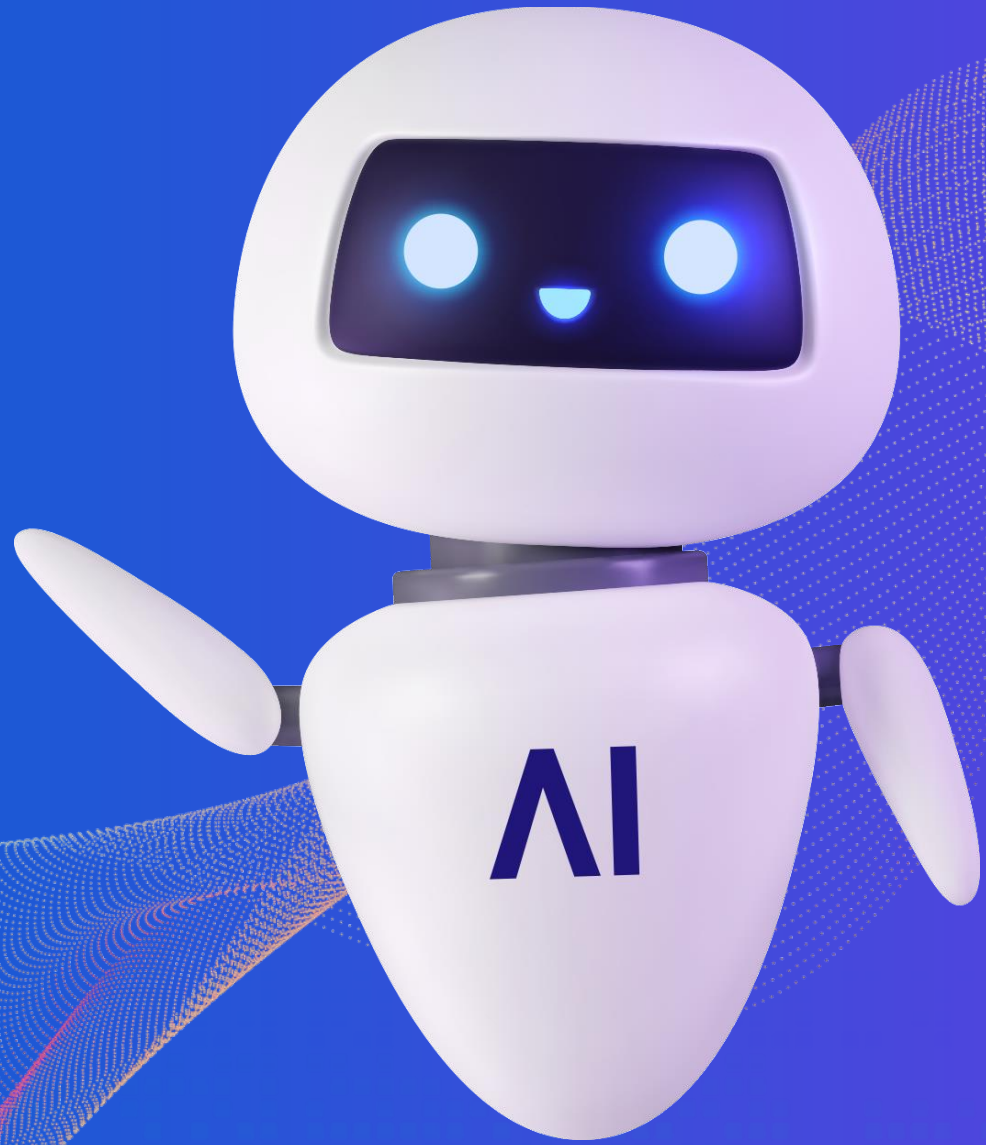
Skan AI

Observation to Agent

The Missing Link to Enterprise Agentic ROI



State of Agentic AI

Learnings From 50+ Global Customer Engagements

Gartner

40%

Estimated percentage of agentic AI projects that will be canceled by 2027

BCG

76%

Companies struggling to scale AI beyond pilots

Proof-of-Concept Fog

- 80% stuck in Gen-AI pilots
- <10% have agents in (limited) productions
- Tech debates overshadow ROI and scaling

Data & Metrics Gap

- Lack of data (context) readiness for agents
- Focus on model metrics versus operational outcomes

Vendor Lock-In & Missing Playbook

- Focus on vendor ecosystems
- Lack of clarity on end-to-end agentic operating model *(design to operationalization)*

Skan AI

OBSERVATION TO AGENT

© Skan AI - Confidential

Agentic AI – Vendor Landscape

Personal Agents

Key Use Cases
Summarization, email, customer support, search, translation

Key Focus
3 C's
Content, Code, Conversations

Platform Agents

Key Use Cases
CRM task automation, Helpdesk ticket resolution

Key Focus
platform specific processes and data models

Process Agents

Key Use Cases
Claims, Underwriting, Loan origination, Billing, Fulfillment,

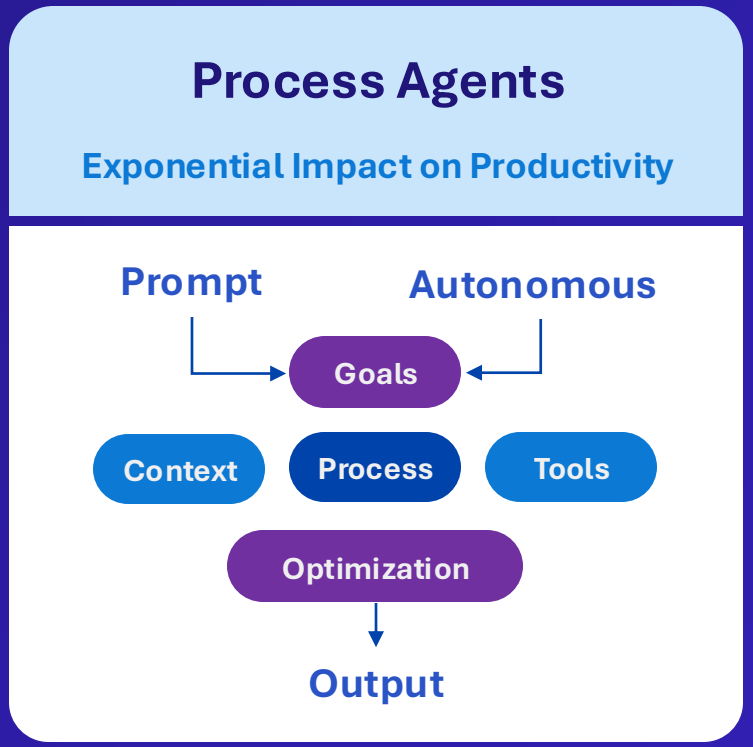
Key Focus
Complex, cross-platform processes - high variation, and intense decision-making

? ?

© Skan AI - Confidential

Why Process Agents Offer the Greatest Business ROI ?

- Focused on outcomes, not tasks
- Context-aware: screen + system data
- Multi-modal work across UI, docs, APIs
- Perform real-world tasks
  clicks, copy-paste, navigation, search, form fills, etc.
- Executes, learns, and adapts



Paradigm shift :: Task automation → Outcome automation

Skan AI
OBSERVATION TO AGENT

© Skan AI - Confidential

What Makes Process Agents Different?

Personal and Platform agents use models trained on non-specialized, generic datasets

Large Language Models (LLMs)

Process agents use models trained on enterprise-specific, high-fidelity, process data.

Large Action Models (LAMs)

© Skan AI - Confidential

Why Are Process Agents So Difficult To Build ?

The missing link:

Human Agency

Training Data to Build
Process Agents

Many Inputs to Model Human Behavior

Skan AI
OBSERVATION TO AGENT

© Skan AI - Confidential

3 Dimensions of Human Agency

1. Abstraction
The Power to Create Patterns

2. Tacit Knowledge:
The Intelligence We Can’t Explain

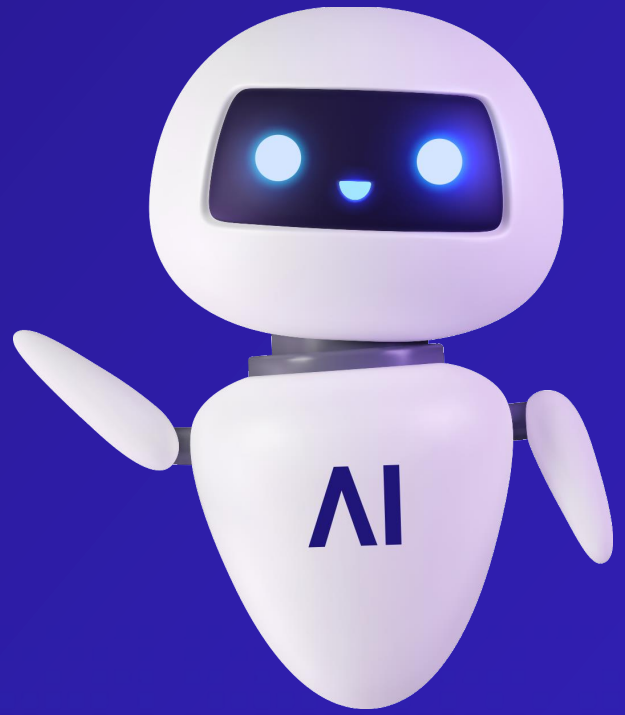
3. Reasoning:
The Art of Navigating Trade-Offs

Skan AI
OBSERVATION TO AGENT

© Skan AI - Confidential

We want cars to drive like humans....
so we train them on humans

If we want AI agents to make decisions like humans, shouldn't we train them on humans?



© Skan AI - Confidential

Skan AI's Approach to Process Agents

Observation to Agent

Skan AI is focused on taking human observation data and turning it into agentic AI models

Clicks & Activities

Human activity observation

Process Understanding

Contextual analysis

Training LAM Agents

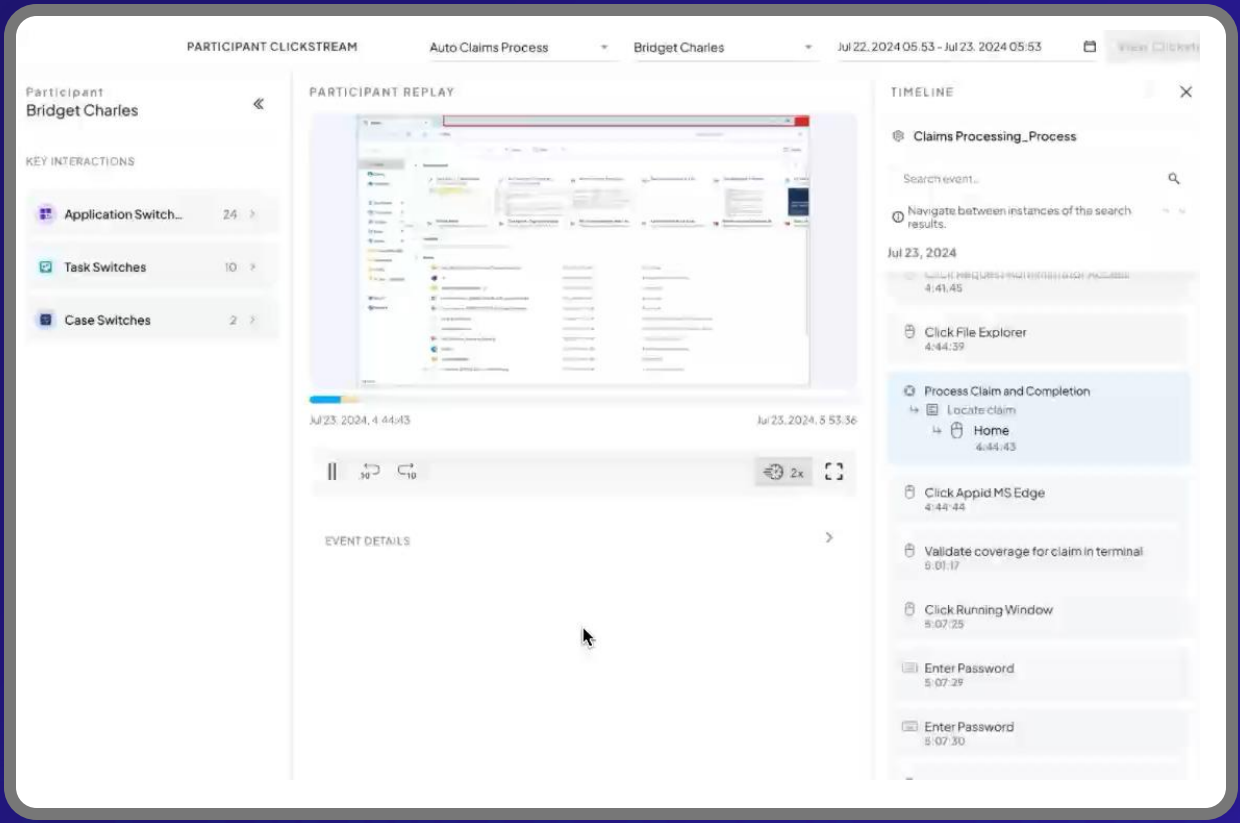
Human-like decision capability

© Skan AI - Confidential

Individual Screen Capture to Complete Process Maps

AI extracts and processes data from each image to create in-depth process maps

CLICKSTREAM

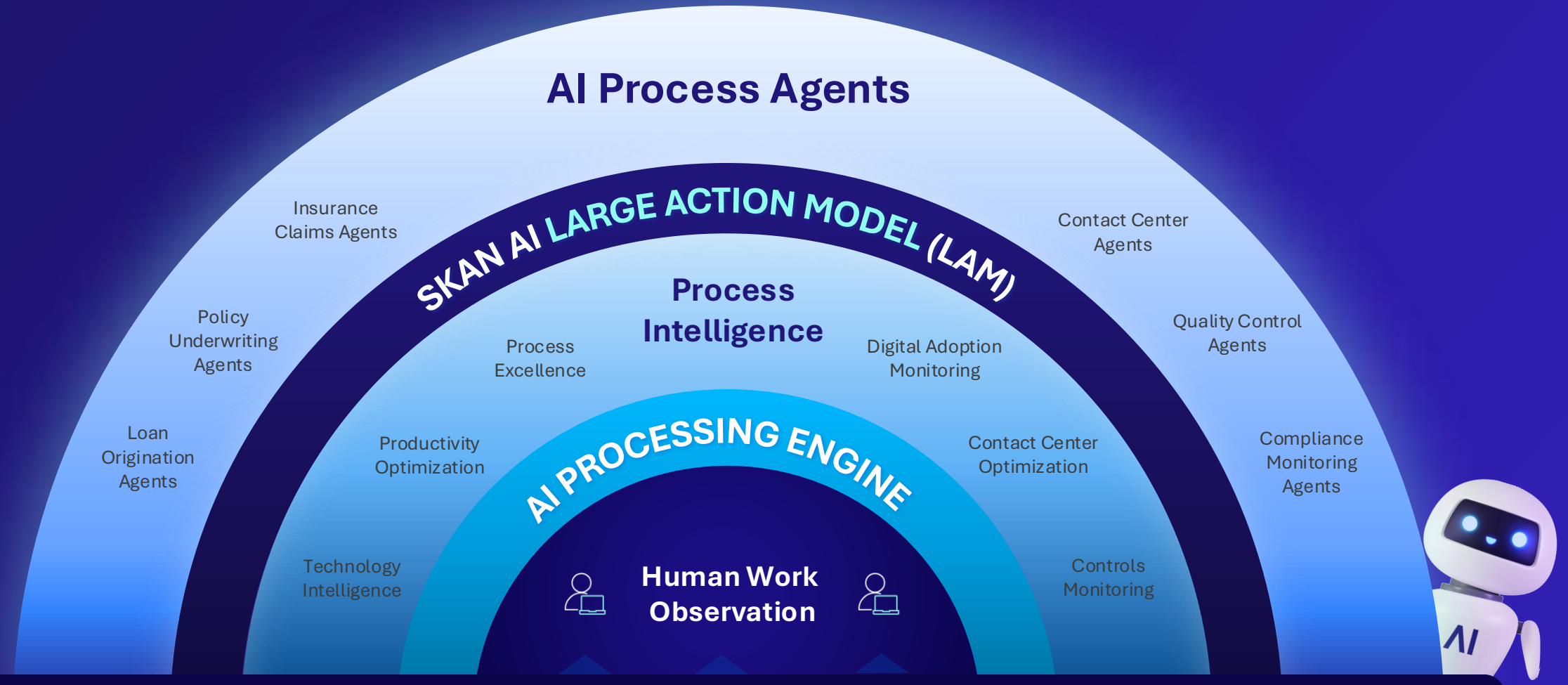


PROCESS MAP

Skan AI
OBSERVATION TO AGENT

© Skan AI - Confidential

Building Upon The Process Intelligence Foundation



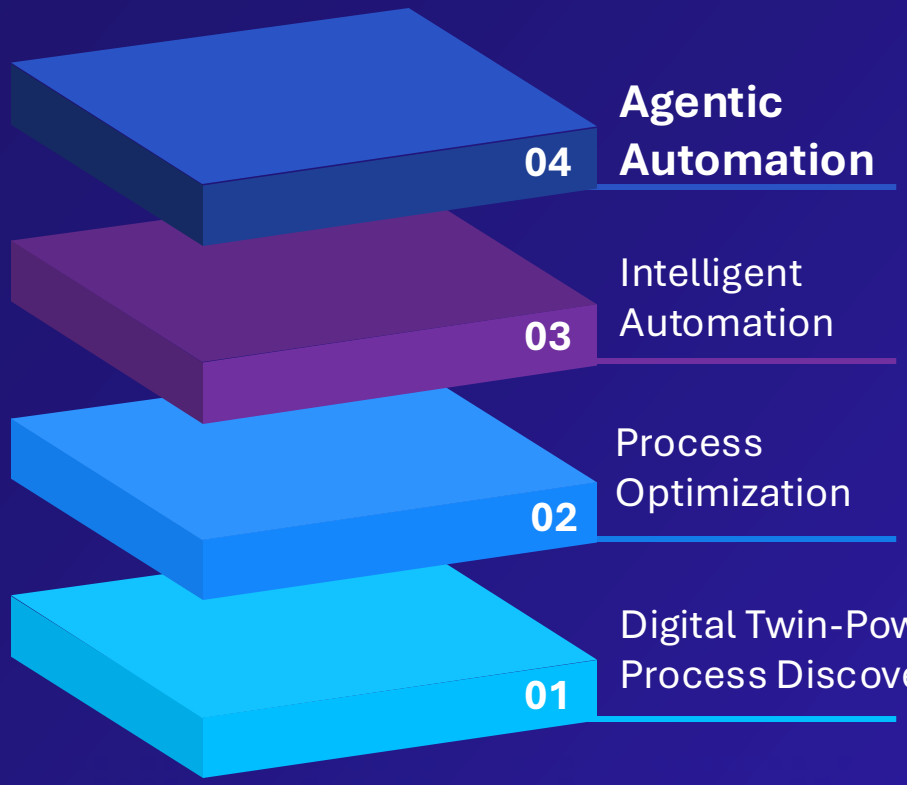
Process Flow | Errors & Exception | Documents | Collaboration | Application Usage

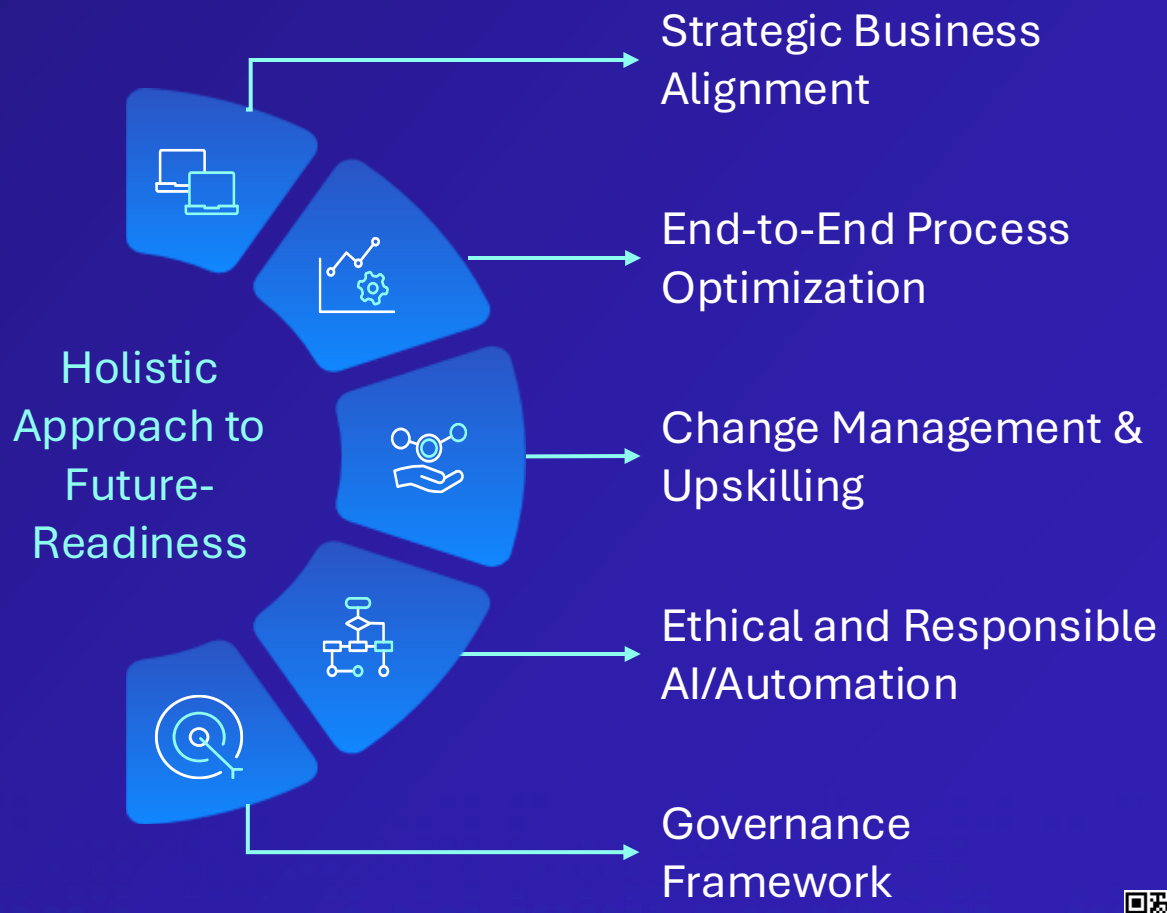
Legacy Systems | Timestamps | Task Flow | On-Screen Interactions

© Skan AI - Confidential

Creating a Future-Ready Organization

Lessons from successful agentic co-innovation





Skan AI
OBSERVATION TO AGENT

© Skan AI - Confidential