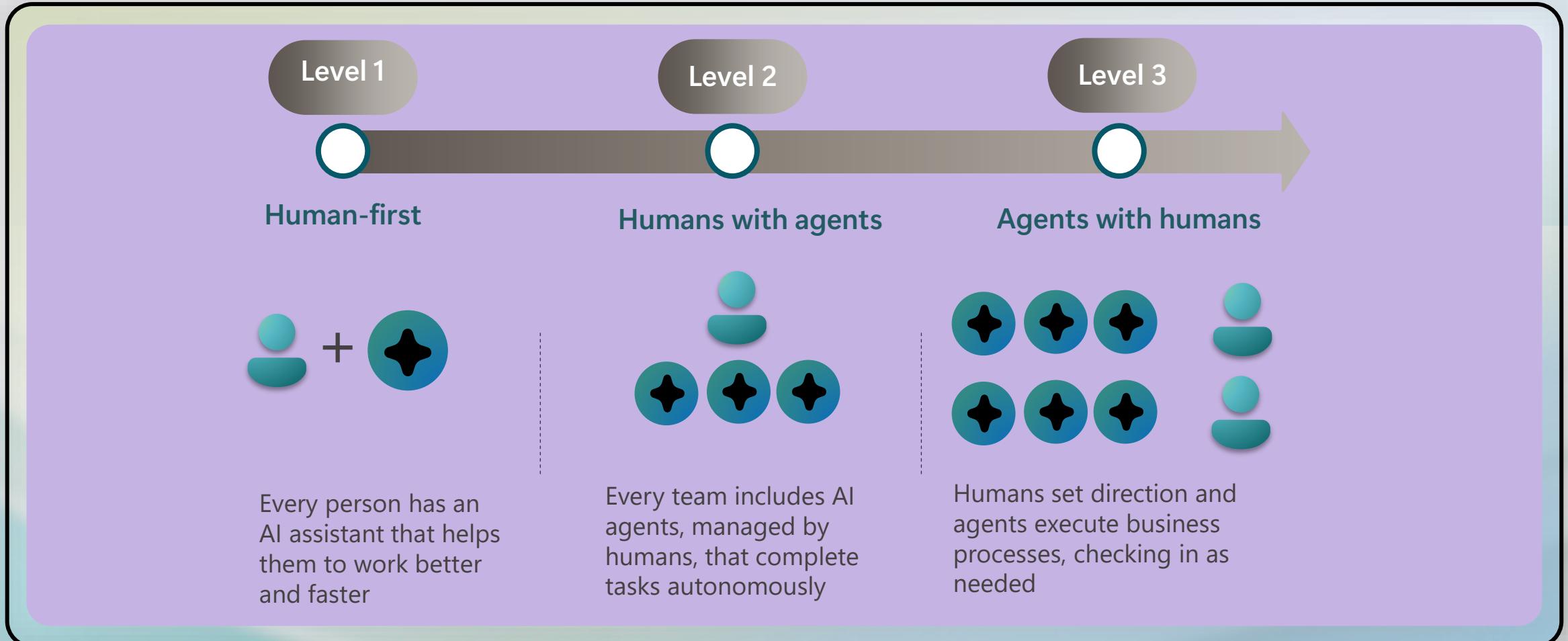


Harnessing Legacy Value in Financial Services with Azure Logic Apps AI Agents

Harold Campos
Principal PM
Azure Logic Apps

AI Journey





The shift to Agentic AI in Financial Services Industry

Emerging Use Cases for Business Process Agents – Banking



Complaints
Management



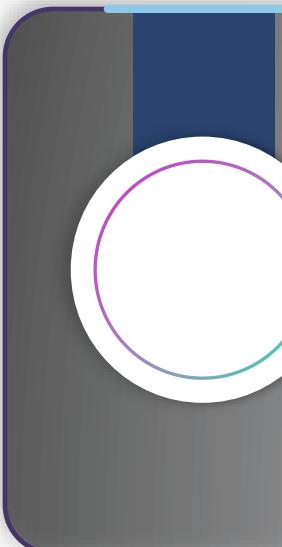
Loan Applications
processing



Empowering
Advisors

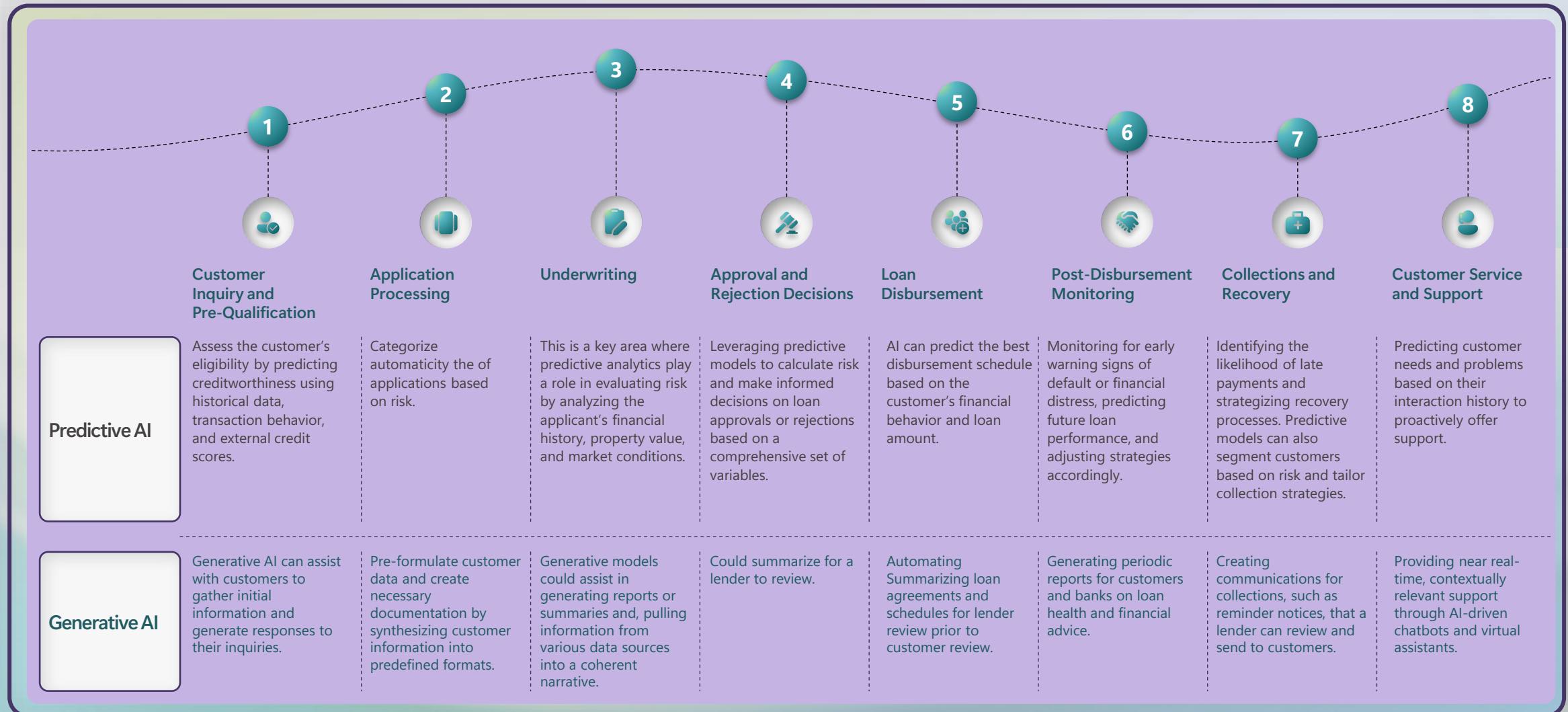


Fraud
Prevention

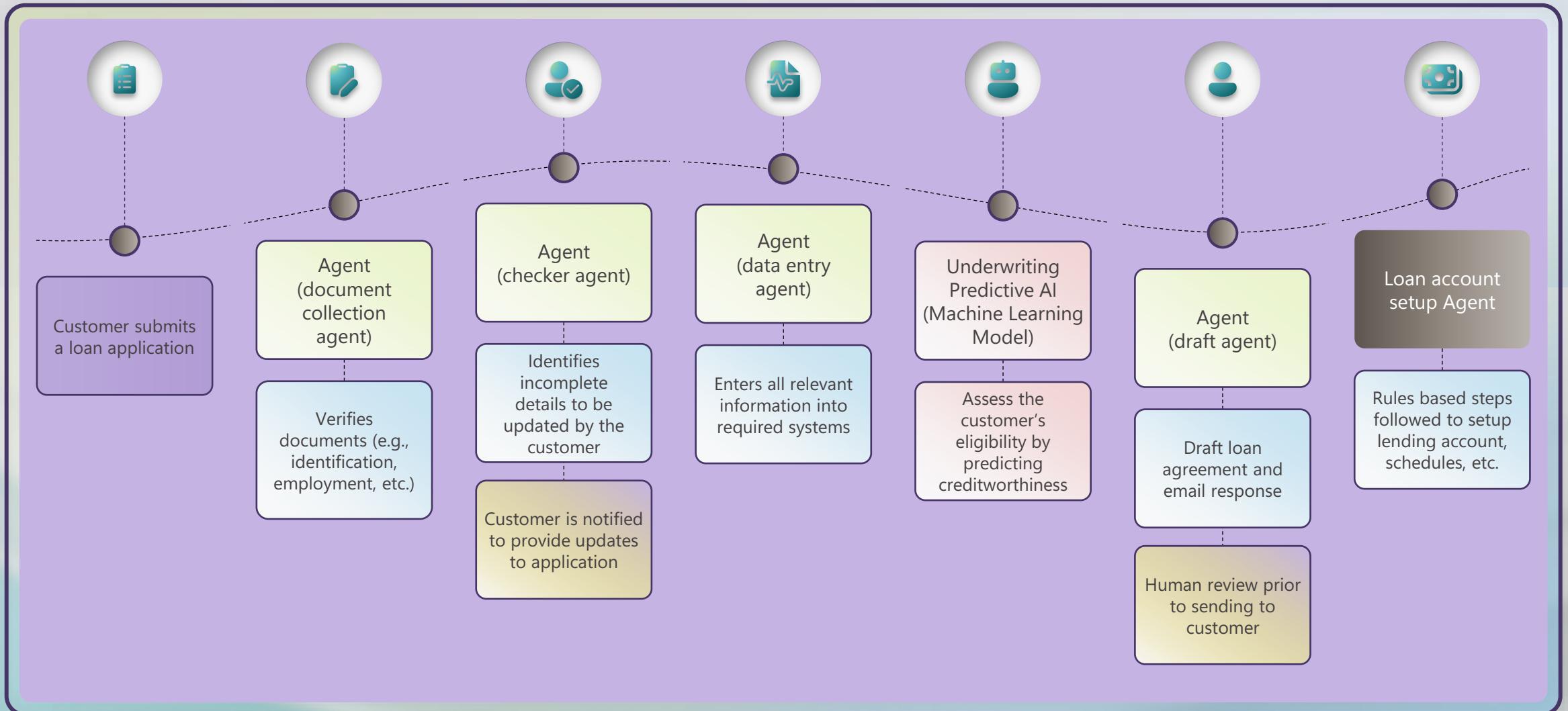


Loan Applications Processing

Opportunities for AI Agents to augment Lending processes



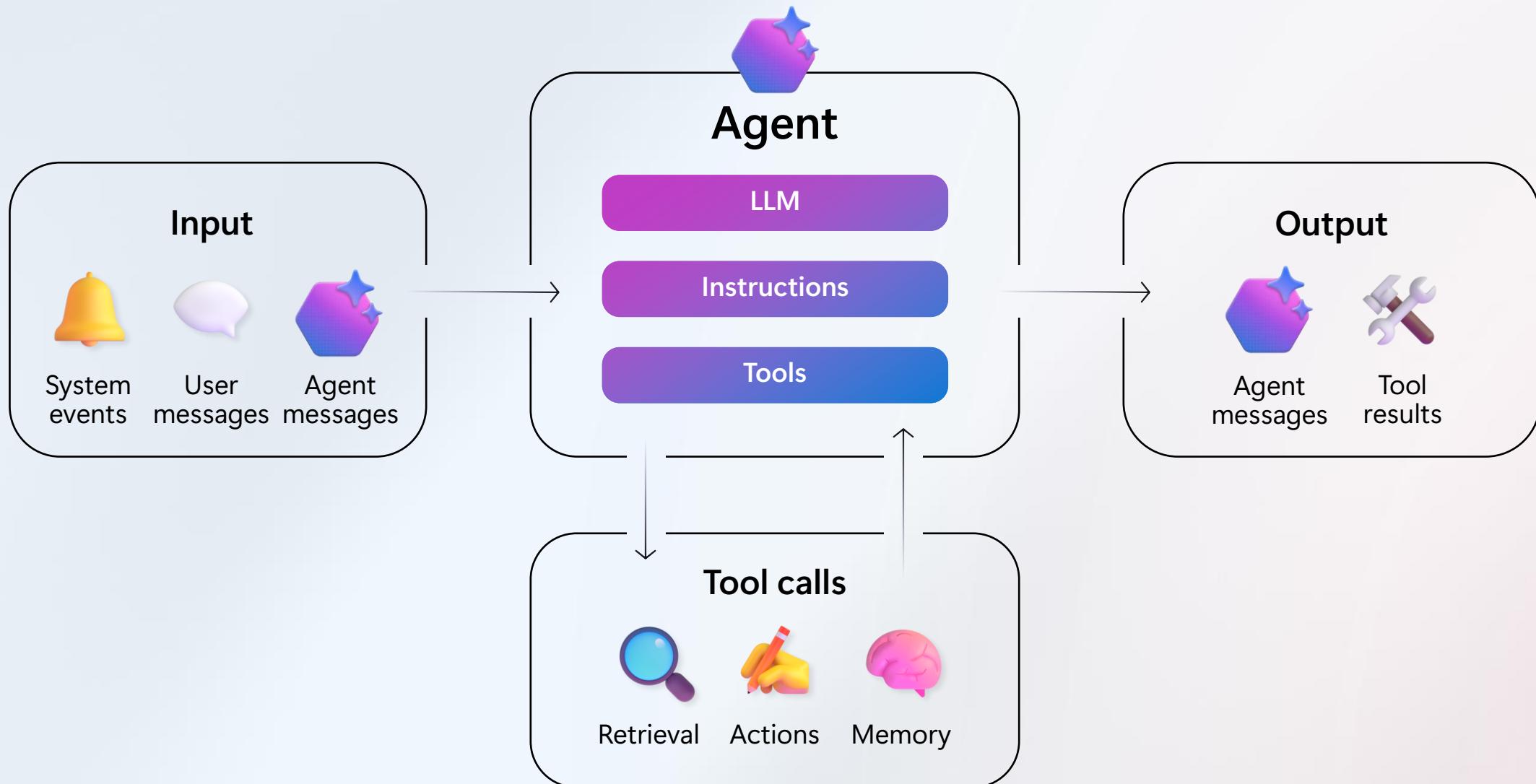
Loan Applications Processing



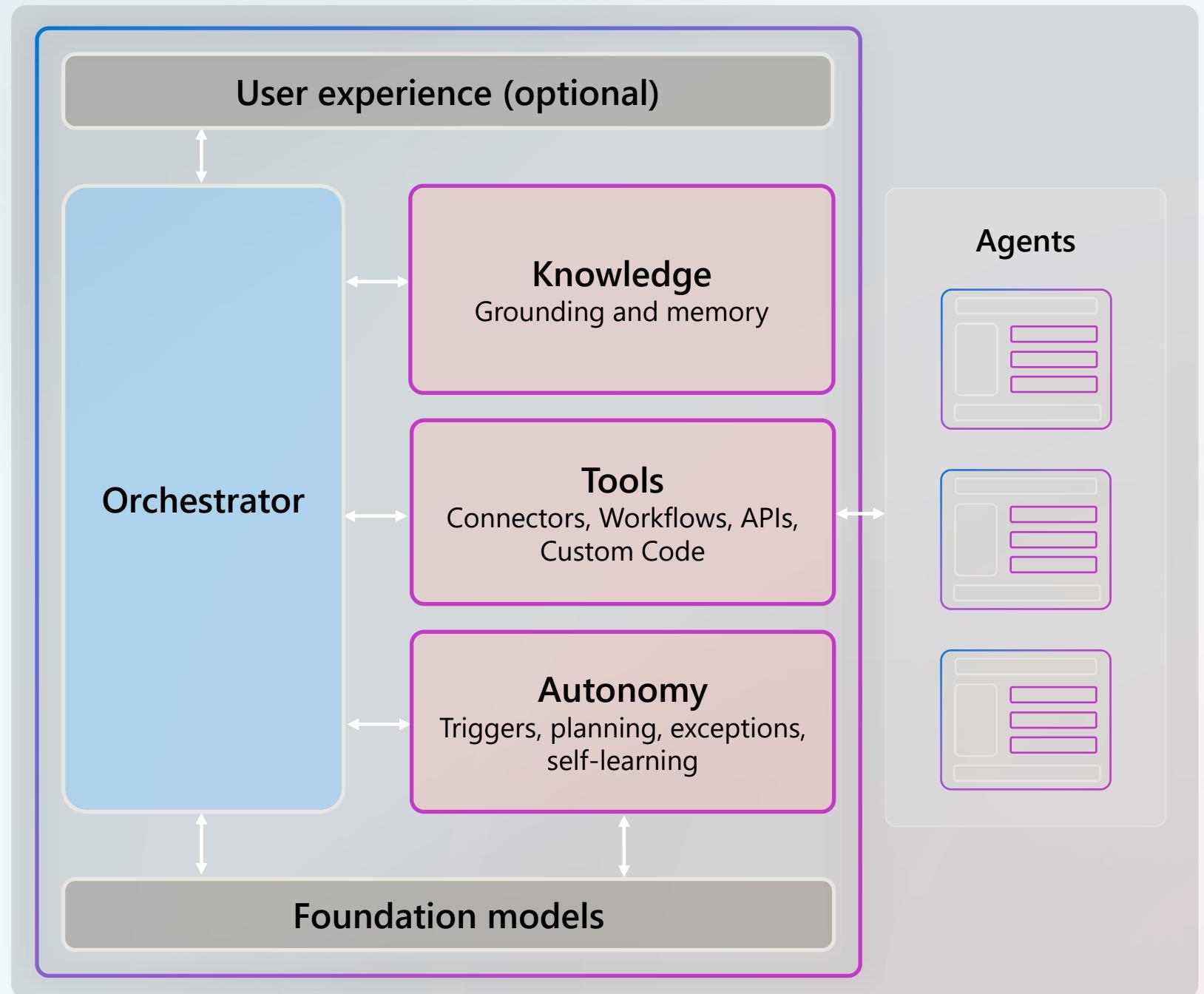
Agentic workflows and Agent loop



What is an Agent loop



Key Agent Components



Azure Logic Apps - Agent Loop

Build Autonomous or Conversational Agents

→ New capability available in Logic Apps Standard

→ For building Agents and Agentic orchestration

Bring your AI Model

System prompt

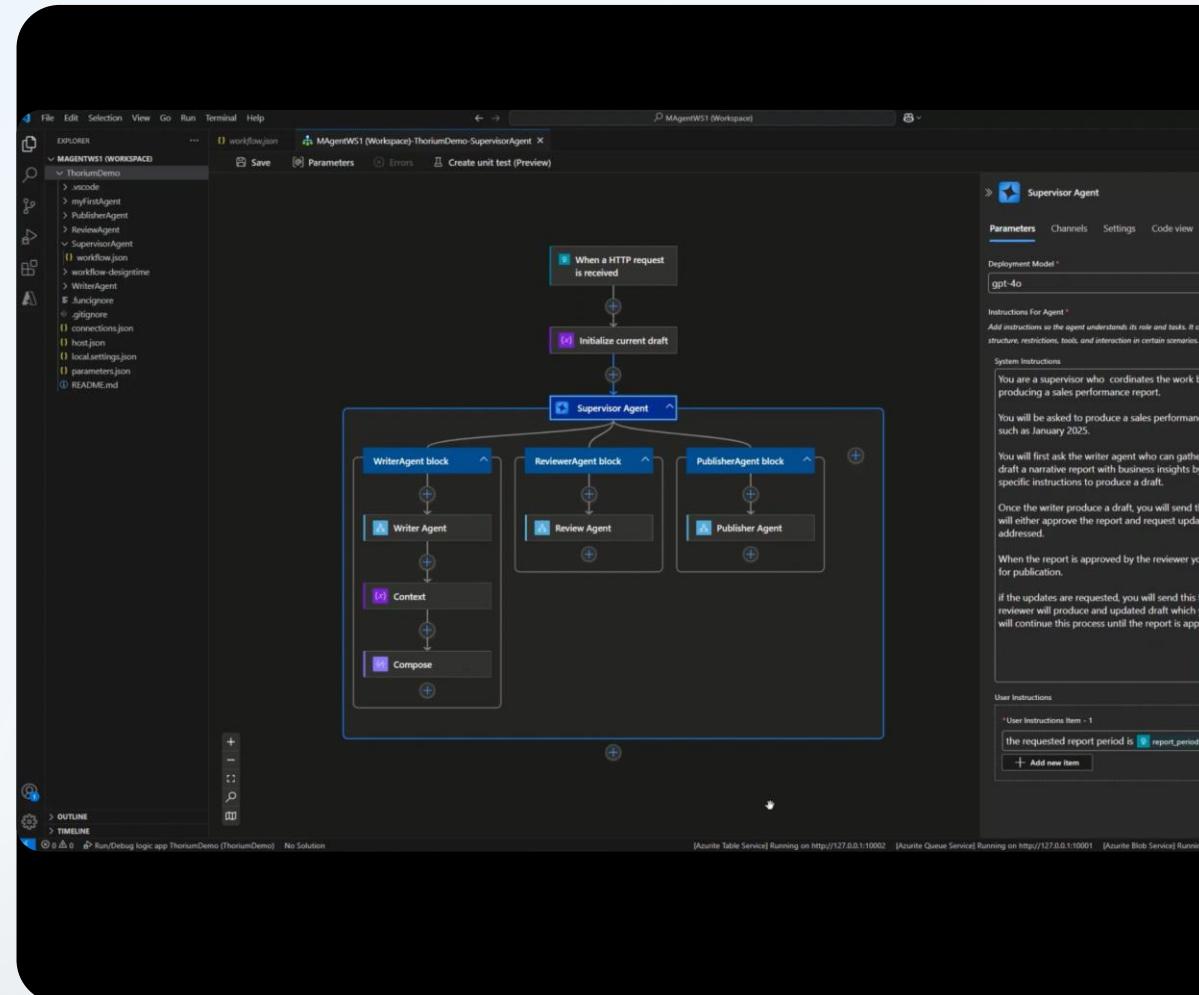
Tools/Knowledge

Agents

→ Agent Parameters: Dynamically populate parameters for tools

→ Built on Semantic Kernel

→ AI Agents with workflow: Build workflows with agent loop to combine predefined steps with Agents for Agentic business process



Financial services Market Perspective

'Tried-and-trusted' vs. future innovation

McKinsey & Company

THE FUTURE OF THE MAINFRAME IN FINANCIAL SERVICES

Dan Latimore
23 September 2020

Top ten myths of technology modernization in insurance

June 22, 2020 | Article

The modern mainframe
A banking platform from the future

IBM Institute for Business Value

Mainframes host critical core systems for the world's largest companies¹

- 45 of the world's top 50 banks
- 8 of the world's top 10 insurers
- Two thirds of the Fortune 500 companies

Mainframes run 30 billion transactions per day, hold 80% of the world's business data and handle 90% of all credit card transactions

BANKINGDIVE Deep Dive Opinion Library Events Topics

Breaking the mainframe habit: Banks consider a cloud future

Cloud powered the move to mobile banking — transitioning core applications off of legacy systems may be a heavier lift.

Published May 13, 2022.

Matt Ashare Reporter

Banking Cloud Volume 4

accenture

The great cloud mainframe migration: what banks need to know

Altimeter

Forbes

Covid Accelerates Banks' Mainframe Migration To Cloud

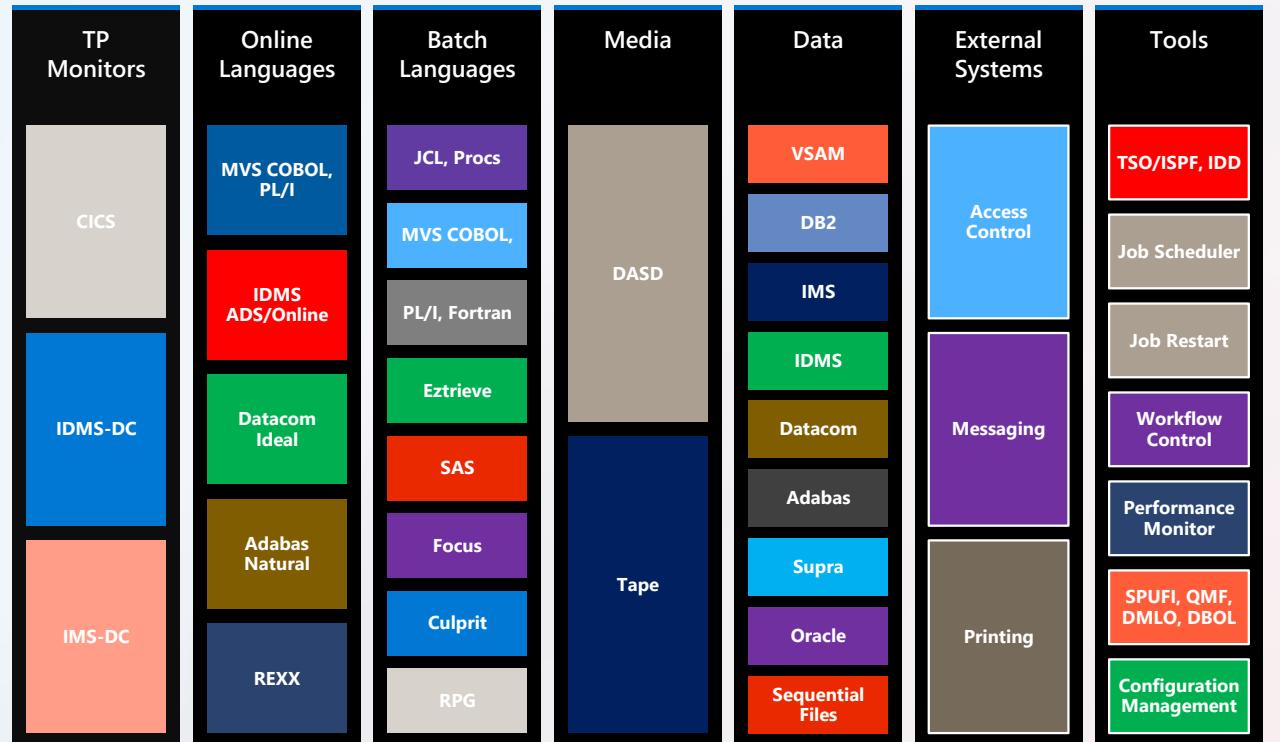
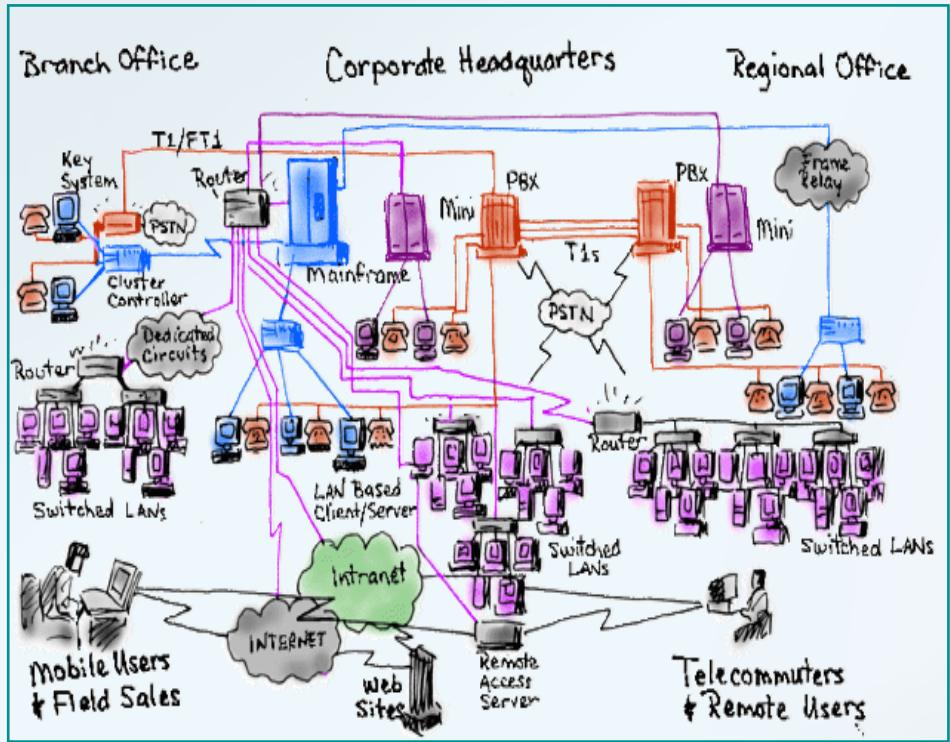
Tom Groenfeldt Contributor I write about finance and technology.

May 18, 2022, 10:26am EDT

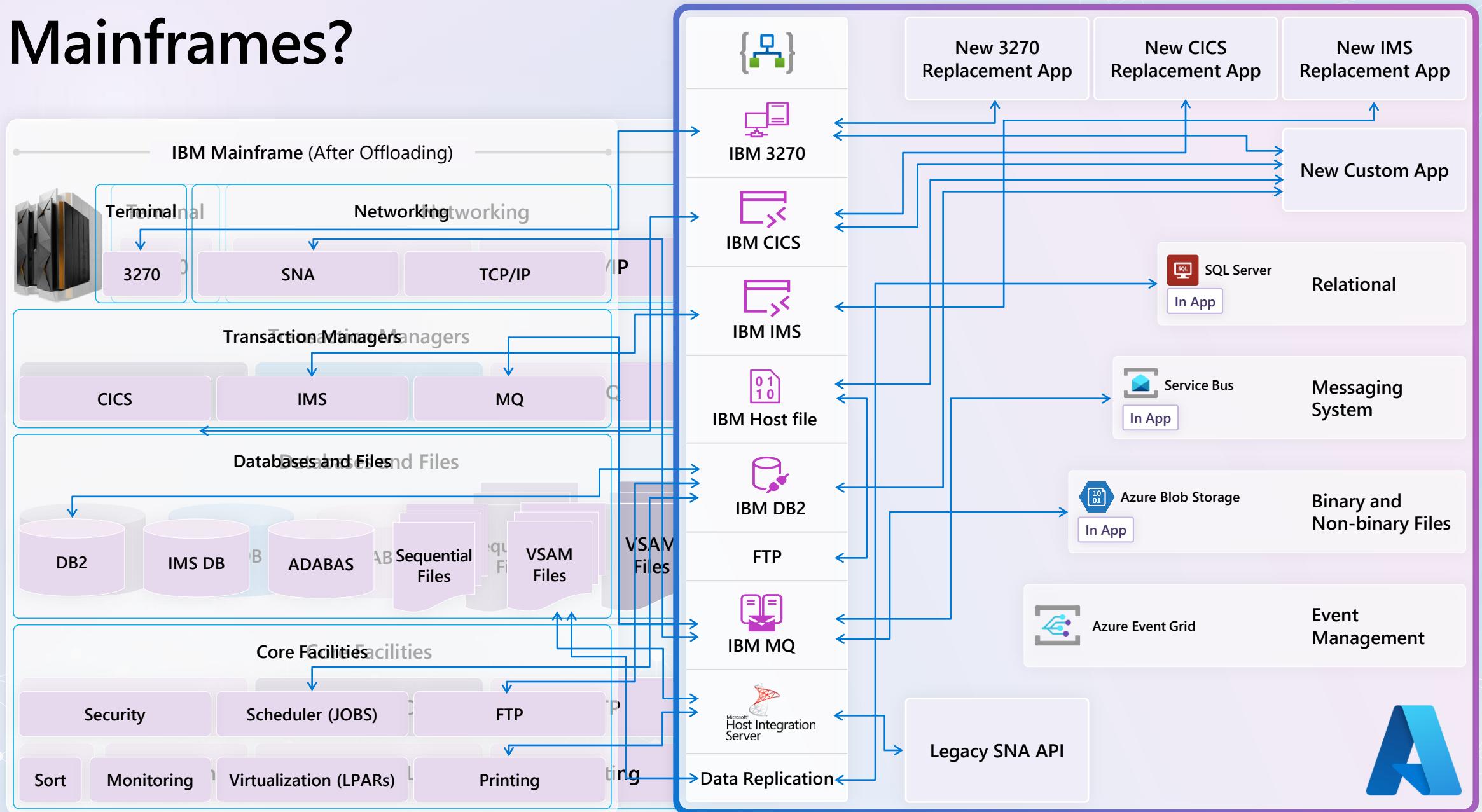
Company Executives & Industry Leaders drive core change

- 85% of executives plan to move >50% of mainframe to public cloud
- 25% plan to move 3/5 of their mainframe workloads
- These Executives expect to achieve this in the next 5 years
- 52% of organisations say AI innovation.. Is prompting them to migrate off mainframe.

Financial services: 1950 - 2025



Mainframes?



Loan Applications Agent

- The purpose of the commercial agent is to grant loan approvals for purchases of groceries and other products.
- The Agent will extract financial information from Woodgrove Bank, debts from a Credit Bureau and information from an internal NWIND CRM System.
- The Agent will assess each requestor and update the internal NWIND systems with the approved customers.

NWIND:
IBM Mainframe



**Woodgrove
Bank:
IBM Mainframe**



RPG



**Credit Bureau:
IBM i**

**Azure Logic Apps
Agent Loop**



Further scenarios – Recruitment Agent

Agent Loop integration in every workflow—new and existing

Agent loop backed by Foundry Agent Service

Conversational agents built on industry-standard A2A protocols

Built-in chat client with Easy Auth, streaming, in-app consent support

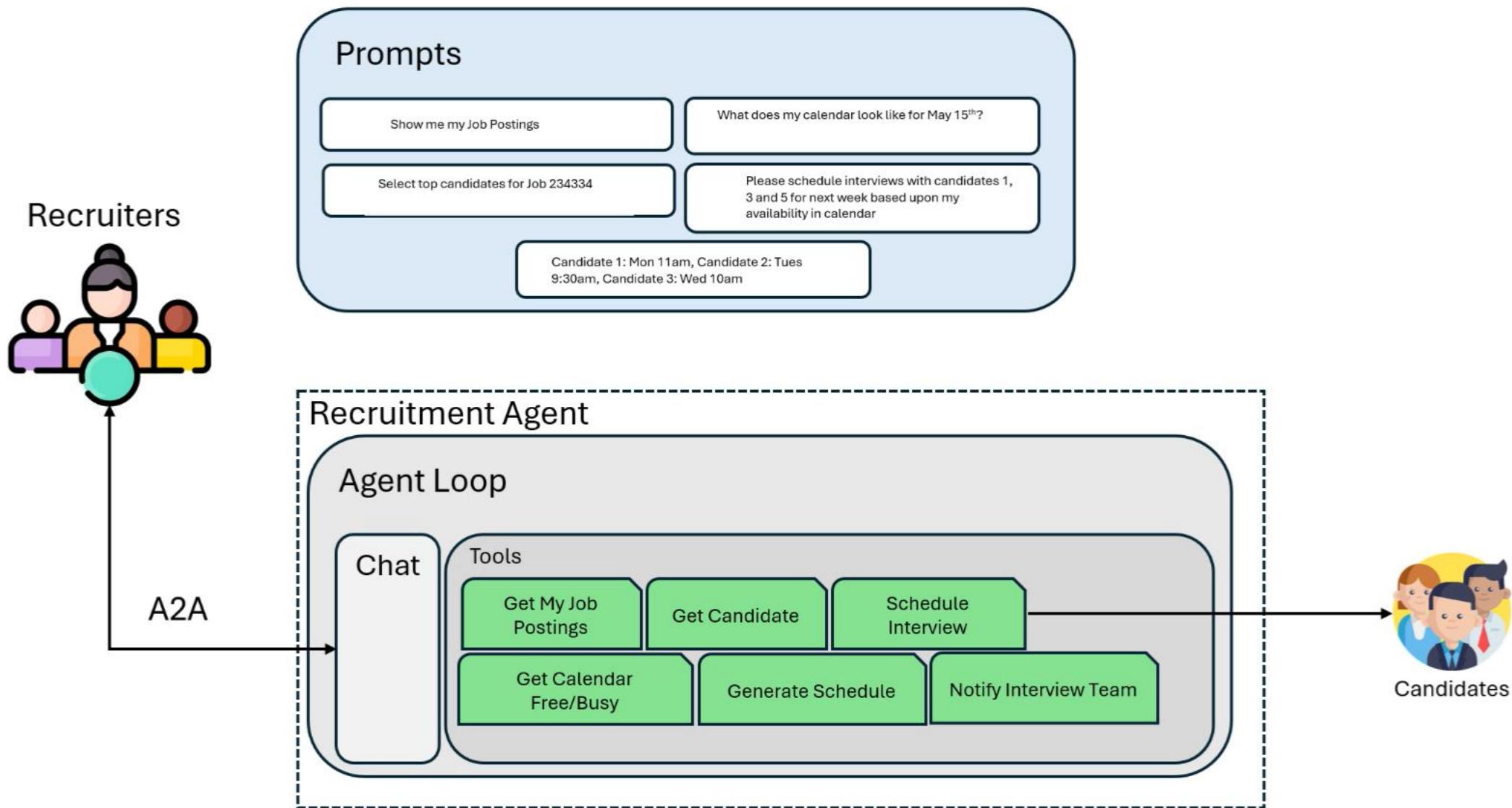
Advanced multi-agent orchestration patterns

Python Code Interpreter for computational reasoning

Enterprise-grade security with On-Behalf-Of authentication

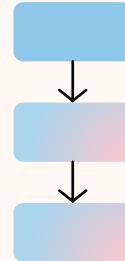
Comprehensive observability with agent logs and task timelines

Recruitment Agent – A2A Chat Surface + (OBO) Connections

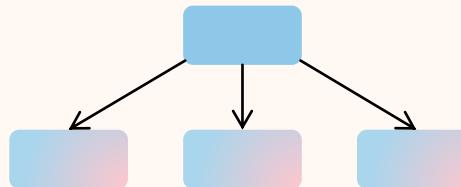


Multi-Agent Orchestration Patterns

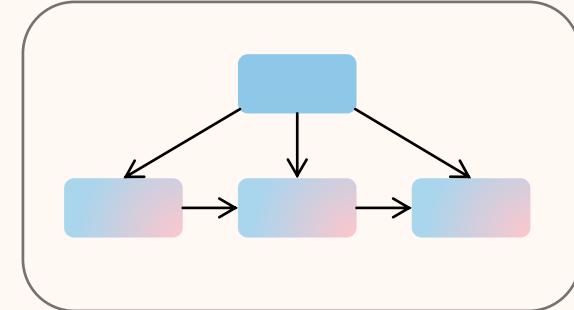
Sequential



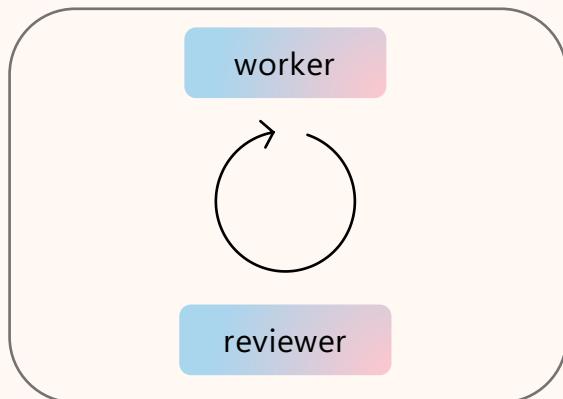
Concurrent



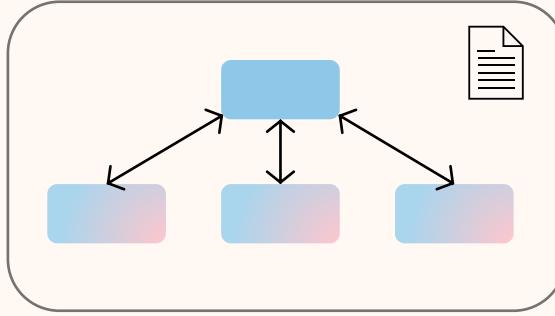
Handoff



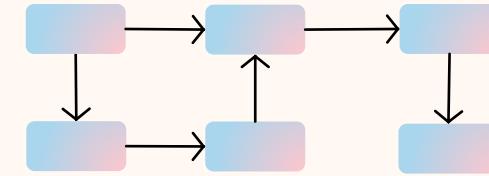
Group Chat



Magnetic



Workflow Process



Home > abodeTestBench | Workflows >

ContosoComms | Designer

Workflow Search Run Save Discard Parameters Code view Errors AI Info Set as default page Send us your feedback

Tools

Designer

Code

Run history

Configuration



When a new chat session started

Greeter

Add tool

SurveyAgent

InternetAgent

SubmitSurvey

SurveyResults

Report results to Customer Service

CheckServiceAvailability

CheckPlans

PlanDetails



Logic Apps as MCP Servers



"MCP is an open protocol that enables seamless integration between **LLM applications** and your **tools & data sources**"



Azure Logic Apps provide more than 1400 connectors that allow organization to connect to APIs, file systems, databases, AI models and much more.



By leveraging Azure Logic Apps and Azure Integration Services, customers can create composable architectures quickly that enable MCP Tools to be discovered and consumed.



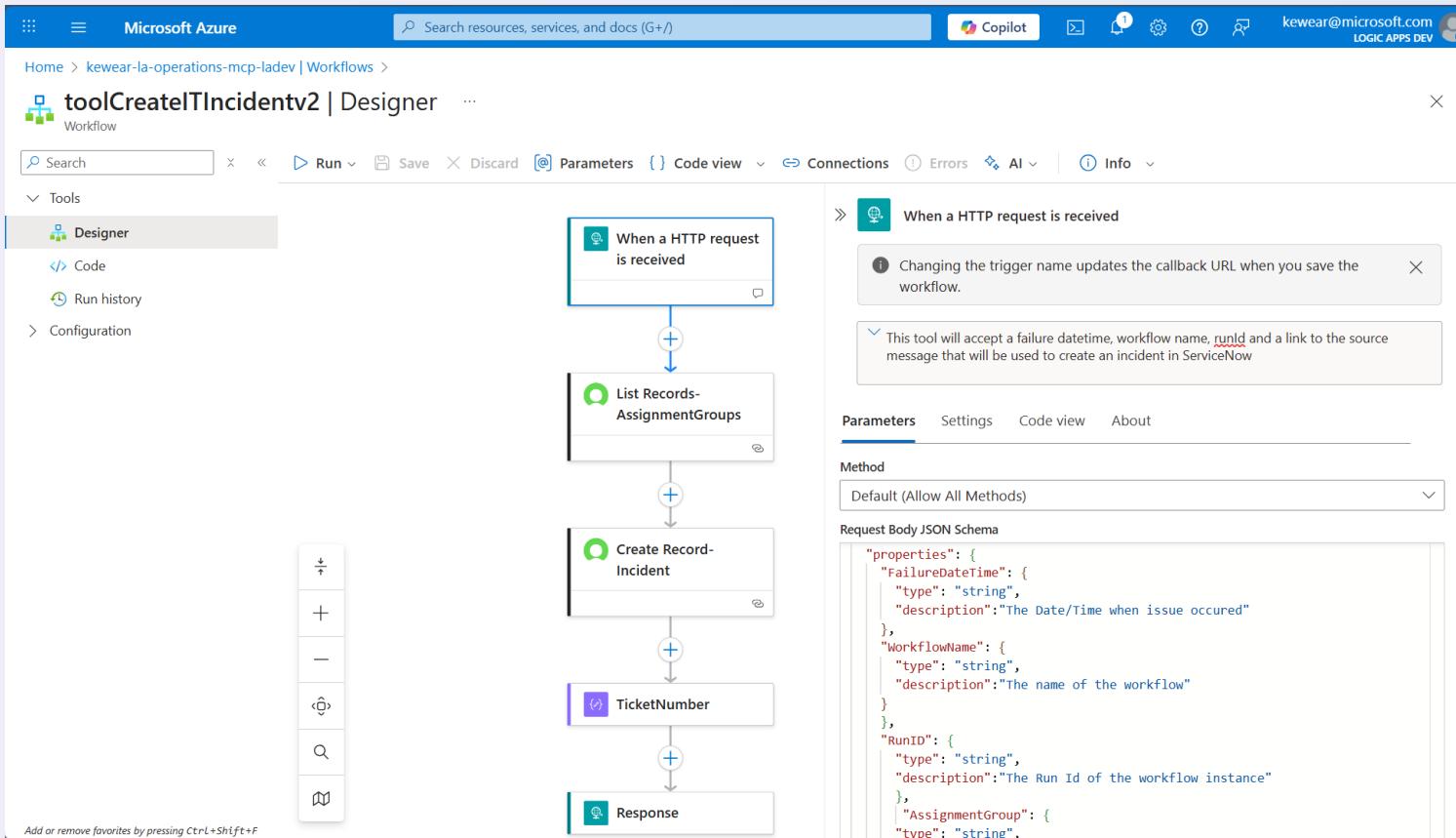
Security is a top concern for many customers interested in MCP Servers. With this in mind, we have enabled Entra ID – Easy Auth authentication to simplify securing MCP Servers and making them easy to call.



Logic Apps is supporting MCP Servers in the following ways:

- **API Center Integration:** Logic Apps connectors as an MCP Server
- **Native Support:** Logic Apps as an MCP Server

Logic Apps as MCP Servers



- Logic Apps can be exposed as MCP Servers using a simple configuration in the host.json file
- Any workflow that has an HTTP trigger and corresponding Response action will become an MCP tool
- Easy Auth Authentication support
- Address more complex scenarios where you have multiple connector calls or data enrichment scenarios

kwear-la-operations-mcp-ladev Diagnostic Console

https://portal.azure.com/#@logicappsdev.onmicrosoft.com/resource/subscriptions/c6ab290a-2c71-4003-ab27-386da34d31dc/resourceGroups/kewear-LA-MCP/providers/Microsoft.Web/sites/...

Microsoft Azure

Search resources, services, and docs (G+/)

Copilot

kewear@microsoft.com LOGIC APPS DEV

Home > kewear-la-operations-mcp-ladev

kewear-la-operations-mcp-ladev | Workflows

Logic App (Standard)

Workflows

Connections

Parameters

Artifacts

Deployment

Settings

Environment variables

Configuration

Authentication

Identity

Backups

Custom domains

Certificates

Networking

Scale up (App Service plan)

Scale out (App Service)

Add or remove favorites by pressing **Ctrl+Shift+F**

Search

Name ↑

toolCreateTIncident2

Workflow type ↑↓

Stateful

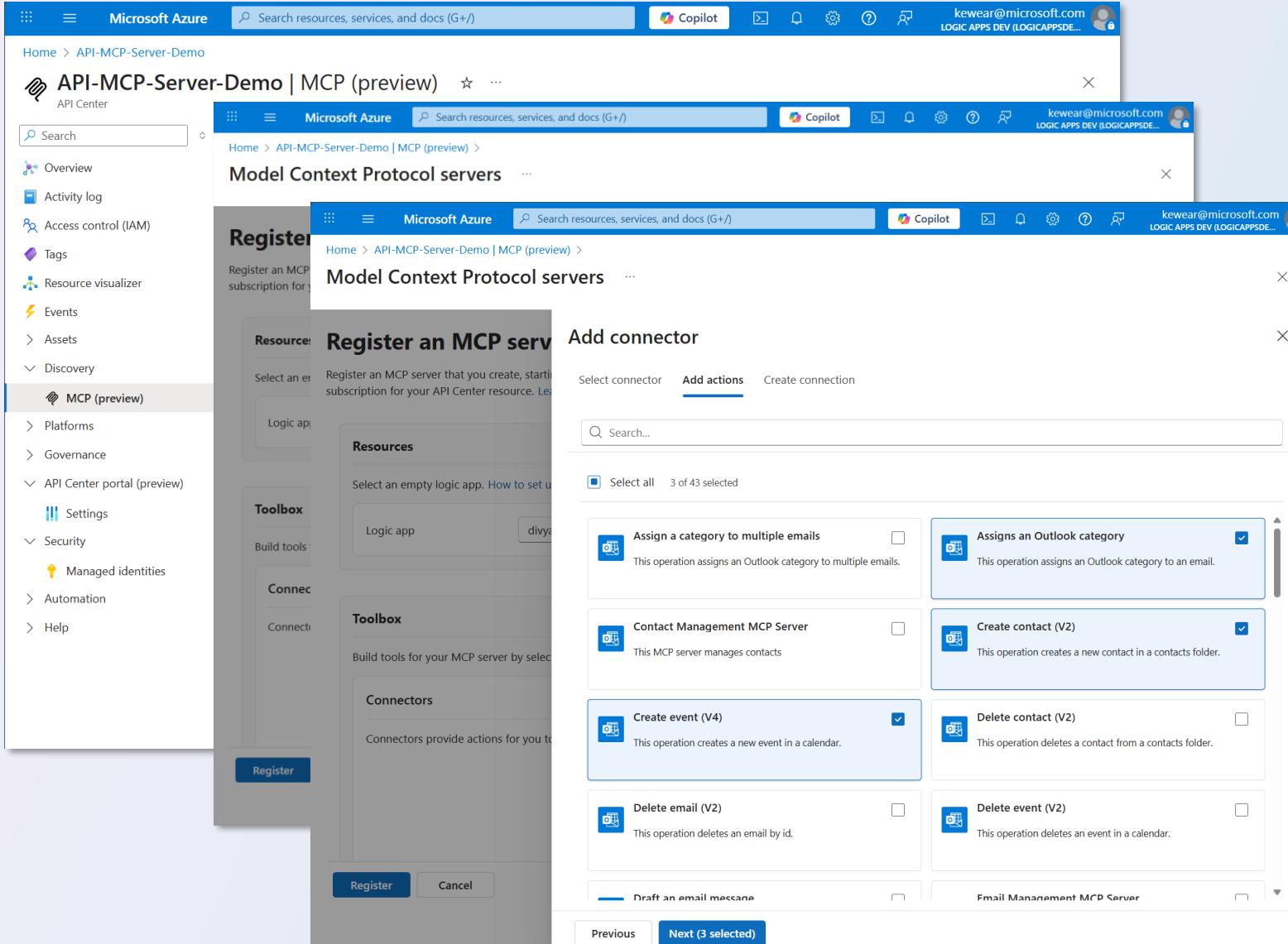
Status ↑↓

Enabled

Thunderstorm w... In effect

5:09 PM 8/5/2025

API Center and Logic Apps



- API Center provides an Enterprise Catalog for APIs and MCP Servers
- API Center provides discoverability for MCP Servers through the API Portal
- Customers can dynamically create an MCP Server based upon Logic Apps connectors.
- Under the hood, a Logic Apps workflow with appropriate parameters will be created
- Easy Auth security configuration will automatically be applied.

Logic Apps Aviators



The best way to keep track of all announcements and news from Product Group and Community.

Tag your content with #LogicAppsAviators so we can feature you next time.

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<https://aka.ms/lalive>

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Thank you!

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