deliver specific products or functionality in the future.

Agenda

1 Overview of CAI and Agentic AI

2 Benefits of CAI for Agentic AI

3 Key Use Cases

4 Architecture and Integration Patterns

5 Demo

6 Q&A

Introduction: New Frontier of Application Integration

- **The Challenge:**
 - Businesses today are inundated with data and complex processes spread across multiple applications.
 - Traditional automation still lacks the intelligence to reason, adapt, and act autonomously.
- **The Solution:** Leveraging LLMs in application integration
 - AI systems that can independently perceive their environment, make decisions, and take actions to achieve specific goals.
 - Think of them as intelligent digital workers.

Cloud Application Integration

- **What is Informatica Cloud Application Integration (CAI)?:**
 - CAI is the integration fabric that connects AI agents to enterprise systems, empowering them to access data and take action.
 - Informatica's event-driven and service-oriented application integration capability within IDMC
 - It provides a unified platform for API Management, Process Orchestration, and Real-Time Integration across your hybrid and multi-cloud environments.
- CAI key components include:
 - Processes (to define business logic/workflows)
 - Connection (to link to any external system)
 - Visual Designer (for no-code development)
- CAI for AI Agent Engineering
 - CAI is the critical layer that connects the AI Agent's "brain" (the LLM's reasoning and planning) to its "hands" (the ability to act on enterprise systems and data).

CAI and LLMs/AI

CAI as the engine for intelligent automation

- **Integration Fabric for Agentic AI right within the IDMC Platform:**
 - CAI seamlessly connects your entire enterprise landscape, from cloud and on-premises applications to databases and APIs.
 - This provides LLMs/AI agents with the comprehensive data access they need to make informed decisions.
- **Accelerating Design and Deployment:**
 - With its recent AI enhancements, including generative AI capabilities, CAI simplifies and accelerates the creation of sophisticated AI agent workflows.
- **Orchestrating Complex Workflows:**
 - CAI allows you to design and manage multi-step, intelligent workflows.
 - This enables AI agents to perform complex analytics and automate intricate business processes.

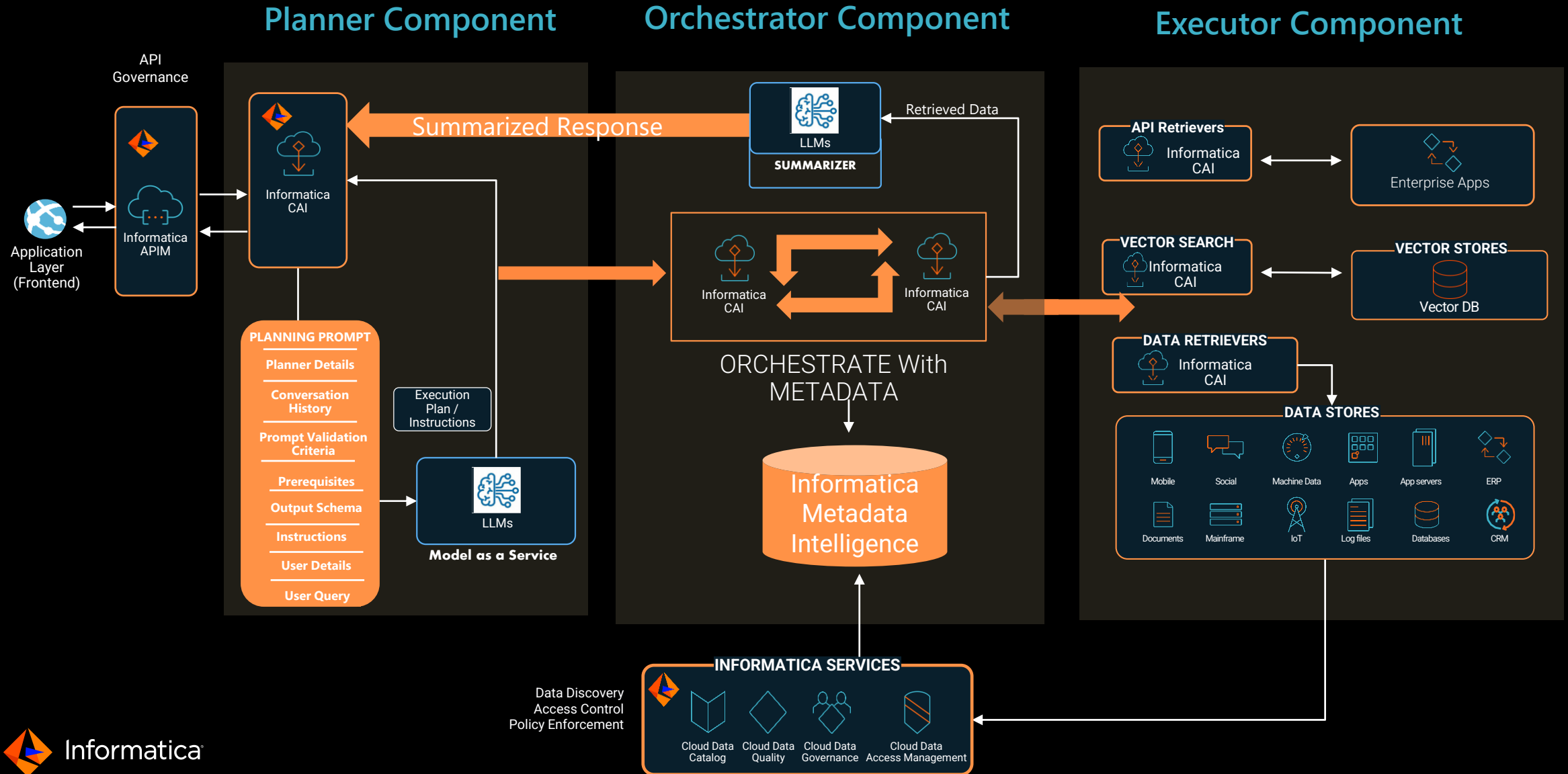
Benefits of CAI for AI

- **Unified Connectivity:**
 - Connects AI agents with real-time access to a vast array of enterprise systems, including CRM, ERP, and custom applications.
- **Enhanced Decision-Making:**
 - Empower AI agents with the comprehensive data needed to perform advanced analytics and make more accurate, context-aware decisions.
- **Accelerated Digital Transformation:**
 - Move beyond simple automation to intelligent, end-to-end process orchestration that drives significant business value.
- **Improved Operational Agility:**
 - Design, deploy, and scale your agentic AI solutions with ease, allowing you to quickly adapt to changing business needs.

Architecture and Integration Patterns

- The Large Language Model (Brain): :
 - This is where the reasoning and decision-making happen.
- Cloud Application Integration (Nervous System):
 - Connectors: Pre-built and custom connectors provide the pathways to all your enterprise data and applications.
 - Process Orchestration: CAI's process engine designs and executes the multi-step workflows that the AI agent follows.
 - API Management: Securely exposes and manages the APIs that the agent uses to interact with other systems.
- Enterprise Systems and Data Sources(Senses and Limbs):
 - These are the applications (e.g., Salesforce, SAP, Workday) and data repositories (e.g., Snowflake, Redshift, Databricks) that the agent interacts with.

Framework for an Enterprise Grade GenAI Application



Integration Patterns

- Key Integration Patterns:
 - API-Led Connectivity: Using APIs as the primary means of communication between the AI agent and enterprise systems.
 - Event-Driven Architecture: Triggering AI agent workflows based on real-time business events (e.g., a new customer order).
 - Process-Driven Integration: Orchestrating complex, long-running business processes that involve both human and AI agent tasks.

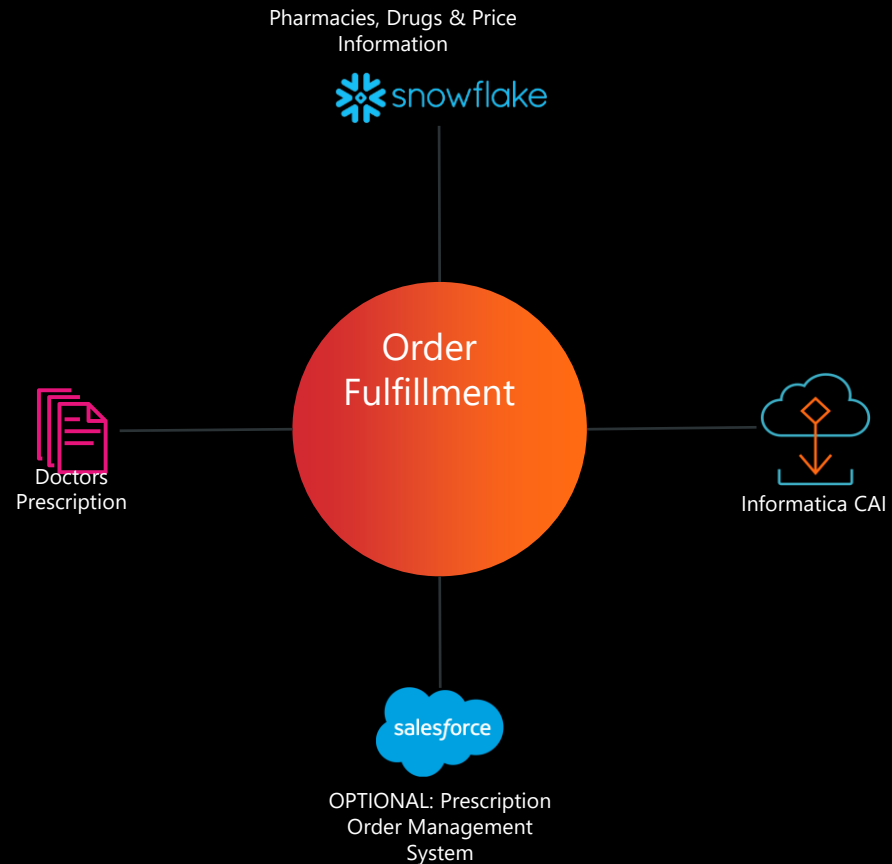
Demo Use Case: Automated Prescription Fulfillment

Goal:

- Automatically interpret a doctor's prescription
- Initiate fulfillment process with immediate patient and pharmacy notification
- Compare medication prices across local pharmacies.

Personas

- Healthcare Provider
- Pharmacy
- Patient



Trigger: CAI process is initiated by the doctor, by providing a prescription receipt (pdf document).

Info extraction: CAI calls the Google Vertex(Google Gemini) LLM. Extracts relevant data (doctor, patient and medication details) from the prescription.

Fulfillment:

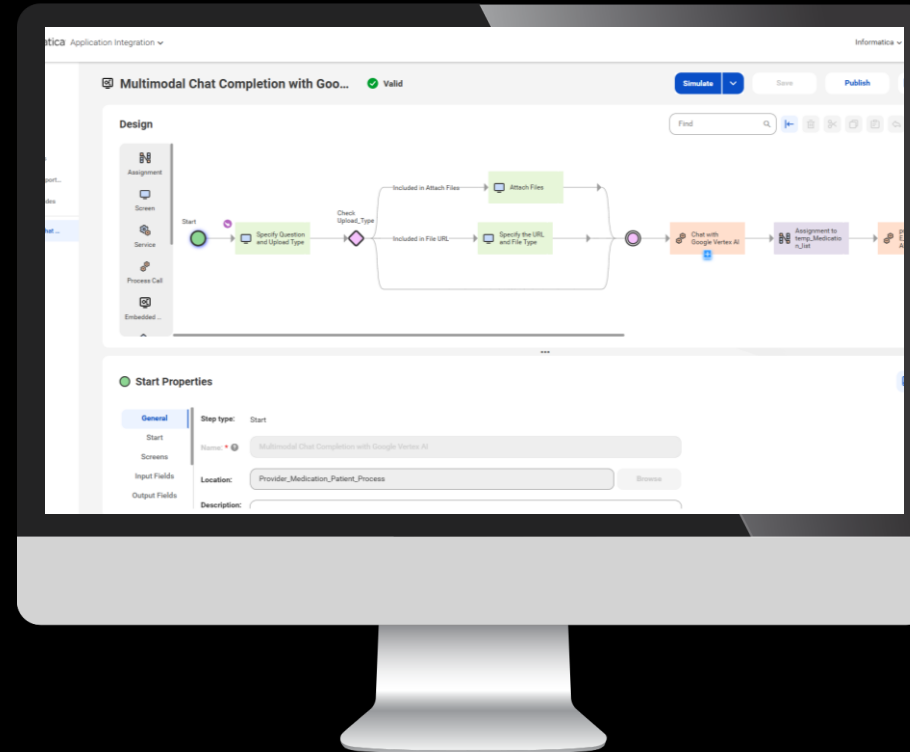
- Uses **Email Connector** to send email to pharmacy.
- (optional)Calls an enterprise tool to log order in an internal system (**Salesforce**) or directly prepare the order request.

Price comparison and patient notification:

- Initiates a sub-process for comparison of prices.
- Invokes an API call to query **Snowflake** in real-time for pharmacy pricing data.
- Uses **Email Connector** to notify patient with the recommendation based on prices.

DEMO

Automated Prescription Fulfillment



Where data & AI come to 

Q&A

Open for Questions.

Where data & AI come to

