

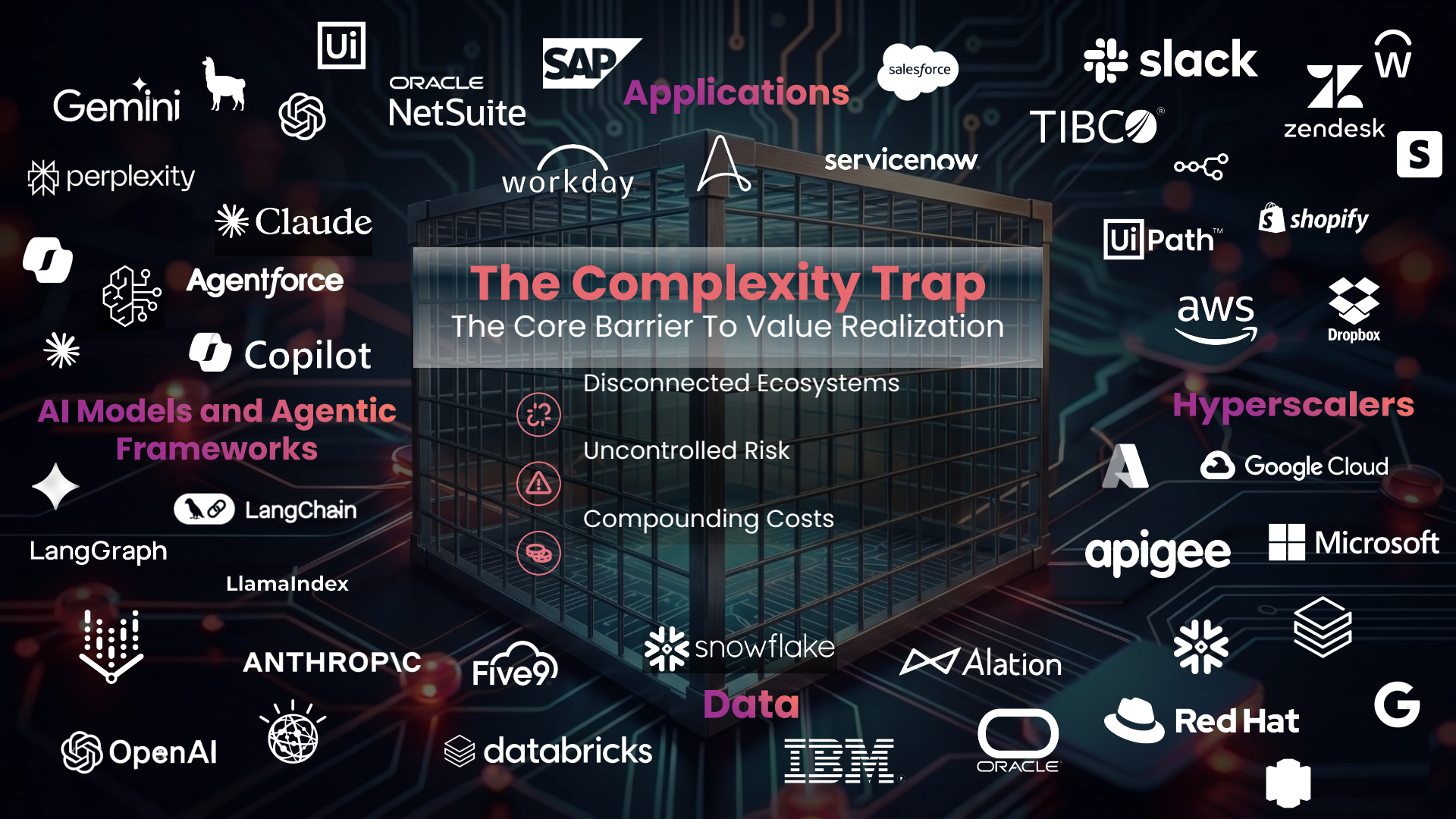
Beyond Data Readiness: The Infrastructure That Turns AI Into Governed Action

David Irecki, CTO for APJ, Boomi

boomi
Unlock Possible

From Digital to Agentic Transformation

The Data Leader's Inflection Point


The Complexity Trap
The Core Barrier To Value Realization
Disconnected Ecosystems
Uncontrolled Risk
Compounding Costs
Applications
AI Models and Agentic Frameworks
Hyperscalers
Data
Gemini
NetSuite
SAP
salesforce
slack
TIBCO
zendesk
perplexity
workday
servicenow
Claude
UiPath
shopify
Agentforce
aws
Dropbox
Copilot
Google Cloud
LangChain
LangGraph
apigee
Microsoft
LlamaIndex
ANTHROPIC
Five9
snowflake
Alation
OpenAI
databricks
IBM
ORACLE
Red Hat

AI ambition is outpacing enterprise readiness

Omdia APAC research, commissioned by Boomi

The next 18–24 months will be less about proving AI's potential and more about whether organisations can build the foundational infrastructure to sustain it.

The gap is not AI ambition. It is the ability to connect trusted data, governed integration, operational context and measurable controls at scale.

Survey: 1,116 senior technology and business decision-makers across Australia, New Zealand, Singapore, Malaysia and the Philippines.

74% AI adoption is already mainstream

have AI initiatives underway

90% expectations are high

expect AI automation to significantly impact business processes

95% data investment remains a priority

will maintain or increase data integration, prep and orchestration spend

89% consolidation is a priority

are actively seeking to reduce tool and technology sprawl

Implication for CDAOs: readiness now means data + context + integration + governance + economics.

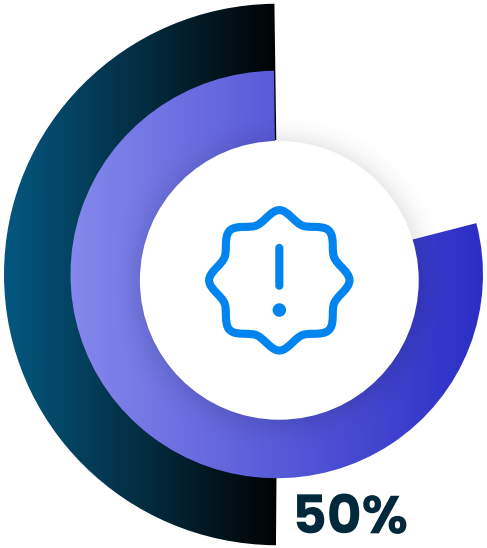
Source: Omdia commissioned research, March 2026, n=1,116.

AI Data Paradox

77% of data leaders trust the reliability and accuracy of the data their AI systems rely on[1]

However

Only 50% trust the overall quality of their organizational data[1]



77%
trust data accuracy for AI systems

50%
trust overall data quality

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[1] The State of Data Management for AI (Financial Times Longitude, 2025)

Explaining the AI Data Paradox

A Pilot Tests the Model

Production Tests the Enterprise

90%

of AI use cases remain stuck in pilots due to lack of enterprise readiness [1]

[1] Seizing the Agentic AI Advantage 2025 (McKinsey & Co., 2025)

AI Needs More Than Trusted Data

Production AI requires truth, knowledge, context and governed use



Truth

Trusted operational state

Current, harmonised and reliable data across core systems.



Knowledge

Enterprise knowledge

Structured and unstructured information available to AI.



Context

Business meaning

Definitions, ownership and semantic meaning that reduce ambiguity.



Governed Use

Lineage, policy and control

Permissions, purpose, traceability and approved use at execution time.

The shift: from preparing data for AI **to preparing the enterprise for AI execution**

AI Can Have the Data and Still Get the Decision Wrong



Trusted data tells AI what is true. Business context tells it what that truth means.

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Data is the Differentiator – Activation is the Advantage



Data creates advantage only when trusted context becomes governed action.

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Thinking Broadly

Business Function	Finance	Human Resources	Supply Chain	Sales & Marketing	Customer Experience
Horizontal Use Cases Generate meeting notes, write emails, provide documentation	**Personal Assistants:** Microsoft Copilot, Google Workspace AI, Gemini				
	Coding Assistants: Cursor, Windsurf, Microsoft Copilot				
	Chatbots & Summarizers: ChatGPT, Perplexity, Claude, Zoom AI Companions				
	Knowledge Bases: Custom RAG and Graph RAG				
Vertical Use Cases Agentic workflows within a business process that has business context, reasoning, and completes tasks	**Order Exception Resolution Agent** Resolves order discrepancies to reduce delays and intervention	**Employee Onboarding Agent** Automates setup to shorten new-hire time-to-productivity	**Invoice Reconciliation Agent** Matches invoices to POs to cut manual processing effort	**Intelligent Churn Detection Agent** Predicts customer churn risk and recommends retention actions	**Customer Sentiment Agent** Scans interactions to surface churn signals early
	Dynamic Pricing Agent Adjusts pricing in real time to maximize margins	**Timesheet Approval Agent** Automates the approval of timesheets to reduce admin workload	**Quotes Part Agent** Generates quotes for parts based on availability and price to speed sale cycles	**Sales CRM Reporting Agent** Creates reports from multiple applications to reduce reporting time	**Ticket Triage Agent** Categorizes and prioritizes customer support tickets to improve response speed

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The best of both worlds: Hybrid Agentic Workflows

Deterministic where it should be, probabilistic where it earns its keep

Integration

Structured | Reliable | Logic-Based

- File pickup, routing & audit logging
- Rules-based transformation
- Field mapping & schema validation

Agentic Workflow

Agentic

Reasoning | Synthesis | Judgment

- Unstructured data analysis
- Multi-source reasoning across signals
- Summarization & narrative generation

OUTCOMES

01 Optimize Costs

Run AI inference only where judgment & reasoning matters.

02 Maximize Reusability

Every Boomi integration, API, and data model becomes a reusable tool

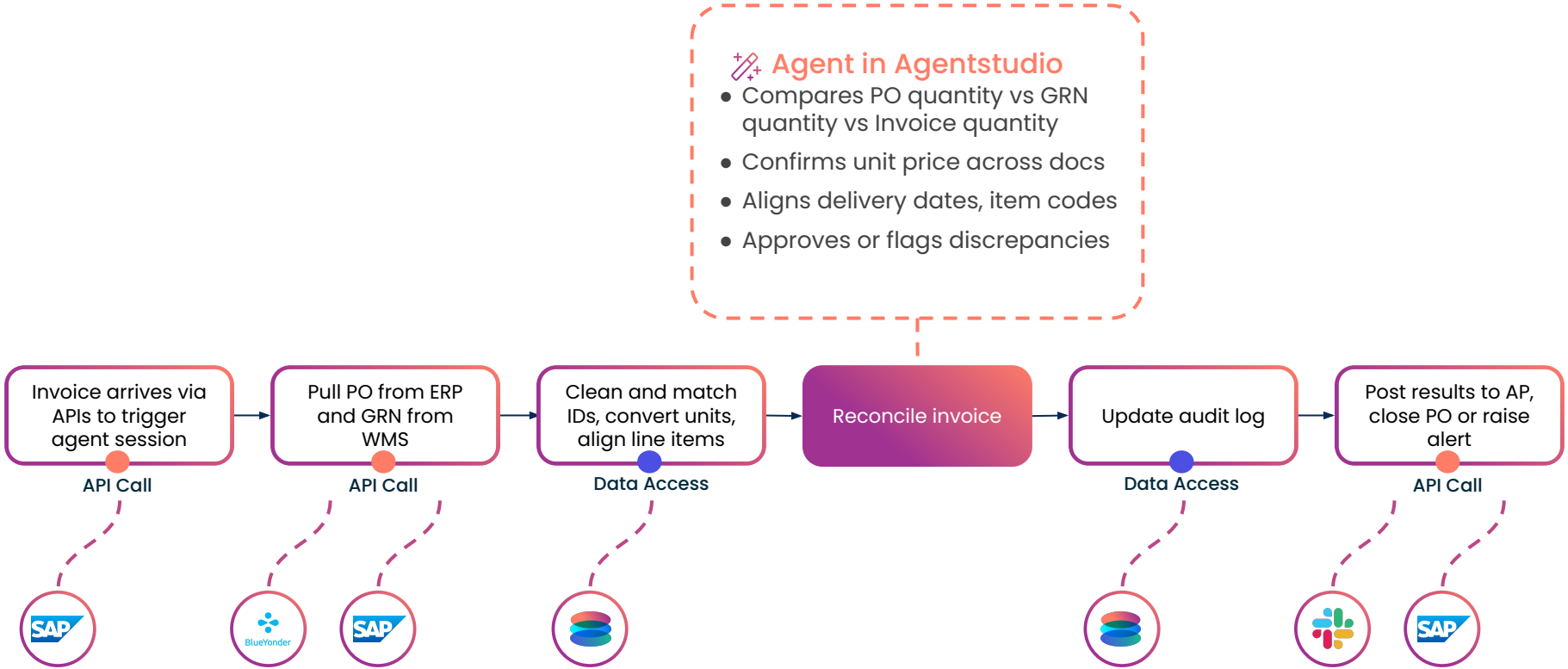
03 Reduce Risk with Governance & Auditability

Every agent output traces to a golden record and a specific tool call

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Invoice Reconciliation Agent

Hybrid Agentic Workflow



The CDAO Operating Model Is Changing

From Data Steward to AI Activation Leader

Yesterday

- Data quality programs
- Reporting & analytics enablement
- Static governance frameworks

Today

- Live data products
- Governed activation layers
- AI activation inside operational workflows

Next

- Agent and tool governance
- Business context ownership
- Decision rights
- AI economics
- Outcome measurement

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MCP Opens the Door. Enterprise Controls Decide What Happens Next.

MCP creates a common way for agents to use tools. The enterprise still needs to govern the interaction.

Agents

Where work is requested or reasoned

- Hyperscaler agents
- SaaS agents
- Enterprise-built agents
- Boomi Agentstudio

Agents are increasingly capable, but they still need governed access to enterprise systems and data.

Enterprise interaction control

Separate tool discoverability from governed use

AI & MCP Gateway

Controls the interaction layer

- Identity & access
- Policy enforcement
- Routing
- Rate limits
- Observability
- Usage & cost control

Agent Control

Controls the agent itself

- **Register**
- **Observe**
- **Govern**

Governed enterprise capabilities

What agents are allowed to use

- APIs
- Integration workflows
- App connectors & tools
- Enterprise knowledge
- Trusted data products
- MCP-enabled assets

The goal is reusable capability without losing identity, policy, observability or control.

MCP makes capability discoverable. AI infrastructure makes its use governable.

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Agent Control Plane

Run Agentic Workloads Securely, Anywhere

1 **Connect** every enterprise system

- Integrate AI, apps, APIs, MCP & data
- Transform raw data into knowledge
- Harmonize trusted data
- Ground agents with context

2 **Govern** all agent actions



- Secure AI, API, and MCP traffic
- Run agentic workflows locally behind the firewall
- Observe agents, models, APIs, and MCP tools

3 **Control** runaway AI costs



- Build deterministic & agentic workflows
- Route requests across LLMs & SLMs
- Control AI spend with token-level governance

Data Sovereignty

Govern data and AI where they move

Keep data in region

- **Mitigate foreign access** through independent instances that localize data residency.
- **Secure sensitive information** by containing data, metadata, and execution within regional borders.
- **Support regulatory and sovereignty requirements** with a multi-certified foundation.

Run workloads anywhere

- **Deploy runtimes flexibly** – on-premises, in the cloud, or hybrid.
- **Centralize visibility** across every runtime with monitoring in one place.
- **Drive continuity** using patented decoupled architecture to separate management from execution.

Contain AI agents

- **Reduce AI compliance risk** by deploying agents anywhere in designated regional runtimes.
- **Strengthen security** with the agentic lifecycle running fully behind the firewall.
- **Limit data exposure** and run your own model in local environments.

AI ROI Is a Data Problem Before It's an AI Problem

At scale, the question becomes: what is the value and cost of each AI-assisted action?

1

READY

Trusted data + context

Reduce preparation, duplication and reconciliation

2

RUN

Right model + right workflow

Use deterministic automation where AI adds no value

3

CONTROL

Govern usage + exceptions

Limit rework, risk, unnecessary inference and spend

THE UNIT ECONOMICS OF AI

Business value created

Data + runtime + correction cost

ROI improves when each governed action creates more value than the total cost of preparing, executing and correcting it.

Measure outcomes, not AI activity

The goal is not more AI. It is better economics for every decision and action AI improves.

CASE STUDY

HEB Construction: From Trapped Knowledge to Agentic Bid Capability

Auckland-based infrastructure firm turns scattered CVs and expertise into reusable profiles and project-specific bid content.

> **We can now activate trapped data within documents for use everywhere.**

Medcen Fatuloa
Integration Engineer
HEB Construction

The transformation pattern

1. Trapped knowledge

CVs and bios scattered across locations and formats; no reusable source of truth.

2. Trusted profiles

“Shredder” converts CVs into structured skills profiles anchored to Data Hub golden records.

3. Specialised agents

“Bob” creates project-specific CVs and bios from trusted profiles for bid teams.

4. Governed outcome

Humans review every draft; faster turnaround and more consistent bid content.

Data activation becomes AI value when trapped knowledge is structured, contextualised and governed inside a real workflow.

INDUSTRY	HEADQUARTERS	EMPLOYEES	KEY COMPONENTS
Construction	Auckland, New Zealand	1,200+	Agentstudio · Integration · Data Hub

The Platform That Puts AI Into Action



Boomi Enterprise Platform

Headless

Embeddable

Universal Governance

- Compliance
- Observability
- Audit Trails
- Federation

Agent Control Plane

Build | Govern | Connect | Tools
AI & MCP Gateway | Lifecycle Management

Orchestration Plane

B2B/EDI | Event Streams | Managed File Transfer
Integration | Federated APIM | Workflow Automation

Active Data Foundation

Agent Context | Semantic Metadata
Golden Records | Lineage | Data Pipelines

Enterprise Security

- Threat Detection
- Policies
- Access Control
- Guardrails

Decoupled Execution

Hybrid Runtime

Elastic Scale

Comprehensive Connectivity

- Business Applications
- Databases, Data Warehouses & Lakes
- Unstructured Data & Knowledge
- AI Models & Tools

Key Takeaways

1



AI readiness is the foundation, not the finish line

2



Use AI where reasoning creates value and automate the rest

3



Control is what makes AI scalable

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Continue the Conversation

- Stop by **our booth** to discuss your business needs
- Request a **customized demo** and experience the platform
- Visit **boomi.com/agentstudio** to learn more



Thank you

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