



workato ONE

The platform where AI gets to work

The CIOs AI imperative

- ✓ Move from AI pilots to production reality
- ✓ Deliver results today while staying ahead of the curve
- ✓ Transform unit economics while scaling revenue



The AI reality check



Substantial data, integration,
and governance debt
preventing AI adoption.

HFS Research



Unable to deploy AI related
proof-of-concepts to
Production.

Deloitte Research



**Have deployed AI Agents
broadly** across their
organization.

KPMG

Workato offers every level of agent maturity

Search

Find information with **full enterprise context** across all KBs, apps, data sources, processes.

Copilots

Agents that work **within the context of an app** to answer questions and take action.

Assistant

Autonomous or human driven agents that reasons and **takes action across systems** to complete everyday tasks.

Deep Action™

End-to-end orchestration of complex business processes. Multi-system, multi-function with human confirmation/approval as needed.

Multi-Agent Orchestration

Multiple agents, 1st party and 3rd party, working together to **drive business outcomes**.

Universal connectivity across KBs, Apps, Data. Centralized security and governance.

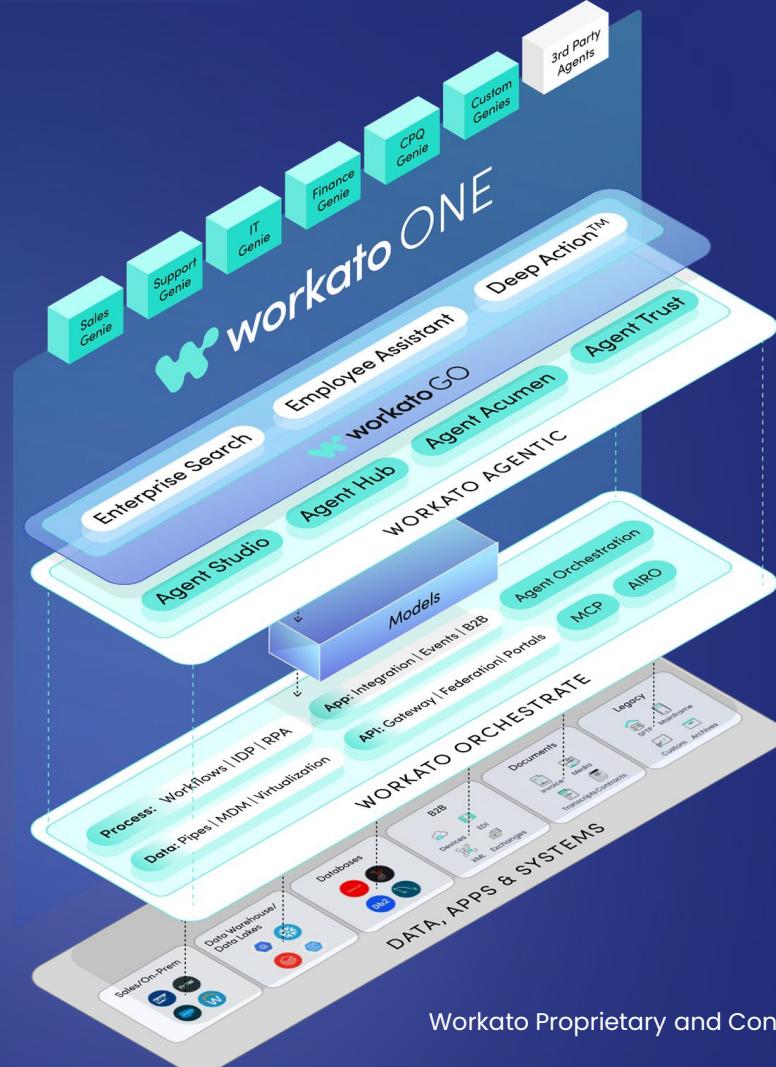
The platform where AI gets to work

Workato ONE connects to 10,000+ apps and data sources

Workato GO puts search that takes Deep Action™ in every employees hands

Workato Agentic turns AI from co-pilot to operator.

Workato Orchestrate beyond basic automation



Workato Proprietary and Confidential

The platform where AI gets to work

Workato ONE

Scale with confidence on #1 iPaaS

Workato GO

Do your best work with AI

Workato Agentic

Run your business with AI agents

Workato Orchestrate

Orchestrate everything

Differentiators



Open Ecosystem Interoperability

Connect existing RPA, BPM, and SaaS tools



AI-Infused Automation

Workflows that monitor, learn, and improve



Human + System Collaboration

Automated actions with human approvals

Why Workato



Speed

Build in days, adapt in hours



Power

Deep integration + GenAI orchestration



Scale

44% built by business users with enterprise governance

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Workato GO

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Workato Agentic

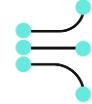
Run your business with AI agents

Workato Orchestrate

Orchestrate everything



Build business focused Agents quickly



Powered with your unique Enterprise context & skills



That work seamlessly with other Agents via MCP



Are deployed where work happens

AgentAuth™

SOC2, PCI, and ISO standards.

audit logs, observability

And meet the needs of IT –
Secure, Compliant & Governed

The platform where AI gets to work

Workato ONE

Scale with confidence on #1 iPaaS

Workato GO

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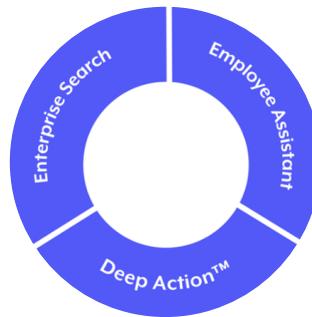
Run your business with AI agents

Workato Orchestrate

Orchestrate everything



AI-powered super-app where all employees go to get work done



Enterprise Search

Find what you actually need

Employee Assistant

Crush all your to-dos

Deep Action™

Get the tough work done

The platform where AI gets to work

Workato ONE

Scale with confidence on #1 iPaaS

Workato GO

Do your best work with AI

Workato Agentic

Run your business with AI agents

Workato Orchestrate

Orchestrate everything



Platform **built for the enterprise**



7X Gartner leader in iPaaS



Trusted by **over 50% of Fortune 500 customers**



Connects to over 10,000 apps and data sources while seamlessly integrating into everything.

Demo

The platform where AI gets to work

Crossing the AI chasm

Without orchestration, AI initiatives stay stuck
in pilot purgatory



SAMSARA ACHIEVES 2X MORE IT HELPDESK AUTOMATION WITH WORKATO AI AGENTS

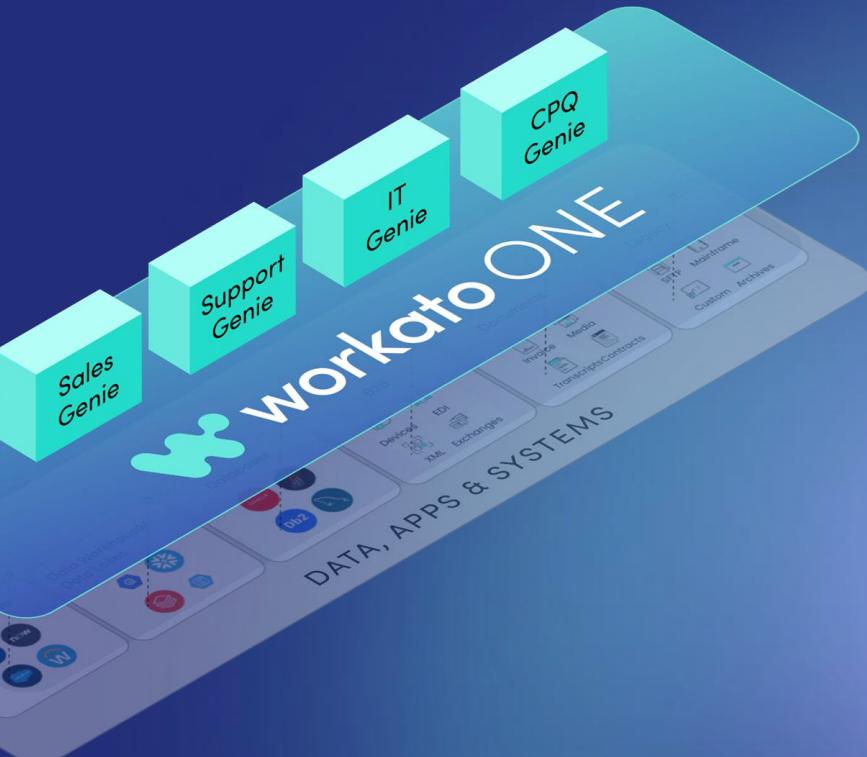
Compared to Another
Industry Leader

"We had a prior solution that was one of the industry leaders within the space, it got us to **20%** automation for the IT help desk.

Having deployed the IT Agent from Workato we're able to break through that ceiling and really get us to **30-40%**, which is fantastic."



Stephen Franchetti
CIO, Samsara



Workato Genies

Prebuilt AI agents designed to handle high-impact work within key business functions—like CPQ in Sales or onboarding in HR. They integrate with your systems, operate securely, and are customizable to your needs—so you can put AI to work, fast.

Customer Experience

HR &
Recruiting

IT &
Security

Marketing & SDR

Sales

Support

Let AI get to work for you.

Workato offers a safe, stepwise path to the agentic enterprise

TRUST

Gain Confidence, Control, and Visibility

Accelerate new initiatives with total visibility and control—so every new AI or agentic workflow is auditable, governed, and secure from day one.

POWER

Enable AI-Ready Orchestration

Establish a trusted foundation for AI agents, LLMs, and advanced automation with Enterprise Orchestration across every app, data source, and workflow.

AGILITY

Modernize and Lower Operational Costs

Consolidate integration tools with a unified platform that supports changing business needs—without replatforming every year.

Agentic
at Scale

Accelerate AI
Initiatives

Enterprise
Orchestration

Ready to get started?

Let's discuss how we **get AI to work for you.**





workato ONE

The platform where AI gets to work

APPENDIX



Agents in prod	3 (IT, MOps, FinOps)
Requests processed by Agents/month	1,580
% of requests handled autonomously	95%
Impact	3500+ hours saved/month
CSAT	87%

Drive efficiency with wall-to-wall Agents across IT, Finance, Marketing, and more

The Challenge

- Not meeting SLAs in IT Helpdesk
- Wanted to go wall-to-wall Agentic but the platforms available could not meet their enterprise requirements or scale to support the ability for business teams to build agents with security and governance

The Solution - Workato ONE and Genies

- An Agentic platform that integrated with all their apps, data
- Agents that could orchestrate core business processes across their apps, data
- Pre-packaged agents that they could customize to their needs to realize faster ROI
- LCNC Agent Studio to enable their business teams to build agents with security and governance

The Workato Advantage:

- **Speed:** Rolled out 3 agents to production in the past 5 months and on pace to rollout 4 more in the next 4 months.
- **3500+** hours saved/month
- Meeting SLAs **99%** of the time
- **Continuously improving** deflection rates with autonomous agents
- Great **customer experience** - from initial discussions to rolling out agents in production



85% IT requests handled autonomously with ITGenie

The Challenge

- They were using Moveworks for IT Helpdesk automation and could not go beyond 20% ticket deflection rate.
- Any automation and use case they wanted, required months as it required the vendor to prioritize those items in their roadmap
- Not a true agentic platform they could scale with and build additional agents for various lines of business, like Sales, Marketing.

The Solution – ITGenie + Workato ONE

- ITGenie powered by the Workato ONE platform enables Samsara to keep adding additional Skills to ITGenie to continuously improve ticket deflection rate
- A true agentic platform to build additional Agents and scale to other lines of business

The Workato Advantage:

- An **extensible platform** to build various purpose-specific agents
- Agents with Deep Action that can **orchestrate complex workflows** end-to-end
- Enterprise skills capability enabling the team to keep automating various use cases and **continuously improve** deflection rates



Agents in prod	1 (CPQ)
Requests processed by Agents/month	880
% of requests handled autonomously	91%
Impact	400+ hours saved/month
CSAT	95%

CPQGenie improves sales quoting process by 10x

The Challenge

- Highly complex CPQ with a number of SKUs, different pricing models, discounting thresholds, and more.
- Creating quotes was a painful process for the sales team taking an average of 30-40 mins and sometimes hours. This was a major concern in the sales leadership team.
- They wanted to form an Agentic COE around a platform, but most solutions were point solutions and could not scale to solving problems across various lines of business

The Solution - CPQGenie + Workato ONE

- Pre-packaged CPQGenie that they could customize to their specific needs
- Security and governance to make sure only AEs could access only their data and create quotes for the opportunities they had access to
- LCNC Agent Studio to enable their business teams to build agents with security and governance

The Workato Advantage:

- **Pre-built Agents** that can be customized to the specific needs of the business.
- **Extensible platform** to build purpose-specific agents across various LOBs. Looking to rollout ITGenie and HRGenie in the next few months.
- **400+** hours saved/month, which gives the sales teams more time to sell

Workato at a glance

Founded in 2013

By leaders from TIBCO, Oracle, and Splunk to bring integration, automation, and orchestration together

12,000+ Customers

Direct and embedded customers across 90 countries globally

8,600+ Connectors

Salesforce, Workday, NetSuite, SAP, Jira, Slack, Teams, and more

Leader in iPaaS MQ

7 year Gartner MQ Leader, ranked furthest in Platform Vision & AI

#1 Recommended

Only vendor recognized as Customers Choice from Gartner Peer Insights

FINANCIAL SERVICES



SOFTWARE



TELCO / MEDIA



RETAIL



MANUFACTURING / HIGH TECH



HEALTHCARE / PHARMA



7x Leader in Global iPaaS

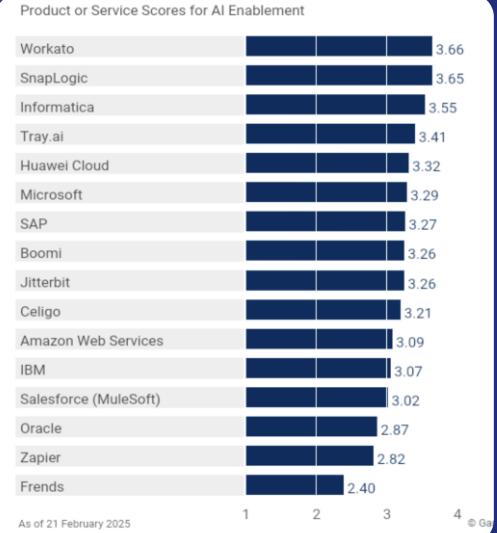
Workato Orchestration Platform received excellent scores for AI implementation support, addressing needs in both aspects of this market: AI for integrators and integration for AI.

Gartner, iPaaS Critical Capabilities, 2025

Ranked #1 in Vision & AI Enablement



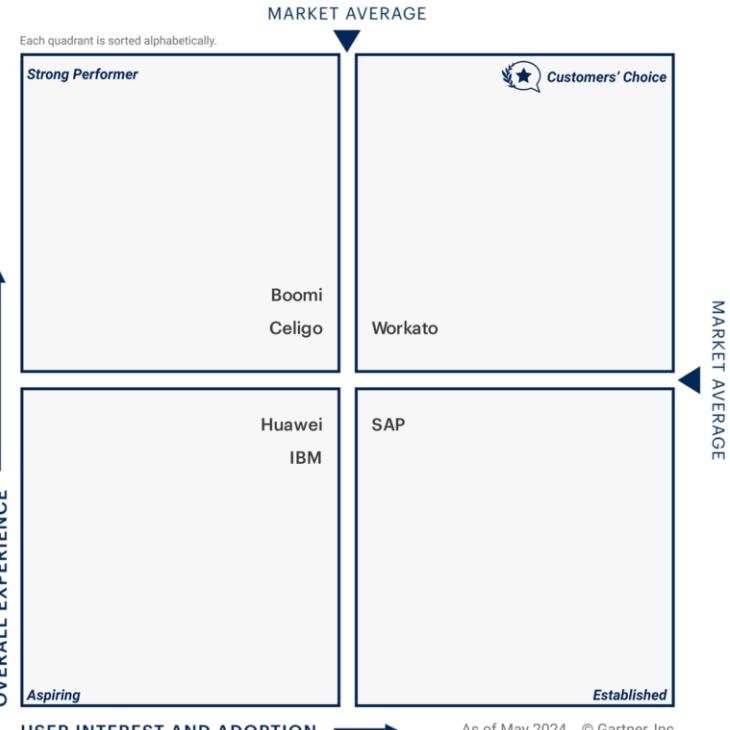
Gartner® Magic Quadrant™
Integration Platform as a Service, 2025



Gartner® Critical Capabilities™
Integration Platform as a Service, 2025

Gartner Peer Insights "Voice of the Customer"

Integration Platform as a Service



2024 Gartner® Peer Insights™ Voice of the Customer for iPaaS

- Only Customers' Choice Vendor
- 5/5 for deployment & support
- 4.9/5 for sales experience & product capabilities
- 100% of customers recommend

Gartner Peer Insights Customer' Choice constitute the subjective opinions of individual end-user reviews, ratings, and data applied against a documented methodology; they neither represent the view of, nor constitute an endorsement by, Gartner or its affiliates. Gartner, Gartner Peer Insights Gartner, Voice of the Customer for Integration Platform as a Service, Peer Contributors, 31 July 2024. Gartner does not endorse any vendor, product or service depicted in its research publications and does not advise technology users to select only those vendors with the highest ratings or other designation. Gartner research publications consist of the opinions of Gartner's research organization and should not be construed as statements of fact. Gartner disclaims all warranties, expressed or implied, with respect to this research, including any warranties of merchantability or fitness for a particular purpose.

BUILT FOR THE ENTERPRISE

Scalability	Compliance	Security	Governance	Operations
<ul style="list-style-type: none">✓ Containerized✓ Elastic scaling✓ Fault tolerance✓ Load balancing✓ Always on	<ul style="list-style-type: none">✓ GDPR, ISO✓ HIPAA, PCI✓ SOX ready✓ Regional DCs	<ul style="list-style-type: none">✓ Always encrypted✓ EKM, BYOK✓ Key rotation✓ Secrets manager✓ Data masking	<ul style="list-style-type: none">✓ AHQ✓ SSO, SCIM, JIT✓ Real-time audit✓ RBAC✓ Retention control	<ul style="list-style-type: none">✓ RDLC (CI/CD)✓ Developer APIs✓ RecipeOps✓ Dashboards✓ Alerts/notifications

Deployment options

(Commercial cloud, VPW, private connectivity, GovCloud, OPA)

Business continuity

(High availability, failover)

WOW WORLD OF
WORKATO

"Reality doesn't
match the hype"

FORTUNE

"Billions pouring
into AI have yet to
pay off."

The New York Times

"42% abandoned
their AI pilots."

S&P Global

"Errors compound
like compound
interest"

Deepmind CEO

"Most AI agents are
just rebranded
chatbots."

MarketWatch

"Companies aim
too low."

BCG

AGENTS ARE NOT WORKING

Task-driven

Incorrect

Chatbot-ty

Skip steps

YOLO security

Black box

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The Workato Advantage

Trusted agents need more than APIs, MCP, and basic automation.

Security

- **Identity/Auth:** SSO, OAuth
- **Threat detection:** Prevent DDOS, Prompt Injection
- **Data Protection:** End-to-end Encryption, data masking
- **Continuous monitoring:** Anomaly detection, misuse

Enterprise Connectivity

- **Systems:** SaaS, Databases, MCP, APIs, Legacy
- **Data:** Structured, Semi-structured, Unstructured
- **Speed:** Real-time, Batch, Streaming, Micro-batch
- **Integrity:** Dedup, In-sequence, Lossless

Resilient & Performant

- **Predictable performance:** Response times, SLAs
- **Elastic scalability:** Scale up/down, No degradation
- Auto-retries and resumption for failed jobs
- Stress-tested at enterprise data volumes

Data Foundation

- **Multi-format:** Structured, semi-structured, unstructured data
- **Federated Queries:** Distributed sources, no replication
- **Secure access:** Permissions, policies, AI Ready: Embeddings, Enriched

Observable & Explainable

- **Auditing:** Activity, jobs, actions
- **Monitoring:** Dashboards, alerts, Insights
- **Traceability:** Logs, inputs, outputs
- **Transparency:** Decisions, reasons, paths

Process Context

- **Multi-step:** Chained actions, Outcome awareness
- **Enterprise Knowledge:** RAG, Policies
- **Rules:** logic, decisions, reasoning
- **Persistence:** State, history

Governance & Supervision

- **Agent Trust:** Scope, policies
- **Access:** RBAC & fine-grained policies
- **Human-in/on-the-loop:** Approval, escalations
- Versioning, change control, workspace auditing

Real Time

- **Event Driven:** Triggers, streams, signals
- **Low latency:** sub-second response times
- **Live:** Always listening, always ready.

Others

Task-driven

Confidently wrong

Process unaware

AI Chatbots

One-off workflows

YOLO security

Skip or repeat

Black box

Workato

KPI-driven

Live 360 Data

End-to-end process context

Real time & autonomous

Trusted, proven workflows

Security & privacy

Transactional & resilient

Observable & governed

Context

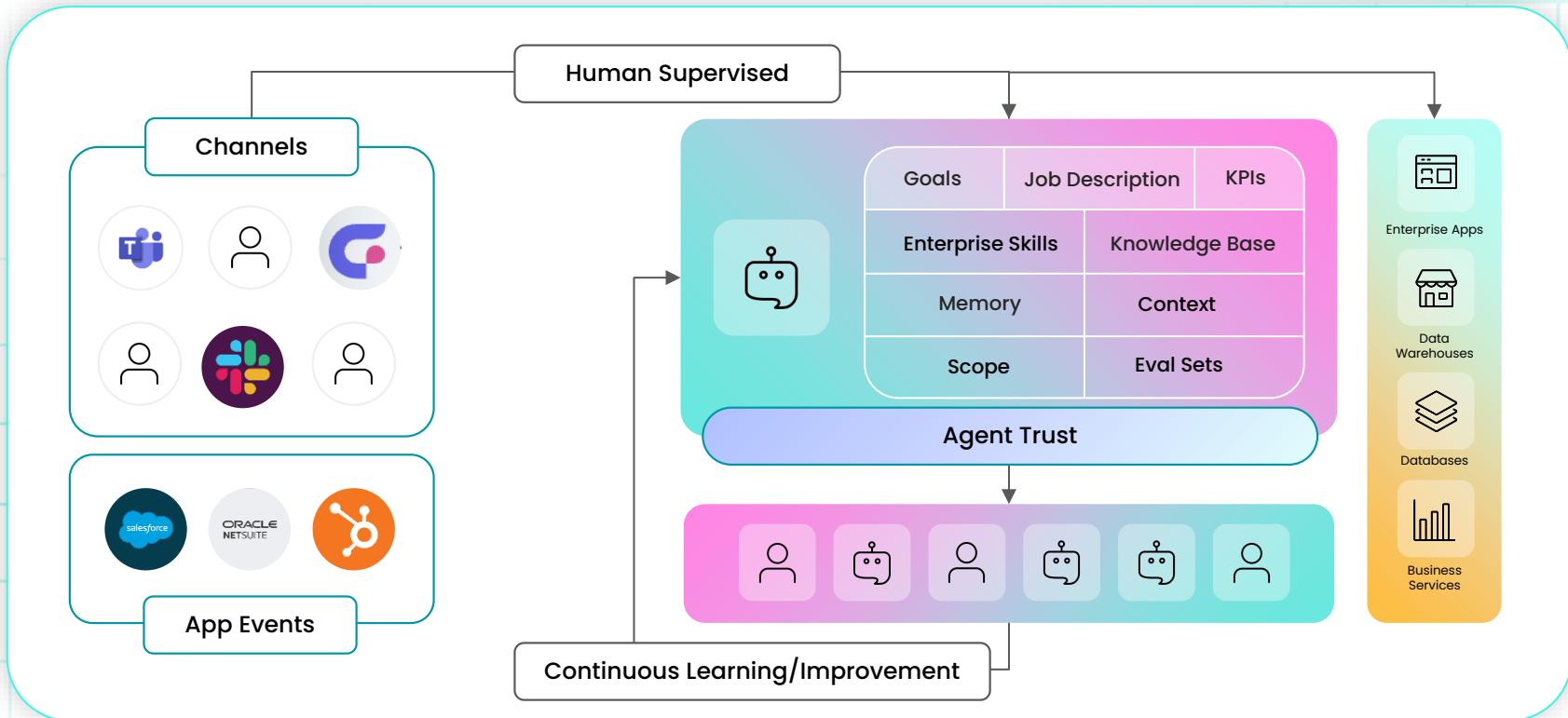
Skills

Enterprise Orchestration

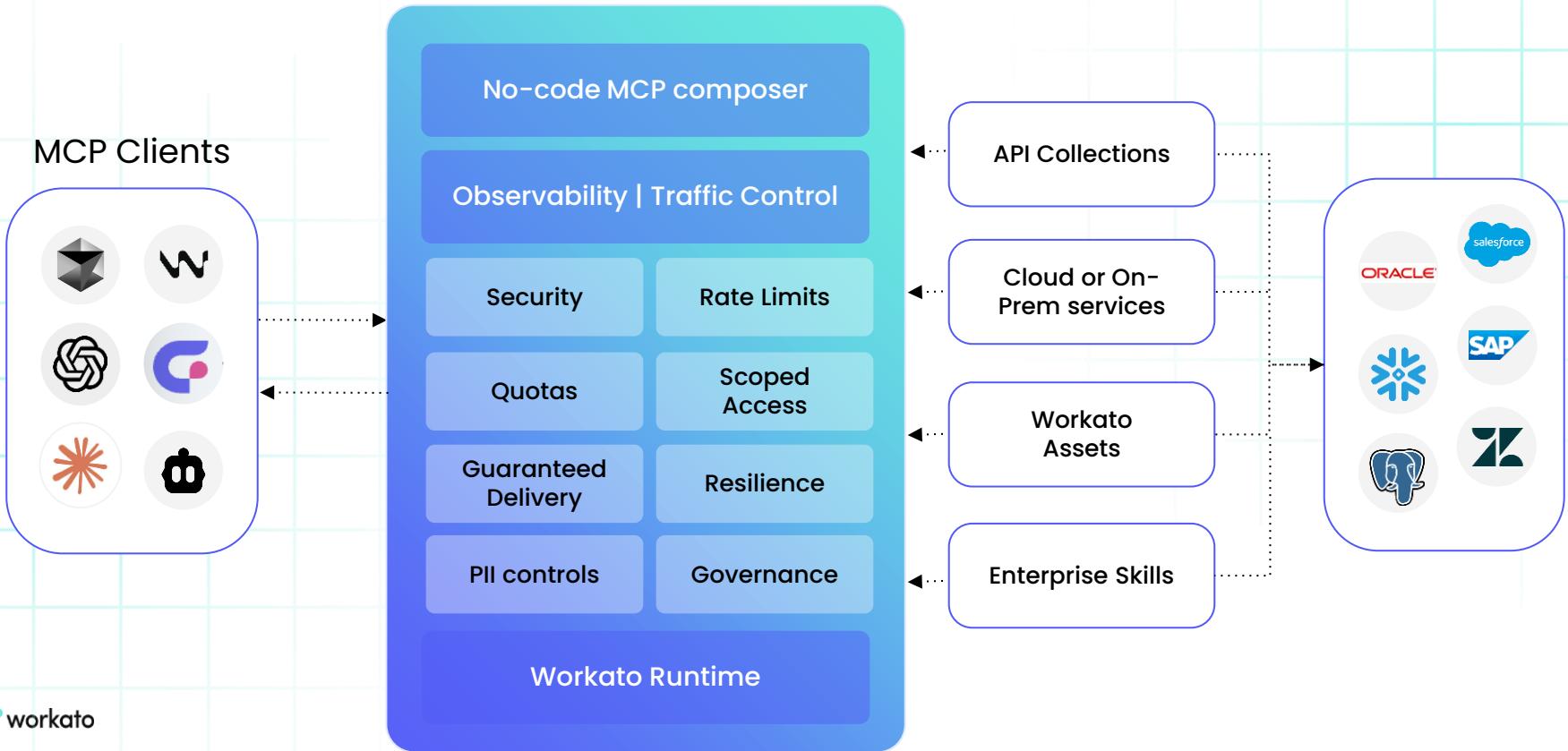
Only Workato ONE brings everything together to deliver core agents.

	Workato ONE	SaaS	Data Warehouse	Enterprise Search	Integration / automation	DIY LangChain
KPI-driven		●	●	●	●	●
360 enterprise context		●	●	●	●	●
Real time & autonomous		●	●	●	●	●
Enterprise skills		●	●	●	●	●
Transactional & resilient		●	●	●	●	●
Secure & governed		●	●	●	●	💀
Observable & explainable		●	●	●	●	●
The agentic work experience		●	●	●	●	●

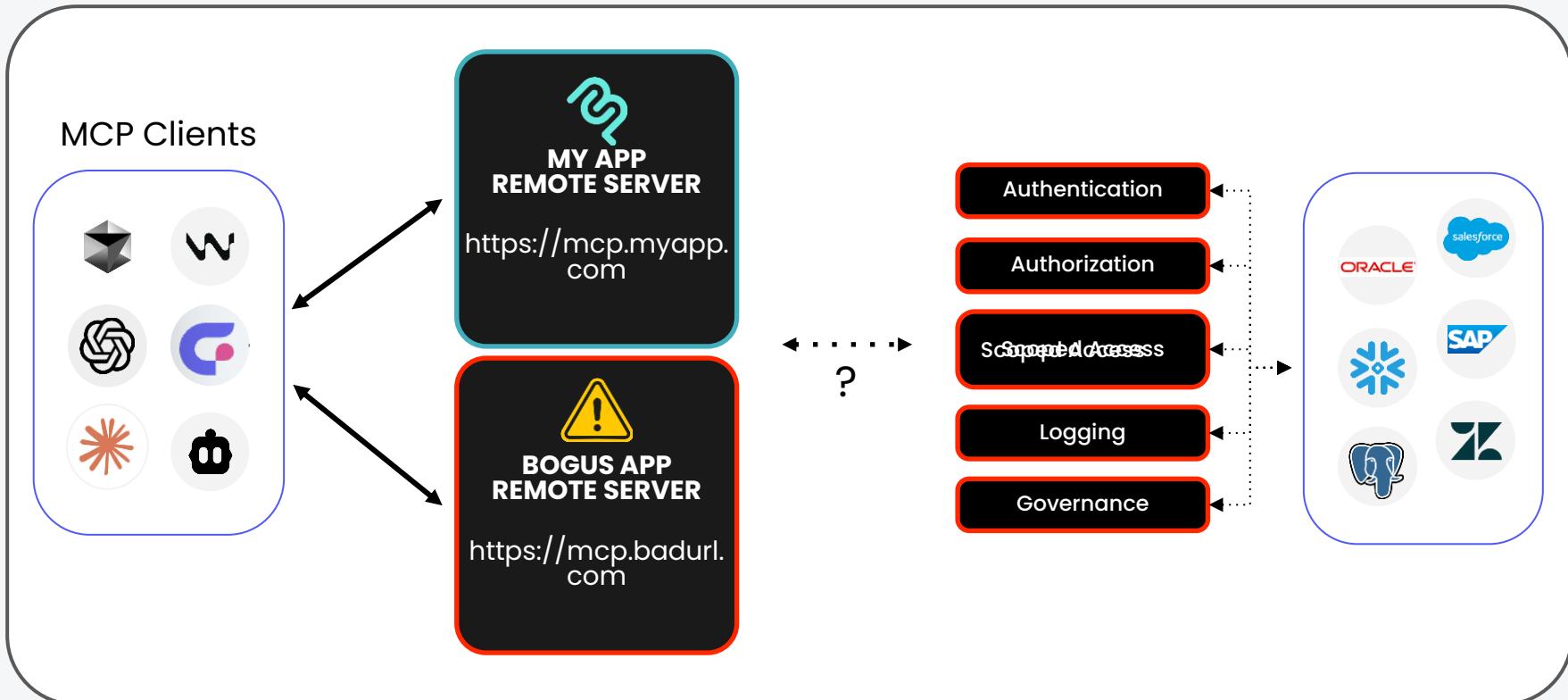
Agent Studio - Build genies, your way



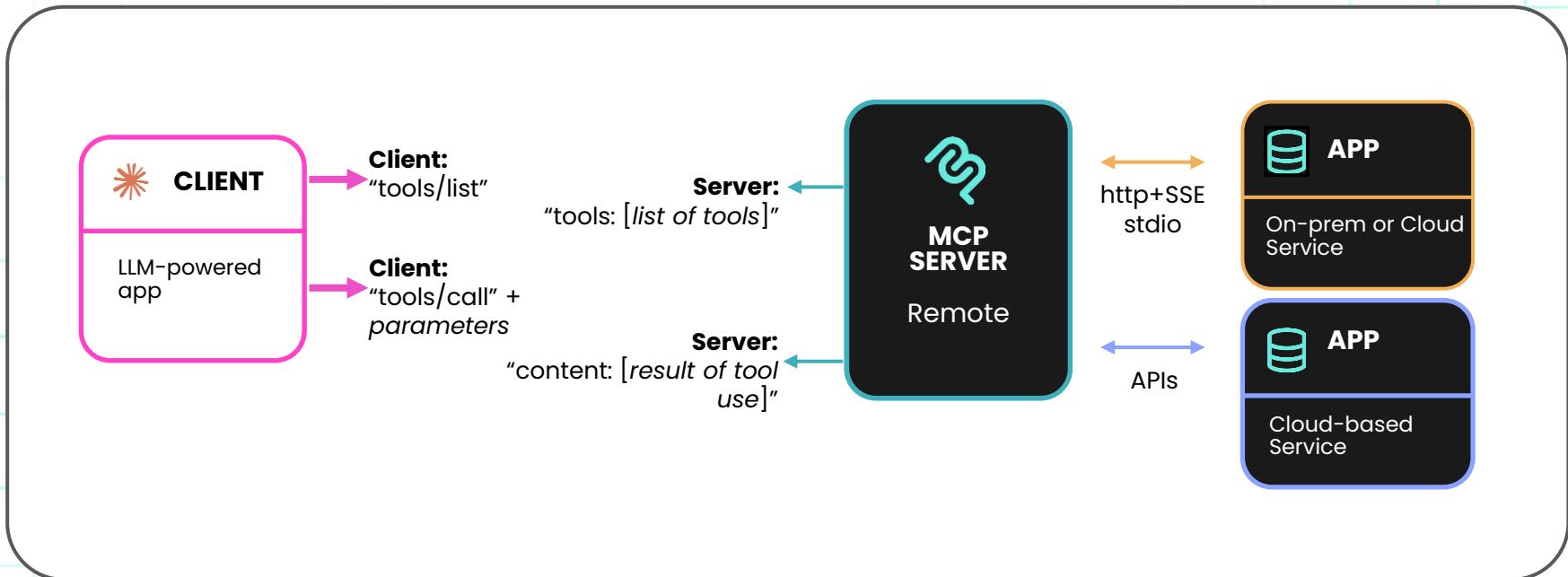
Workato Enterprise MCP



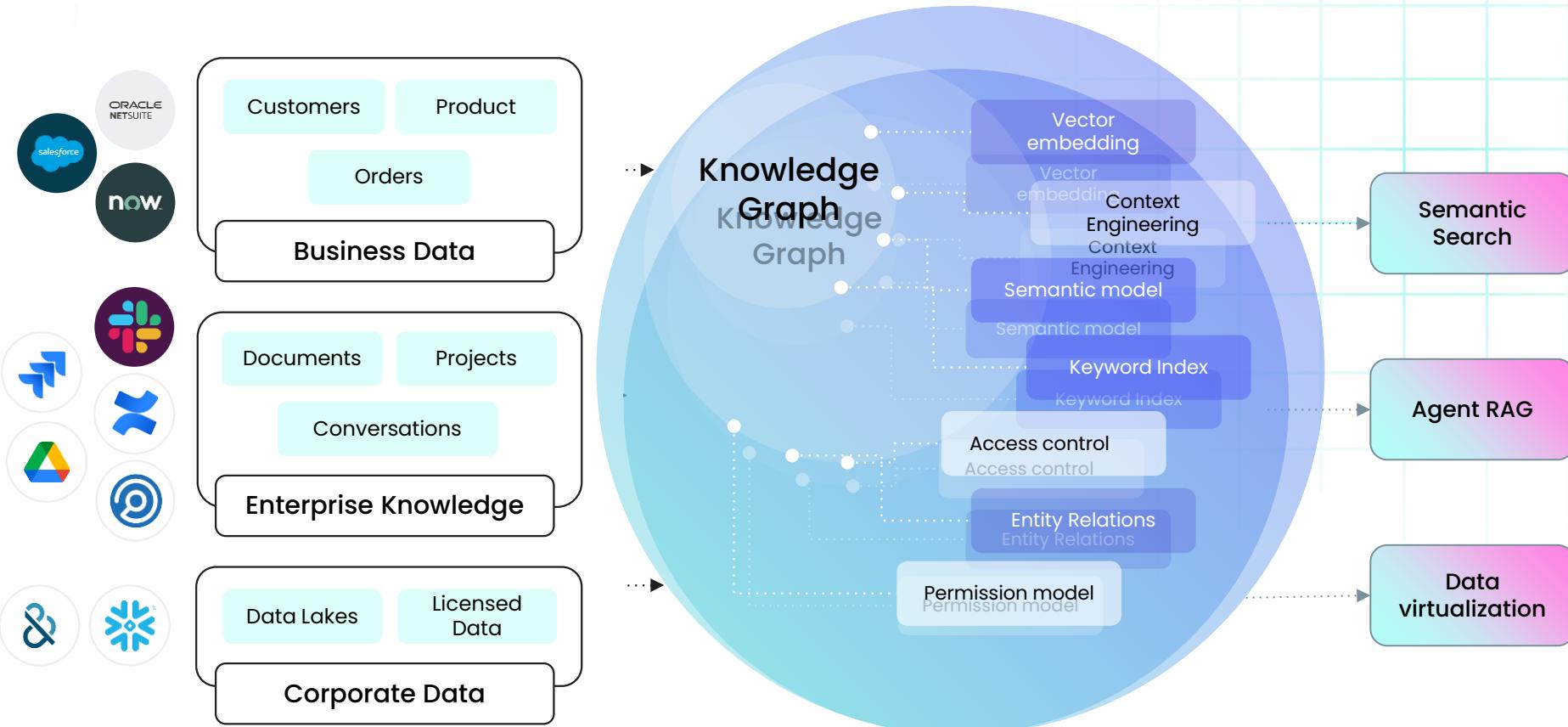
Without Workato, MCP creates risk



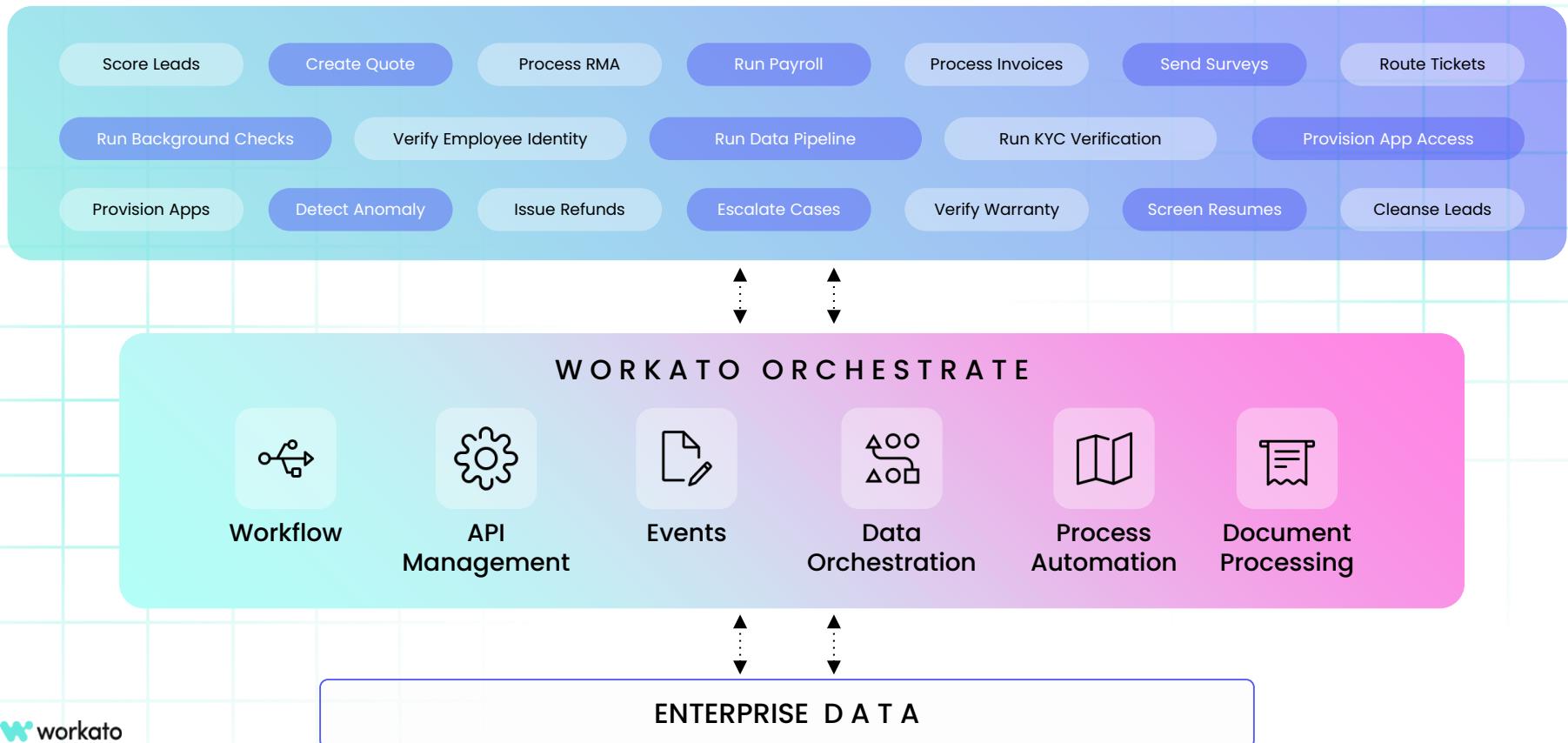
Model Context Protocol Basics



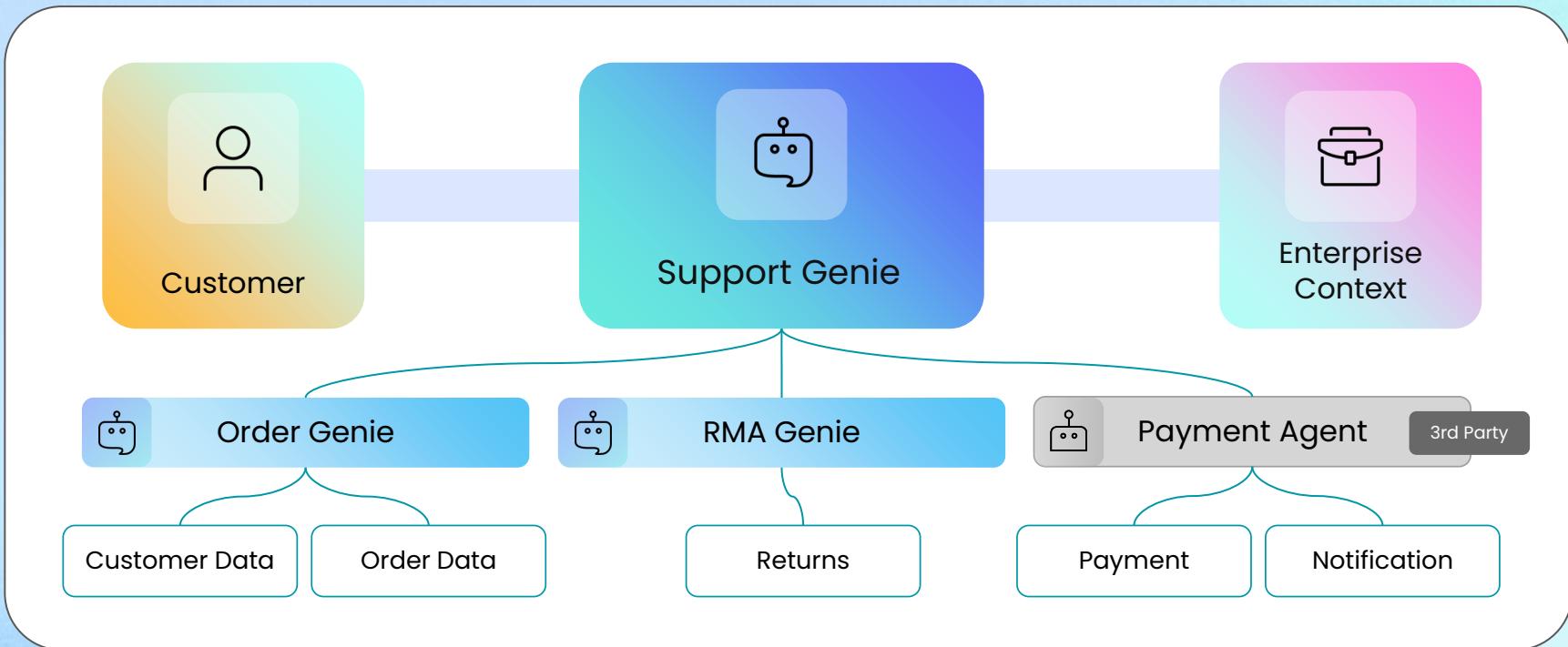
Enterprise Knowledge Base



Enterprise Skills



Agent Orchestration



Agent Trust – Engineered for AI safety!



Security

Agent Auth, verified actions, permission aware search



Governance

Data they can access, actions they can take



Explainability

Decision, actions, outcomes are verifiable



Observability

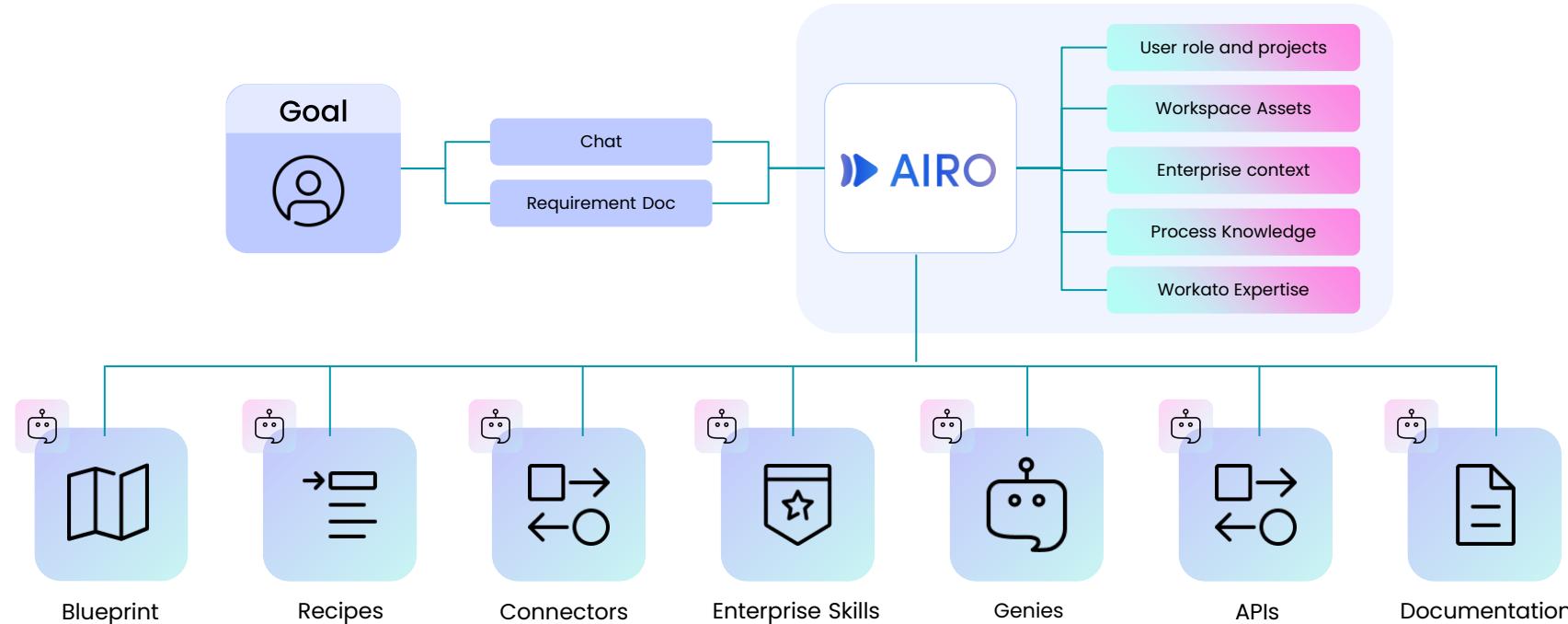
Real-time monitoring, auditable logs



Data Privacy

PII data protection, de-identification

AIRO - go from prompt to production



Intelligent Document Processing (IDP)

Automate workflows from any document – instantly / intelligently

Features

Multi format support

Embed IDP into recipes

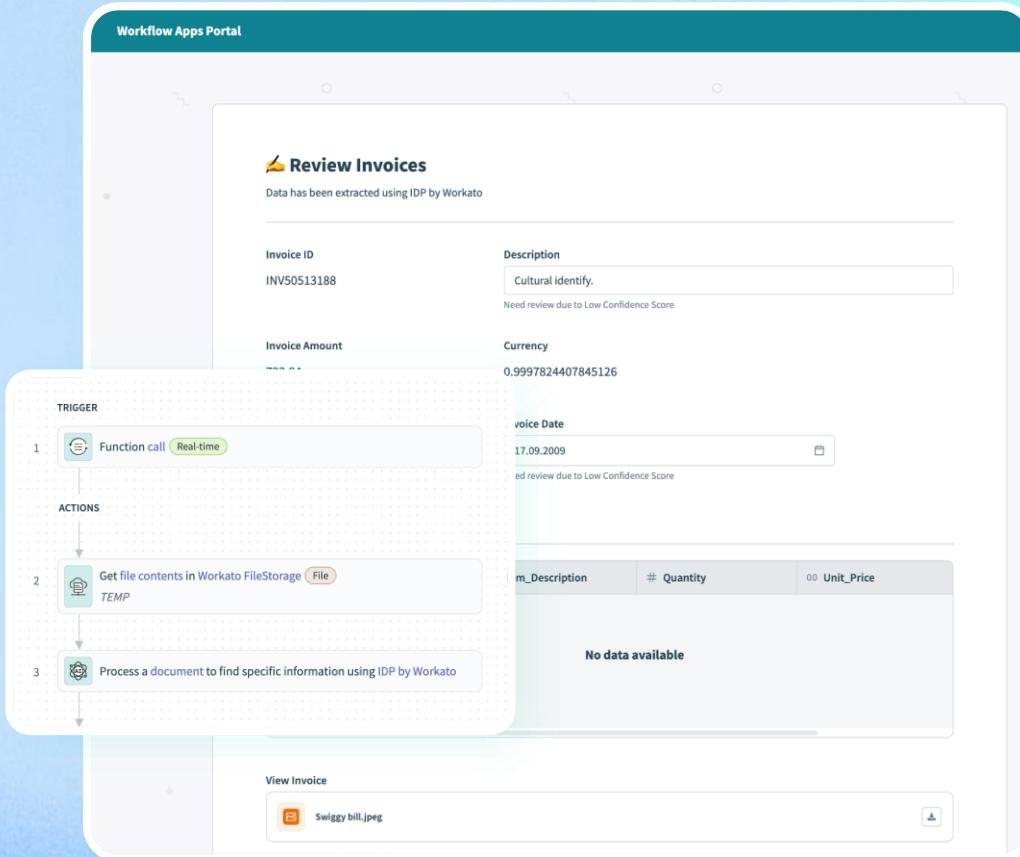
Pre-trained, multi-language models

Benefits

Eliminate manual data entry

Detect inconsistencies, flag missing data

Ready to use out of the box—no training required



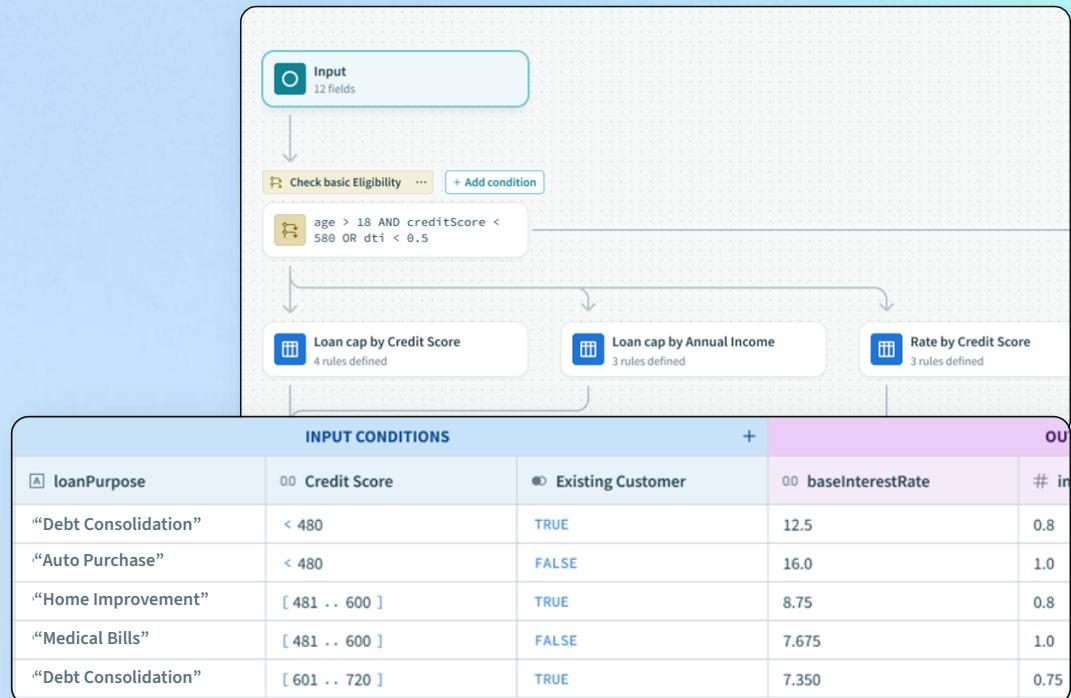
Data Pipelines

- Efficient, scalable, and easy-to-manage data ingestion pipelines
- Seamless replication of large datasets across applications and data warehouses
- Fast setup, simplified operations, and comprehensive observability
- Automatic schema management for evolving data

The screenshot displays the Workato Data Orchestration platform. At the top, a dashboard provides real-time metrics: Total items (23.4K), Successful (23,36K, 99.82%), Failed (42, 0.18%), and Errors processed (593.2M). It also shows Rows extracted (392M) and Rows loaded (204M), with an Average duration of 30s 50ms. Below the dashboard is a "Run activity" chart showing the number of runs over time from May 2 to May 31. A detailed view of a pipeline step titled "Extract new/updated records in Salesforce" is shown, with a "Sync objects" configuration panel on the right. This panel lists 1000/1000 objects under Sales, Service Cloud, and B2B and D2C Commerce Objects, including specific entities like WebCart and WebCartAdjustmentBasis. At the bottom, a "Sources/Destinations" section lists various integration partners: salesforce, Marketo, NETSUITE, Jira, snowflake, databricks, Microsoft SQL Server, and Azure Blob Storage.

Decision Models

- Visional decision modeling to create complex and scalable business rules with ease
- Automate rules for KYC, approvals, routing, escalations
- Separate rules from recipe to reduce complexity



Our Global Migration Partners

 **LTIMindtree**

Deloitte.

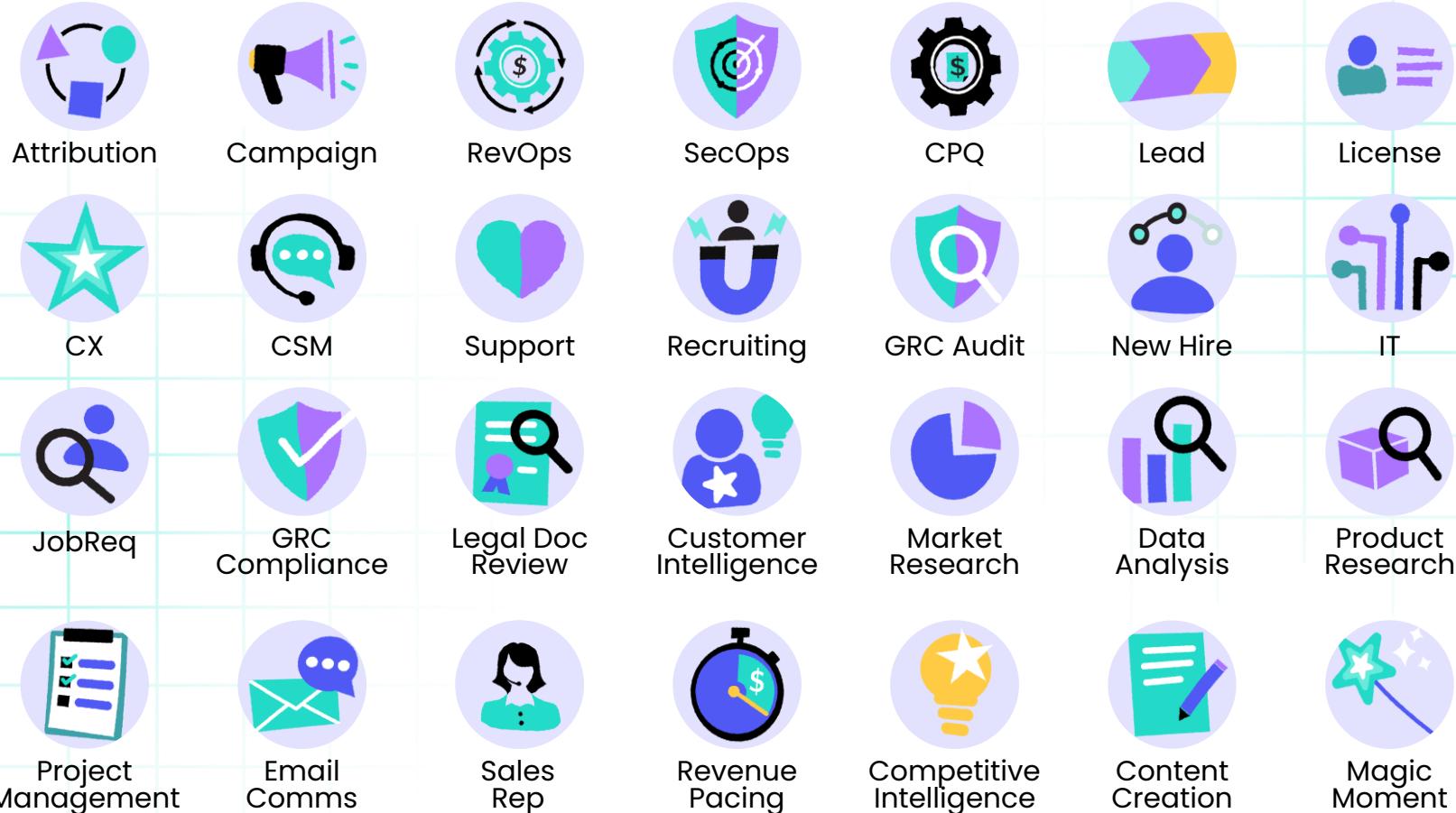
 Capgemini

 accenture

 pwc

HCLTech

G28 - Workato's current Genies running autonomously in production



Workato empowers every approach to AI



Claude



Replit



Cursor



Kiro



CrewAI



ChatGPT



AWS Strands



LangChain

