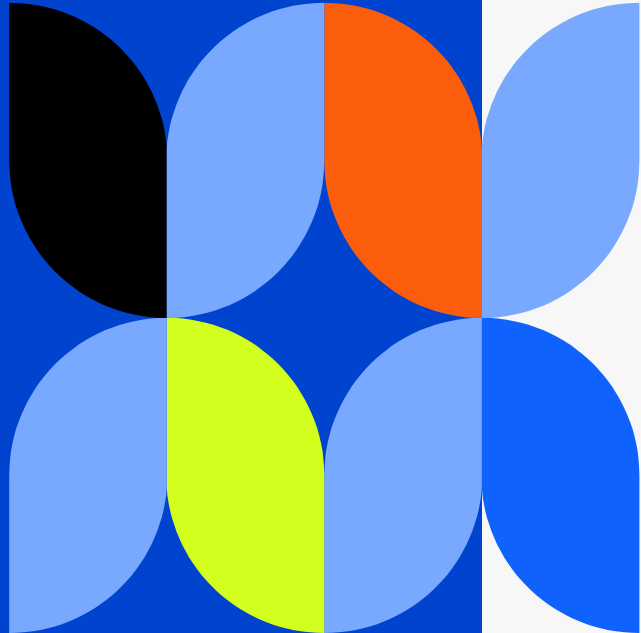


CAMUNDA
CON 2025
AMSTERDAM



Elevating Agentic Orchestration

How Camunda Partners Address Real-
World Challenges

Thank You

Partnering for the Agentic Era

- Embracing & innovating with **Agentic Orchestration**
- Solving relevant business problems
- Showing real **OUTCOMES**



Agentic Orchestration Solutions built by Camunda Partners



Compliance Monitoring Agent

Compliance Monitoring Agent ensures consistent oversight and improved audit readiness for events in highly regulated industries by automating risk detection and safeguards without human intervention.

Agentic Financial Crime Compliance Transaction Monitoring

Agentic Financial Crime Compliance (FCC) Transaction Monitoring Solution empowers financial institutions to modernize their transaction monitoring systems with Agentic AI/ML models, seamless workflow automation, and real-time risk detection.

Agentic AI Assisted Quality Audit Process

AI-powered call analysis reduces audit time from 138 to 8 minutes, cutting costs, improving agent performance, and transforming customer experience for call centers.



Agentic Trade Exception Management

Agentic Trade Exception Management reduces operational complexity and regulatory compliance risk by streamlining and automating trade exception handling, remediating pre and post trade errors and managing exceptions faster.

AI Customer Service Agent

AI Customer Service Agent automates the resolution of email inbound requests, allowing organizations to grow support capacity, and improve customer NPS and employee experience by reducing resolution and response times.



[Explore the solutions in Camunda Marketplace](#)

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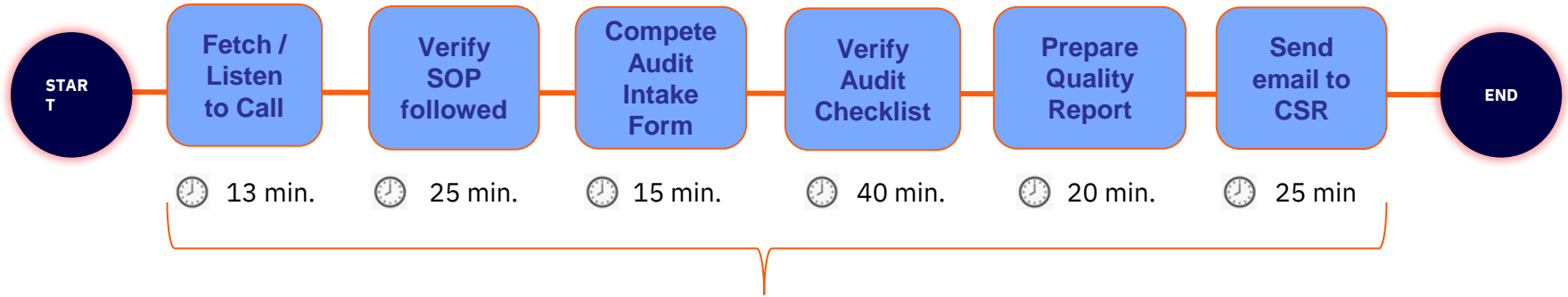
Agentic AI Assisted Quality Audit Process

Revolutionizing Quality Audits with
Camunda + Agentic AI

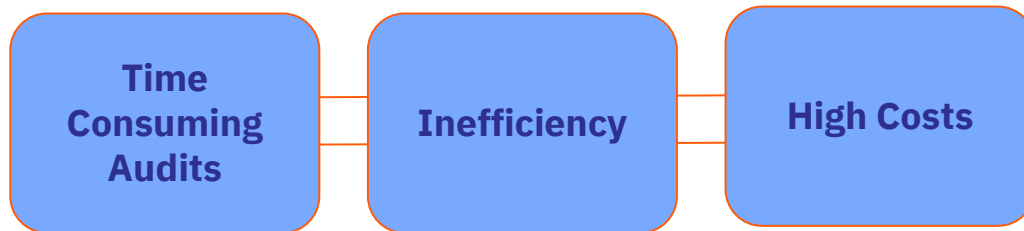
Camunda Partner Program for
Agentic Orchestration Solutions

Erwin van der Horst
Northern Europe Commercial Leader, Process
Orchestration and Enterprise Integration
Cognizant

Manual Call Center Auditing Challenges



138 min. per audit

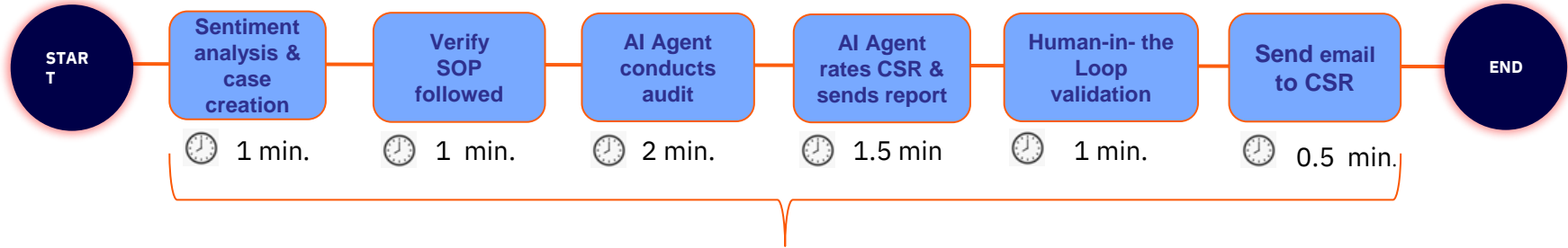


Agentic AI Assisted Quality Audit Process



Q No.	Question	
1	Did CSR ask for callers ID to verify?	Yes
2	Did CSR ask for callers First and Last Name?	Yes
3	Did CSR ask for callers Date Of Birth?	Yes
4	Did CSR ask for callers Address for caller authentication?	Yes
5	Rate CSR's ability to resolve the issue	87
6	Rate CSR's ability to greet promptly and professionally including self-identification	95
7	Rate CSR's ability to listen without interrupting	80
8	Rate CSR's tone neutrality and professionalism	88
9	Rate CSR's ability to understand the query	90
10	Did the CSR meet timeliness standards for resolution or escalation?	90
11	Did the CSR offer digital support options ?	Yes
12	Did the CSR confirmed that all caller questions were answered or issue resolved?	Yes

Agentic AI accelerates speed and quality



7-10 min. per audit

Streamlined Audit Workflow using Camunda + Agentic AI



Case Management



Workflow Automation



AI Agents & LLMs



Monitoring & Analytics



Intelligent data Extraction and Ingestion



Human-in-the Loop

Business Value



Reduced Audit Cycle Time

40-60% reduction in overall audit cycle time



Increased Productivity

20-30% increase in auditor productivity



Cost Savings

30-50% reduction in overall costs

Thank You

Let's connect:



Erwin van der Horst

Northern Europe Commercial Leader, Process
Orchestration and Enterprise Integration

[LinkedIn](#)



CAMUNDA
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Compliance Agent

Camunda & AI for Compliance Monitoring

Camunda Partner Program for
Agentic Orchestration Solutions

David Brakoniecki
Chief Delivery Officer
BP3 Global



Compliance monitoring is the act of continuously assessing whether an organization is adhering to regulatory requirements, including internal policies and specific industry standards.

Its goal is to help organizations achieve consistent regulatory compliance and avoid areas of non-compliance.

Key challenges



Lack of Resources



Complexity of regulations



Increasing amount and complexity of data



Manual processes



Lack of accountability



Integration complexity



Retrospective

85%

of organizations report that compliance requirements have become more complex over the past three years.

PWC, 2025

Non-compliance costs of an average enterprise encompassing fines, legal fees, and reputational damage:

\$15 million annually

Keevee, 2025

66%

of compliance teams spend at least three months annually on audits

Drata, 2024

Compliance Monitoring for HCP Event



Healthcare Professional event compliance monitoring refers to the processes and systems put in place by pharmaceutical, biotech, or medical device companies to ensure that their interactions with healthcare professionals (HCPs) during organized events—like speaker programs, advisory boards, symposia, and educational meetings—are compliant with legal, regulatory, and internal policies.



Compliance requires both precision and expertise



As-Is Process Steps



Select sample of events to review every half year



Collect all data related to each event

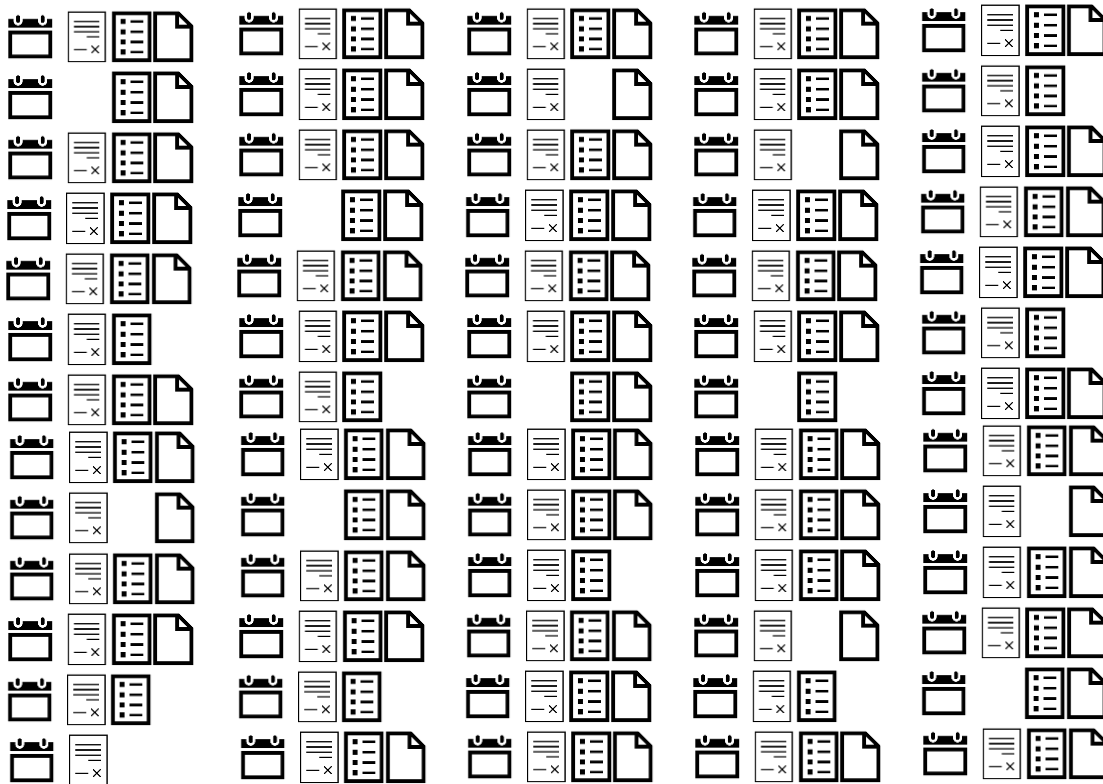
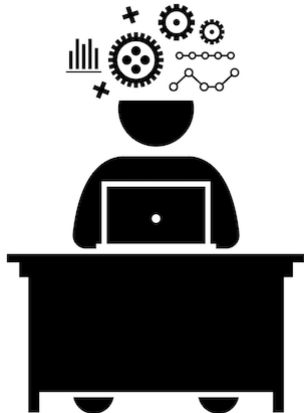


Review and apply legal and regulatory rules

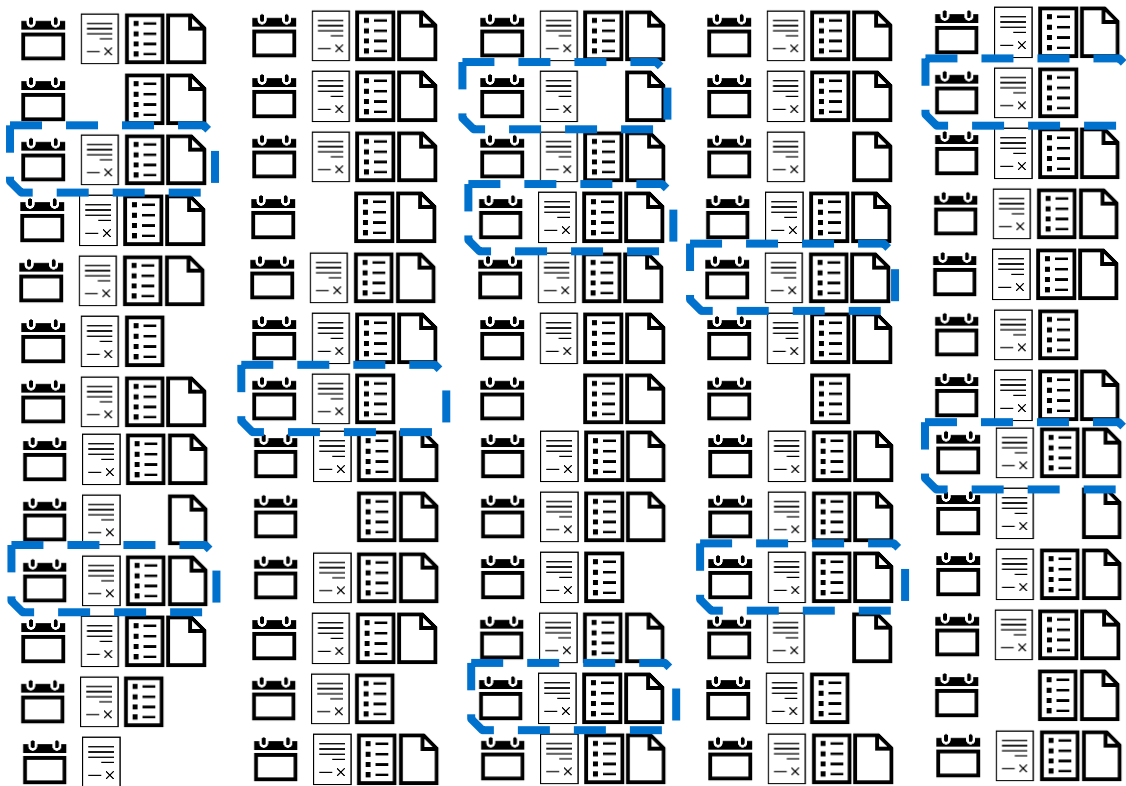


Decide if event is in or out of compliance, remediate and collect data for reporting

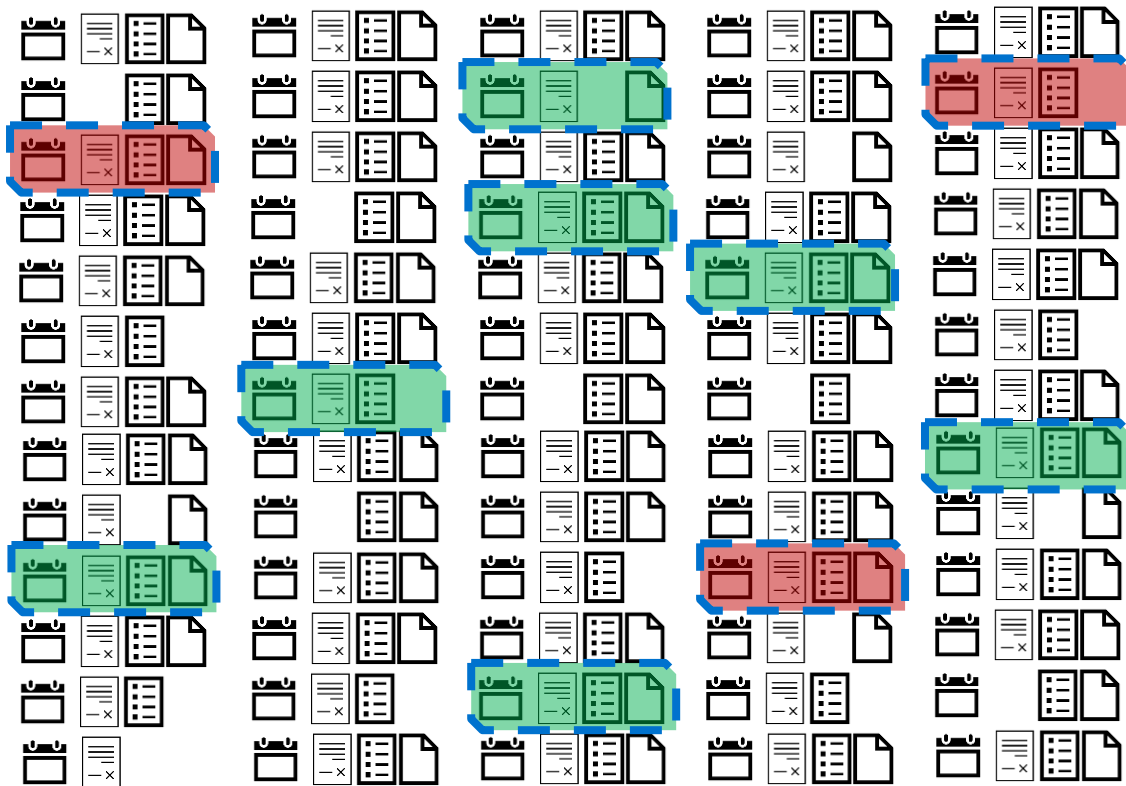
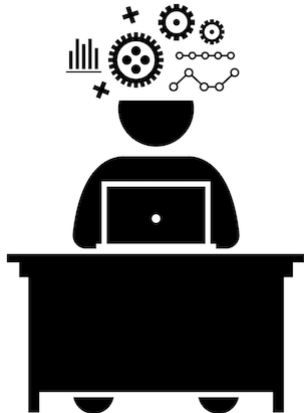
On paper the process is easy but reality is messy



On paper the process is easy but reality is messy

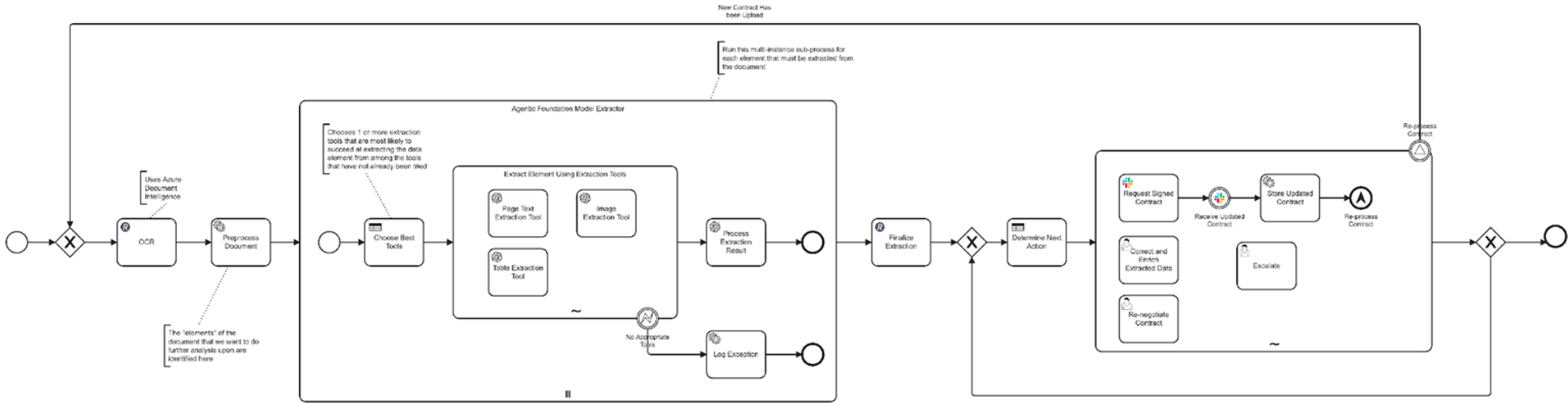


On paper the process is easy but reality is messy

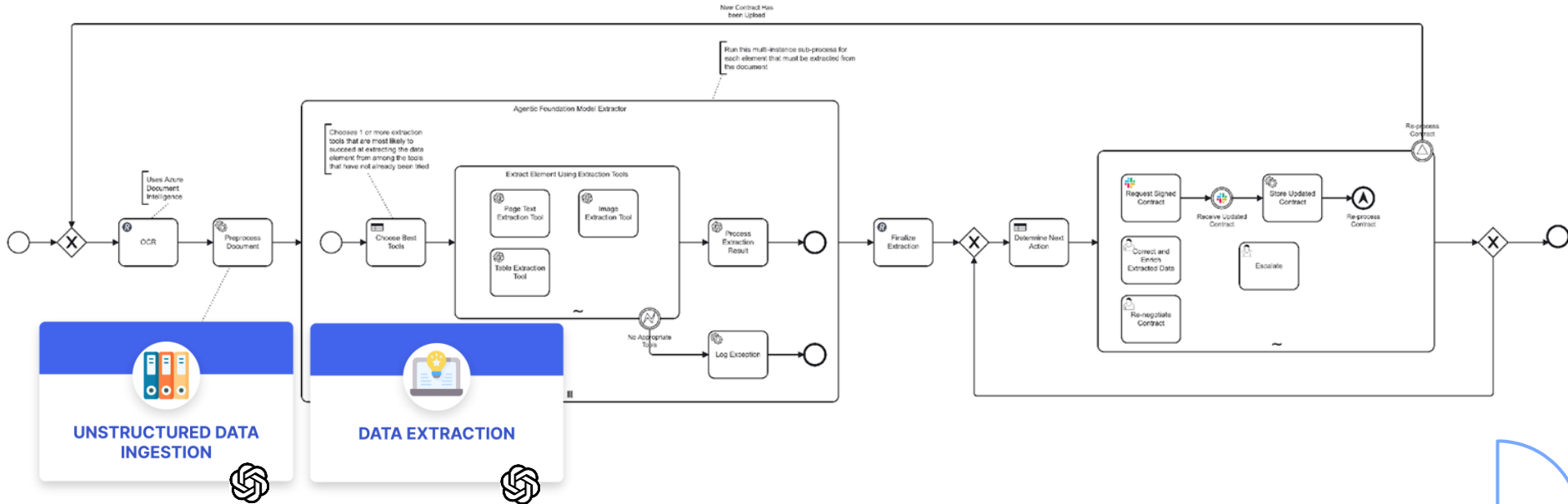


**AI lets us move from
Auditing to Monitoring**

Compliance Monitoring for HCP Meetings



Compliance Monitoring for HCP Meetings



Reading Contracts for Context



3. Compensation: For the Consulting Services described above, xxxx shall pay the Consultant a fee based on the amount of hours actually worked, at the detailed table below, plus VAT, if applicable. Invoicing any excess to the agreed amount is not allow, with the exception of pre-agreed expenses. In the event of cancellation of the Consulting Services, the Consultant will invoice xxxx for the work already performed at the time of the cancellation.

Item	Hourly fee in GBP	Number of Hours	Intermediate Result in GBP
Preparation Time	205	3	615
	205	1	205
	205	0	0
		4	820

2. REMUNERATION

1. Consultant's remuneration shall be calculated and invoiced in form of the number of hours spent and the hourly rate which shall be consistent with the fair market value of Consultancy Services. xxxx shall pay a total fee of 12,391.25 DKK plus any VAT legally required, as applicable, to the Consultant for the Consultancy Services performed under this Agreement.

Reading Contracts for Context



IN WITNESS WHEREOF, the parties have executed this Agreement as of the Effective Date.

By: Tom Selleck 09-28-2024 11:32:23

Name: Tom Selleck

Title: Principal Advisor

By: Ding Brosby 10-02-2024 13:22:43

Name: Ding Brosby

Title: Physician

Date: 24-Nov-2024

Tom Selleck

Name: Tom Selleck

Title: Head of Department

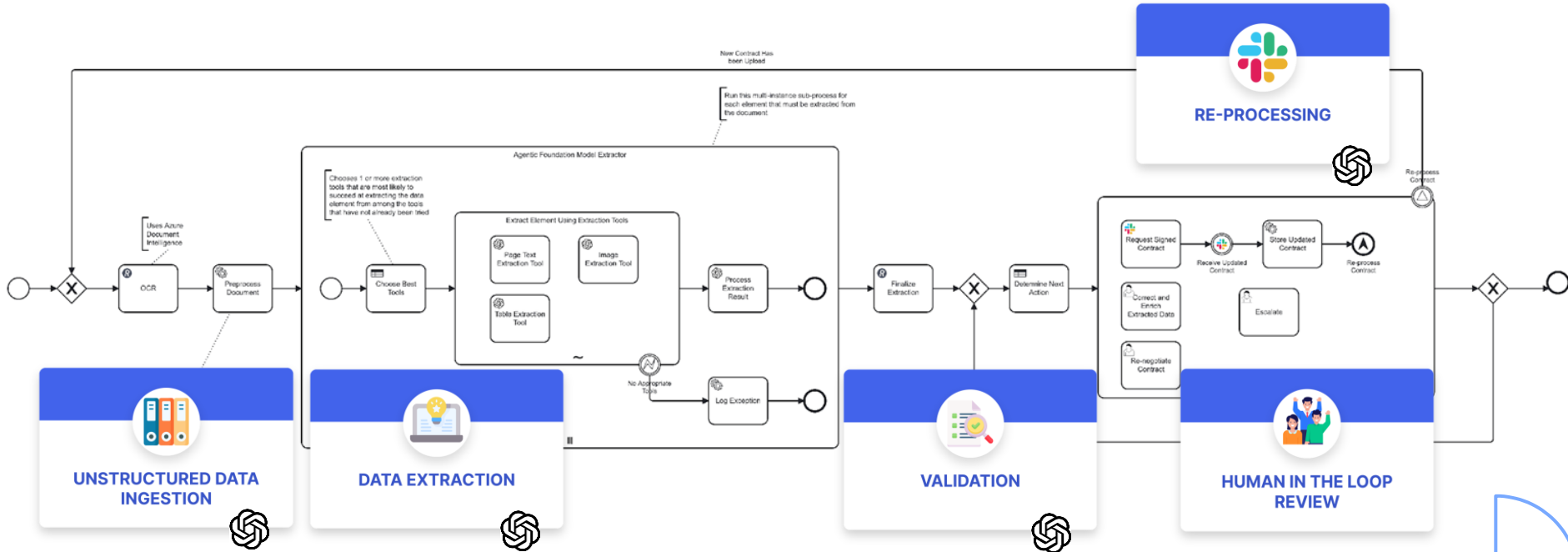
Date: 1-Dec-2024

David Lasco

Name: David Lasco

Title: Head of Department

Compliance Monitoring for HCP Meetings



Agents working with Experts to solve problems faster



Events Compliance Monitoring

Events

Compliance Manager

Settings

General

Security

Account Settings

Search Events



Nataly Camacho

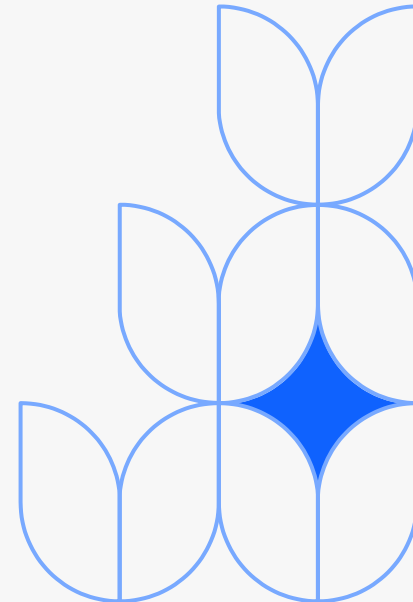


Compliance Data Review

1 EVENTS FAILED COMPLIANCE

0 EVENTS PENDING DATA REVIEW

Event ID	Due Date	Speaker	Event Location	Error Severity	Error	Compliance	
> X2R7M5LQ	08 Dec 2024	Adam Smith	Denmark			Passed	View Details
> ZP48D6TY	05 Nov 2024	Sophie Klein	Denmark			Passed	View Details
> KJ1M9XQ2	10 Oct 2024	Liam Becker	Austria			Passed	View Details
> H7E3T9LA	20 Sept 2024	Noah Fischer	Spain			Passed	View Details
> BN5R2WQ8	05 Sept 2024	Emma Weber	Sweden	CRITICAL	FMV rate not approved	Failed	Review Compliance
> Q8TZ7P1M	20 Aug 2024	Jonas Braun	Austria			Passed	View Details
> WD3L9K6R	10 Aug 2024	Paul Richter	Germany			Passed	View Details
> Y1X5E7ND	05 Aug 2024	Sophie Klein	Switzerland			Passed	View Details



Benefits



Speed & accuracy

Works in real time



Exhaustive

Can be everywhere all at once rather than only some places after the fact



More data sources & types

Drives data consistency and process standardization



Improved involvement

Allows your expert knowledge workers to focus where they are needed

Thank You

Let's connect:



<https://www.linkedin.com/in/davidbrakoniecki/>

@dajb2

dbrakoniecki@bp-3.com



**CAMUNDA
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CUSTOMER SERVICE AGENT

Fueling Payter's Global Hypergrowth Strategy

ANDRE BAL

*Director of Supply Chain
and Automation at Payter*

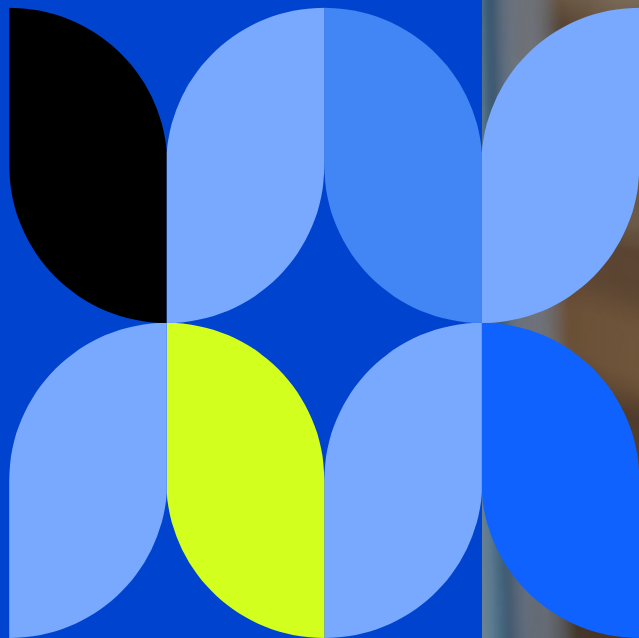
payter®



EDWIN NOOIJEN

*Partner Manager Camunda
at Incentro*

incentro





Unattended Payment Terminals

payter®

incentro



Our challenge

Grow our business without growing in # employees by reducing the **time spent per ticket** enabling to focus on value added work

● Employee experience



€ revenue

employees

payter®

incentro



Our challenge

Improve service levels by reducing **time to response** and **time to fix** to improve our NPS.

Customer experience



NPS up ↑

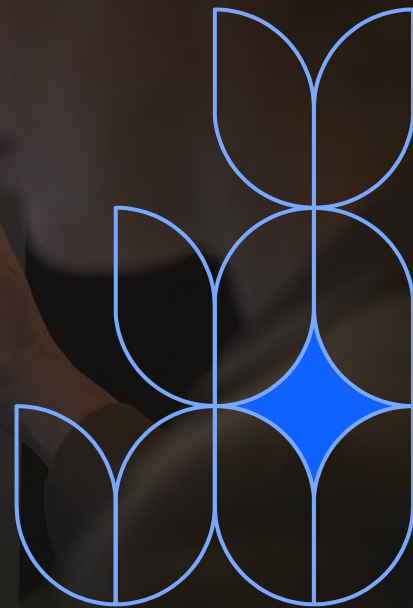
Time to response

Time to fix



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Solution

Orchestrator

Camunda

Custom UI

Mendix

ERP

Odoo

Agent

Camunda

LLM Platform

CrewAI



Solution components



Time to response

4 →

1 hrs.

Time to fix

8 →

4 hrs.

Time spent

24 →

12 min.



KPIs



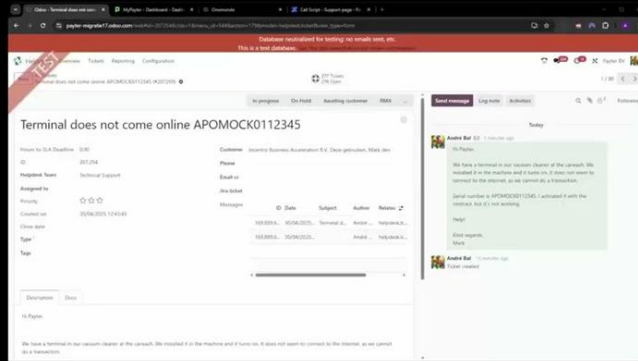
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Demo: technical support ticket submitted by customer

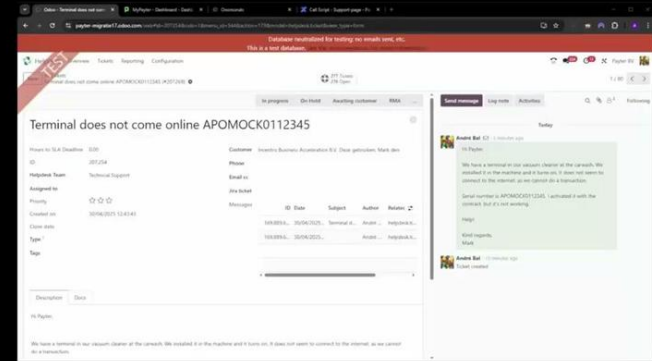
AI



- Receive
- Discover
- Respond
- Resolve
- Close

00:00:01

Human



- Receive
- Auto-reply
- Discover
- Respond
- Resolve
- Close

00:00:01

Business Value



Streamlined process

Deterministic and non-deterministic in one solution



Labour time efficiency

Time spend on customer inquiries reduced with 50% (24 → 12 min.)



Improved service levels

Average lead time per inquiry reduced with 58%



Future view



Automating the other 50% of inquiries



Use agent output to improve our documentation



Accelerate solving complex issues, freeing up personnel to actually work with our customers



Enabling more of our time at work to be fun



Improve our customer- and employee experience to achieve our goals: Grow, without growing.

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Thank You

Want to know more? Visit our booth
and join our upcoming hands-on lab
on June 18th in Utrecht

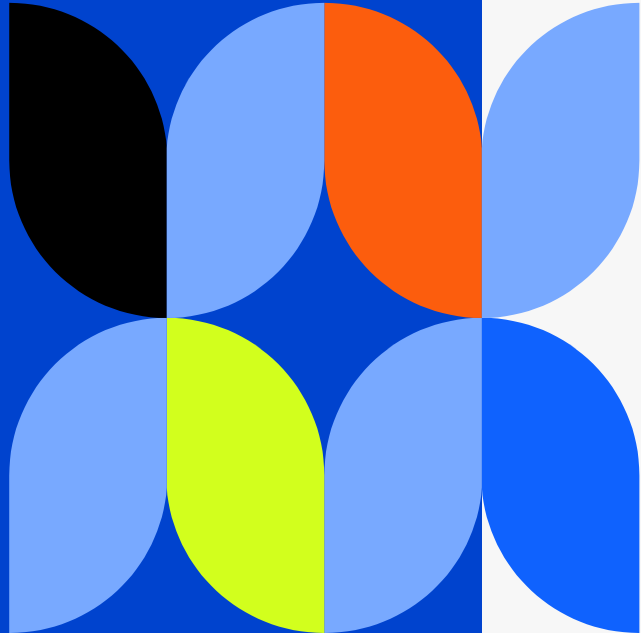


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Capital Markets Trade Processing

Camunda Partner Program for
Agentic Orchestration Solutions

Lars Tandrup, EY
Laura Varela, EY

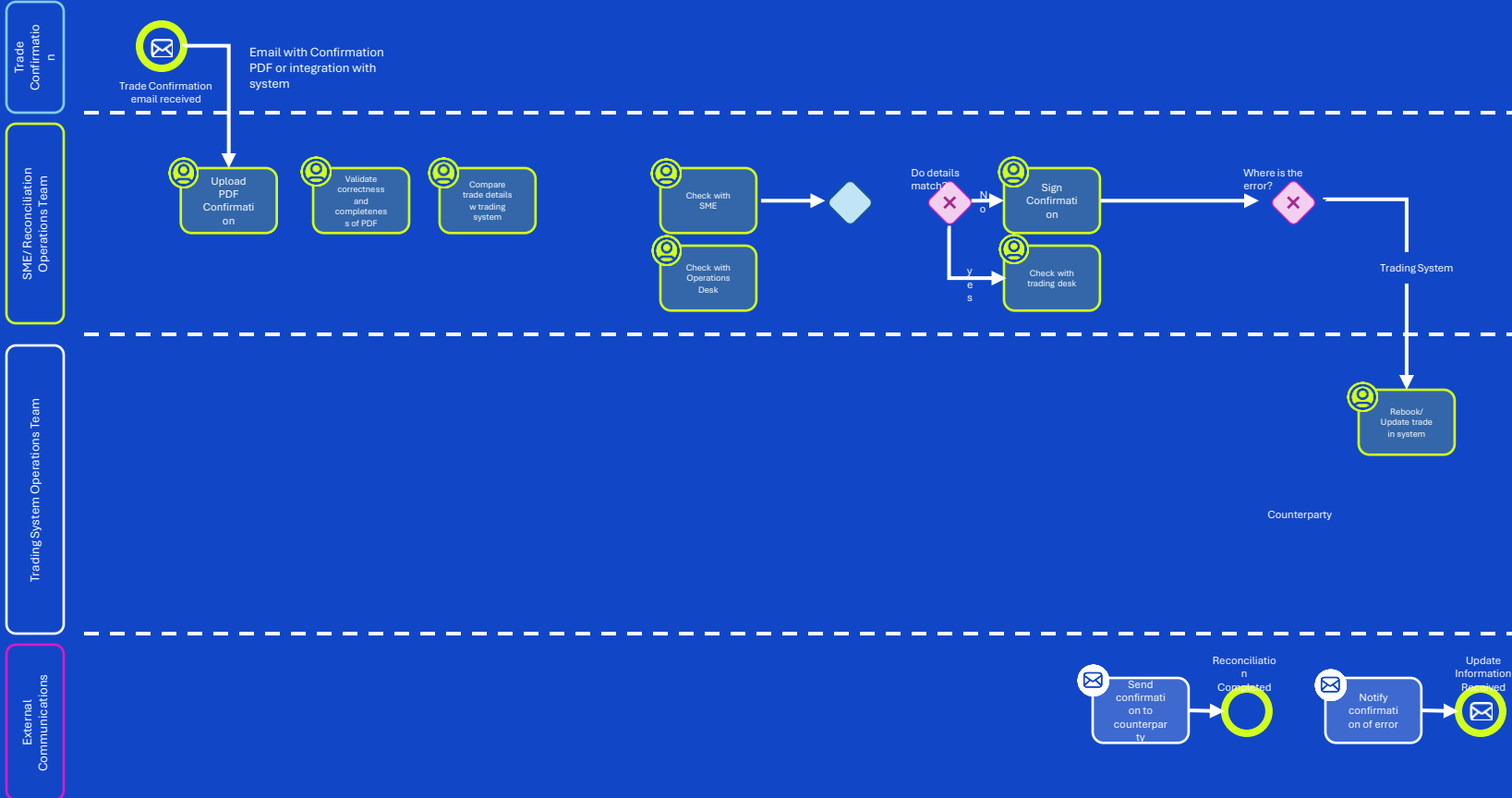
CAMUNDACON 2025

CAPITAL MARKETS TRADE PROCESSING

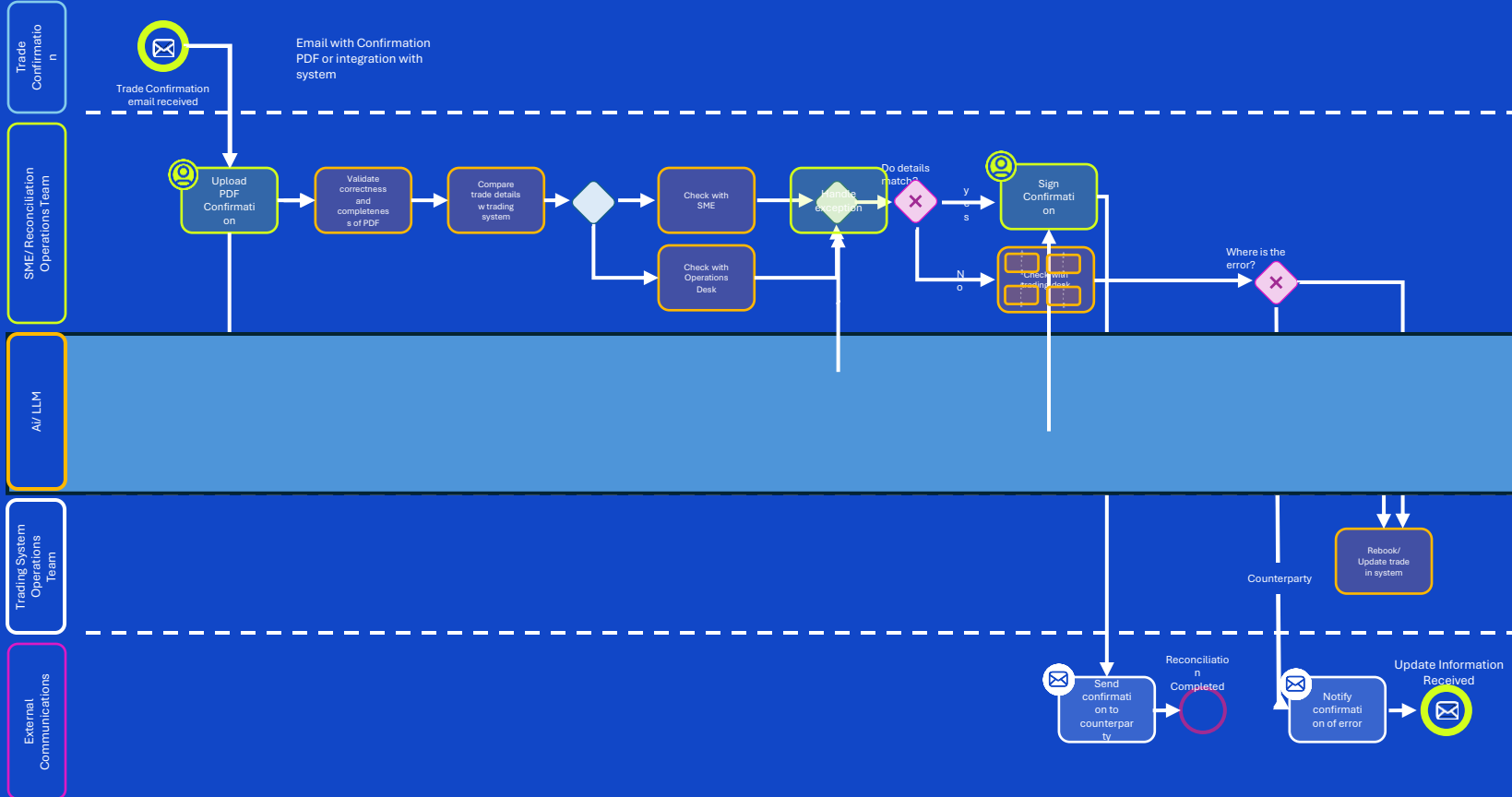
The Need for Transformation



Old T+1 Trade Confirmation Process



New T+1 Trade Confirmation Process



T+1 With AI Automation & AI Orchestration

The Agentic Orchestration ensures that everything is organized and readily accessible for the human, **greatly enhancing productivity** in their work.

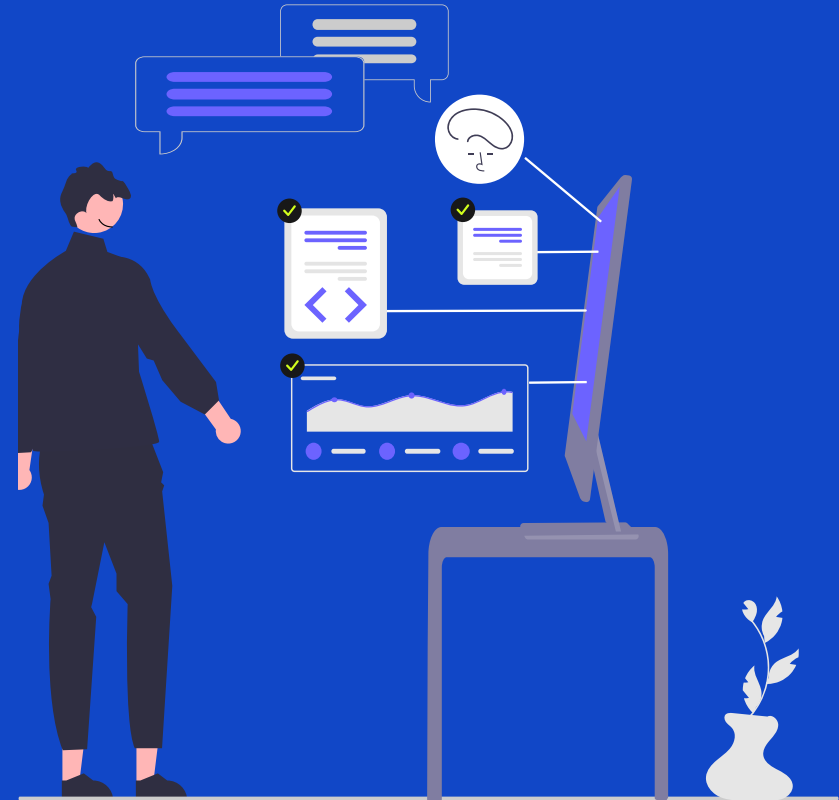
1. Orchestrate
2. Traditional Automation (bots, email, prepopulate, etc)
3. AI Automation (doc ingestion, LLM research, etc)
4. AI Orchestration (non-deterministic next steps, values, etc)

 7x productivity gain

 86% reduction in effort

 98% fewer delays beyond “T+1”

 Average of 41-64 cases per FTE per day



T+1 Process

Camundacon 2025



EY | Building a better working world

EY is building a better working world by creating new value for clients, people, society and the planet, while building trust in capital markets.

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All in to shape the future with confidence.

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