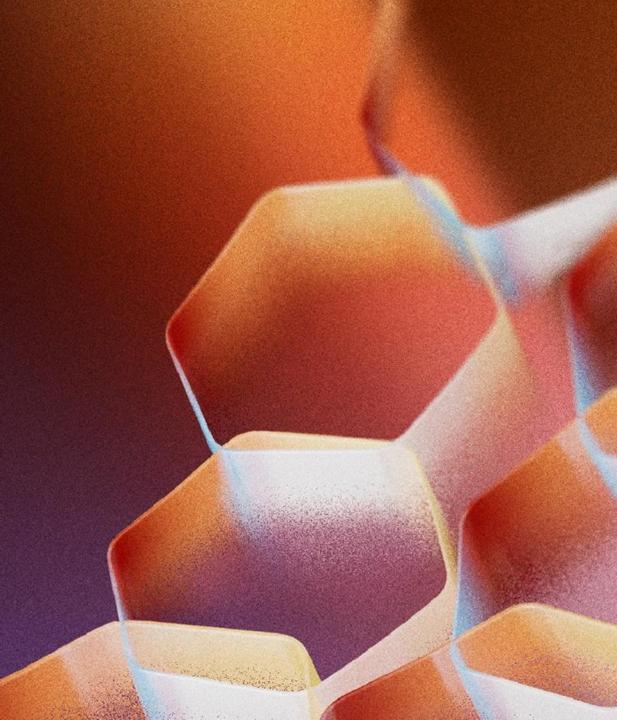




Al-Agentit valtaavat liiketoimintaprosessit: Katastrofi vai kilpailuetu?

Miska Kytö, Consultant & Microsoft MVP, Sulava





Hello!



- Miska Kytö
- Consultant @ Sulava
- AI & Cybersecurity
- Searching for the next big thing
- miskakyto.fi





What I want to talk about

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What are Agents?
(Or how you should think about them)
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What new tech you need to know about?

What (not) to do

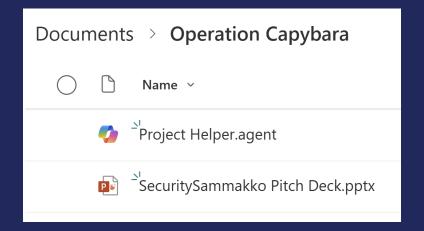
How to actually change things

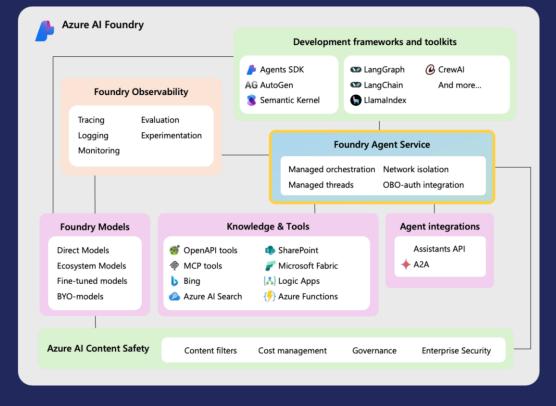
What are Agents?

- Small packaged AI applications that have their own specifications
 - LLM
 - Instructions
 - Knowledge
 - Actions (integrations)
- Agents can function (and get used) on their own or as part of a bigger system
 - The user could be a human OR another agent
 - Agents can work **autonomously** or be invoked

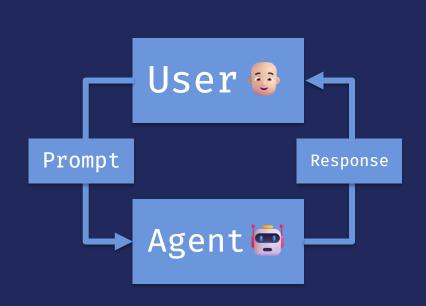
What are Agents?

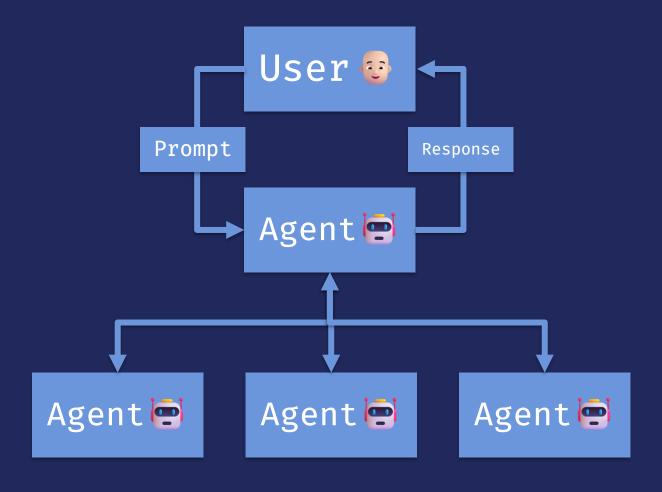
- Agents have become a usergenerated resource
 - Just like presentations, text documents, pictures...
- Range from really simple ("create an agent" in SP) to really advanced (Azure AI Foundry Agent Service)





Single Agent vs Multi-Agent







Tech you should know about

What we have been doing

Manual static processes → Power Automate

LoB system without API → RPA

Manual non-static processes → Tough luck.

What we will be doing

Manual static processes → Agent Flows

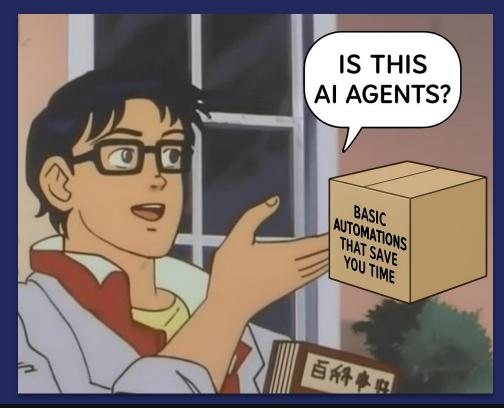
LoB system without API → Computer Use Agent +

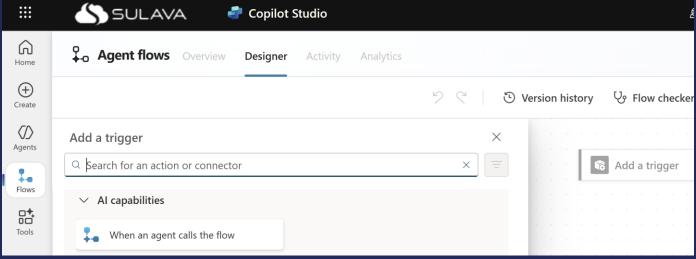
Manual non-static processes → Reasoning AI

AI Agents

Agent Flows

- Power Automate reborn renamed
 - Moved under Copilot
 Studio (also
 pricing!)
- Advanced Approvals
- Governance still lacking

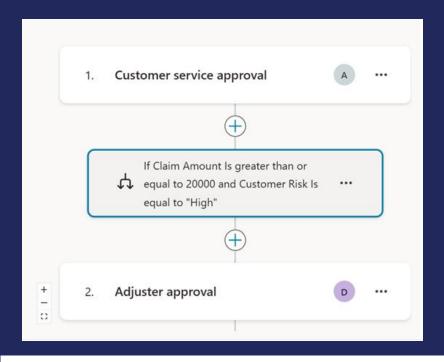


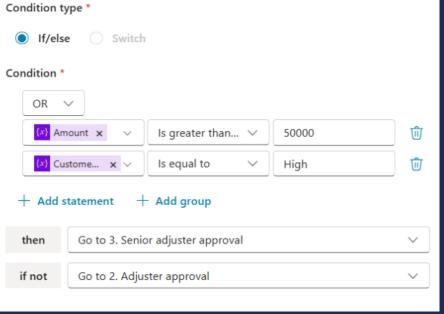


Advanced Approvals

 Multi-step "human-in-the-loop" approval system

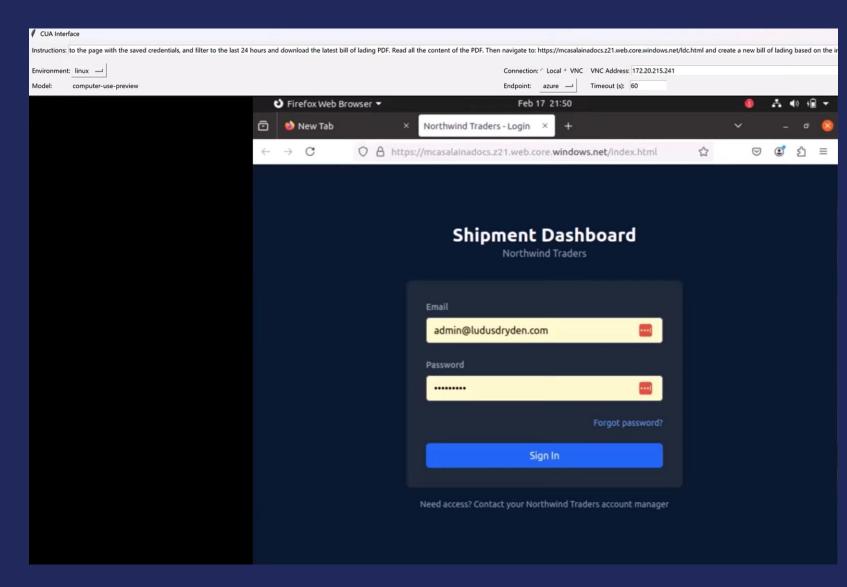






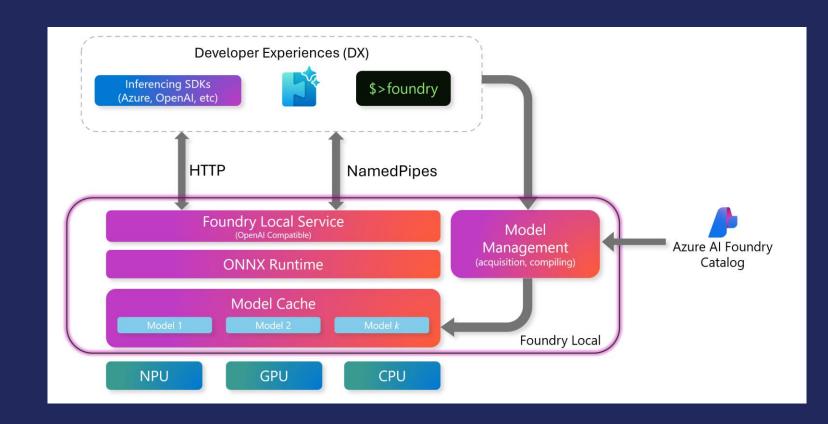
Computer Use Agent

- Next-gen RPA
- Supported in Copilot Studio & Azure AI Foundry (Responses API)
 - Also supports 3rd
 party solutions like
 UIPath
- Limited availability (for now)



Foundry Local

- "Ollama by Microsoft"
 Built on ONNX
- Future scaling & offloading with Azure AI Foundry
- Confidential Compute
- Possibility for agents in offline scenarios
 - Text extraction, summarization...
- Support for Hugging Face models and easy integration with LangChain



Standardize all the things

MCP

- Agent usage of 3rd party resources
- "MCP is for Agents what REST APIs are for the current web"

Agent2Agent

- Agent discovery from central repository
- Autonomous communication between Agents

Entra Agent ID

- Bespoke Identity
- Centralized Governance
- Conditional Access

What (not) to do

and why should you do it?

(Don't) GenAI ALL OF THE THINGS!

- Do not try to AI what could just be automated!
 - Many client issues will still be solved with plain and simple Power Automate
- Clients will ask for AI
 - Your job is to be the adult.



What is the big thing here?

Adding natural language as an input method to any system we want

Using standardized frameworks makes our "AI-native" processes free of vendor lock

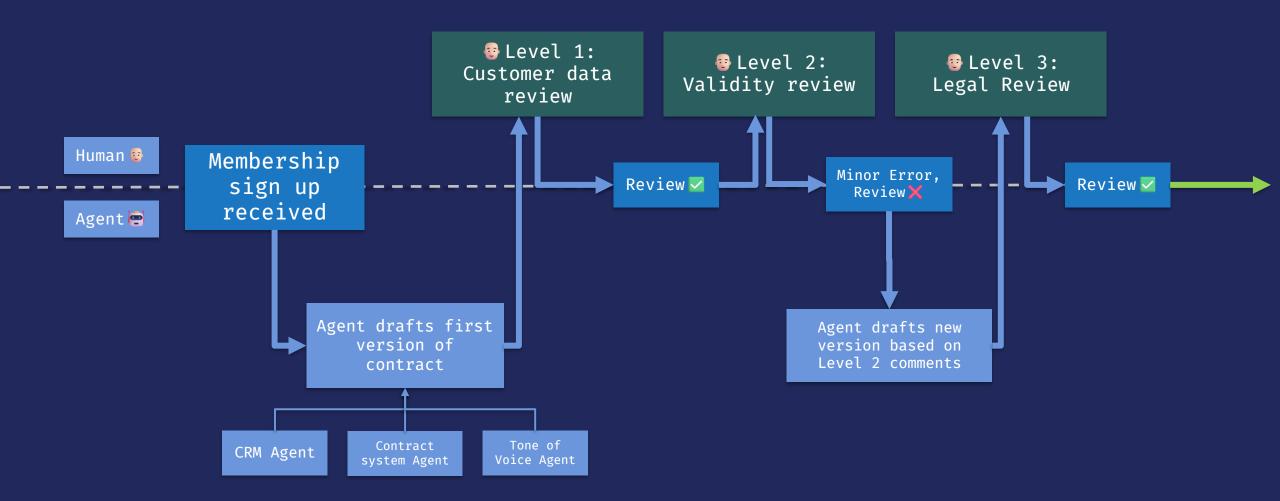
How to actually change things

and what it will mean for us? (consultants)

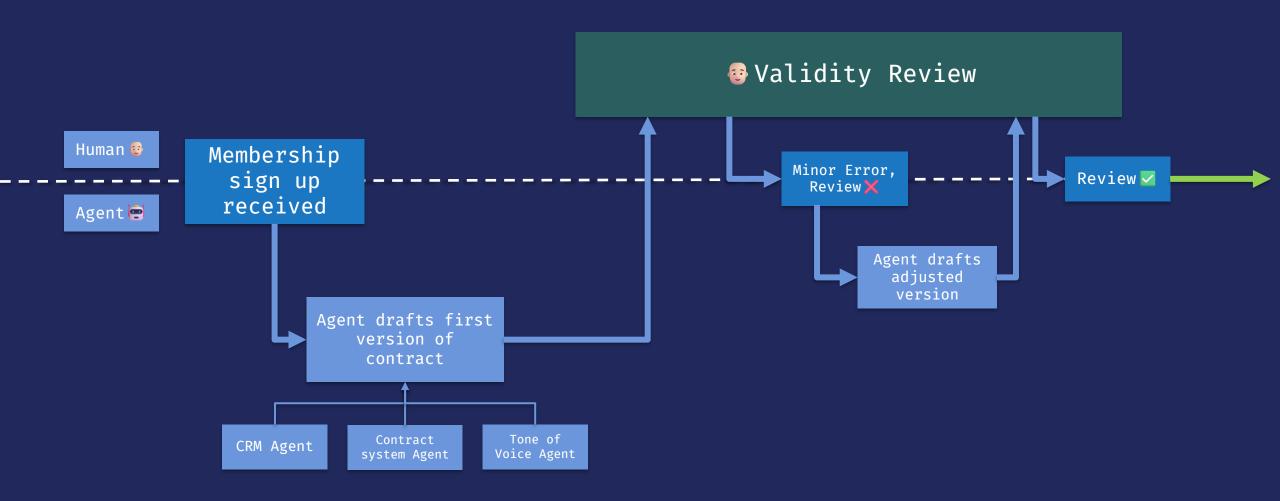
Baby steps

- Encouraging citizen development
 - Kind of failed with Power Apps, we can try again now.
- Iterative progress
- First version with lots of HITL
- Fail Fast™
- Establish CoE

Example: Agent Workflows in contract management (now)

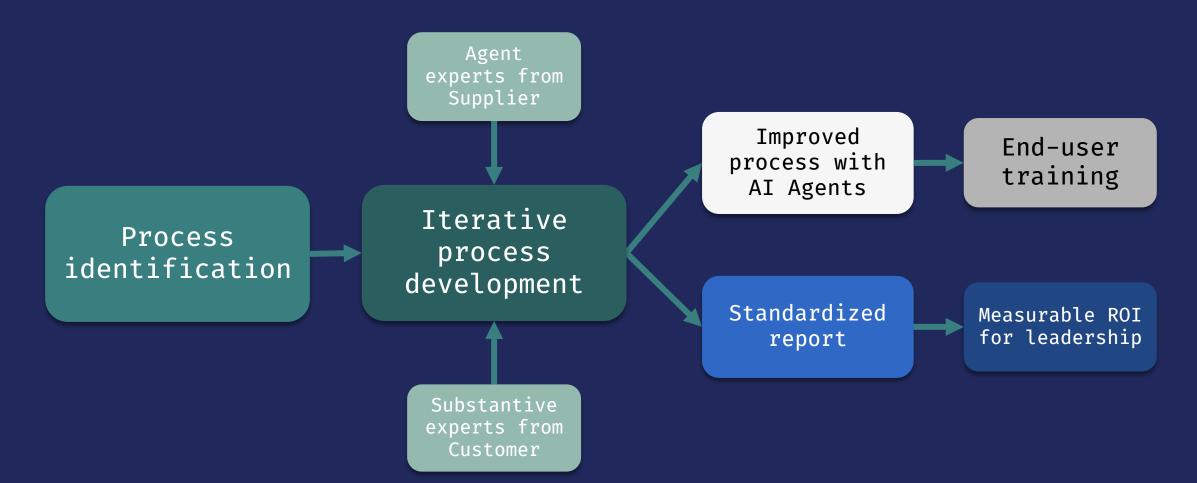


Example: Agent Workflows in contract management (in due time)



Process upgrading in a 🥜





What it will look like in practice

Case: Law Industry

Classic Process

Lawyer compares
 documents to best
 practice and creates
 list of highlights
 and mentions.



Enhanced Process

•Lawyer uses Copilot to compare documents to company best practice examples.



AI-Native Process

 Lawyer assigns Agent to create report from documents, reviews and approves draft.

Big steps

- Will we just be agent operators?
- How much can the computer learn?
- How much will it ask for your input?
- Will we have big "Agent development" projects rather than CRM/CS/ERP projects?
- We don't know.



KIITOS!

Kumppaniarkkitehtiseminaarin esitykset ovat katsottavissa Cloud Championissa

aka.ms/kumppaniarkkitehtiseminaari

Arrow x Microsoft Kumppaniarkkitehtiseminaari 12.6.2025