### boomi x Onepoint

# Accelerate Business Outcomes with Al Agents



September 16th, 2025

### **MODERATOR**

### **PRESENTORS**



LINDA LAM boomi

Technology Partner Program, Boomi Marketplace and Technology Alliances (BMTA)



RAFIQ RAJABALLY
Onepoint

**Business Development** 



MIGUEL VALE
Onepoint

Principal Solution Architect & Al Ecosystem Futurist

### boomi

### **AGENDA**

About Onepoint

Onepoint Al Ecosystem for Boomi

Demos

**Q&A** 

# About Onepoint

### boomi X Onepoint

5 years of partnership with Boomi





# Onepoint is an award-winning, architecture-led boutique technology consultancy



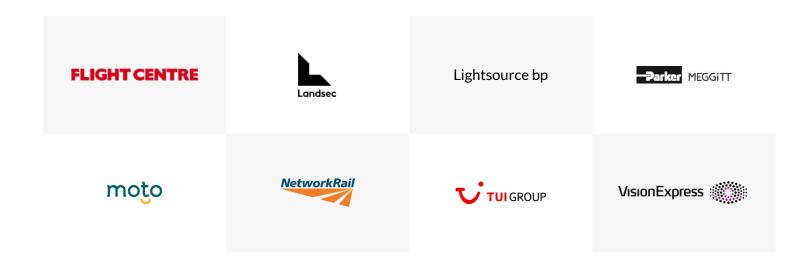
60+ people

London | Manchester | Pune



### About Onepoint

- Cross-industry footprint spans including FTSE 100, Fortune 500, Global 1000, and charities
- Committed to ethical business practices, high integrity, and social responsibility





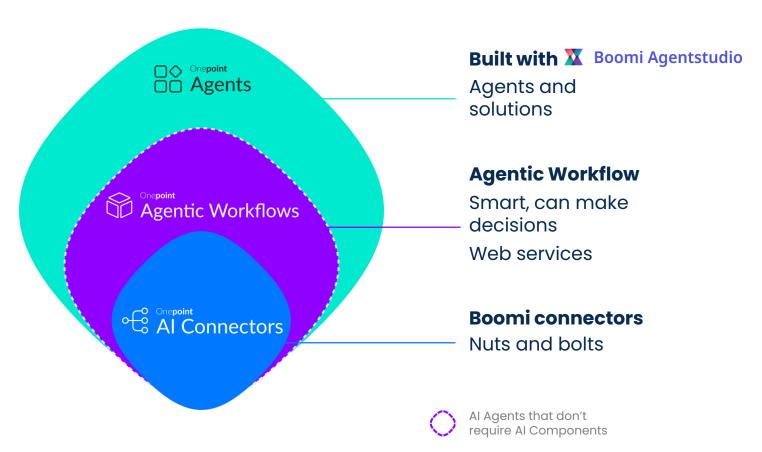


# Onepoint Al Ecosystem for Boomi

### Circa 40 components for the Boomi AI platform

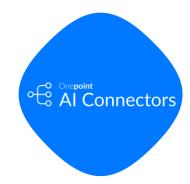
A layered approach to incorporating agentic AI into enterprise workflows

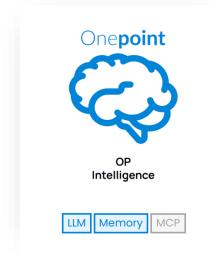






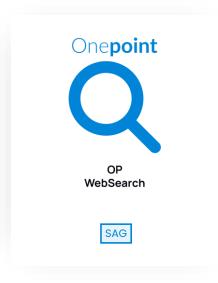
### Connectors in the Marketplace

























## Agentic Workflow on the Marketplace





**DM Smart** Adviser











**Test Data** Generator







**Person Details** Standardiser





Maths **Buddy** 





**Data Detector** 





**Database Explorer** 











Hotel Matcher

**Property** 

Search











Article **Analyser** 





News Ninja









### Agentic Workflow on the Marketplace





**DM Smart** Adviser









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Hotel Matcher











**Article Analyser** 





**Property** Search





News Ninja









### Agentic Workflow on the Marketplace





**DM Smart** Adviser









**Test Data** Generator







**Person Details** Standardiser





Maths **Buddy** 





**Data Detector** 

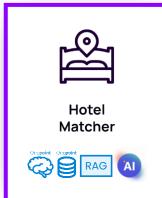




**Database Explorer** 









**Property** Search





**Article Analyser** 





News Ninja









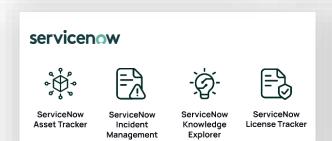


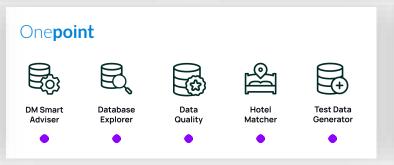




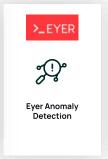






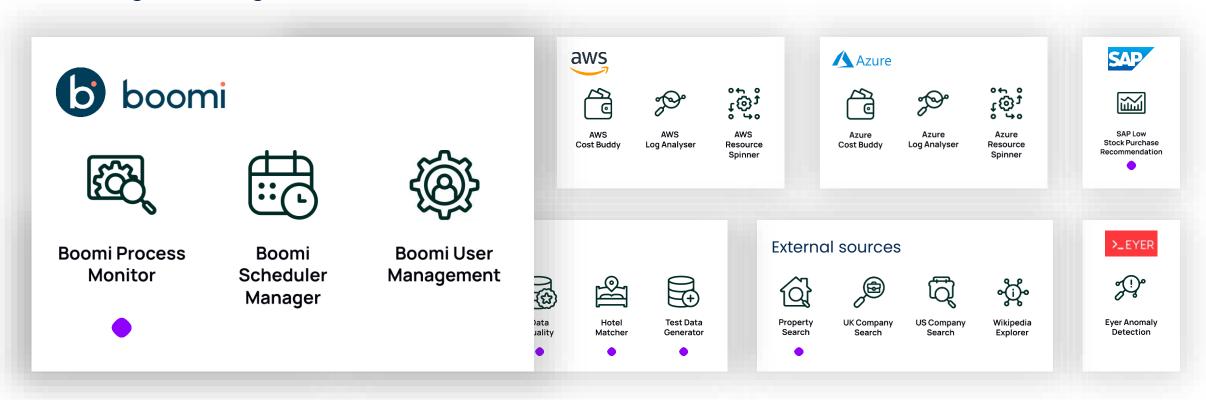






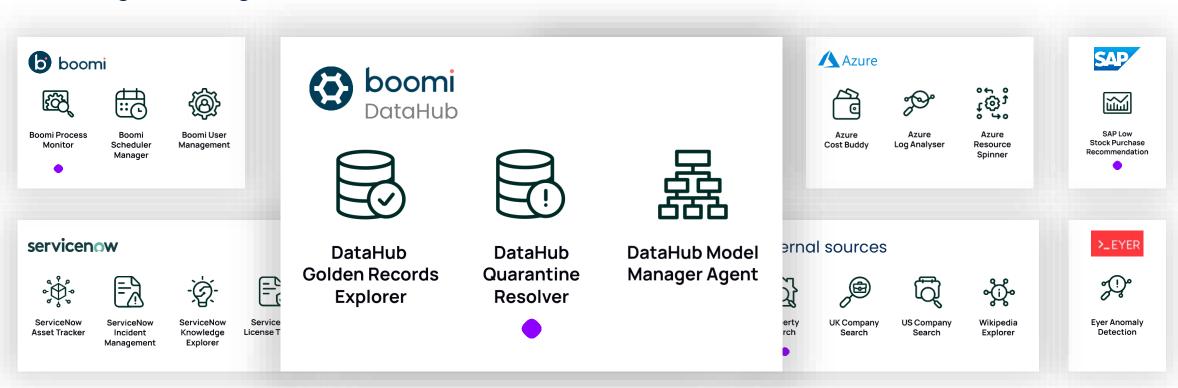






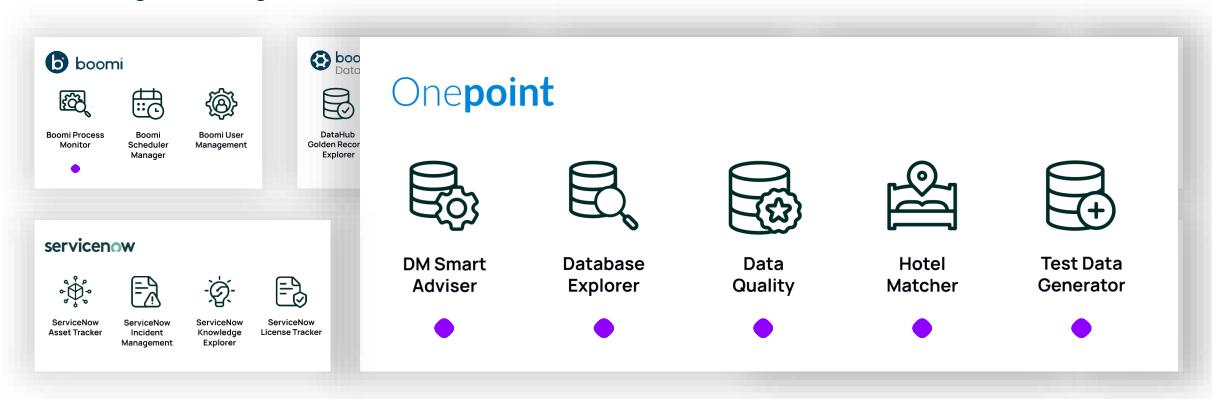














# Scenario 1

### Scenario 1



A spike in website-driven call centre traffic is triggering social media complaints



Rory

VP — Customer Service OnlinePortalCo



Malcolm

Client Director





Boomi Process Monitoring



Eyer Anomaly Detection



AWS Resource Spinner



ServiceNow Incident Management



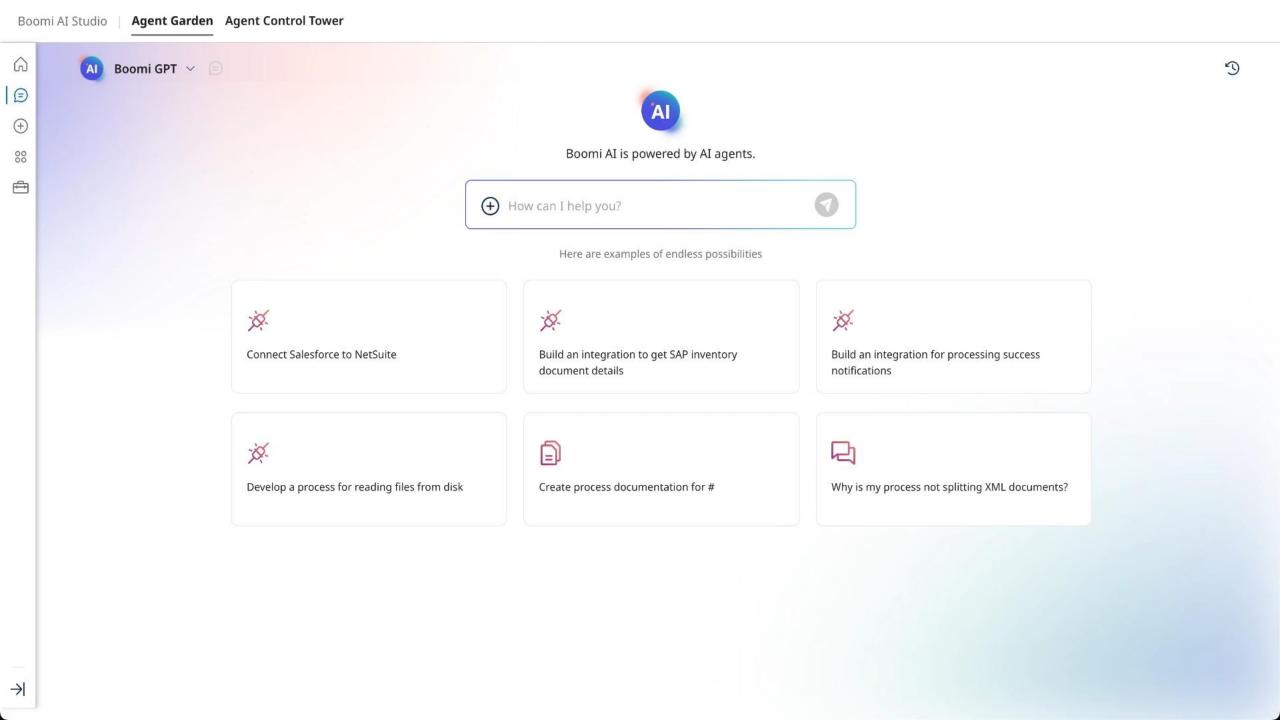
## Demo 1







Malcolm



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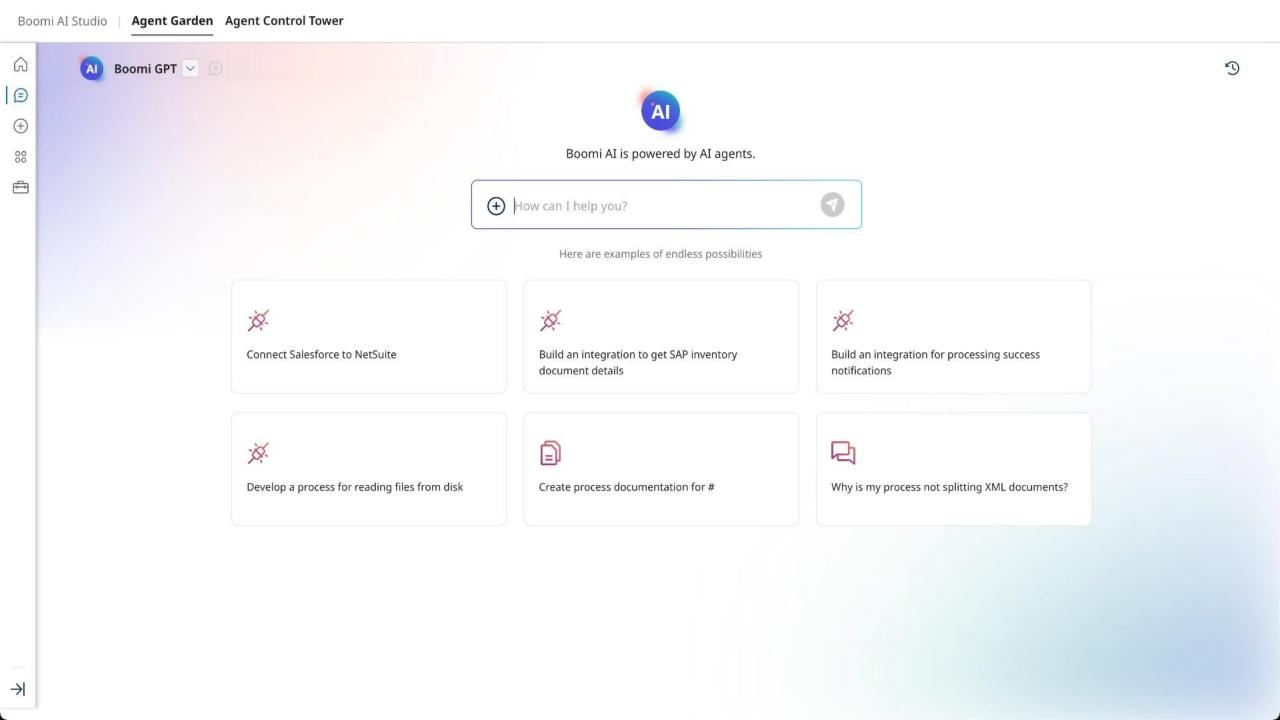


Show any 5 execution ids with it duration for the process - [MAIN] Search Hotel



Here are the 5 most recent executions for [MAIN] Search Hotel process:

- 1. Execution Time: 2025-05-10 09:45:32 UTC
  - ID: execution-88a6305a-7e34-4419-85b5-b5e1cbb58b74-2025.05.10
  - Duration: 29.2 seconds
  - Status: COMPLETE
- 2. Execution Time: 2025-05-10 09:30:50 UTC
  - ID: execution-59bfa01d-b71f-48d9-90d4-841405487f82-2025.05.10
  - Duration: 29.4 seconds
  - Status: COMPLETE
- 3. Execution Time: 2025-05-10 09:15:33 UTC
  - ID: execution-faafafc6-9e1d-4a15-a5e7-ac633ce5147e-2025.05.10
  - Duration: 29.2 seconds
  - Status: COMPLETE
- 4. Execution Time: 2025-05-10 09:00:57 UTC
  - ID: execution-42dac7b9-d050-4d0f-9544-8793c4854d3b-2025.05.10
  - Duration: 30.0 seconds
  - Status: COMPLETE
- 5. Execution Time: 2025-05-10 08:45:32 UTC
  - ID: execution-ec84b9bd-8862-4c4f-9f10-a1913f46205d-2025.05.10
  - Duration: 28.5 seconds
  - Status: COMPLETE



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Can I get a forecast for the duration of the process [MAIN] Search Hotel?



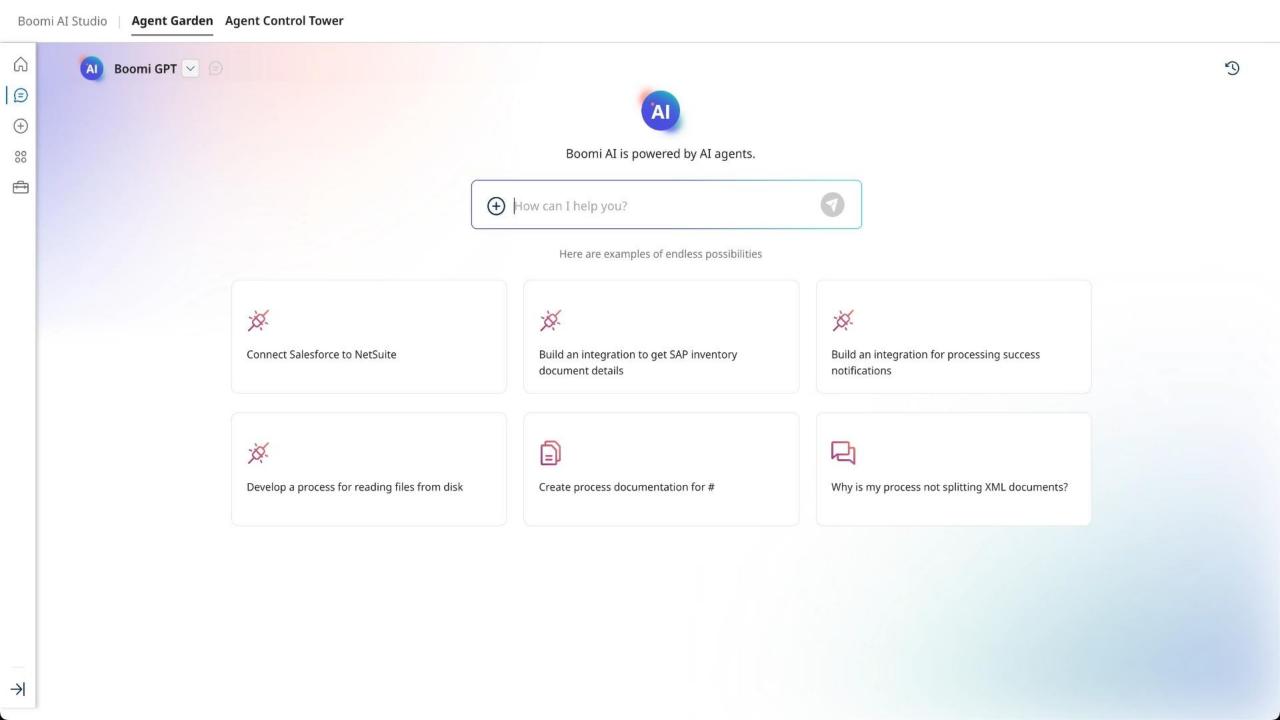
### Duration Forecast Report: [MAIN] Search Hotel Process

Date: May 7, 2025

### **Forecast Summary**

- Normal Operations (00:00-10:00, 16:00-00:00): 3-5 seconds
- CRITICAL PERIOD (10:00-16:00): 22-40 seconds
  - Peak Risk: 14:00-15:00 (27-40 seconds)
  - Extended Latency: 10:00-16:00 (22-34 seconds)

Analysis: The process shows significant performance degradation during business hours, with response times increasing up to 8x normal duration. The system returns to normal performance after 16:00.





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What all AWS resources can you deploy?



I can help you deploy various AWS resources with a focus on cost-effectiveness and security. Here are the key capabilities:

- 1. Compute Resources:
  - EC2 instances (optimized for cost and performance)
  - Auto Scaling groups
  - Load balancers
- 2. Storage:
  - EBS volumes
  - · EFS file systems
  - S3 buckets
- 3. Networking:
  - VPCs and subnets
  - Security groups
  - Network ACLs
  - Internet gateways
- 4. Specialized Deployments:
  - · Boomi Runtime environments
  - · Boomi Runtime Clusters (with EFS integration)
- 5. Security Components:
  - · IAM roles and policies
  - Security group configurations
  - · SSH key management

#### All deployments include:

- Automatic tagging for resource management
- · Cost optimization features
- · Security best practices
- · Monitoring and logging setup

To proceed with a deployment, please specify:

- 1. The type of resource you need
- 2. Your specific requirements (size, capacity, performance needs)
- 3. Any budget constraints

Would you like to proceed with deploying any specific resource?

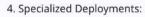
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- Boomi Runtime environments
- Boomi Runtime Clusters (with EFS integration)
- 5. Security Components:
  - · IAM roles and policies
  - Security group configurations
  - SSH key management

#### All deployments include:

- Automatic tagging for resource management
- Cost optimization features
- Security best practices
- · Monitoring and logging setup

To proceed with a deployment, please specify:

- 1. The type of resource you need
- 2. Your specific requirements (size, capacity, performance needs)
- 3. Any budget constraints

Would you like to proceed with deploying any specific resource?



(3)

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Deploy a Boomi Runtime on the default VPC.



Your Boomi Runtime has been successfully deployed. Here are the important details:

- 1. Connection Information:
  - Public DNS: ec2-3-8-138-205.eu-west-2.compute.amazonaws.com
  - Public IP: 3.8.138.205
  - SSH Access: ssh -i "Simons SSH Key" ec2-user@ec2-3-8-138-205.eu-west-2.compute.amazonaws.com

☐ Copy Code

- 2. Runtime Details:
  - Installation Location: /opt/boomi/Atom\_boomiruntime01
  - Service Name: boomi.service
  - Runtime Name: boomiruntime01
- 3. Verification Steps:
  - The Runtime installation is automated and may take a few minutes to complete
  - You can check the installation status by connecting via SSH and running:

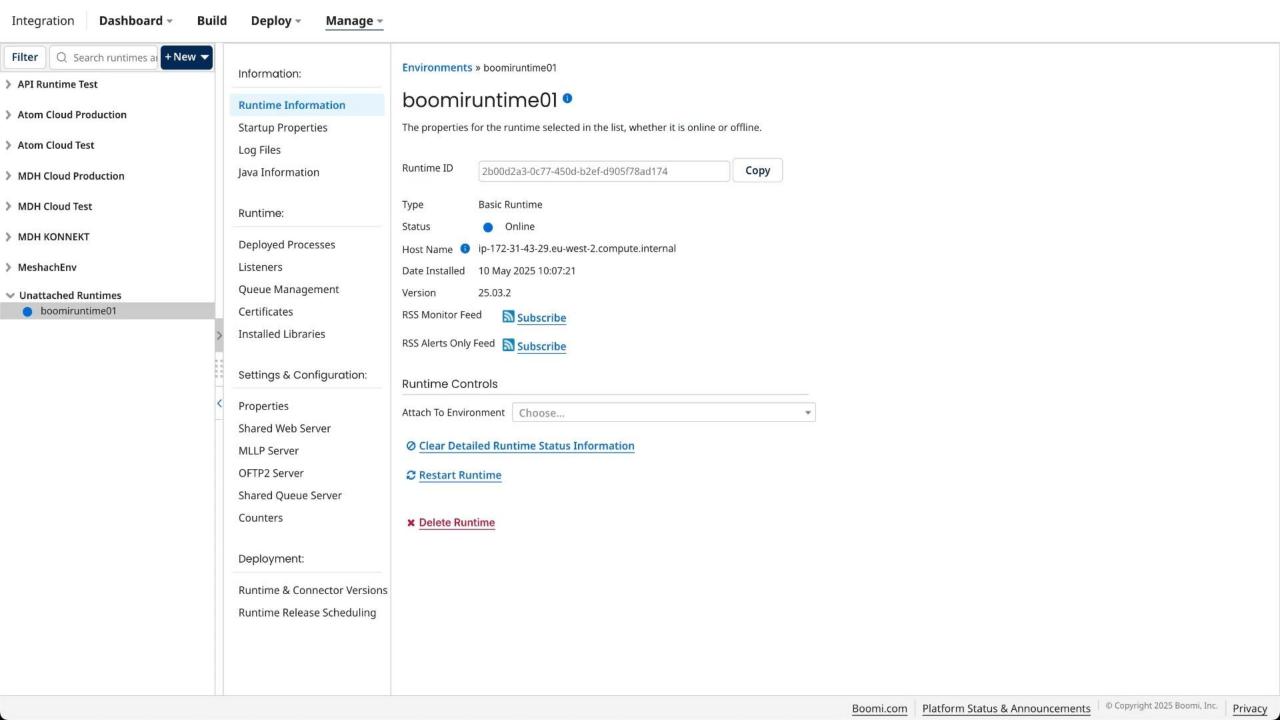
sudo systemctl status boomi

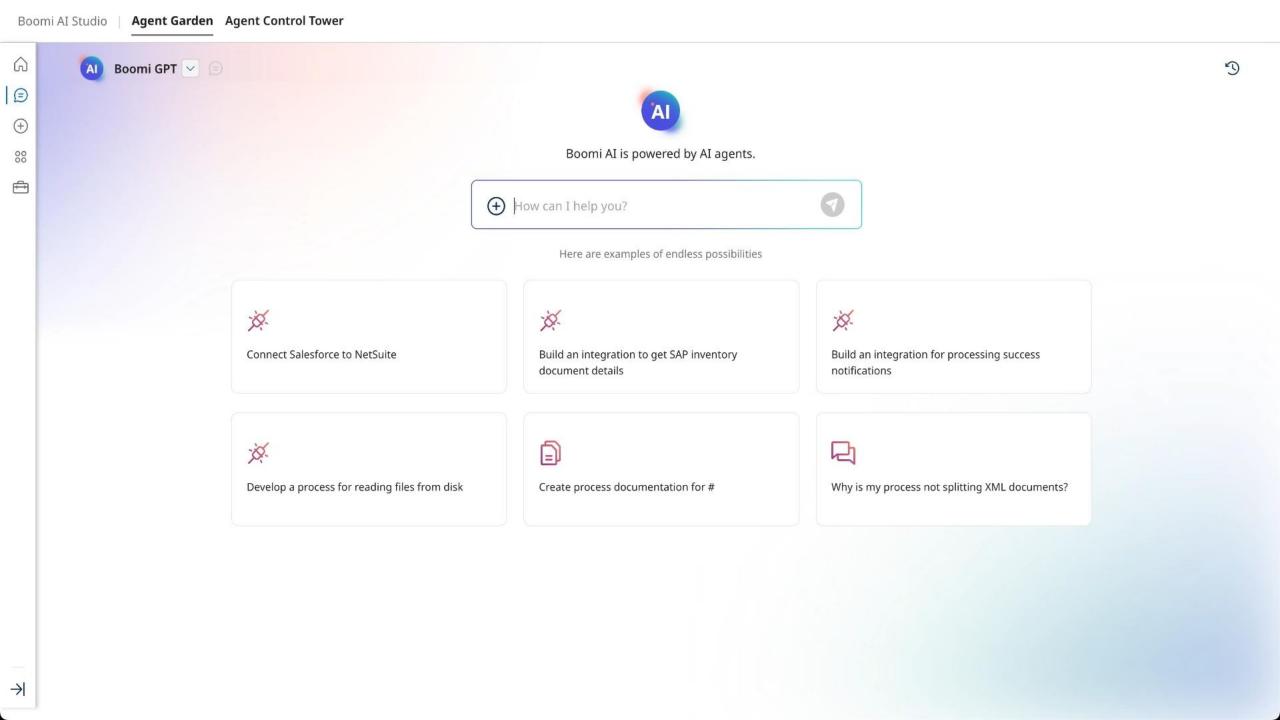
- Once running, the Runtime will appear in your Boomi AtomSphere environment
- 4. Deployment Reference:

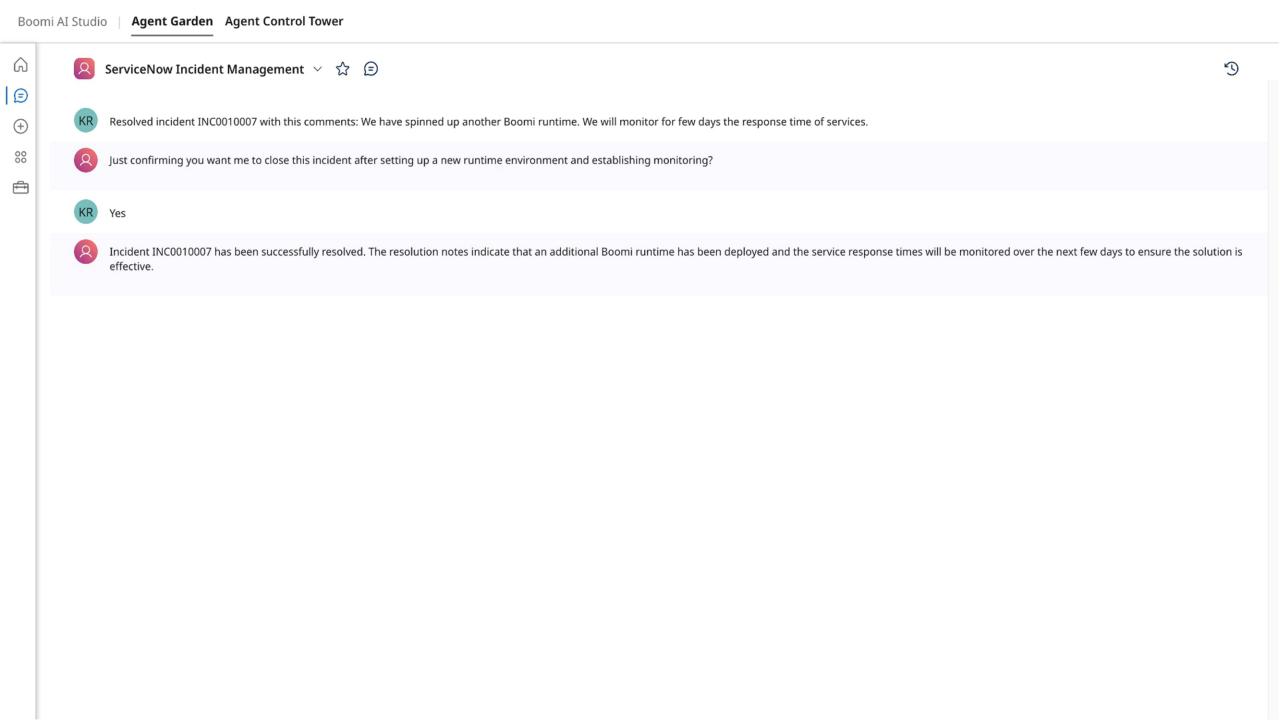
Code

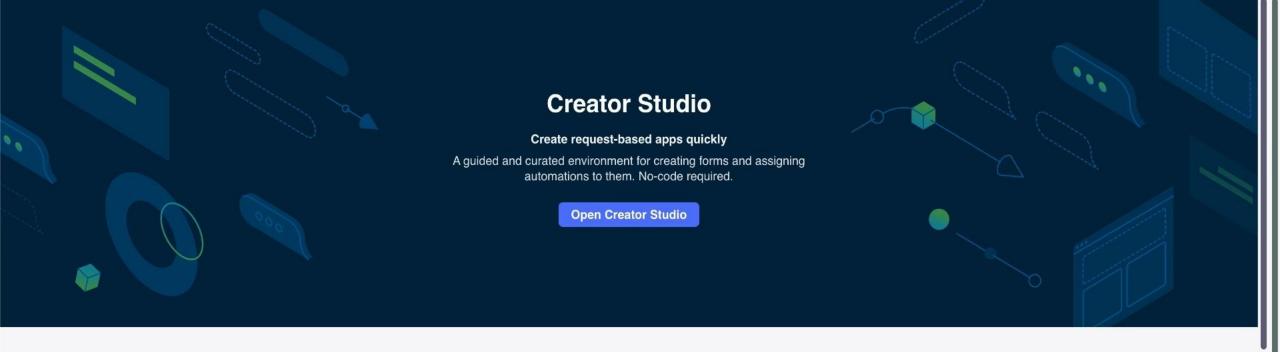
- Deployment UUID: d47ac10b-58cc-4372-a567-0e02b2c3d479
- Instance ID: i-082f4798ffc9ef9b5

The Runtime is configured to start automatically on system boot and will restart automatically if stopped unexpectedly.



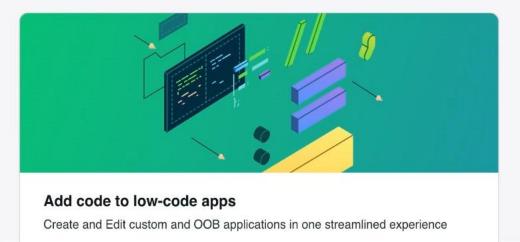






#### **GO FURTHER**

### Power your workflow applications





#### **Build low-code apps quickly**

Create apps from scratch or by using templates. Safely scale cross-enterprise

### Scenario 1 – Business Outcomes

All fulfilled quickly by Boomi Al Agents



Identified bottlenecks



Predicted future anomalies



Instantly scaled resources



# Scenario 2

### Scenario 2



### **EBikeRentalCo**

Risk of supply shortages as high demand for e-bike rentals is expected. Urgent need to secure sufficient inventory.



### Ralph

Head of Partnerships **EBikeRentalCo** 



### Mike

Supply Chain Manager **FBikeRentalCo** 





**SAP Low** Stock Purchase Recommendation



**DataHub Golden Records Explorer** 



**US Company** Search



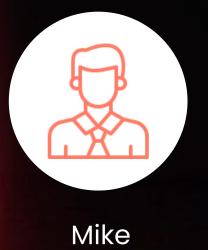
SAP Low Stock Purchase

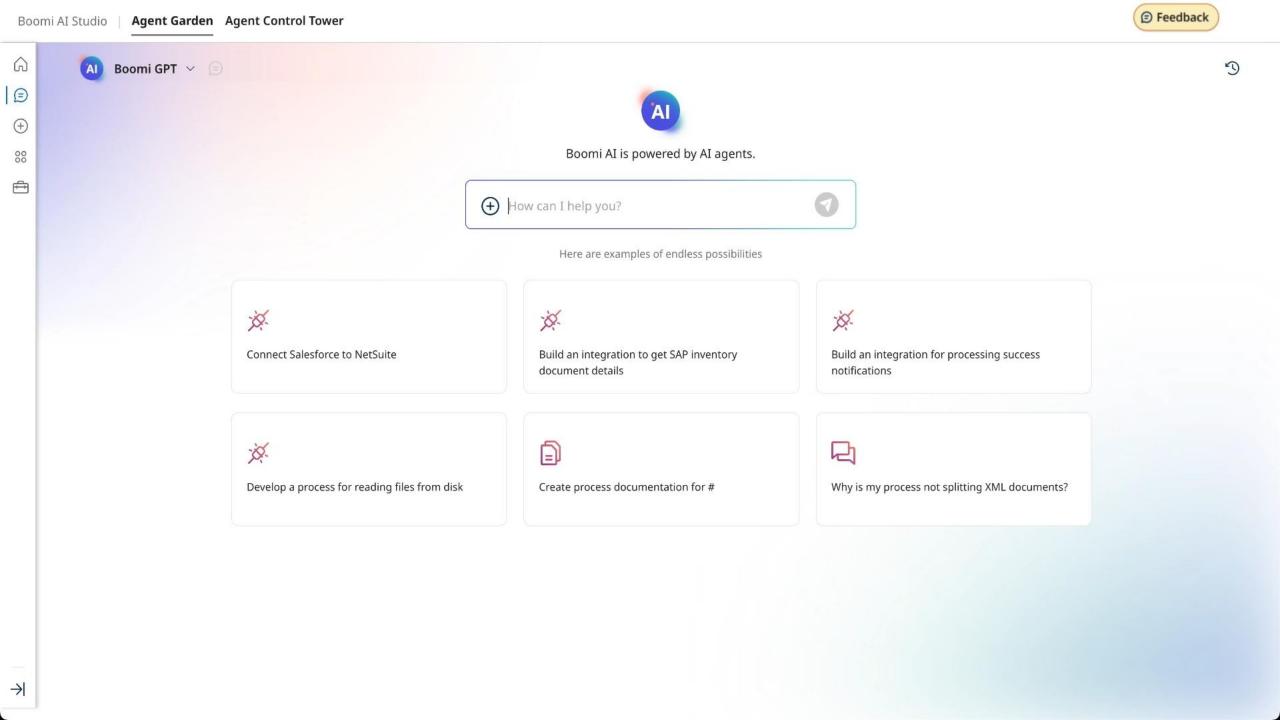
(New feature: WIP)



# Demo 2

















Give me a stock recommendation for the materials - tires, seats and baskets



#### Stock Recommendation Report

Report Date: May 7, 2025

#### **Action Required Materials**

#### 1. Tires

- Material ID: BKR-TIRES
- Plant: Fort Worth Assembly Line 1
- · Vendor: Michelin North America
- Order Quantity: 25 units
- When to Order: Immediately (May 7, 2025)
- Expected Delivery: May 10, 2025

#### 2. Seats

- Material ID: BKR-SEATS
- Plant: Fort Worth Assembly Line 1
- Vendor: Lear Corporation
- Order Quantity: 13 units
- When to Order: Immediately (May 7, 2025)

#### No Action Required

#### 3. Baskets

- Material ID: BKR-FRONT-BASKETS
- Status: Sufficient stock levels
- · No restocking required at this time

#### Summary

Immediate action is required for tires and seats. Both orders should be placed today to ensure delivery by May 10, 2025. No action is needed for baskets as current stock levels are sufficient.















 $\Box$ 

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#### 2. Seats

- Material ID: BKR-SEATS
- Plant: Fort Worth Assembly Line 1
- Vendor: Lear Corporation
- Order Quantity: 13 units
- When to Order: Immediately (May 7, 2025)
- Expected Delivery: May 10, 2025

#### No Action Required

#### 3. Baskets

- Material ID: BKR-FRONT-BASKETS
- · Status: Sufficient stock levels
- · No restocking required at this time

#### Summary

Immediate action is required for tires and seats. Both orders should be placed today to ensure delivery by May 10, 2025. No action is needed for baskets as current stock levels are sufficient.







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The vendor Michelin North America is experiencing a delay of a week. Can you please factor this in your recommendation for the material of tires?



#### Stock Recommendation Report

Report Date: May 7, 2025

#### Action Required: Immediate Order Recommended

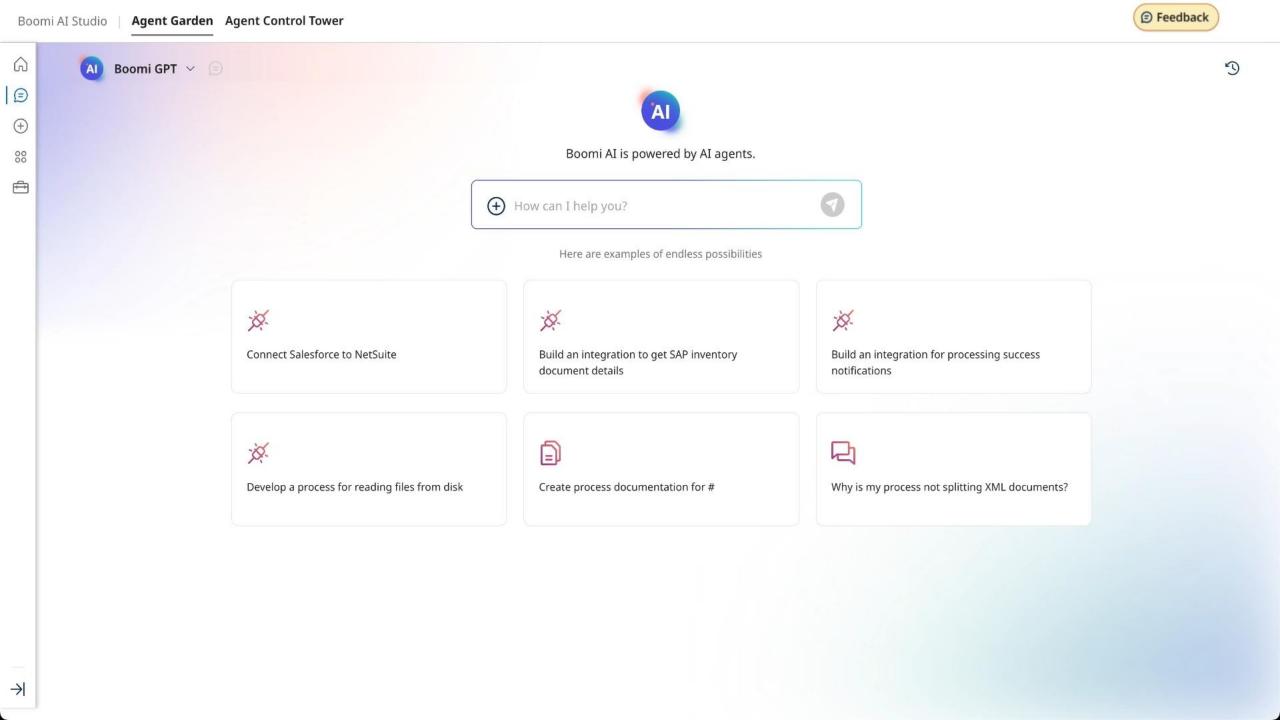
#### **Order Information**

Category	Details
Material ID	BKR-TIRES
Material Description	Tires
Plant	Fort Worth Assembly Line 1
Recommended Vendor	The Goodyear Tire & Rubber Company
Vendor Lead Time	3 days
Order Quantity	25 units
When to Order	May 7, 2025 (Today)
Expected Delivery	May 10, 2025

#### Important Note:

Based on the current analysis, we recommend proceeding with Goodyear as the supplier instead of Michelin North America. This recommendation is due to Michelin's reported delays and Goodyear's ability to deliver within 3 days, ensuring faster stock replenishment.

Action Required: Place order with Goodyear today to ensure delivery by May 10, 2025.











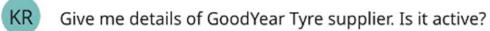






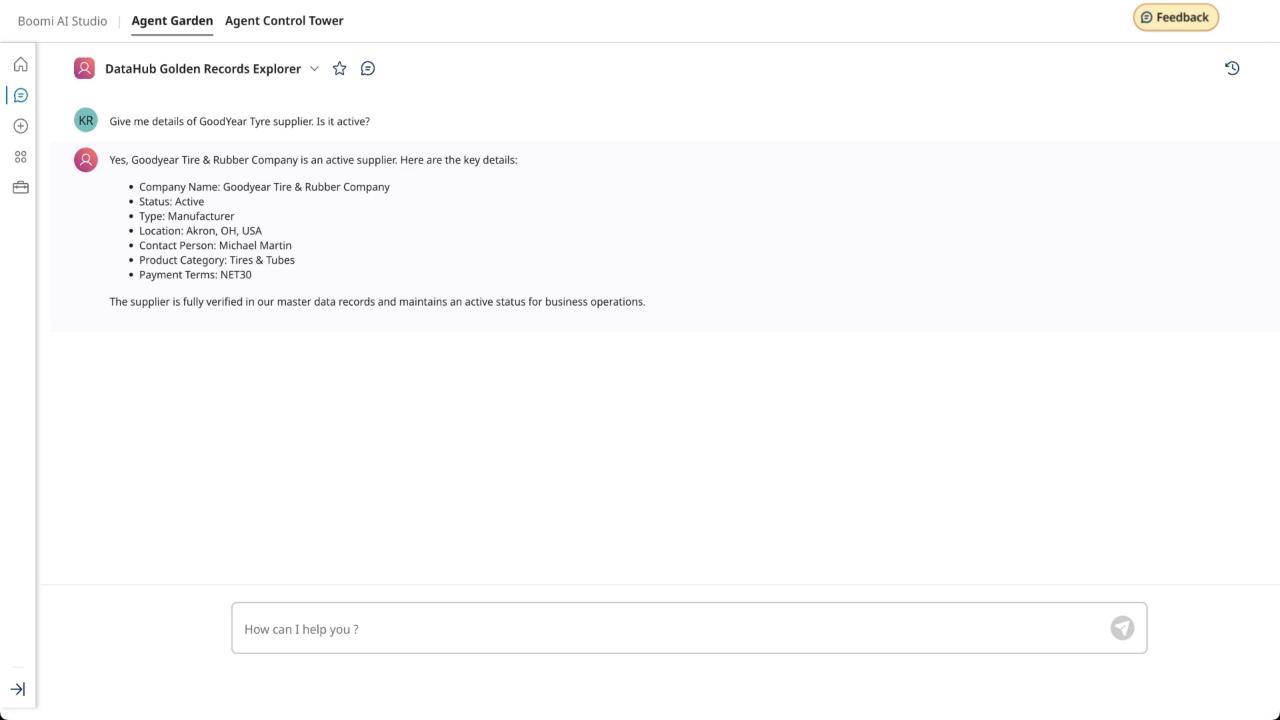






- Yes, Goodyear Tire & Rubber Company is an active supplier. Here are the key details:
  - Company Name: Goodyear Tire & Rubber Company
  - · Status: Active
  - Type: Manufacturer
  - · Location: Akron, OH, USA
  - · Contact Person: Michael Martin
  - Product Category: Tires & Tubes
  - Payment Terms: NET30

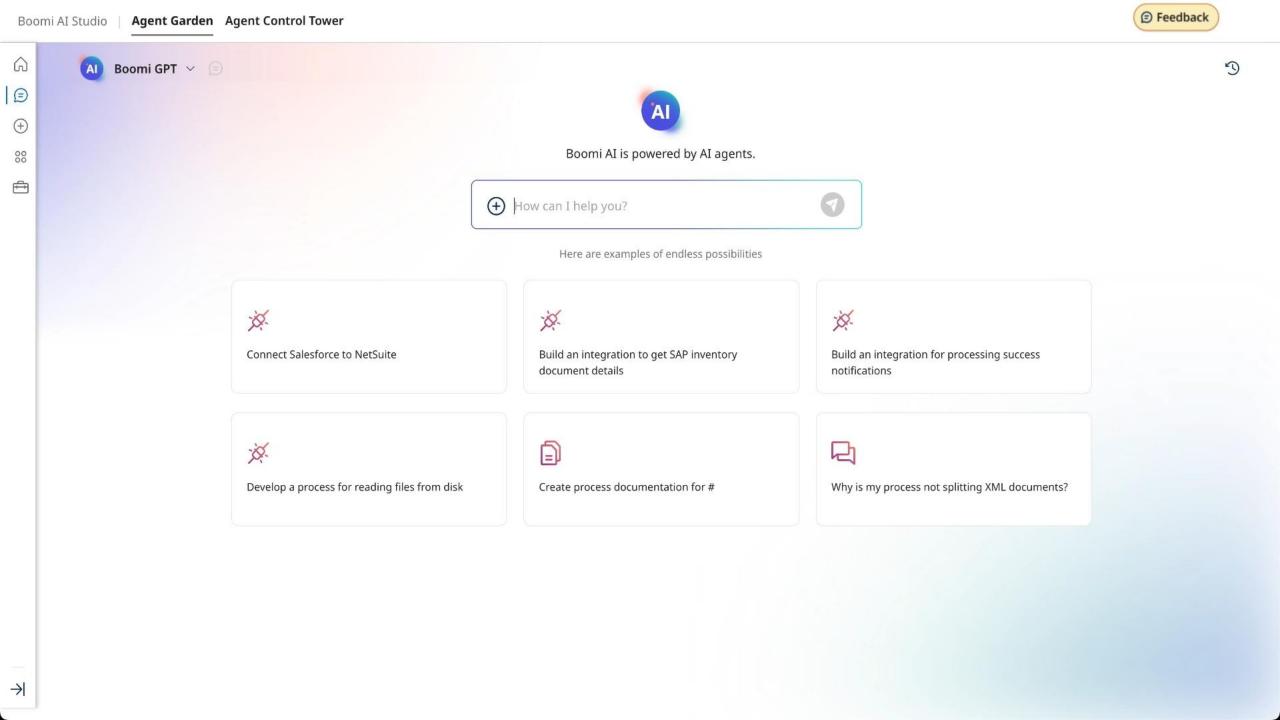
The supplier is fully verified in our master data records and maintains an active status for business operations.



- Bank Name: KeyBank National Association
- Account Number: 543210987
- IBAN: US85KEYBUS443300958879
- SWIFT Code: KEYBUS33XXX

#### Additional Details:

- Payment Terms: NET30
- Product Category: Tires & Tubes





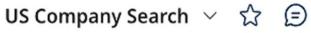




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Could you please confirm whether Goodyear is a registered company in the United States and provide its complete corporate details?



Yes, I can confirm that Goodyear is officially registered in the United States. Here are the key corporate details:

#### **Main Corporate Entity:**

- Official Name: Goodyear Tire & Rubber Co /OH/
- Central Index Key (CIK): 0000042582
- State of Registration: Ohio (OH)
- Industry Classification: Tires and Inner Tubes (SIC: 3011)

The company has several registered subsidiaries and related entities in the United States, including:

- Goodyear Western Hemisphere Corp (Delaware)
- Goodyear International Corp (Ohio)
- Goodyear Export Inc. (Ohio)

This information has been verified through official U.S. government records.



## Scenario 2 – Business Outcomes

All fulfilled quickly by Boomi Al Agents



Found & verified alternative suppliers



Touchless intelligent sourcing and recommendations



Ready to meet demand



# Scenario 3

## **Scenario 3**



PerfectFitCo

Inconsistent product data across our brands is causing unhappy customers, more refunds, and damage to our reputation.



## Ryan

VP — Customer Service
PerfectFitCo



#### Max

Chief Data Officer
PerfectFitCo





DM Smart Adviser



# Demo 3







boomi





#### Which area of your data ecosystem are you most concerned about?





#### Poor data quality

Low-quality data can lead to incorrect insights and poor decision-making.



## Compliance and security risks

Mishandling data can lead to legal troubles and reputational damage.



#### Data silos

Data trapped in departmental silos can be inaccessible to other parts.



## Lack of skilled personnel

Missing skills in data science, analytics, AI and ML can impede the effective use of data.



#### Data overload

"Data glut" can slow down processes and make it difficult to identify what data is actually useful.



## Cost and complexity

A robust data analytics infrastructure requires significant investment of resources.



## Inconsistent data strategies

Difficult to align with modern concepts like Data Fabric, Mesh and Generative Al.



## Resistance to change

Employees need to adapt to new ways of operating to make data-driven transformation work.



# What specific challenges have you faced in standardising product information across your brands?





We struggle with different data formats and structures from each brand.

There is a lack of clear guidelines on how to represent product specifications consistently. We have difficulty in training staff to adhere to the new standardisation processes.









What specific types of product information do you find most challenging to standardise across your brands?





We struggle with technical specifications, especially regarding fabric types and care instructions.

Colour representation is a major issue, as different brands use varying colour codes and names.

We have difficulties with sizing information, as each brand has its own sizing chart.









What impact have these data issues had on your customer experience and overall business performance?





Customers often return items due to sizing discrepancies, leading to increased costs. Inconsistent product information has resulted in customer confusion and dissatisfaction.

The time spent resolving data issues detracts from focusing on sales and marketing efforts.

Confidence level







# What impact have these data issues had on your customer experience and overall business performance?

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Let's break down the question step by step:

- 1. Data Issues: This refers to problems or errors in the information that a business collects and uses. For example, if a company has incorrect customer details or faulty sales data, these are considered data issues.
- 2. Customer Experience: This is how customers feel when they interact with a business. It includes everything from how easy it is to buy a product to how well customer service handles complaints. If there are data issues, it can lead to a poor customer experience, such as sending the wrong products or not being able to help customers effectively.
- 3. Overall Business Performance: This refers to how well a business is doing in terms of making money, growing, and achieving its goals. Data issues can affect this by leading to poor decision-making, lost sales, or wasted resources.

Now, putting it all together, the question is asking:

How have problems with your data affected how your customers feel about your business and how well your business is doing overall?

In simpler terms, it's about understanding the negative effects that incorrect or poor-quality information can have on both the satisfaction of customers and the success of the business.



## What impact have that and overall busines

Customers often return items due to sizing discrepancies, leading to increased costs.

Al-generated content may be incom



#### Medium

I know the main problem of the customer, which is the standardisation of product information across their brands due to historical data issues such as missing technical specifications and inconsistent colour representation. I also understand that the customer is facing challenges due to their small and non-technical team, which is leading to inefficiencies, particularly with returns. Additionally, I have detailed information about the specific types of product information that are difficult to standardise, including different measurement units for sizing in Europe, the UK, and America, as well as the lack of important laundry care information. However, I lack information about the technological landscape and data governance strategies in the customer's organisation, which limits my confidence somewhat.

### ner experience

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Confidence level



an Onepoint Data Wellness expert.





#### Recommendations and suggested courses of action...

- Establish a centralised data governance framework that includes clear guidelines for data entry, maintenance, and standardisation across all brands. This will help ensure consistency in product information and reduce discrepancies.
- Implement a data quality management process to regularly audit and cleanse your product information. This will help identify missing specifications and inconsistencies, allowing you to address them proactively.
- Invest in training for your team to enhance their understanding of data management practices. This will empower them to handle data more effectively and reduce reliance on external technical support.
- Utilise data integration tools that can automate the standardisation of product information across different systems. This will save time and reduce the likelihood of human error.
- Create a feedback loop with your customers to gather insights on their experiences with product information. This will help you identify areas for improvement and enhance customer satisfaction.

#### What you should avoid...

- Avoid relying solely on manual processes for data entry and management, as this can lead to increased errors and inefficiencies.
- Do not ignore the importance of cross-departmental collaboration. Ensure that all relevant teams are involved in the data governance process to achieve a holistic approach.

#### What you should avoid...

- Avoid relying solely on manual processes for data entry and management, as this can lead to increased errors and inefficiencies.
- Do not ignore the importance of cross-departmental collaboration. Ensure that all relevant teams are involved in the data governance process to achieve a holistic approach.
- Steer clear of implementing changes without proper testing and validation. Ensure that any new processes or tools are thoroughly evaluated before full-scale implementation.

#### Positive outcomes (if you follow the advices)

- Improved customer satisfaction due to accurate and consistent product information, leading to fewer returns and refunds.
- Enhanced operational efficiency as your team spends less time dealing with data issues and more time focusing on core business activities.
- Strengthened brand reputation as a result of positive customer experiences and reduced negative feedback on social media.

#### **DM Smart Advisor confidence degree**

High

#### DM Smart Advisor reason behind confidence reasoning

I have a clear understanding of the customer's main problem, which is the standardisation of product information across multiple brands following acquisitions. I know the specific challenges they face, such as missing technical specifications, inconsistent colour representation, and varying measurement units across regions. Additionally, I understand that their non-technical team is struggling with operational efficiency, leading to unhappy clients and negative social media feedback. However, I lack detailed information about the technologies they are using and their specific data governance strategies, which limits my confidence somewhat.

## Scenario 3 – Business Outcomes

All fulfilled quickly by Boomi Al Agents



Improved customer satisfaction



Enhanced operational efficiency



Strengthen brand reputation



Apply to your data!

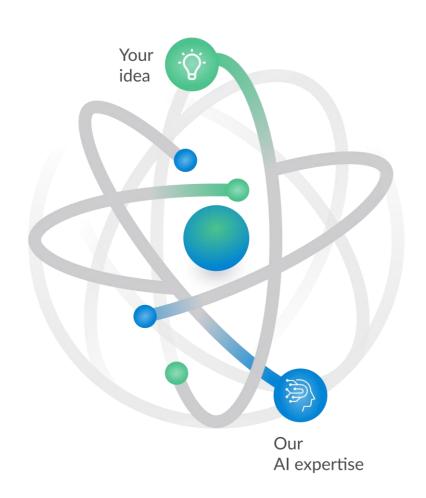


# Final thoughts on Onepoint Al Ecosystem

## Why choose Onepoint AI Ecosystem?

- Multitool
- Impactful
- Rapid time to value
- Bespoke solutions Onepoint Co-Lab™



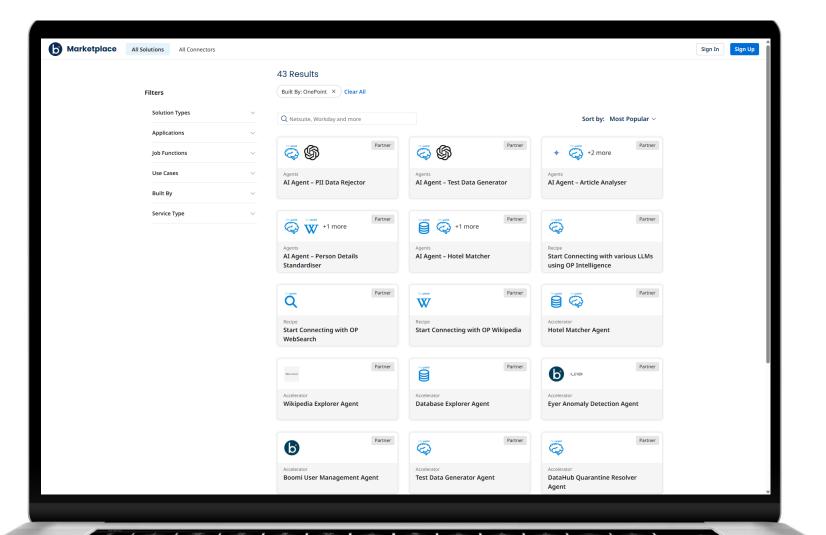




## Check out Boomi Marketplace



solutions?createdBy=onepoint





## **Contact us**







rafiq@onepointItd.com





in



miguel@onepointltd.com



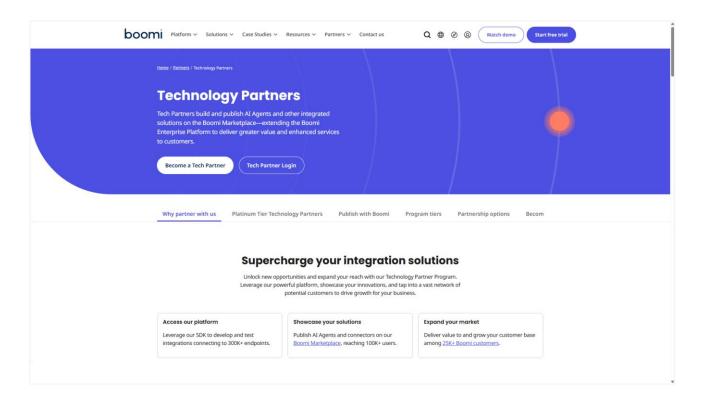


## To learn more about TPP



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Partner Program Director,
Boomi Marketplace and
Technology Alliances (BMTA)

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Boomi.to/tpp



Q&A

boomi

