

Agentic Policy Automation on Azure AI Foundry

LIVE IN PRODUCTION ON AZURE

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88–90%

AI accuracy in production

10–15s

Review time, down from ~60s

400+

Person-hours saved at go-live

~\$2M/yr

Back-office cost addressable

12 wks

From kickoff to live in production

/ THE PROBLEM

- Manual policy enforcement on every transaction
- Inconsistent interpretation across operators
- SLA exposure from manual review queues
- Hardcoded rules go stale as contracts change

/ HOW IT WORKS — FOUR-STAGE LOOP

- 1 INTERPRET**
SOPs and contracts converted to structured logic in Cosmos DB. No rule coding.
- 2 DETECT**
Transaction events via Azure Service Bus. Reliable, decoupled, scalable.
- 3 RECOMMEND**
Azure OpenAI GPT agent returns evidence-grounded JSON recommendations.
- 4 APPROVE**
Staged in Azure SQL, never auto-applied. Human reviews and approves.

/ RIGHT FOR YOU?

- High-volume policy-governed transactions (500+/month)
- Natural-language SOPs or contracts govern operations
- Named exec (COO/CCO) owns the back-office cost
- Azure footprint or Azure migration in scope

/ PROVEN IN PRODUCTION

Zones LLC — first agentic AI in production on Azure AI Foundry

Fortune 500-serving global IT solutions provider, **\$3B+ revenue**. Azure case study publishing July 2026. Client references available on request (CIO, SVP and COO).

/ 3-3-3 ENGAGEMENT MODEL

**3-day
concept**

Phase 0 · ~\$30–50K

SOP audit, discovery, and an Azure architecture blueprint tailored to your operation.

**3-week
prototype**

Phase 1 · ~\$200–300K

3–5 policy touchpoints live in production, HITL workflow, Power BI impact dashboard.

**3-month
scale**

Phase 2+ · \$150–250K / wave

Expand touchpoints, business units, geographies on the same reusable platform IP.

/ LIVE WITHIN 12 WEEKS

Weeks 1–3 Discover and Shape
SOP audit and Azure architecture blueprint. Low-risk entry point.

Weeks 4–10 Build and Prove
Platform built, agents trained, first recommendations visible in staging.

Weeks 10–14 Go Live
Reviewers approving AI recommendations in production. Power BI tracking ROI.

Week 14+ Scale
Expand to more touchpoints, business units, or geographies.

/ RESPONSIBLE AI

- Human approves every action — AI never executes
- Full policy evidence with every recommendation
- Safe failure: no confidence = no recommendation
- Complete audit trail on every decision

/ AZURE TECHNOLOGY

- Azure AI Foundry + Azure OpenAI Service (GPT agents)
- Azure Kubernetes Service + Azure Service Bus
- Azure Cosmos DB + Azure SQL + Power BI
- Azure Managed Identity + Key Vault + Monitor

/ WHY THOUGHTWORKS

- Production proof: Zones is live in production, not a prototype
- Deep data, AI and platform engineering expertise on Azure
- Reusable platform IP shortens every subsequent wave
- Responsible-AI-first delivery with full auditability

/ Start with a no-obligation 5-day scoping assessment

Enterprise-grade agentic AI on Azure AI Foundry · Human-in-the-loop by design
Production-proven platform · Client references available on request

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