

STRATEGIC TRANSFORMATION

The Agentic Strategy in Infor ERP LN

Mapping the possibilities of AI Agents to build autonomous workflows that drive tangible ERP value.

Midport Scandinavia

NIRAJ KAKODKAR



Who are we ?

- Established 2003
- Privately Owned
- 5 offices HQ in Stockholm
- 85+ Consultants

MIDPORT
scandinavia

Visit us at
www.MidportScandinavia.com

THE OPERATIONAL REALITY

What did you do yesterday?

"I checked 42 emails"

"Updated 17 orders manually"

"Looked at 6 PDFs"

I didn't actually make a single decision .



THE CONTEXT

The "Human API" Problem

30 - 40%

LOST STRATEGIC CAPACITY

Your best people are acting as connectors between disjointed systems. They read data, interpret it, and manually enter it somewhere else over and over again. Not because they want to, but because the system cannot.

That is not inefficiency. That is wasted intelligence.

"We don't need AI to write poetry. We need AI to do the boring work."



The Disconnect: Expectation vs. Reality



THE PUBLIC ILLUSION

Magic on the Outside

If you follow the news, AI sounds like magic. It writes poetry, creates stunning images, and seamlessly passes complex exams.



THE CORPORATE REALITY

Static on the Inside

Inside the organization, nothing really changed. Your ERP still requires endless clicking, searching, and waiting.

We built systems that can talk, but not systems that can act.

Chatbots are not a Strategy; Outcomes Are



The Chatbot Trap

Focuses on conversation and summarization. Static knowledge that requires a human to take the final action.



The Agentic Reality

Focuses on autonomous execution. Reasoning - based systems that interact with ION APIs to solve real business problems.

From Scripted to Autonomous



1. RPA (Robots)

"THE HANDS"

Screen scraping and mimicking mouse clicks. Breaks when UI changes. Highly rigid.



2. GenAI (Chatbots)

"THE BRAIN"

Summarizes text and creates content. Passive cannot interact with the ERP system directly.



3. Agentic AI

"BRAIN + HANDS"

Reasons AND Acts. Uses APIs to read, decide, and update Infor LN autonomously.

A Simple but Powerful Shift

THE OLD WORLD

Tell the system HOW

```
"Open LN → check stock → navigate to module →  
send email"
```

This is Automation.

THE NEW WORLD

Tell the system WHAT

```
"Find out why this order is delayed... and fix  
it."
```

This is Autonomy.

Rule-Based vs. AI Agents

Rule-Based Agent

Logic: "If X, then Y."

Best For: Structured, high -volume, low -variance tasks.
(e.g., Automatic approval if amount < \$500).

AI Agent

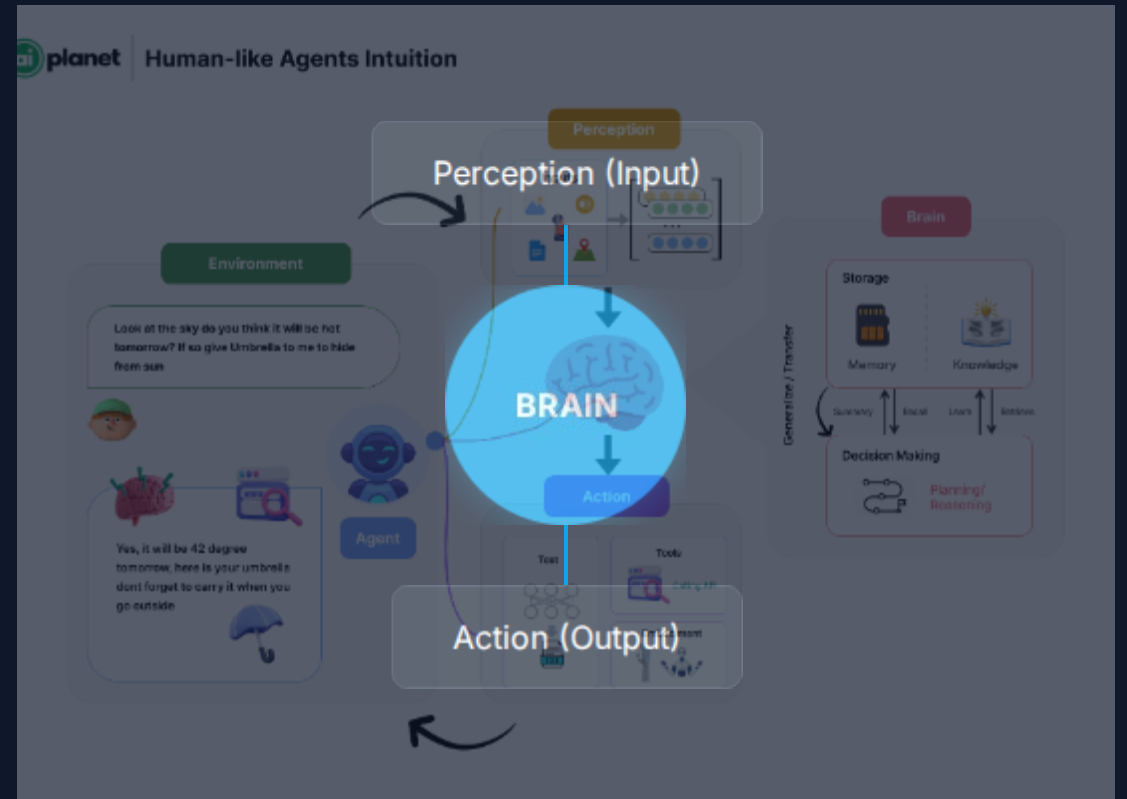
Logic: Probabilistic & Reasoning.

Best For: Complex decisions requiring context.
(e.g., "Analyze supplier risk based on news and delivery history, then recommend an action.")

The Anatomy of an Agent

An Agent is not just a language model. It is a system composed of three core parts.

- 1. Perception (Sensors)** The ability to "see" or listen to events related to ERP. Like emails, chat
- 2. The Brain (SLM/LLM)** The reasoning engine. It holds the "System Prompt" (Rules) and Memory.
- 3. Action (Tools)** The ability to "do". Calling Infor LN APIs to create/update records.



Why Small Language Models (SLMs)?



Efficiency over Size

We don't need GPT -4 to read a Purchase Order. We use SLMs (like Phi-3 or Gemma or llama) for enterprise tasks.



Faster & Cheaper

Low latency inference,
fraction of the cost.



Privacy

Can run locally or in private
cloud instances.



Accuracy

Less "hallucination" when
fine - tuned on specific tasks.

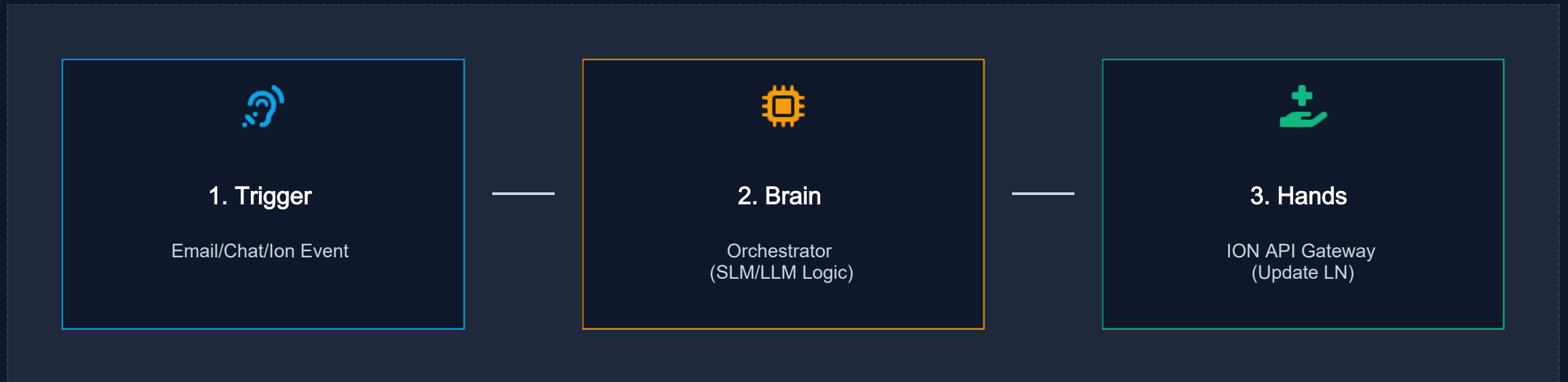


ERP Focused

Optimized for structured data
(JSON/XML).

The "Clean Core" Architecture

To build safely without breaking Infor LN, we utilize the Infor OS wrapper. This keeps the core ERP clean and upgrade -safe.



USE CASE 1

Self-Healing Supply Chain

The "Noise" Problem

Planners receive 50+ "Late Alert" emails daily. Alert fatigue sets in, leading to missed critical issues.

The Agent Solution

The Agent acts as a **Triage Nurse** :

- If $\text{Stock} > \text{Demand}$: Update date silently (Fix Data).
- If $\text{Stock} < \text{Demand}$: Raise Critical Alert (Fix Business).



USE CASE 2

The Project Controller

Unstructured Data to Action

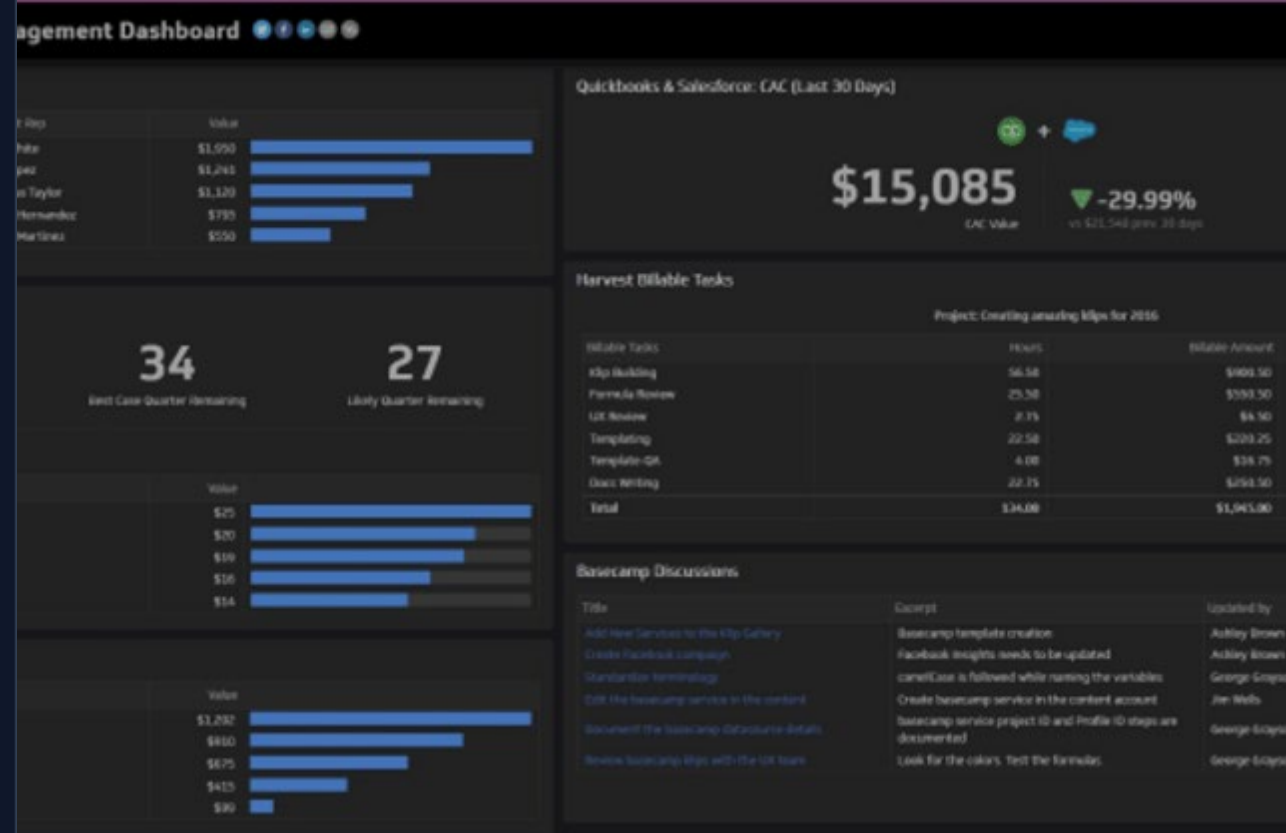
Scenario: A Variation Order (PDF) arrives. It sits in an inbox while Procurement buys the wrong materials.

READ Agent extracts text from PDF using OCR.

CHECK Cross -references WBS & Inventory in LN.

CALC Estimates "Stop Ship" vs. "Scrap" costs.

ACT Posts "Urgent Approval" card to Teams channel.



Governance: Human in the Loop

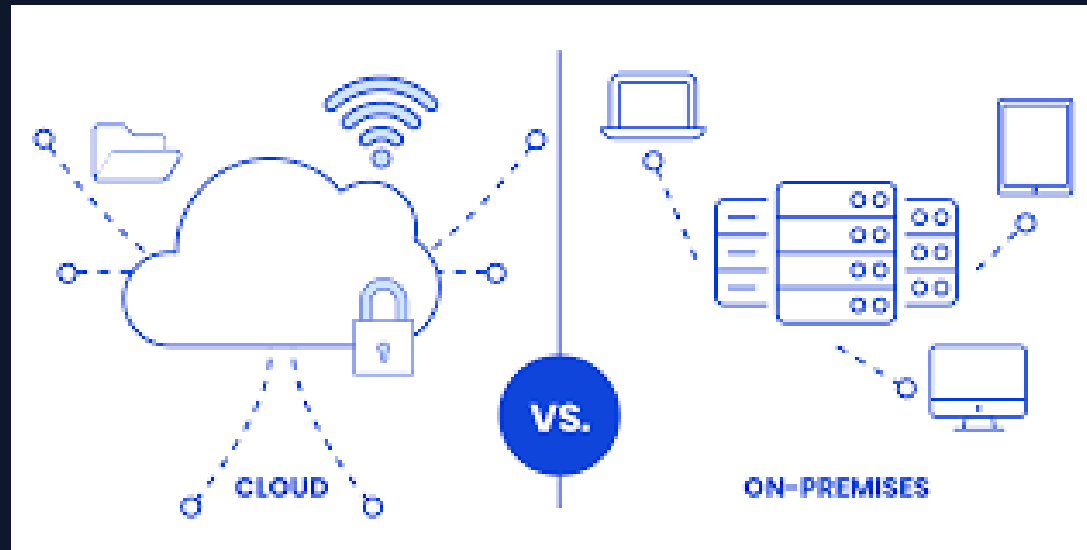
We deploy "Glass Box" Agents, not Black Boxes. Safety is paramount when automating ERP transactions.

- 🔑 **Authority Limits:** Agent limited to < €1k approvals.
- 🌐 **Confidence Scores:** If certainty < 90%, route to human.
- 📄 **Audit Trail:** Updates logged as "AGENT_BOT_01".





“Where do we run this?”



Strategic Roadmap

- **Phase 1: Crawl**

The Watchdog (Read Only)

Goal: Build trust in the logic.

- **Phase 2: Walk**

The Assistant (Drafting)

Goal: Human still clicks "Approve".

- **Phase 3: Run**

The Autopilot (Autonomous)

Goal: Zero-touch operations.



Redesigning How Work Happens

Think about your organization. Where do people say: *"This is simple... but takes forever."*



1. Identify the Repetitive

Target tasks that are highly repetitive, easily explainable, and require low strategic creativity.



2. Build the Agent

Map the deterministic logic and deploy a localized agent to handle the execution and translation layer.



3. Elevate the Human

You do not reduce people; you elevate them to focus on high -value commercial outcomes.

A woman with long dark hair is sitting at a desk in a dimly lit office, viewed from the side. She is looking at several computer monitors. The monitors display various data visualizations, including bar charts, line graphs, and circular gauges. The overall color palette is dark blue and black, with some light blue highlights from the screens. The text is overlaid on the image in white.

A Day in the Life of an Agentic ERP

Live Visualization of the LN Agent in
Action

”

“If a task takes 20 clicks...
but zero thinking...

It's not a job. It's an Agent waiting to
be built. ”

ONE YEAR LATER

The Paradigm Shift

Imagine I meet that same planner, one year from now. I ask: *"What did you do yesterday?"*

"I handled 3 critical supply risks."

"I negotiated with a key supplier."

"I prevented a production delay."

And no mention of emails. No mention of data entry.

The shift from managing systems... to driving outcomes.



Questions?

Let's discuss your Agentic Strategy.

Niraj Kakodkar

nka@midportscandinavia.com

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

