

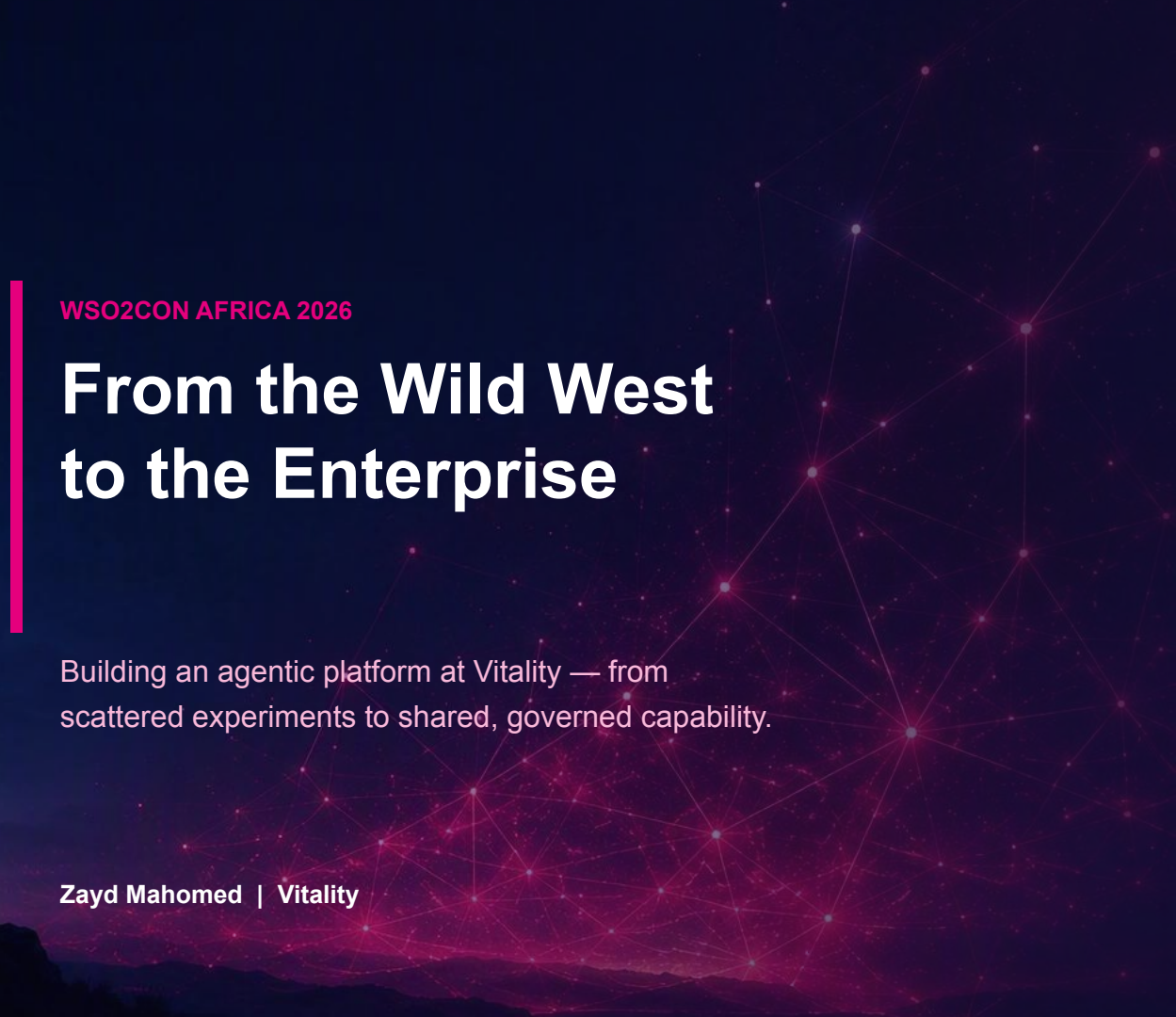


WSO2CON AFRICA 2026

From the Wild West to the Enterprise

Building an agentic platform at Vitality — from
scattered experiments to shared, governed capability.

Zayd Mahomed | Vitality



The dream was beautifully simple



EXPECTATION

1

Choose a model

2

Build agents

3

Scale productivity

4

Declare success

Reality, as usual, had other plans.

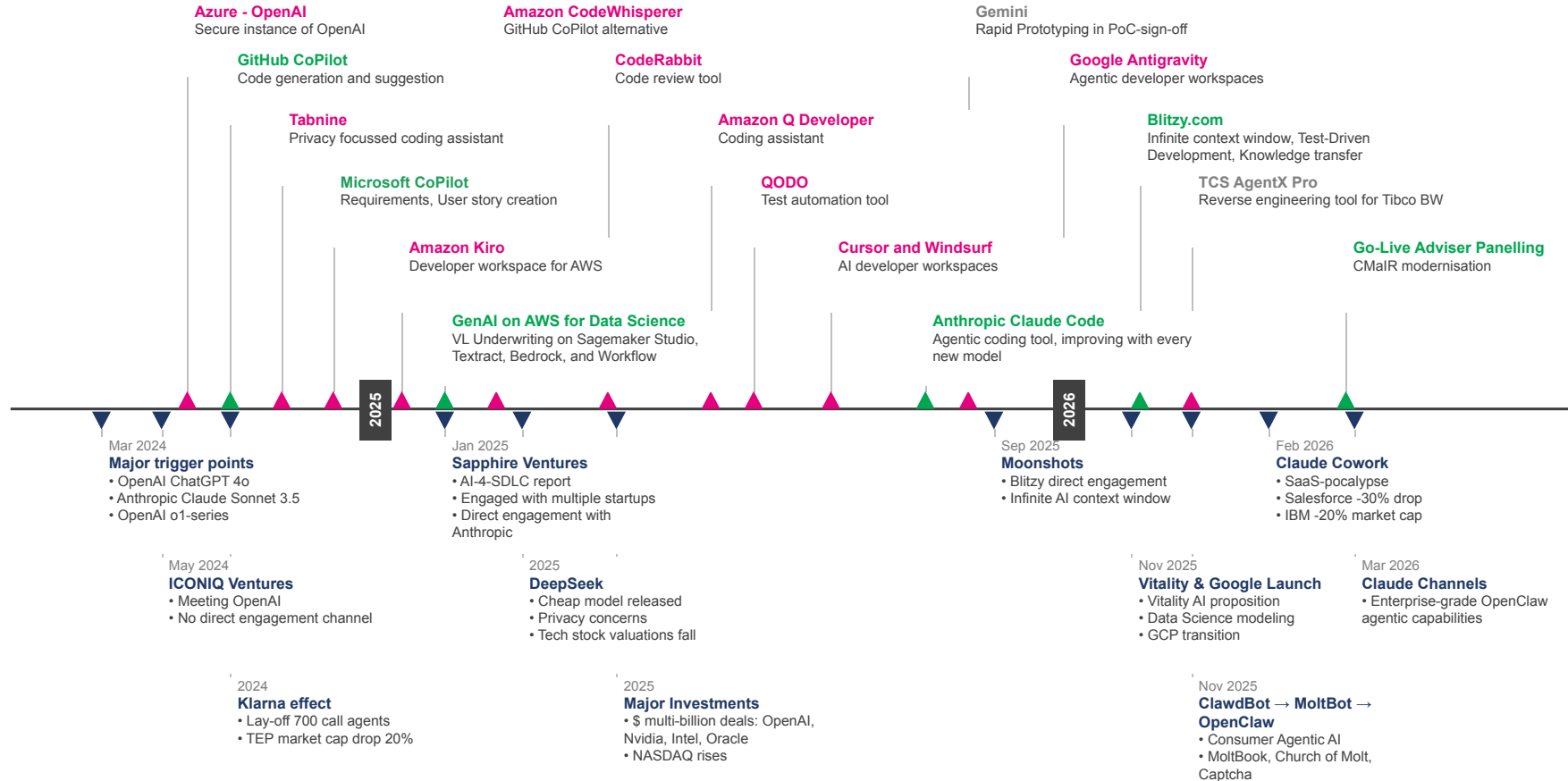
AI Exploration

- Successful
- Inconsequential
- In progress



Vitality Exploration

Major AI Developments



Vitality AI Strategy



Product

AI used in our products to deepen engagement, personalisation and Shared-Value



Operations

AI used in our operations (incl. distribution, underwriting, claims, servicing, etc.) for better, faster experiences

Technology & Engineering

AI used in our engineering functions to build software faster and to higher quality than was previously possible



Blitz AI



Anthropic Claude
Code

Everyday AI

Making the right tools available to every employee, and building skills through training and best-practice sharing



Anthropic Claude

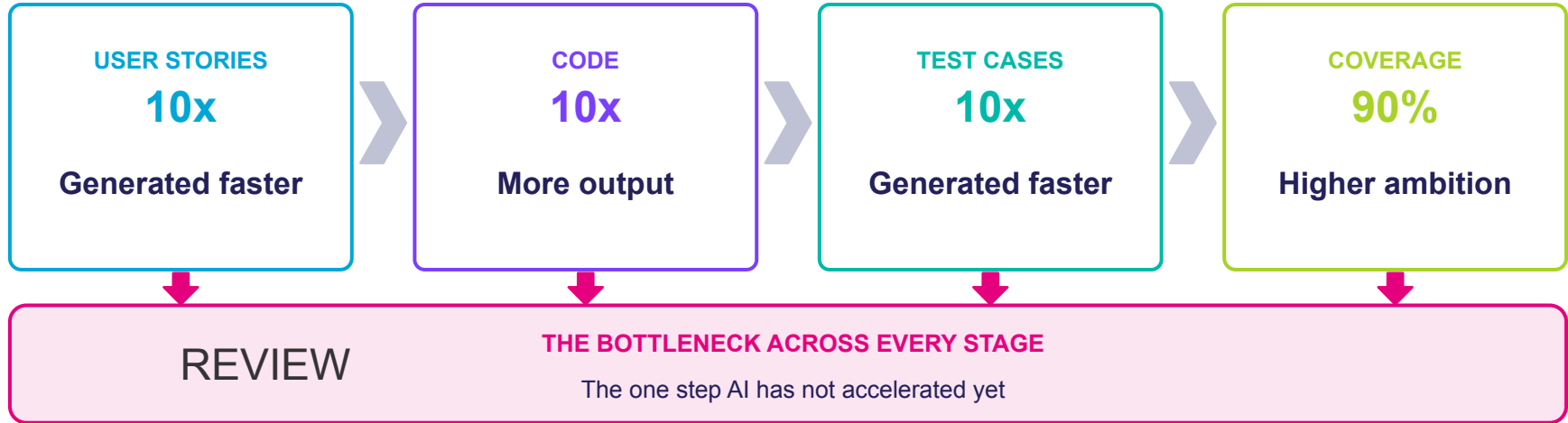


Microsoft Copilot

AI accelerated creation. Review became the new constraint.



AI-NATIVE SDLC



The next iteration is assurance, not simply more generation.

AI assisted review • Test gap analysis • Quality gates • Machine readable standards

Blitzzy changed the modernisation equation



Faster delivery and lower risk — without building the agent factory ourselves

10.7M

lines of legacy context ingested

88

functional specs and catalogues

185

functional-parity features

6

business capabilities

23

microservices built

WHAT IT DID

- Understood a large legacy estate
- Created structured specifications and traceability
- Generated modern services against an approved plan

WHAT WE FOUND

- Modernisation in a fraction of the conventional time
- Better traceability, reduced uncertainty and delivery risk
- The economics changed — we consumed specialised agents rather than building them

WHAT REMAINS UNRESOLVED

- Is Blitzzy primarily a modernisation factory?
- Where does it fit in our wider SDLC?
- Would we use it for new feature development?
- Which capabilities do we buy, build or standardise?

We proved the value of buying specialised agent capability.

We have not yet proved that the same platform should own the whole SDLC.

The Wild West was useful. Until we needed to scale it.



★ BY ORDER OF THE ENTERPRISE ★

WANTED

DEAD OR ALIVE · ANY VERSION

THE DUPLICATE GANG

Multiple Agents solving the same problem.

Several copies of shared prompts.

Different answers from similar assistants.

Last seen: everywhere. Owned by: nobody.

REWARD: ONE SHARED CATALOGUE

WHAT EXPERIMENTATION GAVE US

Learning, creativity and real adoption

Genuine use cases from the front line

Practitioner ownership of the problem

WHAT EVENTUALLY EMERGED

Duplicate agents and duplicate prompts

Different tools, inconsistent standards

No clear owner when something broke

WE THOUGHT WE NEEDED AN AI STRATEGY

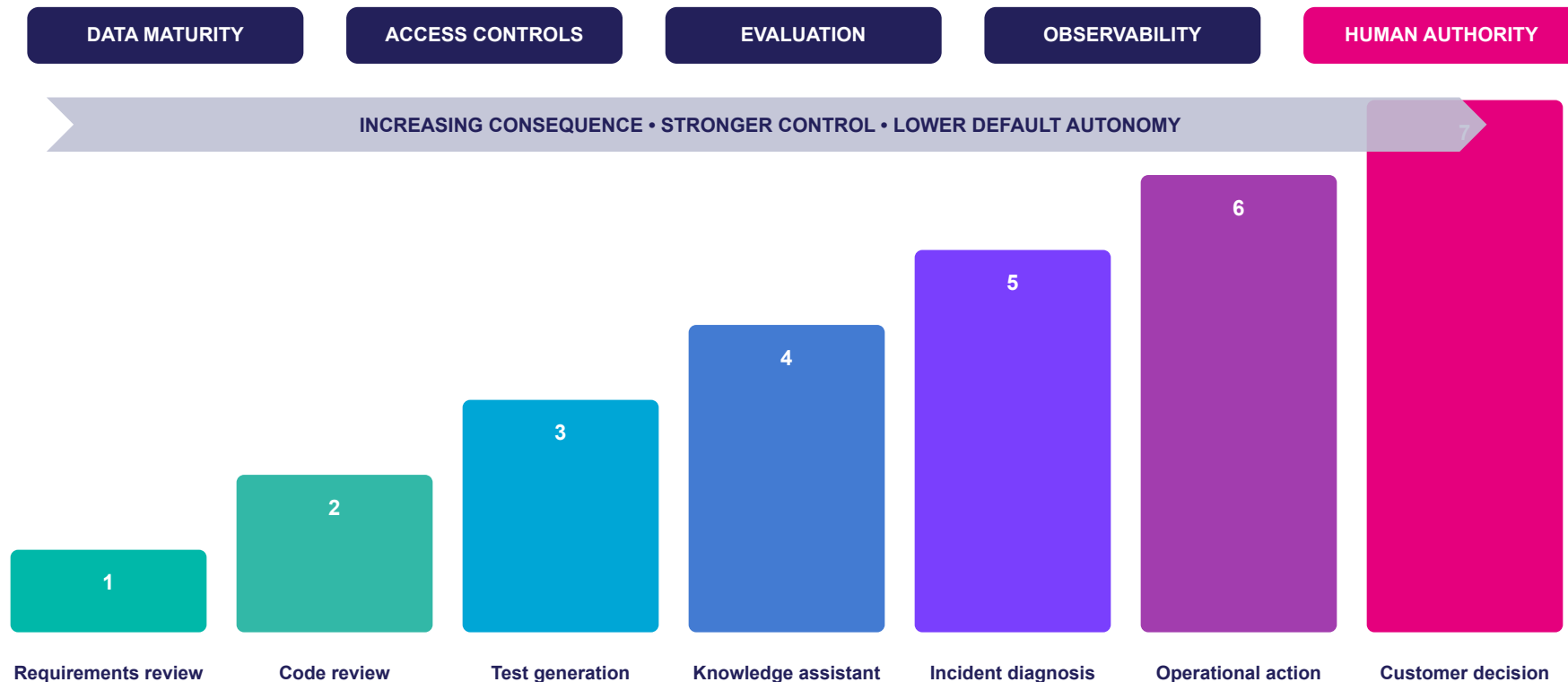
**We discovered we needed
a platform strategy.**

Repeatable · Governable · Observable · Safe

The closer an agent gets to action, the stronger the foundations required.



RISK-LED AUTONOMY

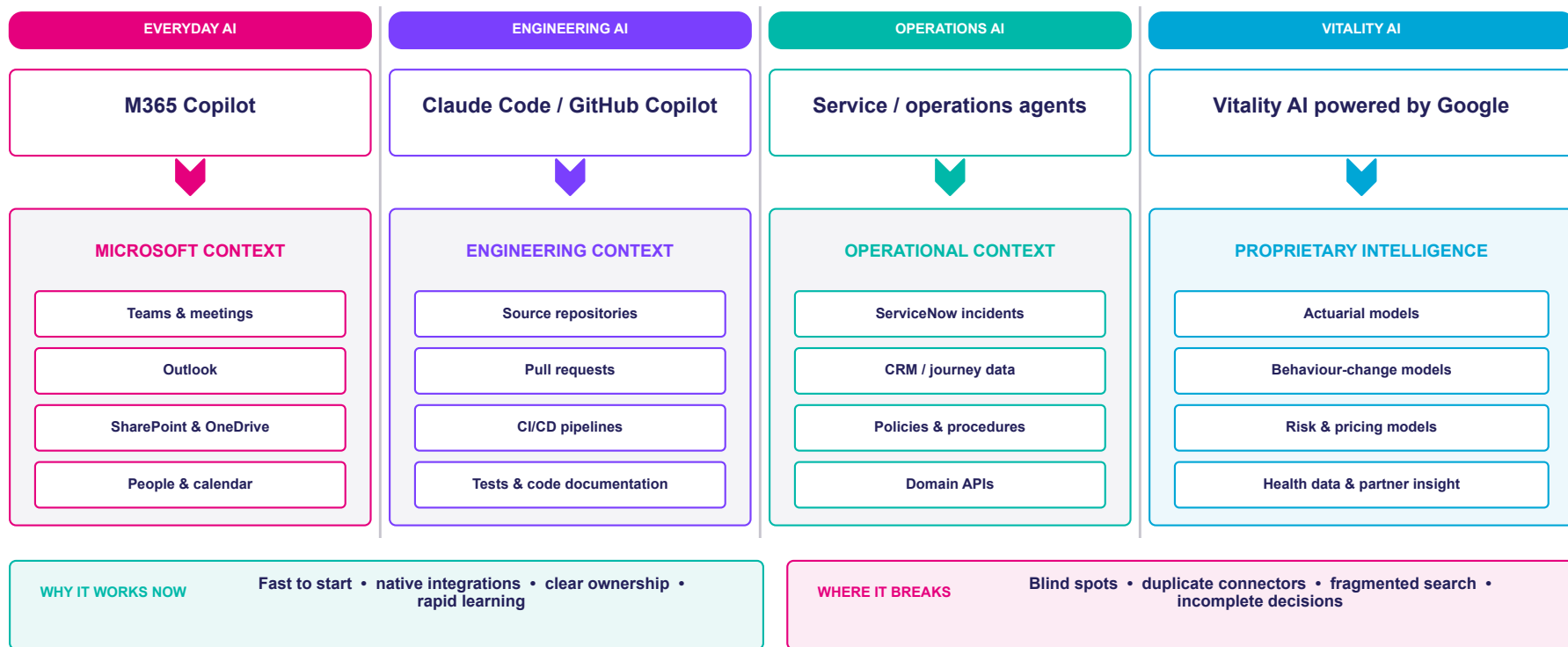


Context follows the experience

Vitality

SHORT-TERM REALITY

Native integrations help us move quickly, but each experience creates its own partial view of the enterprise.



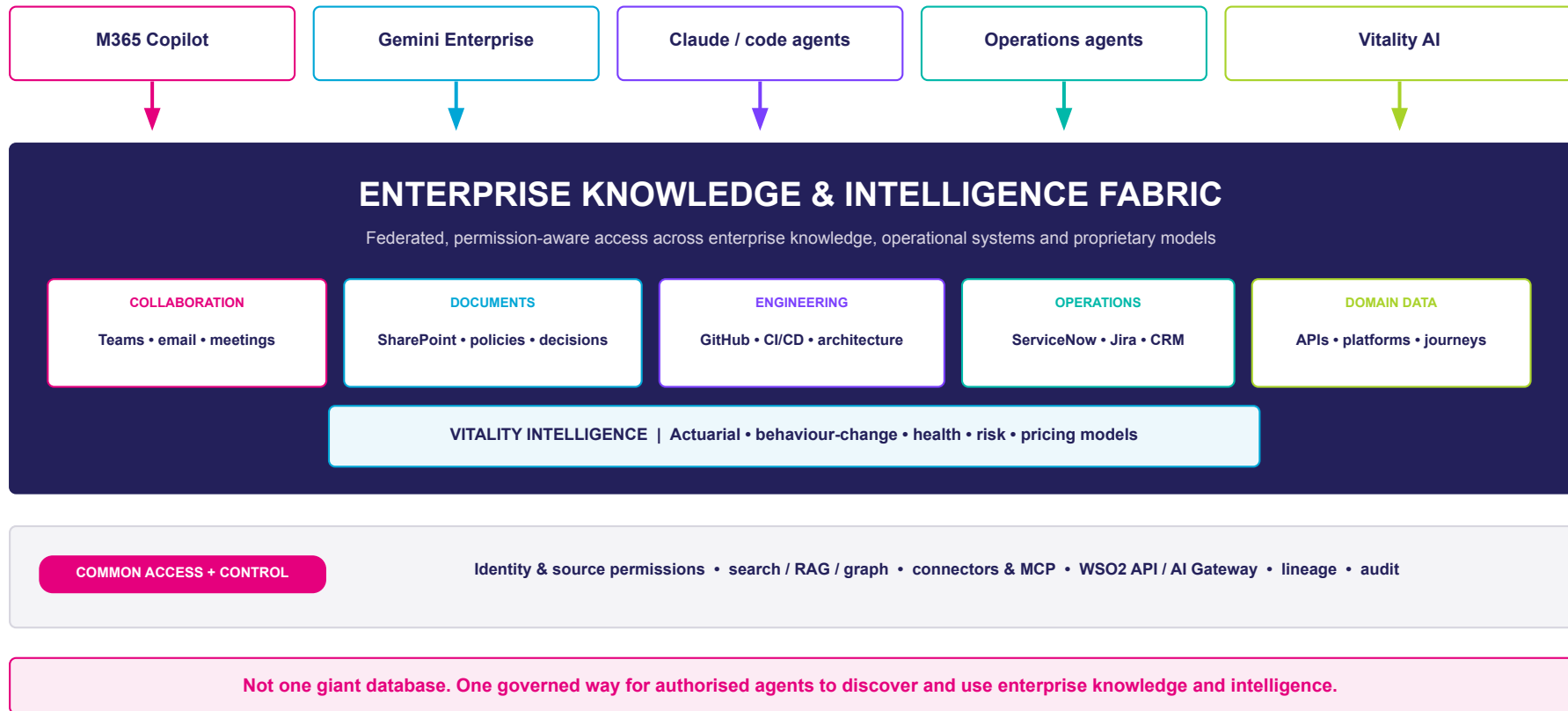
Good for experimentation. Hard to scale when work crosses system boundaries.

From context silos to a knowledge & intelligence fabric

Vitality

TARGET DIRECTION

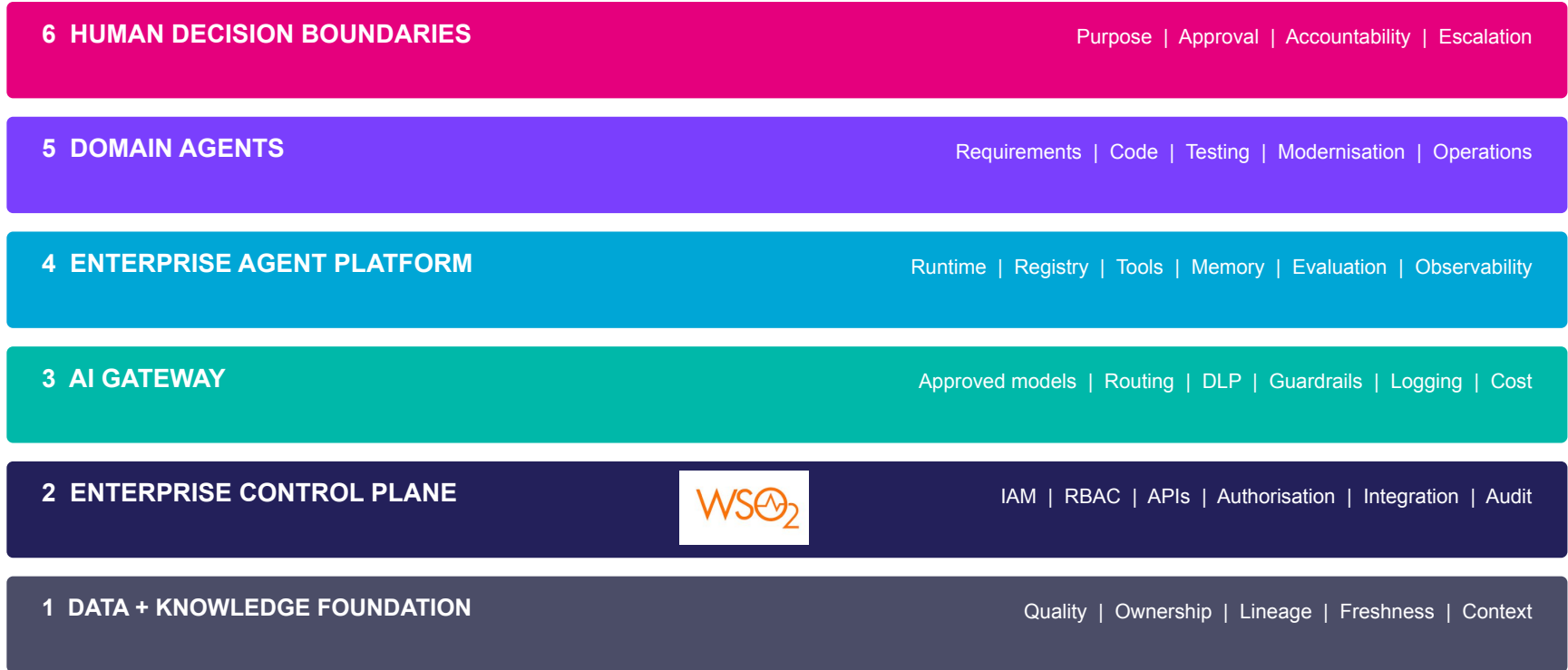
Keep fit-for-purpose experiences. Connect them to shared enterprise knowledge and Vitality's differentiated intelligence.



Six layers of the agentic enterprise



TARGET ARCHITECTURE



WSO2 helps govern access to enterprise systems and capabilities.

Hard-won lessons



WE THOUGHT

WE LEARNT

Strategy comes first



Experimentation reveals strategy

Perfect data comes first



Data maturity is use-case specific

Generation is the bottleneck



The bottleneck moves to review

Teams will converge naturally



Shared platforms need intention

We should build the agents



Build, buy and partner are portfolio choices
Build where it differentiates • Buy where it matures

Building agents is increasingly easy



CLOSING THOUGHT

Building trust remains hard.

TRUST IS EARNED IN FIVE PLACES

Trust in data

Trust in platforms

Trust in controls

Trust in decisions

Trust in people

“How do we build an enterprise that agents can safely operate within?”