

Workato Enterprise MCP

Internal FAQ
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Section 1: Foundation (Market Enablement)

What is Workato Enterprise MCP?

Workato Enterprise MCP (Model Context Protocol) is a comprehensive suite of enterprise-grade capabilities that enables AI agents and LLM-powered applications to securely access and orchestrate enterprise tools, data, and processes at scale through the standardized MCP protocol developed by Anthropic.

As a category: Enterprise MCP closes the "Enterprise Control Gap" — the difference between what basic MCP provides (connectivity) and what enterprises need (governance, orchestration, and trust). It's the secure, governed control layer that connects AI agents to enterprise systems.

As a Workato product: It's a set of platform capabilities that exposes Workato's integrations, automations, and APIs as secure, AI-callable "Enterprise Skills" — giving any agent the ability to execute proven business processes with embedded security and compliance.

Technical Architecture:

Enterprise MCP includes the **MCP Gateway**: The secure, governed control layer that exposes Enterprise Skills and composed endpoints to AI agents and developers—enforcing policy, authentication, and observability at runtime. It provides a single entry point between AI agents (like Claude or ChatGPT) and enterprise systems—offering trusted, code-free, and compliant access to data and workflows at scale.

Key capabilities include:

- **API Collections as Remote MCP Servers:** Convert existing Workato API collections and API proxy collections into MCP servers, enabling standardized access to enterprise APIs and workflows through any MCP-compatible client
- **Genies as MCP Servers:** Expose Workato's AI agents as MCP servers, allowing external AI clients to leverage sophisticated enterprise automation capabilities through a unified interface
- **Genies as MCP Clients:** Enable Workato Genies to discover and consume external MCP servers, expanding their capabilities with third-party tools and services
- **Developer API as MCP Server:** Workato's complete developer API exposed via MCP, enabling programmatic management of recipes, projects, and environments through AI-powered tools like Cursor and Windsurf
- **Local MCP Server Support:** Enable users to run MCP servers locally for development and testing scenarios
- **Enterprise Governance and Security:** Full support for enterprise requirements including Workato Identity integration, verified user access, audit logging, and comprehensive observability

Example Use Case:

1. User: "Hey Claude, summarize my open sales pipeline."
2. Claude connects to Salesforce and Gong through a Workato Enterprise MCP Server via the MCP Gateway
3. Workato orchestrates data retrieval across both systems with proper authentication and audit trails
4. Claude receives structured, governed data and provides the summary

What problem is Workato Enterprise MCP trying to solve?

The AI agent revolution promises autonomous systems that can interact with enterprise applications, but current approaches create critical gaps:

The "Enterprise Control Gap":

- **Raw MCP (protocol-only)** provides connectivity but no security model, orchestration, or governance
- **DIY solutions** require 12–18 months to build and maintain enterprise-grade infrastructure
- **Vendor-specific MCP implementations** create silos with no cross-system orchestration
- **Agent platforms** run in isolation without full enterprise context

Specific problems by audience:

For Agentic-First buyers (AI/Innovation leaders):

1. Agents improvise and hallucinate — calling raw APIs unpredictably instead of executing trusted business processes
2. Missing enterprise context — agents can't reason across multiple systems, data sources, and real-time signals
3. No centralized trust — open-source MCP lacks identity, RBAC, observability, and audit trails

For Orchestrate-First buyers (Enterprise Architects, Integration leads):

1. Fragmented systems and data — patchwork of apps and tools that don't communicate, creating integration debt
2. Legacy integration bottlenecks — aging iPaaS/ESB solutions that require specialist skills and can't adapt to business change
3. Not ready for AI scale — no governance, elasticity, or runtime safety for intelligent workloads

Without Enterprise MCP, organizations face:

- **Security risks:** Agents operating with unscoped access to enterprise systems
- **Compliance violations:** No audit trails or governance for AI actions
- **Failed pilots:** 80% of AI projects fail to reach production due to governance gaps
- **Wasted investment:** Building custom infrastructure instead of differentiated AI capabilities

How will Workato Enterprise MCP solve the problem?

Workato Enterprise MCP addresses the Enterprise Control Gap through three core capabilities:

1. Enterprise Trust Security, governance, and compliance embedded at every layer:

- **Patented runtime user authentication** ensures agents inherit proper user permissions
- **Automatic PII obfuscation** and data masking protects sensitive information
- **Immutable audit trails** for all agent actions ensure compliance
- **Platform-level policy enforcement** that cannot be jailbroken or bypassed
- **SOC2/PCI/ISO certifications** built into the runtime

2. Enterprise Orchestration Context and coordination across enterprise systems at scale:

- **Multi-system workflows** with transactional integrity and persistent state
- **Cloud-native architecture** built for intelligent workloads from the ground up
- **Full enterprise context** — data, processes, and real-time signals coordinated across all systems
- **10,000+ pre-built connectors** to SaaS, on-prem, databases, and legacy systems

3. Enterprise Skills Proven business capabilities that make agent actions predictable:

- **Tested business processes** with built-in logic, approvals, and error handling
- **Cross-system orchestration** for complete business outcomes (not just single-app access)
- **Repeatable execution** — Skills run the same way every time, not improvised API calls
- **750K+ community recipes** ready to become Enterprise Skills

How it works:

1. **Standardized Enterprise Tool Access:** Workato's 1,200+ prebuilt connectors and enterprise recipes become instantly accessible to AI agents through standardized MCP interfaces, eliminating custom API development
2. **Zero Rework Integration:** Users leverage existing API Collections, Genies, and automation investments without rebuilding. Any existing API collection can be exposed as an MCP server with one click
3. **Enterprise-Grade Security and Governance:** Workato Identity integration, verified user access (VUA), role-based access control, audit trails, and comprehensive monitoring
4. **Bi-Directional Agent Communication:** Genies can both expose their capabilities as MCP servers and consume external MCP servers as skills, enabling complex multi-agent orchestration
5. **Multi-Platform Compatibility:** Works seamlessly with Claude, Cursor, Windsurf, and any MCP-compatible client

What value does Enterprise MCP bring to customers?

Accelerated AI Agent Deployment Instead of building custom integrations for each AI use case, customers leverage existing Workato investments, reducing development time from months to hours.

Future-Proof Integration Strategy As the industry shifts from traditional APIs to agentic interfaces, Workato Enterprise MCP positions customers at the forefront while protecting existing investments.

Enhanced Developer Productivity Enable developers to leverage enterprise capabilities through natural language interfaces in their IDEs (Cursor, Windsurf), dramatically improving development workflows.

Unified Agent Ecosystem Build once and deploy across multiple AI platforms while maintaining consistent security and governance policies through centralized Workato Identity management.

Risk Reduction

- Avoid data breach costs (\$4.45M average per IBM)
- Prevent compliance violations (GDPR fines up to 4% revenue)
- Rescue failed AI projects (80% fail to reach production without proper governance)

Operational Efficiency

- Time to production: Weeks vs. 12-18 months for DIY
- Developer productivity: Pre-built Skills vs. custom integrations
- Automatic connector updates as vendors change APIs

Proven Business Outcomes

- Samsara: 40% autonomous helpdesk operations
- SentinelOne: 10x faster quote generation
- 50% of Fortune 500 trust Workato's orchestration infrastructure

Who are the intended users of Enterprise MCP?

Primary Users:

- **AI/ML Engineers:** Building and deploying AI agents that need secure enterprise access
- **Integration Developers:** Creating Skills and orchestrating multi-system workflows
- **Enterprise Architects:** Designing agent-ready infrastructure with proper governance
- **Platform Engineers:** Operating and monitoring MCP servers in production

Secondary Users:

- **Security/Compliance Teams:** Setting policies and reviewing audit trails
- **Business Analysts:** Converting business processes into reusable Skills
- **End Users:** Consuming agent capabilities through Claude, ChatGPT, or custom applications

How it improves their experience:

- **For AI Engineers:** Focus on agent logic instead of building security infrastructure
 - **For Integration Developers:** Expose existing work to agents without rewriting
 - **For Enterprise Architects:** Standardized, governable approach to agent connectivity
 - **For Platform Engineers:** Centralized observability and policy enforcement
 - **For Security Teams:** Built-in compliance with immutable audit trails
 - **For Business Users:** Safer, more reliable AI interactions with enterprise data
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How are customers impacted if we don't support MCP?

Strategic Disadvantages:

- **Lost competitive positioning:** As MCP becomes industry standard (Anthropic, OpenAI, Google all supporting), customers without Enterprise MCP fall behind
- **Fragmented agent ecosystem:** Each AI vendor requires custom integration work, creating vendor lock-in
- **Integration debt compounds:** Custom-built agent connectivity becomes another legacy system to maintain

Operational Impacts:

- **Higher development costs:** Building and maintaining custom security, governance, and orchestration
- **Slower time-to-production:** 12-18 months to build vs. weeks with Enterprise MCP
- **Security vulnerabilities:** DIY solutions lack enterprise-grade security controls
- **Compliance gaps:** No standardized audit trails or governance framework

Business Risks:

- **Failed AI initiatives:** 80% of AI projects fail without proper infrastructure
- **Developer exodus:** Top talent frustrated by reinventing infrastructure
- **Missed revenue opportunities:** Cannot capitalize on agentic AI transformation

Missed Platform Network Effects: Cannot participate in the growing ecosystem of MCP-compatible tools and services, limiting long-term strategic options.

If MCP had a beta/early access, is there any user feedback or data points that promote the value of MCP?

Workato Enterprise MCP is **GA and available with Workato ONE**. This product launch makes us one of the first enterprise integration vendors to deliver comprehensive enterprise MCP support.

Key traction indicators include:

Strategic Partnership Recognition: Featured on Anthropic's official integrations page as a recommended MCP server provider.

Industry Validation: Major AI providers (Anthropic, OpenAI, Google) have all adopted MCP as a standard, with Gartner predicting over half of integration vendors will add MCP features by 2026.

Customer Adoption Signals:

- Early adopters reporting weeks to production vs. months with DIY approaches
 - Existing Workato customers exposing 750K+ recipes as Skills
 - Developer community actively building on pre-built MCP servers
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Is MCP available globally in all regions?

Yes. As of June 15, 2025, Enterprise MCP is available globally in all regions where Workato operates.

What are Pre-Built MCP Servers (MCP 100)?

Pre-built MCP servers are production-ready, Workato-delivered integration services that provide standardized and governed access for AI agents to core enterprise systems. They're designed to be deployed in minutes—not built from scratch.

The "MCP 100" refers to our commitment to deliver 100+ pre-built servers by mid-2026. The initial wave includes 10 servers: Google Calendar, Slack, Gong, GitHub, Jira, Google Directory, Gmail, Google Drive, Google Sheets, and Okta.

Key characteristics:

- **Ready-to-use:** Deploy immediately with no custom integration work
- **Customizable:** Start with production-ready defaults, adapt to specific workflows
- **Production-grade:** Enterprise security, governance, and observability built in
- **Fully managed:** Workato hosts, maintains, and updates—no infrastructure overhead
- **Composable:** Chain multiple servers together for multi-system workflows

How do Pre-Built MCP Servers relate to Enterprise MCP?

Think of it this way:

- **Enterprise MCP** is the platform—the unified control plane for AI agent connectivity, including the MCP Gateway, governance layer, orchestration engine, and developer tools.
- **Pre-Built MCP Servers** are product-delivered applications that run on that platform—ready-made integrations customers can deploy instantly.

Analogy: Enterprise MCP is like the app store infrastructure. Pre-built MCP servers are the apps you can download and use immediately.

Customers can use Enterprise MCP to:

- Deploy pre-built MCP servers (MCP 100)
- Build custom MCP servers from scratch
- Expose existing Workato recipes, API Collections, and Genies as MCP servers
- Consume third-party MCP servers with enterprise governance

Pre-built servers accelerate time-to-value for common use cases. Custom servers enable unique, differentiated capabilities.

Who should use Pre-Built MCP Servers vs. building custom?

Use Case	Recommendation
Standard enterprise workflows (calendar, Slack, Jira, etc.)	Pre-Built MCP Servers
Unique business processes or proprietary systems	Custom MCP Servers via Enterprise MCP
Rapid prototyping and quick wins	Pre-Built MCP Servers
Deep customization with complex business logic	Custom MCP Servers
Existing Workato recipes you want to expose to agents	Expose as MCP via Enterprise MCP

The best approach: Start with pre-built servers for common systems, build custom for differentiation.

Section 2: Vision & Strategy

What is the larger vision that drove Workato Enterprise MCP?

Workato's vision is to become **the central nervous system for enterprise AI orchestration**.

We believe the future of work will be characterized by AI agents that can autonomously discover, access, and orchestrate enterprise systems to accomplish complex business objectives.

However, this vision requires solving the fundamental challenge of how AI agents securely and reliably interact with enterprise systems at scale. MCP represents the foundational infrastructure needed for this transformation, establishing Workato as the essential middleware layer between AI agents and enterprise capabilities.

How does Workato Enterprise MCP support that vision?

Workato Enterprise MCP moves us significantly closer to this vision by establishing the foundational infrastructure and market positioning needed for enterprise AI orchestration:

Standardization Leadership By being first to market with comprehensive MCP support, we establish Workato as the de facto standard for enterprise MCP implementations, creating network effects as more customers and vendors adopt the protocol.

Enterprise Foundation Our implementation of enterprise-grade security, governance, and observability from day one ensures that AI agents can operate safely within enterprise environments, removing a key barrier to adoption.

Platform Strategy MCP enables Workato to evolve from a standalone automation tool to a platform that other AI tools and agents build upon, dramatically expanding our addressable market and customer touchpoints.

Strategic Partnership Leverage Our partnership with Anthropic and positioning on their integrations page provides significant marketing and credibility advantages as MCP adoption accelerates.

How does this relate to Workato ONE?

Workato ONE is the full platform, which includes key Agentic capabilities like Agent Studio, Agent Collaborator, and Workato GO.

Enterprise MCP is the core agentic orchestration layer within it—focused on secure agent connectivity, orchestration, and governance.

Think of it as: Workato ONE is the complete platform, Enterprise MCP is the infrastructure that makes agents enterprise-ready within that platform.

How does this relate to Enterprise Orchestration?

Enterprise MCP **is** Enterprise Orchestration evolved for the agentic era.

It builds on Workato's proven orchestration capabilities—unifying data, apps, and processes—and extends them to govern how AI agents interact with enterprise systems.

Where orchestration makes your business predictable, Enterprise MCP makes your AI predictable.

The same capabilities that power integration and automation now power intelligent agent actions:

- Transactional integrity across systems
- Error handling and rollbacks
- Audit trails and compliance
- Cloud-native scalability

The difference: These capabilities are now exposed through standardized MCP interfaces for agent consumption.

Is there a difference between Enterprise MCP as a 'Product' and as a 'Category'?

Yes, and it's strategically important:

Enterprise MCP as a category: We're defining the market need—the governed, secure infrastructure layer required to make agents enterprise-ready. This is bigger than Workato; it's the missing piece in the agentic stack.



Workato Enterprise MCP as a product: Our specific platform offering that delivers on this category promise. We're not just participating in the category—we're defining and leading it.

Think of it like iPaaS: iPaaS is the category, Workato is a leading product in that category. Same principle here.

Why this matters:

- Category creation establishes thought leadership
- Defines evaluation criteria that favor our strengths
- Creates urgency ("every enterprise needs Enterprise MCP")
- Positions competitors as playing catch-up to our standard

Section 3: Sales Enablement

Audience Segmentation

Who are the two primary audiences for Enterprise MCP?

Agentic-First: Heads of AI, Innovation, or Digital Transformation who are building or adopting AI agents and need them to act safely in enterprise systems.

Characteristics:

- Already experimenting with agents or AI pilots
- Focused on AI tooling (Claude, LLMs, agent frameworks)
- Eager to build, experiment, and find value quickly
- Pain point: Can't move pilots to production due to security/governance gaps

Orchestrate-First: Enterprise Architects, Integration Leads, or IT Directors who want to modernize their integration fabric for AI-readiness and intelligent orchestration.

Characteristics:

- Managing existing integration infrastructure
- Dealing with legacy iPaaS/ESB bottlenecks
- Planning for digital transformation or modernization
- Pain point: Current infrastructure not ready for AI workloads

What are key discovery questions to determine if my prospect is "Agentic-first" or "Orchestrate-First"?

Listen for these signals:

Orchestrate-First indicators:

- "We need to do some work to take advantage of AI"
- "Our systems don't talk to each other well"
- "We have integration debt / aging iPaaS"
- "How do we prepare our architecture for AI?"
- Focus on infrastructure modernization, connecting systems, data unification

Agentic-First indicators:

- "We're experimenting with AI agents / pilots"
- "We've hit security blocks with our AI projects"
- "How do we get agents into production safely?"
- "We're evaluating Claude / Anthropic / agent frameworks"
- Focus on AI tooling, agent capabilities, finding value quickly

Discovery questions that reveal buyer type:

1. "What's driving your interest in AI / agent technology right now?"
 2. "Where are you in your AI journey—experimentation, pilot, or production?"
 3. "What's your biggest concern about deploying AI in your environment?"
 4. "Who owns the AI initiative vs. who owns integration/orchestration?"
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How do I pitch differently to each audience?

Agentic-First: Pilot to Production

Focus on how Enterprise MCP brings AI from pilot to production—governed access, predictability, and security for any agent.

Opening: "You've proven AI value in the sandbox. Now the question is: how do you deploy it safely at scale without rebuilding everything you've learned?"

Key messages:

- Start with governance, not retrofit it later
- Any agent (Claude, ChatGPT, custom) gets enterprise-ready access



- Weeks to production, not months of security reviews
- Zero rebuild from pilot to production

Proof points:

- Samsara: 40% autonomous operations in production
 - Patented runtime authentication (not available in open-source MCP)
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Orchestrate-First: Infrastructure Modernization

Focus on how Enterprise MCP modernizes infrastructure for the agentic era—cloud-native orchestration that solves today's integration pain and prepares for tomorrow's AI workloads.

Opening: "You're dealing with integration debt today. Enterprise MCP solves that while future-proofing your architecture for agentic AI."

Key messages:

- Cloud-native replacement for aging iPaaS
- Solve current integration bottlenecks now
- Built-in AI readiness (not bolted on later)
- Universal orchestration across your entire stack

Proof points:

- 50% of Fortune 500 trust Workato's orchestration infrastructure
 - SentinelOne: 10x faster workflows through orchestration
 - 12,000+ customers running mission-critical processes
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Competitive Positioning

How is Workato Enterprise MCP different from other MCPs?

Only Workato Enterprise MCP makes any agent enterprise-ready: **predictable, scalable, and secure.**

Enterprise Trust

Security, governance, and compliance embedded at every layer.



vs. Open Source MCP: No security model—agents run with broad, unscoped access. **We enforce user-level authentication, RBAC, and least-privilege access at runtime.**

vs. DIY Solutions: Security is manual and bolted on. **Ours is embedded—patented runtime authentication, automatic PII obfuscation, immutable audit trails.**

vs. Prompt-Based Governance: Can be jailbroken. **Our governance is enforced at the platform level and can't be overridden.**

Enterprise Orchestration

Context and coordination across enterprise systems at scale.

vs. Open Source MCP: They connect to individual APIs. **We orchestrate multi-system workflows with transactional integrity and persistent state.**

vs. Traditional iPaaS: They bolt AI onto aging runtimes. **We're cloud-native and built for intelligent workloads from the ground up.**

vs. Agent Platforms: They run agents in isolation. **We provide full enterprise context—data, processes, and real-time signals coordinated across all systems.**

Enterprise Skills

Proven business capabilities that make agent actions predictable.

vs. Open Source MCP: They expose raw APIs. **We provide proven, tested business processes with built-in logic, approvals, and error handling.**

vs. Vendor MCP (ServiceNow, Workday): They give agents access to their single app. **We orchestrate complete business outcomes across all your systems.**

vs. Agent Frameworks (LangChain, CrewAI): They let agents improvise with APIs. **We give agents repeatable Skills that execute the same way every time.**

What systems does Workato MCP work with?



Workato Enterprise MCP works with **any AI agent or model that supports MCP**, plus **10,000+ enterprise applications**.

AI Agents & Models:

- **LLMs:** Claude, ChatGPT, Gemini
- **AI Tools:** Cursor, Replit, Windsurf
- **Agent Frameworks:** LangChain, CrewAI, AWS Strands, n8n
- **Application Agents:** Salesforce Agentforce, ServiceNow, Workday, Microsoft Copilot, Databricks

Enterprise Systems:

- 10,000+ pre-built connectors to SaaS, on-prem, databases, data warehouses, and legacy systems
- Universal connectivity across productivity apps, ERP, CRM, HRIS, data platforms, and more

Workato's Selling System (WSS) Framework

What customer problems does Workato EMCP solve?

Agentic-First Audience:

1. **Agents improvise and hallucinate** — calling raw APIs unpredictably instead of executing trusted business processes
 - Agents making inconsistent API calls
 - No repeatable business logic
 - Can't trust agent actions in production
2. **Missing enterprise context** — agents can't reason across multiple systems, data sources, and real-time signals
 - Siloed data creates blind spots
 - No coordination between systems
 - Agents miss critical business context
3. **No centralized trust** — open-source MCP lacks identity, RBAC, observability, audit trails
 - Can't prove what agents did
 - No user-level permissions
 - Security teams block production deployment

Orchestrate-First Audience:

1. **Fragmented systems and data** — patchwork of apps and tools that don't communicate, creating integration debt
 - Manual data transfers
 - Duplicate records across systems
 - Business process bottlenecks
 2. **Legacy integration bottlenecks** — aging iPaaS/ESB solutions that require specialist skills and can't adapt to business change
 - Brittle integrations break frequently
 - Requires specialist developers
 - Can't scale with business needs
 3. **Not ready for AI scale** — no governance, elasticity, or runtime safety for intelligent workloads
 - Current infrastructure can't handle AI
 - No governance framework for agents
 - Security gaps prevent AI adoption
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How does Workato EMCP specifically solve those problems?

Agentic-First Audience:

1. **Enterprise Skills give agents repeatable, tested business actions (not raw APIs)**
 - "process_refund" executes consistently every time
 - Retries, rollbacks, and audit trails built in
 - Proven business logic, not improvised API calls
2. **Enterprise Orchestration provides full context across systems**
 - Data, processes, and real-time signals coordinated transactionally
 - Multi-system workflows with persistent state
 - Agents reason across entire enterprise, not single apps
3. **Enterprise Trust embeds security at runtime**
 - User-level authentication (agents inherit proper permissions)
 - RBAC enforcement at platform level
 - PII obfuscation, immutable audit logs, SOC2/PCI/ISO compliance built in



Orchestrate-First Audience:

1. **Unified orchestration connects every system, process, and data flow**
 - Cloud-native infrastructure with transactional integrity
 - 10,000+ pre-built connectors
 - Single orchestration layer replacing fragmented tools
2. **Pre-built Skills replace brittle API integrations**
 - Reusable business actions that execute predictably
 - 750K+ community recipes ready to use
 - No custom code for every integration
3. **Embedded governance makes orchestration safe for AI-driven execution**
 - Authentication, observability, compliance built in
 - Platform-level policy enforcement
 - Ready for intelligent workloads from day one

How is Workato EMCP different/better than others in solving those problems?

Agentic-First Audience:

vs. Open Source MCP: DIY MCP runs code. **Enterprise MCP runs enterprises**—with audit, encryption, and compliance built in.

vs. Agent Platforms: They host agents. **Enterprise MCP governs them**—authentication, observability, safe execution across every enterprise system.

vs. App-specific MCP: Safe but shallow. No orchestration, limited context. **Enterprise MCP ensures agents act together across multiple systems with trusted Skills.**

Orchestrate-First Audience:

vs. Traditional iPaaS: They bolt AI onto aging runtimes creating bottlenecks. **Enterprise MCP is cloud-native, decoupled, built for the agentic era.**

vs. Point Solutions: Vendor lock-in with app-specific governance. **Enterprise MCP provides universal orchestration across your entire stack.**

vs. DIY Integration: High development overhead, no governance. **Enterprise MCP gives you proven Skills and embedded security out of the box.**

What's the proof that Workato EMCP solves those problems?

Customer Success Stories:

- **Samsara:** 40% autonomous helpdesk operations (2x improvement over previous solution) by orchestrating agent workflows across IT systems
- **SentinelOne:** 10x faster quote generation through multi-system orchestration (Salesforce + NetSuite + approvals)

Market Validation:

- **50% of Fortune 500** trust Workato's orchestration infrastructure in production
- **12,000+ customers** running mission-critical processes on our platform

Platform Capabilities:

- **750K+ community recipes**—proven, tested business logic ready to become Enterprise Skills
- **Patented runtime user authentication** ensures agents inherit proper permissions
- **SOC 2 Type II, ISO 27001, PCI DSS** compliance built into runtime

Industry Recognition:

- Featured on Anthropic's official integrations page
 - [Anthropic Customer Success story](#)
 - One of first enterprise integration vendors with comprehensive MCP support
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What customer problems does MCP 100 (Pre-Built Servers) solve?

For teams exploring AI agents:

- **Integration complexity blocks deployment** — Teams want to connect agents to Salesforce, Jira, Slack but face months of custom integration work
- **No safe path to production** — Open-source MCP servers lack enterprise security, leaving agents stuck in sandbox
- **Skills gap** — Building production-grade MCP servers requires expertise most teams don't have



For IT/Platform teams:

- **Agent sprawl without governance** — Business units adopting AI agents independently, creating security and compliance gaps
 - **Redundant integration work** — Multiple teams building similar agent integrations to the same systems
 - **Maintenance burden** — Every custom integration requires ongoing support as APIs change
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How does MCP 100 specifically solve those problems?

For teams exploring AI agents:

- **Pre-built eliminates integration work** — Deploy a Jira or Slack server in minutes, not months. No custom code required.
- **Production-ready from day one** — OAuth 2.0 user authorization, RBAC, audit trails built in. CISO-ready out of the box.
- **No specialized skills needed** — Workato handles the complexity. Teams focus on use cases, not infrastructure.

For IT/Platform teams:

- **Centralized catalog of approved servers** — IT provides governed options, business units self-serve within guardrails
 - **Deploy once, use across teams** — One Slack server serves all departments with proper access controls
 - **Workato manages updates** — We maintain the servers, update for API changes, patch security issues
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How is MCP 100 different/better than alternatives?

Alternative	Limitation	MCP 100 Advantage
Open-source MCP servers	No security model, no governance, community-maintained	Production-grade security, Workato-maintained, enterprise SLA
Build custom from scratch	3-6 months per integration, ongoing maintenance	Minutes to deploy, fully managed
Vendor-native connectors	Basic connectivity only, no orchestration	Enterprise Skills with business logic, multi-system workflows
DIY with raw APIs	Agents improvise unpredictably	Proven, tested capabilities that execute consistently

The key differentiator: Pre-built MCP servers deliver Enterprise Skills—not just API access. They include business logic, error handling, and governance that make agent actions predictable and safe.

What's the proof that MCP 100 solves those problems?

Speed to value:

- Deploy a production-ready MCP server in minutes vs. 3-6 months to build custom
- Zero infrastructure setup—fully managed by Workato

Enterprise readiness:

- Same governance capabilities as Enterprise MCP platform (SOC 2, ISO 27001, PCI DSS)
- OAuth 2.0 user authorization ensures agents act on behalf of authenticated users

Platform validation:

- Built on Workato's proven orchestration infrastructure trusted by 50% of Fortune 500
 - Featured on Anthropic's official integrations page
-

Common Sales Scenarios

What are common buying triggers that signal Enterprise MCP opportunity?

Agentic-First triggers:

- Announced AI pilot or agent initiative
- Hired Head of AI or Chief AI Officer
- Agent experiments stuck in sandbox (can't go to production)
- Security/compliance blocked an AI project
- Evaluating agent platforms or LLM vendors

Orchestrate-First triggers:

- Digital transformation or modernization initiative
- Aging iPaaS reaching end-of-life (e.g., MuleSoft, Dell Boomi contracts expiring)
- Integration backlog causing business delays
- Preparing architecture for AI readiness
- New CIO/CTO mandate to modernize infrastructure

Watch for combinations: The strongest opportunities have both triggers—they're modernizing infrastructure AND exploring AI.



How do I handle "Why can't we just build this ourselves?"

"You absolutely could—but at what cost? Most enterprises underestimate what 'build' really means:

Security:

- Patented runtime authentication
- PII obfuscation
- Audit trails
- SOC2/ISO/PCI compliance

Orchestration:

- Transactional integrity across multi-system workflows
- Persistent state management
- Intelligent error handling

Maintenance:

- 10,000+ pre-built connectors that stay current as vendors update APIs
- Ongoing security patches
- Compliance updates

The question isn't *can* you build it—it's whether your engineering team should spend 12-18 months building infrastructure instead of building differentiated AI capabilities.

We let you focus on what makes your business unique, not rebuilding what's already proven."

What if they say "We're just experimenting with AI—not ready for enterprise solutions yet"?

That's **exactly** the right time to talk.

Here's what we see: Teams start experimenting with agents in sandboxes using open-source MCP. Then they hit the wall—agents can't access real enterprise data safely, no audit trails, no way to control what they do.

The problem: By the time you realize you need governance, you've built technical debt on top of an ungoverned foundation. You're forced to rebuild.



The opportunity: Start with Enterprise MCP from day one. Experiment freely *within* a governed environment. When your pilot proves value, you flip a switch to production—same Skills, same security, zero rebuild.

Ask them: **'Would you rather experiment knowing your path to production is clear, or experiment and hope you can retrofit governance later?'**

What do I say when they mention using Anthropic's native MCP, n8n, or other open-source MCP?

Those are great starting points for **connectivity**—but they're not built for **enterprise operations**.

Think of it this way:

Open-source MCP is the protocol—like HTTP for AI agents. It defines *how* agents connect.

Enterprise MCP is the enterprise runtime—like an API gateway or service mesh for agents. It defines *what's allowed, who can do it, and how it's governed*.

Specifically, open-source MCP has:

- ❌ No user-level authentication (agents run with broad access)
- ❌ No orchestration (can't coordinate multi-system workflows)
- ❌ No audit trail or compliance (can't prove what happened)
- ❌ No error handling or rollback (failed actions leave data inconsistent)

You can absolutely **start** with native MCP for prototyping. But when you need to go to production—with security, audit, and predictability—that's where Enterprise MCP becomes essential.

We work *with* standard MCP, we just make it enterprise-ready.

How do I quantify ROI or business value for Enterprise MCP?

Focus on **three value drivers** customers actually care about:

1. Risk Reduction (often most compelling for CIOs)

- Avoided cost of data breach: **\$4.45M average** (per IBM)
- Compliance violations prevented: **GDPR fines up to 4% revenue**
- Failed AI projects rescued: **80% of AI projects fail to reach production**



2. Operational Efficiency

- **Time to production:** Weeks vs. 12–18 months for DIY
- **Developer productivity:** Pre-built Skills vs. building/maintaining custom integrations
- **Integration maintenance:** Vendors update APIs → we update connectors automatically

3. Business Outcomes (use customer proof points)

- **Samsara:** 40% autonomous helpdesk operations
- **SentinelOne:** 10x faster quote generation

Discovery questions to help them quantify:

- "What's the cost of your current integration backlog?"
- "What would 6 months faster time-to-production be worth for your AI initiative?"
- "How much are you spending on integration developers today?"
- "What's the business impact of your AI pilots being stuck in sandbox?"

Let them quantify their own pain.

If they're already a Workato customer, how do I position Enterprise MCP?

You're already ahead. You've got the foundation—proven integrations, trusted business logic, secure orchestration. Enterprise MCP is the evolution:

What you have now: Integrations and automations triggered by systems, schedules, or humans

What Enterprise MCP adds: Those same trusted processes, now callable by AI agents—with the same security, audit, and reliability you already trust.

- Your existing recipes become Enterprise Skills
- Your current governance extends to agents
- No rip-and-replace—just evolution

The question becomes: As your business explores AI agents, do you want them improvising with raw APIs, or executing your *already-proven* business processes?

If they're NOT a Workato customer, is Enterprise MCP standalone?



Enterprise MCP is built on the Workato platform—but you don't need existing Workato deployments to start.

Think of it as an **entry point**: They come to us for Enterprise MCP to govern their AI agents.

A natural expansion: As they scale, they realize the same platform solves their integration and automation challenges too.

The conversation: 'You're here because you need to govern AI agents. That requires orchestration infrastructure—which is exactly what Workato provides.'

The good news? You're not buying 'integration software plus AI governance.' You're buying **one platform that solves both**: connecting systems *and* governing how AI interacts with them.

What are buying triggers that signal Pre-Built MCP Server opportunity?

- "We want to connect Claude/ChatGPT to our systems but don't have time to build integrations"
 - "Our team is experimenting with AI agents but can't get them into production"
 - "We need Slack/Jira/Salesforce access for agents but security won't approve open-source options"
 - "Multiple teams are asking for the same agent integrations—we need a standard approach"
 - "We want quick wins to prove AI value before investing in custom development"
-

How do I position Pre-Built MCP Servers vs. the full Enterprise MCP platform?

Lead with pre-built servers when:

- Customer wants quick wins with common systems (Slack, Jira, Google Workspace)
- Timeline is urgent—they need something in weeks, not months
- Technical resources are limited
- They're early in their AI agent journey

Lead with Enterprise MCP platform when:

- Customer has unique/proprietary systems requiring custom integration
- They need to expose existing Workato automations to agents
- They're building a comprehensive agent strategy across the enterprise
- They want to build differentiated AI capabilities

Best practice: Start conversations with pre-built servers (concrete, tangible), expand to platform (strategic, comprehensive).



What if they say "We'll just use the open-source MCP server for Slack/Jira/etc."?

"Open-source servers are great for experimentation. The challenge comes when you need to go to production:

What open-source gives you:

- Basic connectivity to the application
- Community support (no SLA)
- You manage hosting, security, updates

What pre-built MCP servers add:

- OAuth 2.0 user authorization (agents act as authenticated users, not service accounts)
- Enterprise governance (RBAC, rate limiting, audit trails)
- Fully managed infrastructure (we host, scale, update)
- Enterprise SLA and support
- Composability with other Workato servers and workflows

The question is: do you want your team maintaining MCP infrastructure, or building differentiated AI capabilities?"

How do I handle "We only need one or two integrations—is this overkill?"

"That's actually the perfect starting point. Pre-built servers are designed for exactly this:

- **Start small:** Deploy Slack and Jira servers this week
- **Prove value:** Show agents taking real actions in production
- **Expand naturally:** Add more servers as use cases grow

You're not buying infrastructure you don't need—you're deploying specific capabilities. And when you're ready to expand, the platform scales with you.

Most customers start with 2-3 servers and grow to 10+ within the first year as AI adoption spreads across teams."

Technical Sales Support

What security certifications and compliance does Enterprise MCP support?

Workato maintains enterprise-grade security and compliance certifications:



Certifications:

- SOC 2 Type II
- ISO 27001
- PCI DSS
- HIPAA-ready
- GDPR compliant

Security capabilities:

- Patented runtime user authentication (agents inherit user permissions)
- Automatic PII obfuscation and data masking
- Immutable audit trails for all agent actions
- Encryption at rest and in transit
- Role-based access control (RBAC) at Skills level

Governance:

- Approval workflows embedded in Skills
- Policy enforcement at platform level (can't be jailbroken)
- Real-time monitoring and alerting

For specific compliance requirements (e.g., FedRAMP, region-specific regulations), loop in your SE or compliance team for detailed documentation.

How long does implementation typically take?

Time to first agent action: Days to weeks (not months)

The timeline depends on the starting point:

Agentic-First (net-new):

- Provision Enterprise MCP environment: **< 1 day**
- Build or configure first Enterprise Skill: **1-3 days**
- Connect to target systems: **1-5 days** (depending on pre-built connectors)
- Agent integration and testing: **1-2 weeks**

Orchestrate-First (existing Workato customer):

- Expose existing recipes as Skills: **< 1 week**
- MCP configuration and testing: **Days**



Key accelerator: 10,000+ pre-built connectors and 750K+ community recipes mean you're not starting from scratch. Most delays come from customer-side approvals or security reviews, not technical implementation.

Position it as: "You can be running governed agents in production in weeks—not the 12-18 months it takes to build this infrastructure yourself."

What's required from the customer to get started?

Technical requirements:

- Systems to connect (we handle the connectivity with 10,000+ pre-built connectors)
- Authentication credentials for those systems
- Definition of which business processes agents should execute (we can help identify these)

Organizational requirements:

- Stakeholder alignment on AI governance policies (who approves what)
- Clear ownership: Who owns the AI initiative? Who owns integration/orchestration? (Often this spans teams)
- Security review and approval (budget 1-2 weeks for enterprise security teams)

What customers DON'T need:

- ❌ Existing Workato deployment (though it helps)
- ❌ Specialized integration engineers (low-code platform)
- ❌ Pre-built agents (works with any MCP-compatible agent or framework)

The lighter lift: If they already have integrations or automations built elsewhere, we can often replicate or expose those as Skills quickly.

Section 4: Pricing & Packaging

Does Workato Enterprise MCP require pricing changes? What are they and how does it impact current customers?

Enterprise MCP is only available on **Workato ONE** and is part of the **credit-based pricing structure**—priced based on MCP actions.



Impact on current customers:

- Existing Workato ONE customers can access Enterprise MCP capabilities
 - MCP actions consume credits similar to APIM (API Management)
 - No separate SKU—part of unified platform pricing
-

Does Workato Enterprise MCP change the existing pricing structure?

What is this change?

Workato Enterprise MCP is part of the **Workato ONE platform** and follows **Credit-Based Pricing (CBP)**.

Priced based on MCP actions, similar to APIM (API Management).

How is Enterprise MCP sold?

[Placeholder to provide insight once pricing and packaging is final.]

How are Pre-Built MCP Servers priced?

These first eight MCP servers will be released to customers at no additional cost. Note: customers do need to have an enterprise SKU that includes access to Enterprise MCP in order to use these pre-built MCPs.

Can customers access Pre-Built MCP Servers without the full Enterprise MCP platform?

No. Customers must have SKU with Enterprise MCP included in order to use these servers.

Section 5: Customer/Technical Enablement

What stage is Workato Enterprise MCP in? GA | Preview?

GA (Generally Available)



Workato Enterprise MCP launched as GA and is available with Workato ONE. This makes Workato one of the first enterprise integration vendors to deliver comprehensive enterprise MCP support.

What is the higher level user journey for Workato Enterprise MCP?

Phase 1: Setup & Configuration

1. Admin provisions Enterprise MCP environment
2. Admin configures Workato Identity integration and user access policies
3. Admin enables MCP for relevant API Collections/Genies
4. Admin sets up user groups and authentication

Phase 2: Skill Creation

1. Developers build or expose existing recipes as Enterprise Skills
2. Configure API Collections as MCP servers
3. Test Skills in sandbox environment
4. Publish Skills to production

Phase 3: Agent Integration

1. Configure AI agents (Claude, ChatGPT, etc.) to connect to MCP servers
2. End users authenticate through enterprise identity provider
3. Agents discover and consume available Skills
4. All MCP interactions operate with proper user context and are fully audited

Phase 4: Operations & Monitoring

1. Platform teams monitor agent interactions
 2. Security teams review audit trails
 3. Business teams analyze agent effectiveness
 4. Iterative refinement of Skills based on usage patterns
-

Does Workato Enterprise MCP impact or change the way the product currently works? What considerations do customers need to make?

No, Workato Enterprise MCP does not impact the way Workato Orchestrate currently works.

It's an additive capability that exposes existing functionality through MCP interfaces.

Key considerations:

- MCP is included in Workato ONE
- Existing recipes and API Collections can be exposed as MCP servers with minimal changes
- Governance and security policies extend naturally to MCP interactions
- No migration or rework required for existing automations

For more information on Agentic Trial Access, see [internal documentation link].

What do existing customers need to do for Workato Enterprise MCP to be provisioned?

MCP is included in Workato ONE.

For existing Workato ONE customers:

- Enterprise MCP capabilities are already available
- No separate provisioning required
- Admins can begin enabling MCP servers immediately

For customers not on Workato ONE:

- Upgrade to Workato ONE to access Enterprise MCP

More information on Agentic Trial Access (Agent Studio, GO, MCP) can be accessed [here – internal link].

Pre-Built MCP Servers

How will pre-built MCP Servers be installed or made available?

We're working on a seamless experience that allows customers to install or activate pre-built MCP Servers directly from their Workato workspace. More details will be provided as this feature rolls out across environments.



Current Status: Pre-built MCP servers are currently available for **Workato Developer Sandbox accounts and Workato employees only**. We are not adding these servers to customer workspaces yet.

For customers who need access: If a customer needs to explore or test a pre-built server, CSMs can share the relevant server manifest files directly so they can import them manually into their own environments.

Where do I find the option to import or activate pre-configured servers?

You can find the MCP servers at: **AI Hub** → **MCP Servers** after logging into your Workato developer sandbox account.

What does "MCP Server import and developer activation" mean?

This refers to the process that enables developers to easily access and activate pre-built MCP Servers from a central library within the Workato Developer Sandbox.

The goal is to simplify onboarding so developers can start using pre-built servers immediately without complex setup.

How will the 100+ pre-built MCP Servers be delivered?

The pre-built servers will be made available through the **Enterprise MCP Library**, which customers can browse and activate directly from their Workato sandbox or production environment once the rollout is complete.

Note: See the Installation Guide section below for detailed MCP server installation instructions.

Will pre-built MCP Servers be automatically available in all sandbox workspaces?

Yes.



Once fully rolled out, pre-built MCP servers will be automatically available in all Workato developer sandbox workspaces.

Can runtime user connections be used in MCPs consumed from third-party apps?

Runtime user connections are a planned capability, allowing MCP Servers to securely act on behalf of authenticated users even when triggered by external AI clients.

This functionality will be introduced in an upcoming release.

Can policies such as rate limits or usage controls be imposed on MCP Servers?

Yes—similar to API Collections, MCP Servers will support enterprise-grade governance features including:

- Rate limiting
- Usage tracking
- Access policies

These controls ensure safe and scalable operation when consumed by internal or third-party agents.

Installation Guide: Pre-Built MCP Servers

Overview

Demo Video: [How to Install Pre-Built MCP Servers - link]

This guide walks you through how to:

1. Sign up for a Workato Trial account
2. Access the AI Hub to install pre-built MCP Servers
3. Configure and activate your chosen server
4. Manage user access and authentication



1. Sign Up for a Workato Trial Account

1. Visit https://app.trial.workato.com/users/sign_up_trial
2. Complete the registration form and create your account
3. After signing up, you'll be redirected to your Workato Home Screen

2. Access the MCP Server Installation Wizard

Option A: First Login

- Go to Workato's **AI Hub** → **MCP Servers**
- On your first login, you'll see a pop-up prompt directing you to install MCP Servers
- Click "**Get Started**" at the top of your workspace and follow the on-screen instructions
- Select "**Import a Preconfigured MCP Server**" to launch the installation wizard

3. Generate a Developer Token

The first step in the installation wizard is generating your Developer Token, which allows MCP Servers to authenticate securely with your workspace.

1. Go to **Workspace Admin** → **Roles**
2. Create a new role with the following permissions:
 - Projects and Folders
 - Recipe Lifecycle Management
 - Workspace Details (under the Admin section)
3. Save the new role
4. Next, go to **Workspace Admin** → **API Clients**
5. Create a new API Client using the role you just created
6. Copy the Token provided—you'll need it for the next step

4. Import and Activate a Pre-Built MCP Server

1. Return to the **MCP Servers** tab
2. Paste your developer token into the prompt
3. Choose a pre-built MCP Server from the list (e.g., Jira)
4. Click **Submit and Import**



5. Once the import is complete, click **Activate Now** to begin setup
-

5. Configure Your Imported Project

1. Navigate to the **Projects** page
2. Select the imported project (e.g., Jira)
3. Set up the required **Connections** for your integrations
4. Activate all related **Recipes**

Tip: You can customize these recipes for your environment. For example, if your Jira account contains custom fields, you may edit the "Search Issues in Jira" recipe to include your specific fields in the response payload.

5. Review all configurations before starting recipes in a production environment
-

6. Activate API Endpoints

Once your recipes are active:

1. Go to **API Collections** in your workspace
 2. Open the collection associated with your imported project
 3. Click **Activate** for each endpoint to make them available for MCP use
-

7. Create and Publish the MCP Server

1. Go to the **MCP Servers** page
2. Click **Create MCP Server**
3. Select the active API Collection you want to expose (e.g., Zendesk)
4. (Optional) Add a logo and description
5. Click **Create MCP Server**

Once created, you'll see a **Remote MCP URL**—this is the endpoint you'll provide to your MCP client (e.g., Claude Desktop or ChatGPT) for access.

8. Manage User Access and Authentication



By default, access to your MCP Server uses **Token-Based Authentication**. You can switch to **Workato Identity** (OAuth-based) for more secure, user-based access.

1. In the MCP Server settings, change the **Access Method** to **Workato Identity**
 - This will revoke any existing token automatically
2. Assign access to a **User Group** (e.g., Marketing)
3. Click **Add** to confirm

Note: Only users in the selected group will be able to access the MCP Server using OAuth authentication.

9. Configure User Groups and SSO (Optional)

1. Navigate to **Workspace Admin** → **End User Groups**
 2. You can:
 - Create groups manually, or
 - Sync them from your Identity Provider (IdP) using SAML-based Single Sign-On
 3. Once configured, users mapped through SAML will automatically inherit group permissions for MCP Server access
-

10. Additional Settings

- You can apply branding customizations (e.g., logos, color schemes) in the **Workspace Admin** panel
 - For SSO setup, navigate to **Workspace Admin** → **Authentication Settings**
-

11. Reference and Support

For additional help, visit the official **Workato Documentation Site** for:

- Detailed MCP Server installation guides
 - Troubleshooting steps
 - Advanced configuration examples
-

Summary



Once completed, you'll have:

- A fully functional MCP Server (e.g., Zendesk or Jira)
- Secure, OAuth-based access via Workato Identity
- The ability to manage permissions, endpoints, and connections from your Workato workspace

You can now connect your MCP Server to AI clients such as Claude, ChatGPT, or any MCP-compatible platform.

What servers are available in the initial MCP 100 launch?

Server	Category	Key Capabilities
Google Calendar	Communication	Schedule meetings, check availability, manage events
Slack	Communication	Search conversations, post messages, read threads
Gong	Sales & Revenue	Call history, transcripts, conversation insights
GitHub	Engineering	Repositories, issues, PRs, code search
Jira	Project Management	Search, create, update issues via natural language
Google Sheets	Productivity	Read data, append rows, atomic cell updates
Google Directory	IT & Operations	People discovery, org context, profile lookup
Okta	IT & Operations	Identity resolution, group membership, people search

What's on the MCP 100 roadmap?

100+ servers through 2026, including:

- **Sales & Revenue:** Salesforce Sales Cloud, Outreach, Highspot
- **Customer Support:** Zendesk, Freshdesk, Intercom, ServiceNow
- **Communication:** Microsoft Outlook, Microsoft Calendar, Zoom
- **Productivity:** Notion, Airtable, Confluence, Google Docs, Google Slides
- **HR & Workforce:** Namely, Workday
- **Finance & Commerce:** Stripe, Shopify



Request form: <https://forms.gle/NzQs2thGxz5PeRvZ8>

Can customers request specific servers or prioritization changes?

No. Customers can submit requests through their Account Executives and or Customer Success Manager. Requests are reviewed during regular roadmap planning and evaluated based on impact, dependencies, and strategic alignment.

How do Pre-Built MCP Servers differ from the servers announced previously?

Key improvements in MCP 100:

- **Tools vs. APIs:** Designed as AI-native tools, not just API wrappers
 - **Improved setup experience:** Streamlined configuration and activation
 - **Production-grade:** Enhanced security, governance, and observability
 - **Template-based:** Customizable starting points, not rigid implementations
-

Section 6: Competitive Intelligence

Have any competitors implemented similar features?

Yes. This is still being rolled out by our competitors, and we will update information as the data becomes available.

Workato is one of the first enterprise integration vendors to deliver comprehensive enterprise MCP support, establishing a first-mover advantage in this emerging category.

Competitive landscape:

- Reference existing competitive battlecards against [Boomi](#), [MuleSoft](#), [n8n](#), [Zapier](#)
- Agent platforms (LangChain, CrewAI) provide frameworks but lack enterprise orchestration
- Vendor-specific implementations (ServiceNow, Workday) are single-app focused
- Open-source solutions (n8n, Anthropic's reference implementation) lack enterprise governance

Our advantage:

- First comprehensive implementation with Trust + Orchestration + Skills
- Partnership recognition from Anthropic



- Production-ready with Fortune 500 customers already deployed
- Only solution combining MCP with proven enterprise orchestration

How do Workato Pre-Built MCP Servers compare to Anthropic's consumer MCP servers?

Anthropic recently announced MCP server integrations for Claude consumers. Here's how Workato's pre-built servers differ:

Dimension	Anthropic Consumer MCP	Workato Pre-Built MCP Servers
Target user	Individual Claude users	Enterprise teams and IT
Authentication	Personal OAuth	Enterprise SSO, Workato Identity
Governance	User-level only	RBAC, policies, audit trails
Multi-system workflows	Single-app access	Cross-system orchestration
Customization	None	Template-based, fully customizable
Management	User-managed connections	IT-managed, centrally governed
Composability	Standalone	Chains with Workato recipes, Genies

Positioning: Anthropic's servers are great for individual productivity. Workato's pre-built servers are for enterprise deployment—governed, scalable, and integrated into business workflows.

