



Coforge
Investor Day
2026

Enterprise AI delivered

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Key Takeaways

- **>75% of our pilots have scaled to production, delivering measurable, at-scale business outcomes.**
- **Our AI framework is ready for regulated environments. We have deployed productionized AI agents in HIPAA, IATA and ISO compliant environments**
- **We have productionized physical AI and mechanistic explainability, driving the next wave of AI innovation.**

Agentic AI Powered **Payment Enrichment Engine**



Client

7th largest global financial organization

Agentic AI , Python, GCP, Vertex AI Models, Java

Challenges

High TCO & Vendor Lock-in

Manual-Intensive Operations

Narrow Format Coverage

Scalability Constraints

Rules Based limits usability

Change

Robust Rule Engine with integrated AI Models

Custom NER model + Classifier to resolve complex, ambiguous messages

Integrated lookup leveraging industry data

Intuitive interface with maker-checker workflow, custom rule creation, and LDAP

Outcomes

Significant Cost Reduction

Higher STP rates, through AI-augmented enrichment,

Scalability, format-agnostic, extensible to new markets, geographies

Continuous Learning and Higher Enrichment Accuracy

98%

Straight Through Processing

40%

Cost Reduction

50-70%

Reduction in Manual Effort

Scaling processes with deployed **Agentic AI** framework for **Efficiency and Accuracy**



Client

Global travel transaction processing platform in Europe

Azure AI, Langchain, Langgraph, RAG Engine, UIPath

Challenges

Manual/Semi-Automated Processes

No Agentic AI Foundation

Integration Complexity

Scalability & Performance Bottlenecks

Governance & Compliance Gaps

Change

Implemented Agentic AI Framework for enterprise

Workflow Engine Vector Store, Security & RBAC

Catalog Services, Service-to-Task Mapping

3-tier governance, ROI measurement

Academy, certification programs, knowledge archival

Outcomes

Built-in Responsible AI guardrails for GDPR, PII, PCI-DSS compliance

Reusable Agent Library, reduce incremental cost and accelerate subsequent deployments

Built-in ROI framework tracking value realization, post-production business impact

35%

Productivity Improvement

100%

Compliance & SLA Adherence

70%+

Manual Effort Reduction

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Governed Enterprise AI Deployment for **Scaling AI Adoption**



Client

Global Human capital management and HR solutions

Gen AI, Python/SDK/CLI, AWS/AI Governance, Harness/CDK-TF

Challenges

Fragmented AI PoC across Bus

Duplicate LLM costs,

Inconsistent guardrails, and compounding compliance ris

No shared MLOps / LLMOps platform

Change

AI Gateway

Enterprise prompt registry, red-teaming, audit trails, domain-specific guardrails

MLOps accelerator, model harnesses, Enabling new AI apps in weeks, not months

Centralized AI observability

Outcomes

Seamless Transition from PoC to Production

Stronger Risk, Security, and Compliance Posture

Faster Innovation with Reduced Cognitive Load

35%

AI Cost Reduction

60%

Reduction in PoC to Production time

40%

Efficiency Improvement in building AI apps

100%

Visibility - Compliance & Safety

Intelligent Agents Powering **Next-Gen B2B Customer Care**



Client

Large Travel Platform
Provider based in US

Agentic AI , GCP, Vertex AI,
Python

Challenges

Business Subscribers
struggling through KB
articles

Low CSAT and high time-to-
resolution

Support agent overload,
driving up operational costs

Multi-language support gap
across 11 languages
creating fragmented
subscriber experiences

Change

Agentic AI conversational
bot with <1s response time

Automated KB document
ingestion pipeline

GCP's no-code RAG Engine
for rapid go-live; migration
to fully customizable Python
RAG stack

Multilingual support across
11 languages via Gemini
Pro's

Outcomes

Automated pipeline with KB
Documents translated to 11
supported languages

Agentic pipeline integrated
with Scalable MCP Servers

Reduced support cost and
faster query resolution

90%

Query accuracy
achieved

11

Languages
supported

70%+

Agent deflection
rate

Agentic Brains, **Physical AI Execution** — Seamlessly Orchestrated



Client

Large hospitality and entertainment organization based in US

Agentic AI , ROS, Python, Azure AI

Challenges

Heterogeneous robot ecosystem (OEMs, OS, protocols)

Lack of centralized orchestration & control

Scalability & evolution as robot fleet expands

Limited real-time insights & KPI visibility

Integration complexity

Change

Unified Orchestration Layer

AI-Powered Agentic Control Layer

IoT-enabled Data & Integration Fabric

Command Center Dashboard & Analytics

Open & Scalable Architecture

Outcomes

Enhanced customer experience

Reduced operational cost & manual effort

Improved operational efficiency & uptime

70%

faster onboarding of new robots/devices

25%

Failure Reduction

100%

Visibility - Compliance & Safety



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Let's engage!

