

AGENTIC KYC


STRATEGY AND IMPLEMENTATION OFFER

2025

| GET THE FUTURE
YOU WANT

Capgemini 





Generative AI has captured the attention of businesses and technologists across the globe.

Large Language Models (LLMs) are being leveraged for generating content, continuously redefining the boundaries of automation in an AI-driven world.

As these models become more advanced—enhancing their reasoning and planning abilities—a pressing question emerges: can they operate with greater autonomy?

**The key to this potential
lies in Agentic framework**

What is Agentic?

An Agent is an **autonomous entity** which can:

- **Communicate** with other Agents using Natural Language
- **Make decisions, plan and perform tasks** to achieve specific goals, leveraging LLMs or SLMs
- **Use various tools**, such as code execution, web search, API Calls, to perform tasks or interact with external environment and users
- **Remember interactions** (tool usage and perception) and behaviors (tool usage and planning) informing future actions.



Benefits of Multi-Agent systems

Separation of concerns

By breaking down complex problems into distinct tasks, multi-agent systems enable focused expertise and increased efficiency. Each agent is assigned a clear, specialized role, ensuring tasks such as information gathering, analysis, and fact-checking are handled independently, yet contribute cohesively to the final solution.

Modularity

Multi-agent systems operate on a modular structure where each agent functions as a distinct, replaceable unit with specific capabilities. This allows for scalability, flexibility, and the ability to adapt to different tasks, whether in research, marketing, or financial decision-making.

Diversity

The strength of multi-agent systems lies in their diverse expertise. By incorporating agents with different perspectives and domains of knowledge, these systems encourage creativity, critical scrutiny, and resilience, leading to more innovative, reliable, and unbiased outcomes, similar to a typical human team.

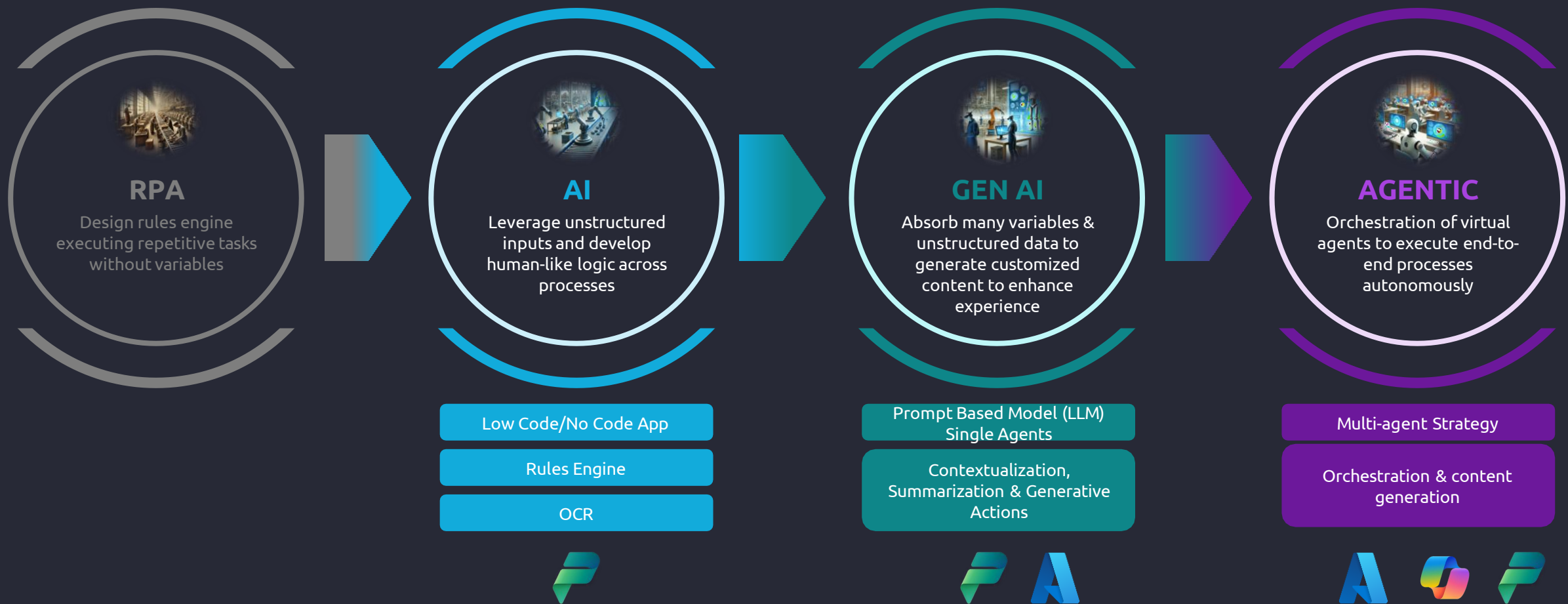
Reusability

Once built, agents can be reused for different use cases, creating an ecosystem of agents that can collaborate and solve problems efficiently with a choreography/orchestration framework.

KYC process evolution leveraging cutting-edge technologies from Automation to AI to Multi-Agent Systems



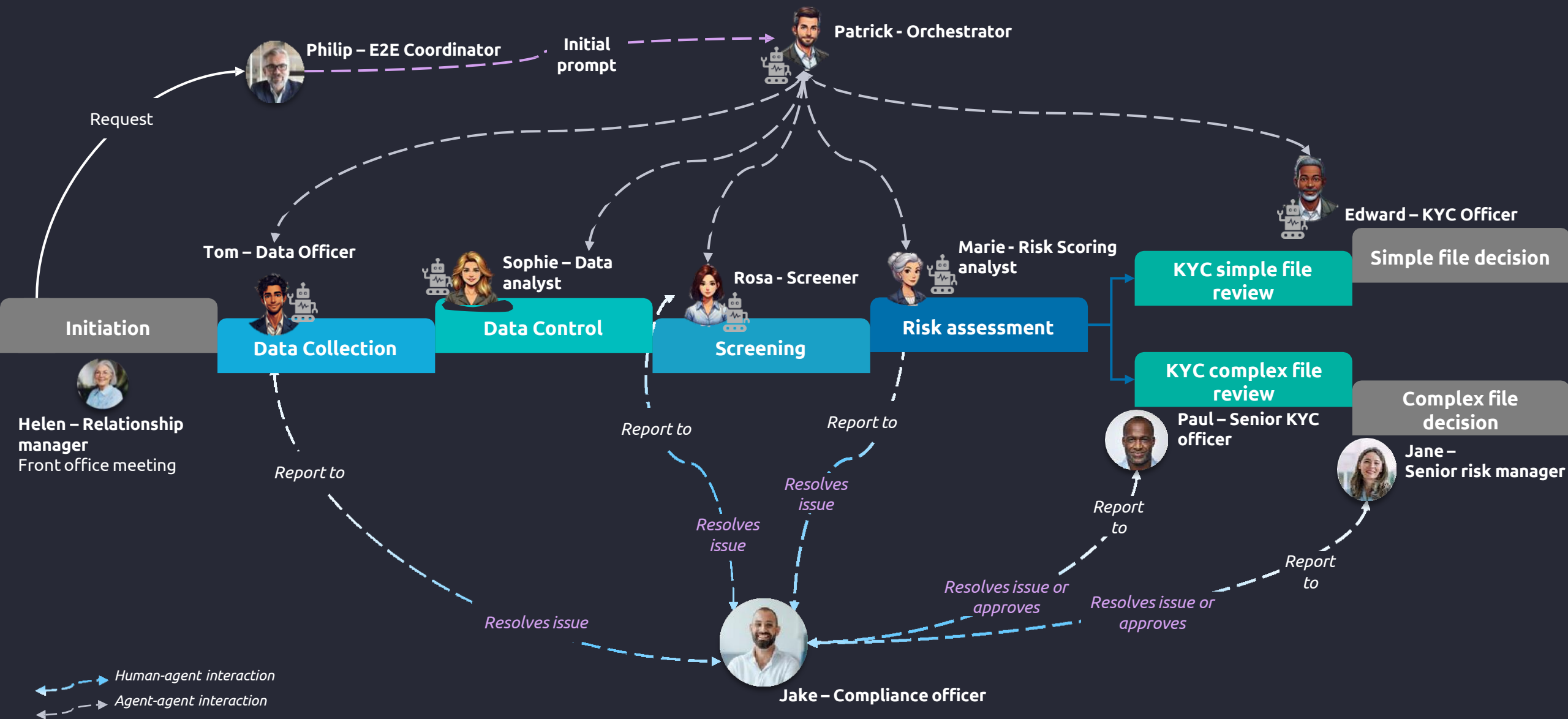
Next Gen KYC is leveraging a set of new technologies converging towards Agentic AI as the future of KYC E2E automation



Various Agentic use cases can be envisioned across the KYC value chain enabled by Microsoft AI and Copilot Ecosystem



AI DIGITAL WORKERS AT THE SERVICE OF THE KYC TEAM



A PHASED APPROACH FOR DEPLOYING AI DIGITAL WORKERS



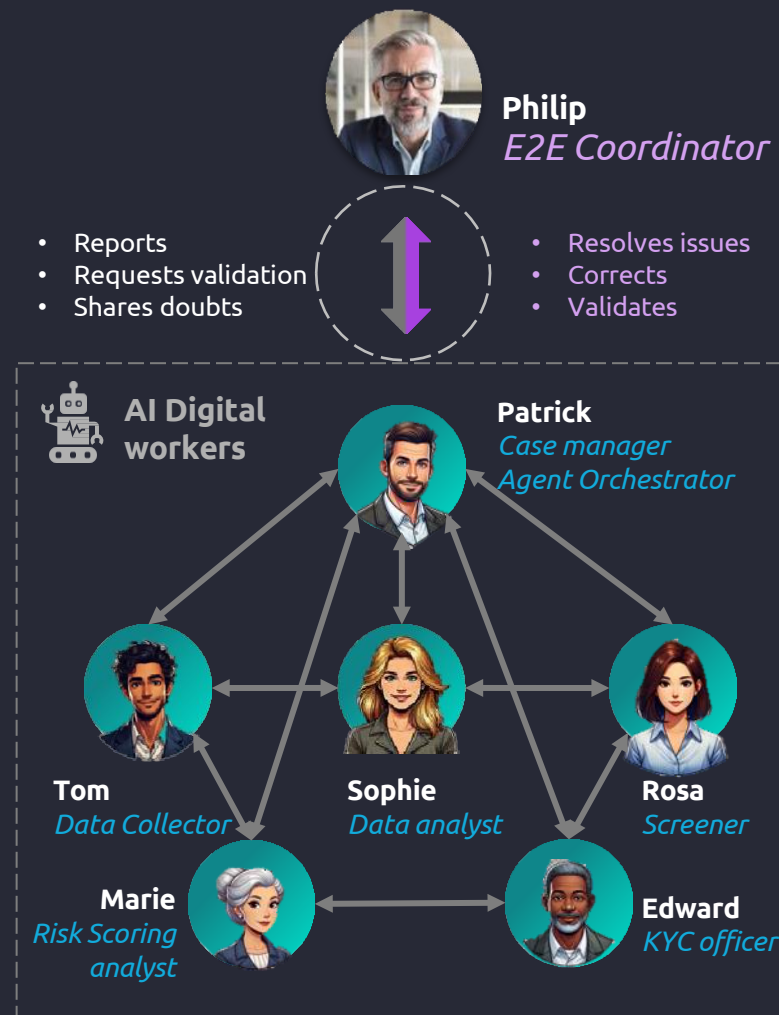
Step 1 – 1 orchestrator & 1 agent



Step 2 - 1 orchestrator & 3 agents



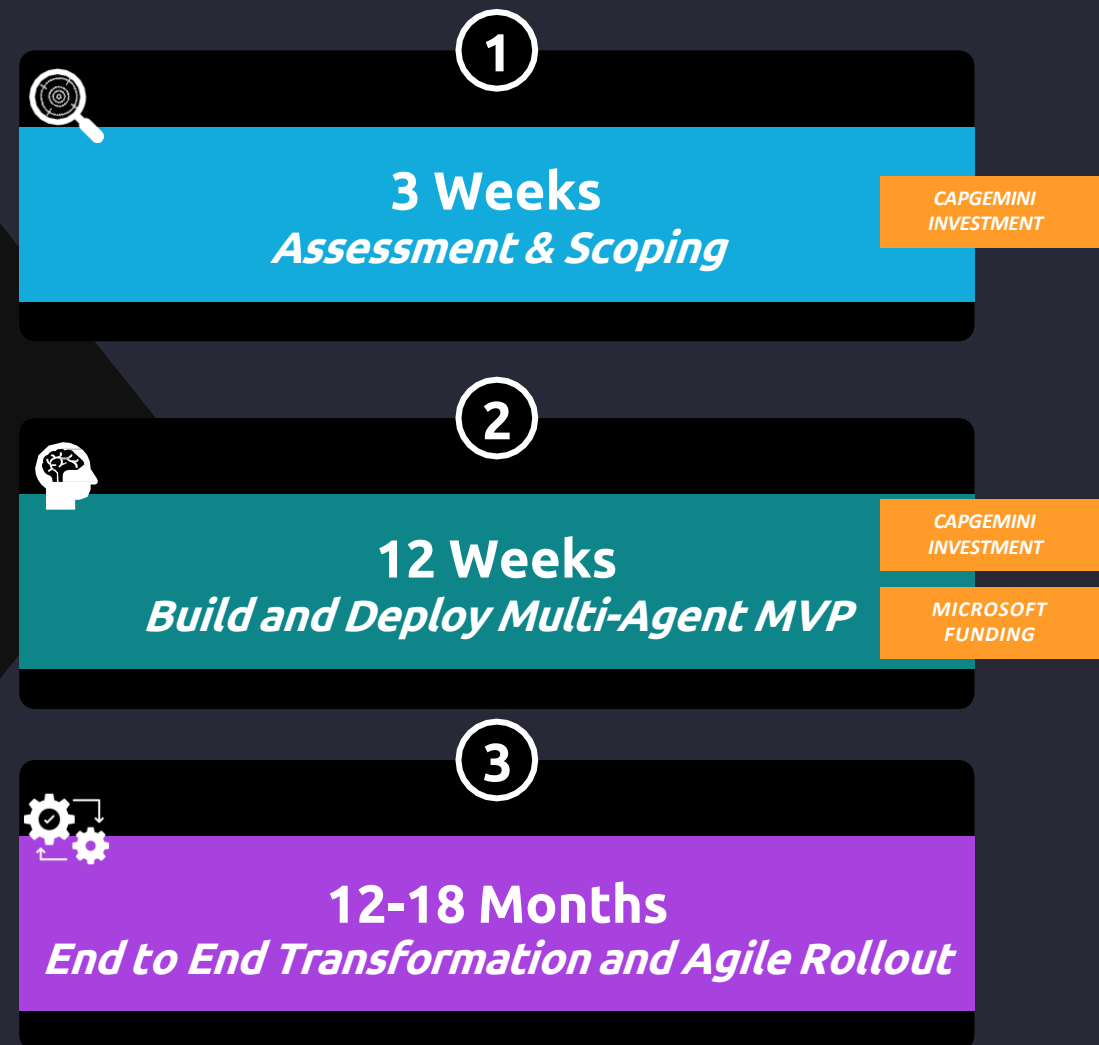
Step 3 - 1 orchestrator & 5 agents



By integrating Agentic KYC, we enable a seamless, scalable solution that aligns with your existing systems



Agentic KYC leverages our Gen AI accelerators for Compliance to **streamline workflows**, ensure **faster onboarding**, and **improve client experience**.

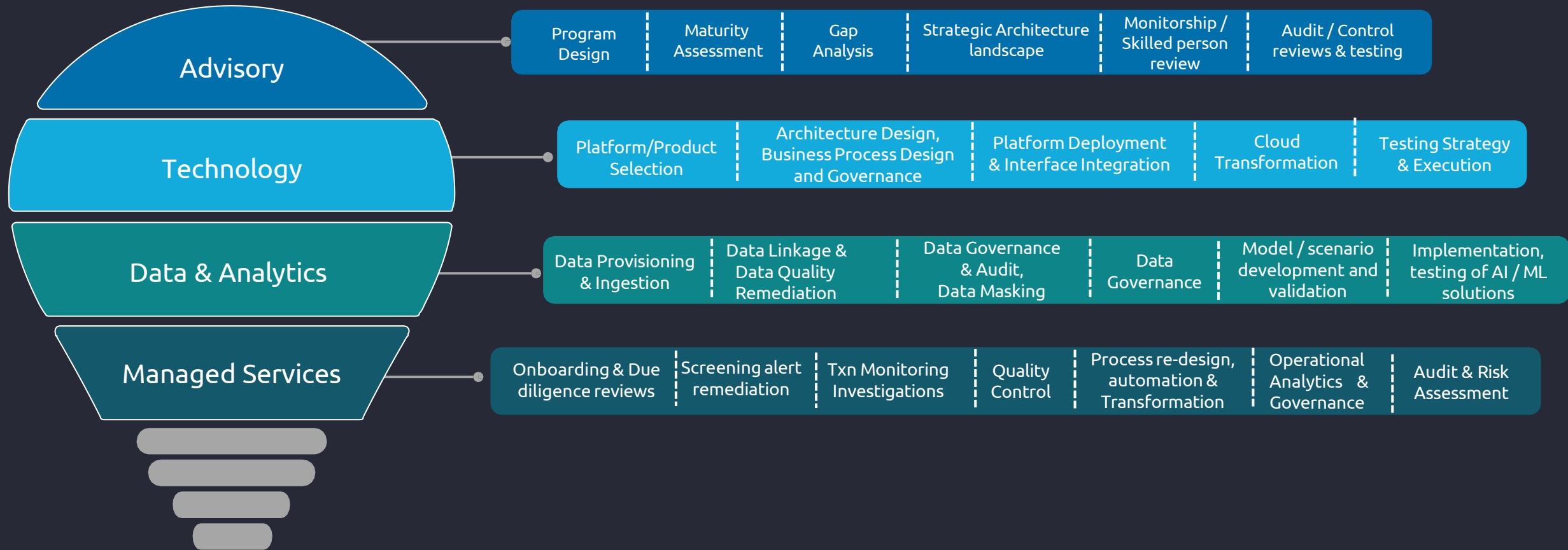


We can deliver significant, measurable benefits in first 15 weeks



W1	W2	W3	W4	W5	W6	W7	W8	W9	W10	W11	W12	W13	W14	W15	-	W+n		
SCOPE – 3 weeks			DESIGN – 3 weeks			DEVELOP – 7 weeks							VALIDATE 2 weeks		INTEGRATE & ROLL-OUT			
<ul style="list-style-type: none">Align with client on scope, priorities & key success factors for POCMap processes in scope based on walkthrough with SMEsAssess processes to identify gaps/ inefficiencies vs best practices from IndustryArchitecture blueprinting with enterprise architecture board			<ul style="list-style-type: none">Detail Business requirements per functionality including process steps, acceptance criteria, systemReview & validate Business requirements with clientDetail design patterns for usage of Single Agent and Multi-Agent AI scenarios			<ul style="list-style-type: none">Define sprints to sequence developments based on BRD categorization/prioritizationDefine data needed per sprint to collect from client or to simulateImplement up to 5 Agent scenarios leveraging Microsoft Azure AI Foundry, Copilot Agents and Power PlatformDesign & Maintain User Acceptance Testing file to monitor progress realized per sprintSchedule demo per sprint to review process							<ul style="list-style-type: none">Validate collectively the success of each sprintConduct end-to-end demo across all functionalities leveraging User journeyDesign go/no go criteria to review with client and assess for validation of POC successPrepare & validate backlog of Business Requirements for Mid-term		<ul style="list-style-type: none">End-to-end integration in across Organization's systemsConduct Change Management (training & communications)Sequence the roll-out of solutions in production across countries/Business Units			
MEASURE – 15 weeks																Out of Scope		
<ul style="list-style-type: none">Design Business Case to support automation strategy across the value chainDefine key success factors and track Value realization along the projectPrepare way forward for validation/integration processes across MRM, Architecture, Data, Security etc... to ensure seamless roll-out in productionInitiate Change Management Strategy																		
Business Case & Roadmap				AI Agent Patterns & Architecture			Multi-Agent MVP Deployed for testing & evaluation					Rollout Plan						

Capgemini has scaled Next Generation Financial Crime Compliance Solution Offerings across the Lifecycle



Comprehensive and robust capabilities globally with 4700+ Domain experts, Technologists, Data Stewards and Cloud Practitioners, span across Financial Crime Compliance lifecycle

About Capgemini

Capgemini is a global business and technology transformation partner, helping organizations to accelerate their dual transition to a digital and sustainable world, while creating tangible impact for enterprises and society. It is a responsible and diverse group of 341,100 team members in more than 50 countries. With its strong over 55-year heritage, Capgemini is trusted by its clients to unlock the value of technology to address the entire breadth of their business needs. It delivers end-to-end services and solutions leveraging strengths from strategy and design to engineering, all fueled by its market leading capabilities in AI, cloud and data, combined with its deep industry expertise and partner ecosystem. The Group reported 2024 global revenues of €22.096 billion.

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