



SEPT 22 - 24, 2026 | NAIROBI, KENYA

Making Existing Systems and Data AI-Agent Accessible



Anupama Pathirage

Director / Head of Product
Management - Integration BU



Lashan Sivaganeshan

Lead Sales Engineer



Today's Agenda

WSO2 Agentic Enterprise Fabric

WSO2 Integration Platform

Integrator Demo with workflows and durable agents

WSO2 Cloud Demo with RAG and MCP

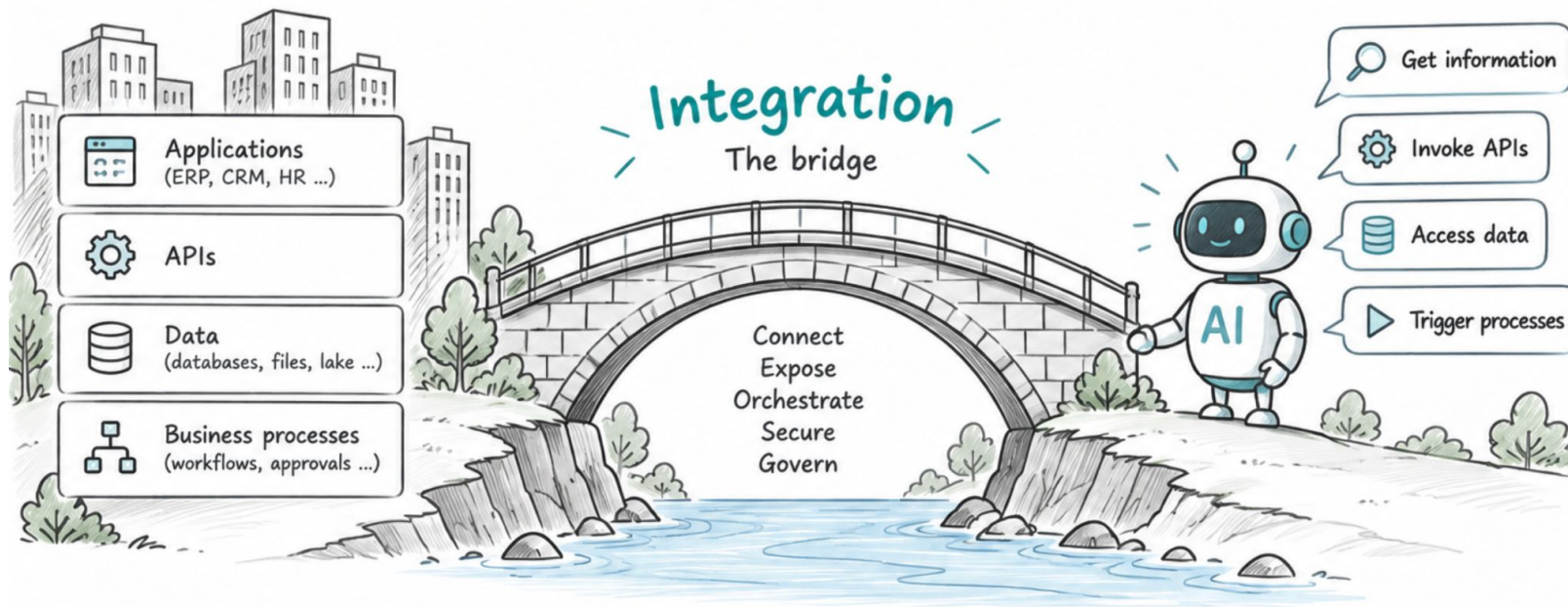


Your Enterprise Today

Existing systems, APIs, data and business processes

AI Agents

Use existing enterprise capabilities to reason, decide and take action



AI doesn't replace your enterprise.
Integration makes it accessible to agents.



2026-WSO2Con-NBO-integration-tutorial



WSO2 Integration Platform



WSO2 Agentic Enterprise Fabric

Five platform threads woven into a single, governed fabric for intelligent enterprise operations.



Self-hosted



Private Cloud



SaaS



Agent Platform

govern · observe · evaluate · secure

Agent Manager · AI Gateway · Agent ID ·
Agent Builder (Coming Soon)



API Platform

single control plane · AI gateway · MCP

AI Gateway · AI Workspace · API Control Plane
API Portal & MCP Hub · Monetization



Integration Platform

600+ connectors · event-driven · AI-native

Integrator · Agent Builder (Coming Soon)



Identity Platform

agent ID · human IAM · zero-trust

Identity Server · Access Manager · Agent ID
Security Token Service



Engineering Platform

golden paths · CI/CD · observability

Choreo · Developer Platform · OpenChoreo



Solutions

pre-built outcomes

Healthcare Interoperability · Open Banking
Vendor Consolidation





WSO2 Agentic Enterprise Fabric

Five platform threads woven into a single, governed fabric for intelligent enterprise operations.



Self-hosted



Private Cloud



SaaS



Agent Platform

govern · observe · evaluate · secure

Agent Manager · AI Gateway · Agent ID ·
Agent Builder (Coming Soon)



API Platform

single control plane · AI gateway · MCP

AI Gateway · AI Workspace · API Control Plane
API Portal & MCP Hub · Monetization



Integration Platform

600+ connectors · event-driven · AI-native

Integrator · Agent Builder (Coming Soon)



Identity Platform

agent ID · human IAM · zero-trust

Identity Server · Access Manager · AgentID
Security Token Service



Engineering Platform

golden paths · CI/CD · observability

Choreo · Developer Platform · OpenChoreo



Solutions

pre-built outcomes

Healthcare Interoperability · Open Banking
Vendor Consolidation



How the integration **landscape is shifting**

Before 2026

Integration Teams

Integration teams controlled a significant portion of enterprise IT budgets.



2026 and Beyond

Integration Teams + AI & IT Teams

Enterprise IT budgets are increasingly controlled by AI and IT teams looking to spend on AI initiatives.

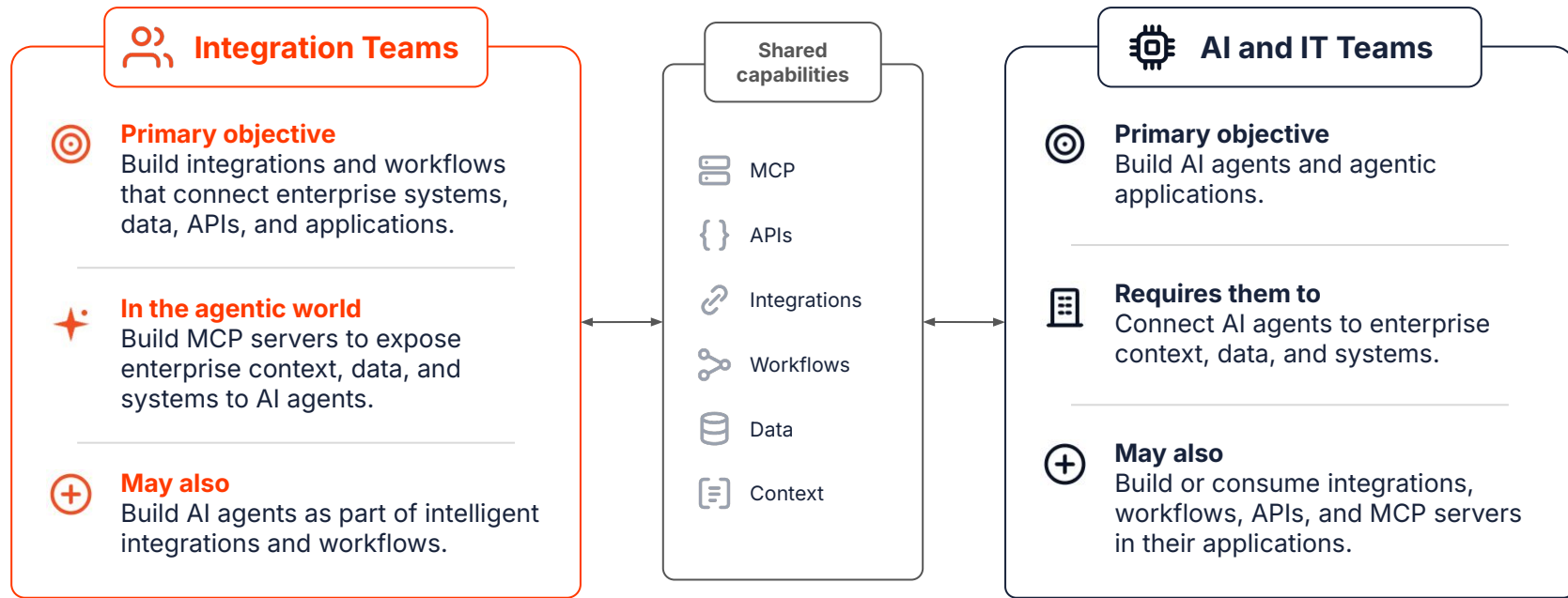
Integration teams are primarily responsible for getting existing systems AI-ready.

What does this mean?

Integration is not going away, but is increasingly being seen as an enabler of AI.
Integration vendors are adding AI capabilities to meet the needs of AI and IT teams.



The result: We now have to address 2 user groups



What they want

"AI-ready" enterprise systems

Enterprises need to expose the data and functionality of existing systems to make them accessible for AI agent consumption.

Enterprise context for AI agents

Enterprises need to create a real-time knowledge layer on top of their existing systems.

Allows AI agents to make better informed decisions in real-time.

Governed AI agents

Agentic systems can cause a lot of damage if left unchecked.

Enterprises must implement strong governance and guardrails to minimize the blast radius.





WSO2
Integration Platform

Powering the **connected agentic
enterprise**



WSO2 Integrator

Integration-first developer experience to build integrations, workflows, and MCP servers.

Includes support for building AI agents.

WSO2 Integrator 5.0 available today.
WSO2 Integrator 5.1. release in Sep 2026.

Coming Soon

WSO2 Agent Builder

Agent-first developer experience to build AI agents and agentic applications.

Includes support for building integrations, workflows, and MCP servers.

WSO2 Agent Builder 1.0 release in Oct 2026.

Available as self-hosted software that can run on any infrastructure,
or as an iPaaS / SaaS via the **WSO2 Integration Cloud**



Key differentiators



Integrated experience

A single platform and control plane, and a unified experience, to build and manage agents, integrations, and workflows.



Agent identity

Supports authentication, authorization, auditing, and administration to secure AI agents.



Agent governance

Supports governance to monitor and manage AI agents.



Enterprise connectivity

600+ pre-built connectors across APIs, events, files, and data.



Sovereignty and compliance

Flexible deployment options that enable data sovereignty and regulatory compliance.

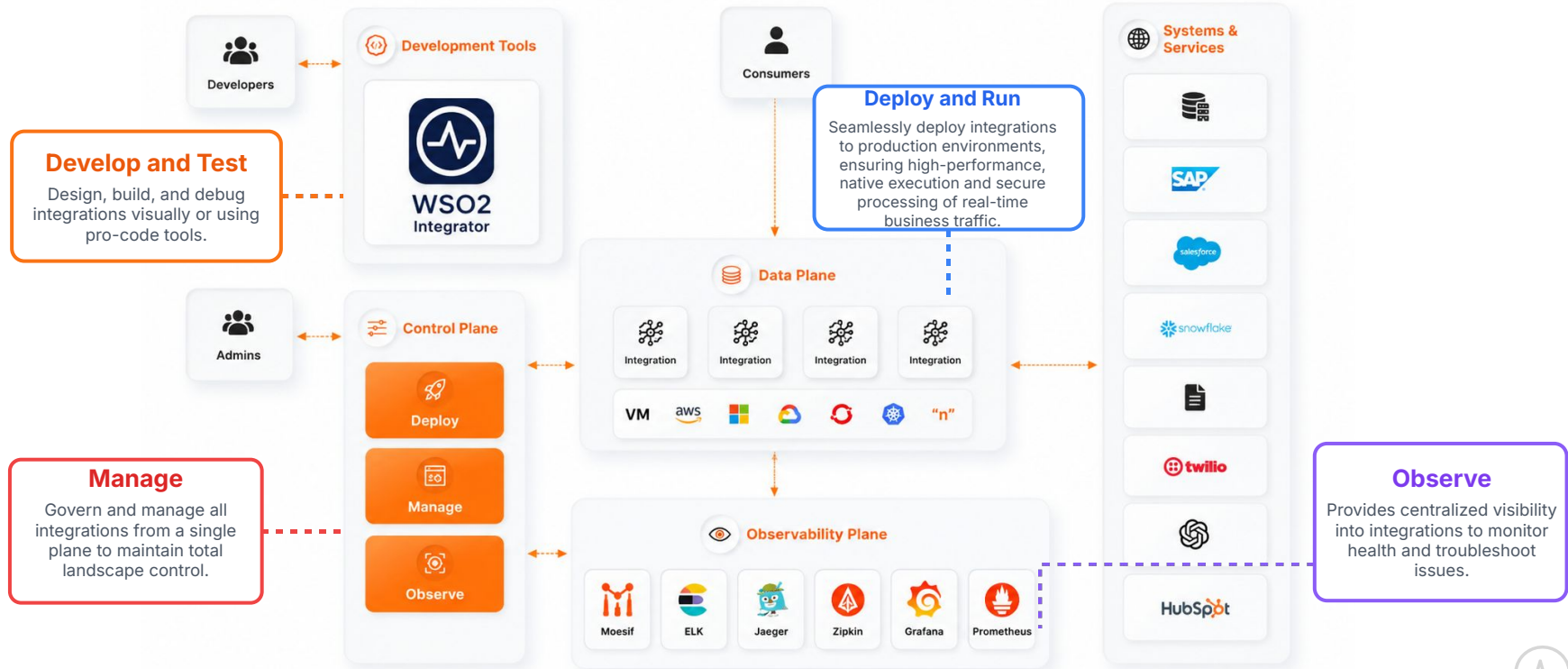


No vendor lock-in

100% open source software that provides protection from vendor lock-in, and business continuity.



WSO2 Integration Platform Architecture



WSO2 Integrator 5.0 available today.
WSO2 Integrator 5.1. release in Sep 2026.



Deployment Models

Self-Hosted

Customer runs both the control plane and data plane.

Control Plane (ICP)

- Manage integrations
- Access control & governance
- Monitoring & compliance
- Audit logging

Data Plane

Run integrations on your preferred infrastructure:

- **Kubernetes / Docker**
- **OpenShift**
- **Virtual Machines**
- **Bare Metal**
- **Private Cloud**

WSO2 Integration Cloud (iPaaS)

WSO2 manages the control plane. Customer chooses how to deploy the data plane.

Control Plane

- Hosted & operated by WSO2
- Centralized management
- Multi-tenant security
- Global availability
- Built-in observability

Cloud Data Plane

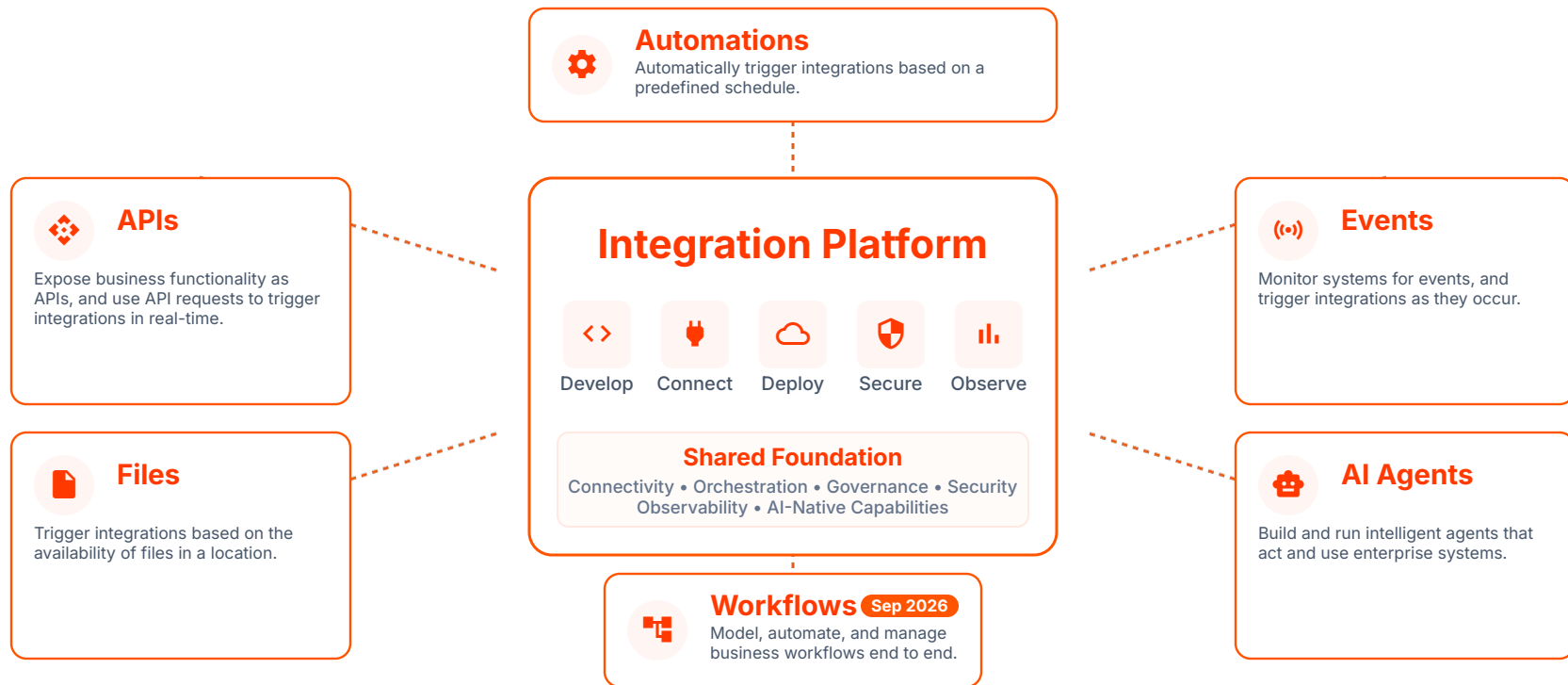
- Fully managed by WSO2
- Elastic scaling
- High availability
- Zero infra overhead
- Automatic upgrades

Private Data Plane

- Run in your private cloud
- Dedicated on-premise infra
- Data stays in your perimeter
- Managed or self-hosted



Integration styles

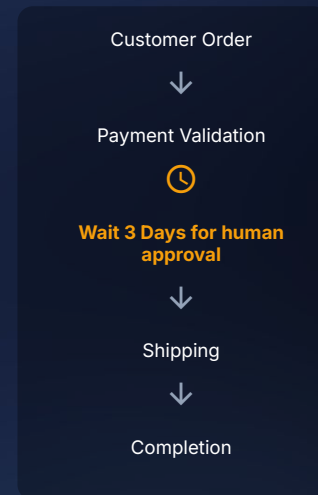


Part 1 - Durable workflows and Durable agents

Long Running Workflows

Sep 2026

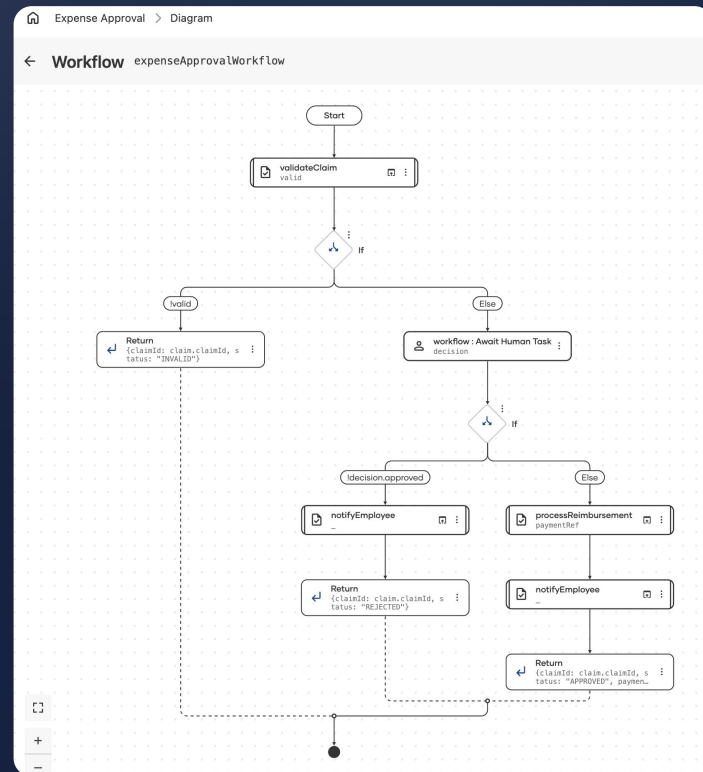
- A sequence of coordinated steps to achieve a business goal
- Key Characteristics:
 - **Long-running:** It can span minutes, hours, days, or months
 - **Persistence:** If the process crashes, the workflow must resume from the last known state without data loss
 - **Correlation:** The ability to route external events to specific running workflow instances
 - **Interruptibility:** The ability to pause execution while waiting for external events without consuming resource
- Use cases:
 - Order fulfilment, user onboarding, loan approvals



Long running workflows

Sep 2026

- Introducing
 - Durable workflows
 - Durable agentic workflows
- Can save its state after each step, pause for as long as necessary, and resume exactly where it left off
- Built-in activities for REST, SOAP, and SMTP
- Supports human tasks and approvals, and error handling and retry
- Includes a workflow management portal, and an user portal for human tasks



Part 2 - Make the enterprise data AI-accessible



A raw AI model (LLM) is smart, But stuck.

Ask a raw model to assess a claim for Amani General Insurance, and its limits show up fast



Frozen knowledge

It doesn't know "Amani's policy wording or coverage exclusions."



No hands

"It can discuss a claim, but can't request documents, decide it, or pay it."

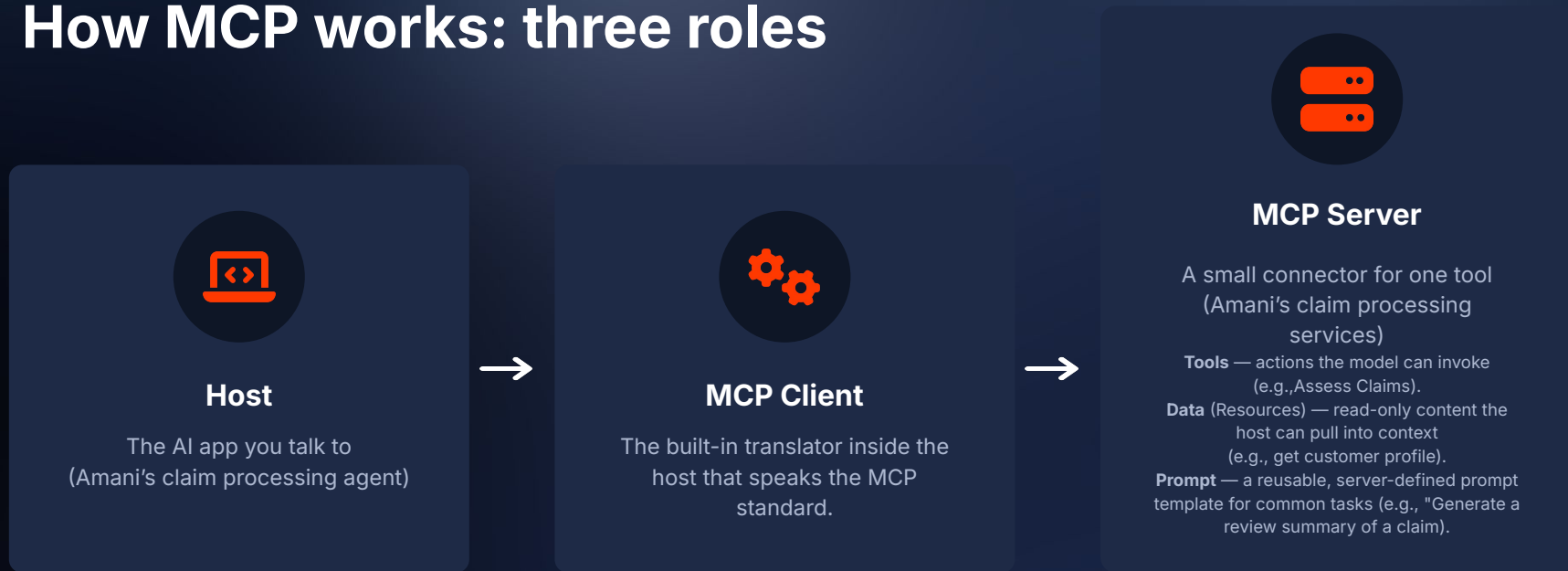


Confident guessing

When it doesn't know something, it often invents a plausible-sounding answer instead of saying so. - "Ask it if a dropped laptop is covered, and it may just guess yes."

The fix isn't a smarter model it's giving the model **knowledge** and **capability** it doesn't have on its own.

How MCP works: three roles



One host many servers

A single assistant can connect to dozens of MCP servers at once and use whichever tool the task needs, asking your permission before it acts.

MCP - Why "connect once" actually means something



Why not just an API?

An API assumes a developer already wrote the calling code. MCP lets the model discover the tools and their schemas itself, then decide.



Connect once

An AI host (Amani's insurance claim agent) implements the MCP client once. That's a one-time engineering investment: now it can speak the standard protocol at all.



Every tool just works

After that, the host can call any tool exposing an MCP server.

TODAY'S LIVE DEMO

Scenario: Claims at Amani General Insurance.

A real, open-source lab ties RAG and MCP together as one running claims agent



Amani - Claim API

The single source of truth for claims, customers, and each claim's audit trail — no business rules of its own.



Amani - Claim MCP tools

The MCP layer: task-shaped tools to assess, decide, escalate, and settle claims.



Amani - Claim agent

An LLM reasoning loop that reaches claim data only through claimtools — never the database directly.

Two different gaps. Two different fixes.



MCP

Model Context Protocol

Solves the action gap

Gives the model a standard way to reach real tools and systems like handing it a universal remote instead of a description of a TV.

Takes real actions for you



RAG

Retrieval-Augmented Generation

Solves the knowledge gap

Gives the model the right facts to read before it answers like handing it the exact page of a manual instead of asking it to recite from memory.

Answers with your knowledge

RAG, in one sentence

RAG = look up relevant information first, then let the AI write the answer using it.

Retrieval — go find the relevant info.

Augmented — add it to the prompt.

Generation — the AI writes the answer.

THE ANALOGY



An open-book exam.

A closed-book model answers purely from memory and sometimes misremembers. An open-book model is allowed to flip to the right page first, then answer. That's RAG search, then respond.

Without RAG: "I think the deductible is around \$250" (a guess).

With RAG: "Amani's policy's deductible is \$100" (retrieved fact).

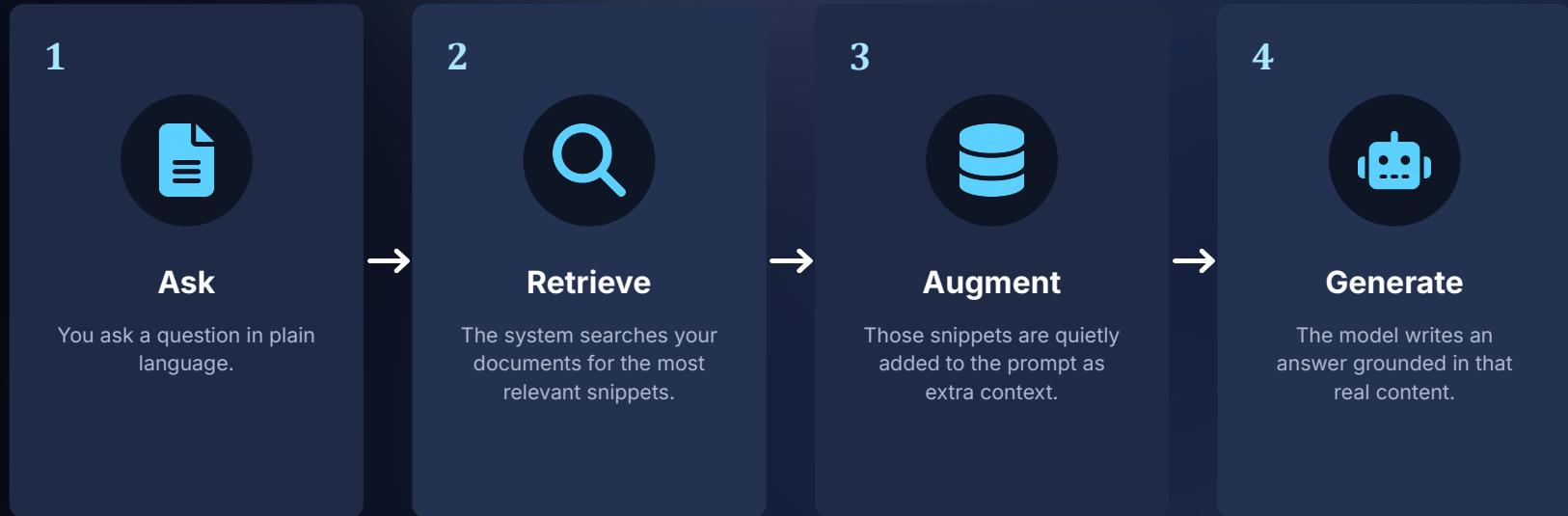
RAG ingestion: getting knowledge in



WSO2 Integrator Cloud runs this pipeline live, writing vectors into Pinecone.

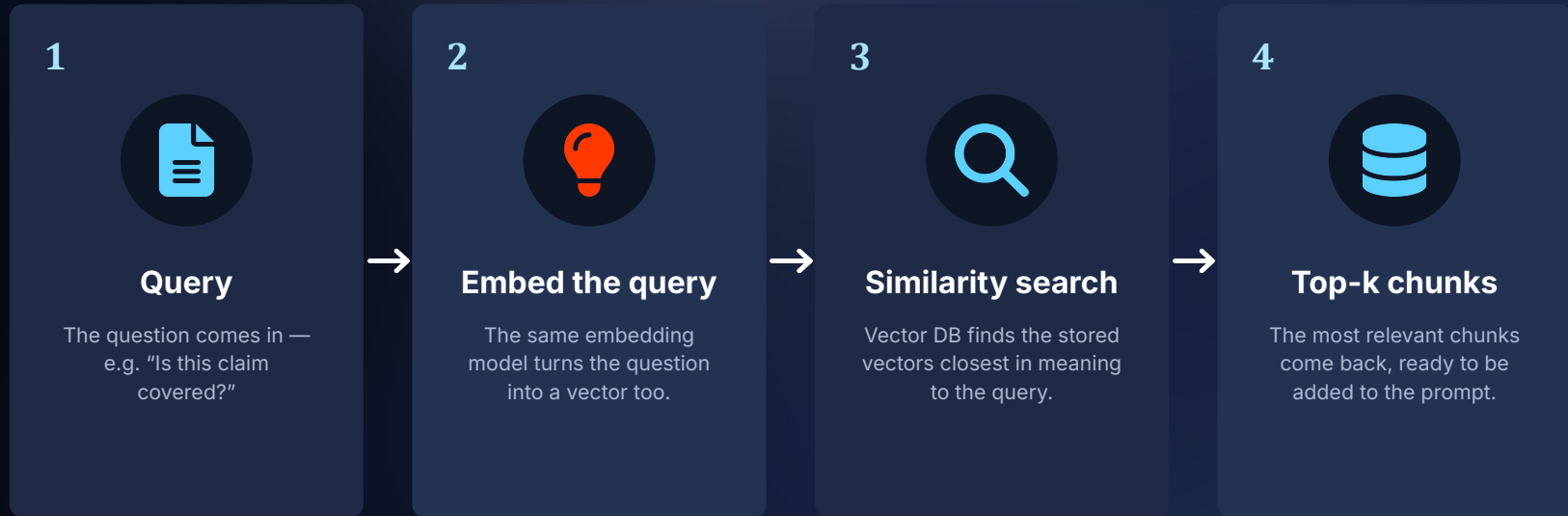


How RAG works four steps



Nothing about the model itself changes it just gets better material to work from.

RAG retrieval: getting knowledge back out



This is the "Retrieve" step, made concrete: Pinecone is the engine doing the search.

RAG vs. MCP at a glance

RAG

MCP

Answers this question

"What does our policy say?"

"Can you do this for me?"

Core action

Retrieves information

Executes an action

Direction of flow

Data flows in, to inform an answer

Commands flow out, to get something done

Best for

Knowledge, facts, documents

Tools, systems, real-world tasks

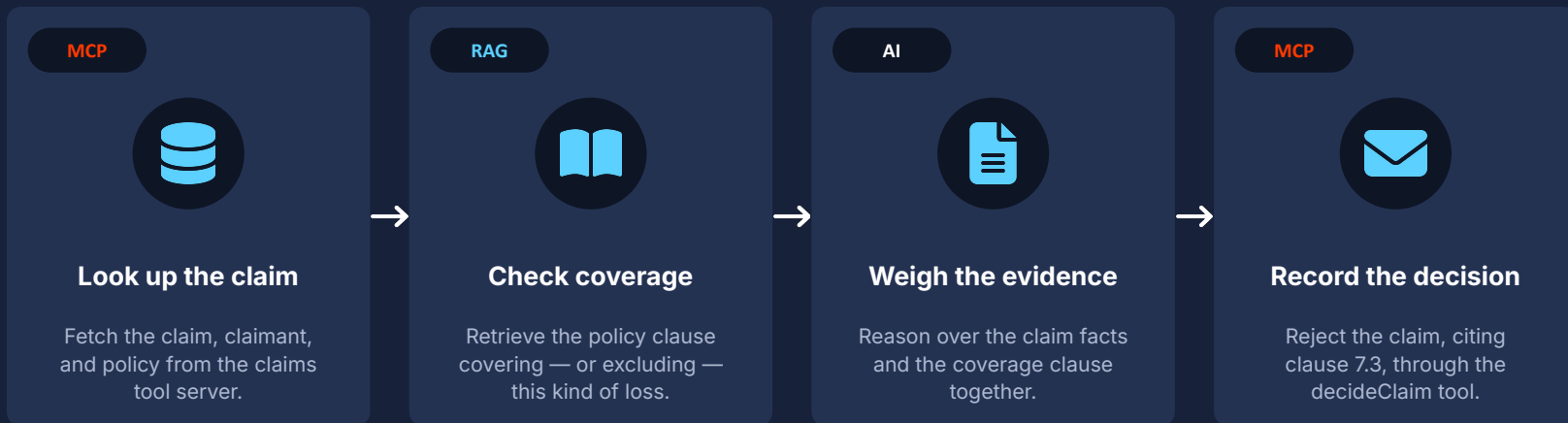


They're not competing they answer two different questions.

Real systems use both

A request rarely needs just knowledge or just action usually both, in sequence.

You ask: *"Assess claim CLM-1043 — was this accidental damage covered?"*



Scenario: Knowledge of Amani General Insurance

Amani General Insurance

Company Information & Customer Service Guide

Document Reference: AGI-CORP-INFO-2026

This document provides company background, contact details, and customer service information for Amani General Insurance policyholders and support staff.

Amani General Insurance

Home & Personal Property Policy Wording

Product: HomeGuard Personal Lines Policy

Policy Document Reference: AGI-HG-POL-2026-03 | Effective Date: 1 March 2026

This document sets out the terms, conditions, coverage limits, excesses (deductibles) and claim requirements applicable to Amani General Insurance HomeGuard policies. It applies to all policyholders unless a specific schedule endorsement states otherwise.

WSO2 Integrator: AMANI-INS...

WSO2 Integrator

MCP Inspector X

Amari-Claim-Agent

Amari-Claim-APIs

Amari-Claim-MCP-Tools

Entry Points

MCP Service

recordDocumentsReceived

requestMissingDocuments

decideClaim

getCustomerProfile

escalateToAdjuster

getClaimAssessment

settleClaim

Listeners

mcpListener

Connections

backendClient

customersBackendClient

Agents

Types

Blocker

Claim

ClaimantHistory

Coverage

Customer

CustomerClaimSummary

Decision

EscalationReason

Exclusion

Policy

Remedy

ToolResponse

Functions

blockersFor

buildAssessment

buildCustomerProfile

determineCoverage

fetchAllClaims

fetchClaim

fetchCustomer

fetchCustomerProfile

ok

MCP Inspector v0.21.0

Transport Type

Streamable HTTP

URL

http://localhost:9091/mcp

Connection Type

Via Proxy

Server Entry

Servers File

Authentication

Configuration

Reconnect

Disconnect

Connected

Amani General Insurance - Claims Handling

Version: 1.0.0

Resources

Prompts

Tools

Tasks

Apps

Ping

Sampling

Elicitations

Roots

Auth

claimapi

Tools

List Tools

Clear

getClaimAssessment

Load everything needed to act on a claim in one call: the claim, the claimant, their policy, the coverage finding and payable...

getCustomerProfile

Look up a claimant's contact details plus a summary of every claim they have on file (open and closed), including how man...

requestMissingDocuments

Ask the claimant for specific documents. You choose which documents to request. The claim then waits for the claimant t...

recordDocumentsReceived

Record documents the claimant has submitted. Call this when you are told documents have arrived, then call...

decideClaim

getClaimAssessment

Load everything needed to act on a claim in one call: the claim, the claimant, their policy, the coverage finding and payable amount, the prior-claim history, your authority limit, and any blockers preventing decision. Call this first, and again after documents arrive.

Read-only

Destructive

Idempotent

Open-world

claimId *

CLM-1042

Tool-specific Metadata:

No metadata pairs.

Run Tool

Copy Input

Tool Result: Success

{

status: "OK"

code: "ASSESSMENT_READY"

message: "Assessment for CLM-1042. Decide, request documents, or escalate based on the blockers and limits below."

assessment: {

History

Clear

3. tools/call

Server Notifications

No notifications yet



+ Add Labels

C

Retrieval

[View Logs](#)

Rows per page: 5 1-2 of 2

↓ Promote

C



No execution data available. Click 'Run' or use 'Schedule' to trigger an execution.

```

pip install nt_xet
2026-09-21T14:15:35.754Z Xet Storage is enabled for this repo, but the
package is not installed. Falling back to regular HTTP download. For
performance, install the package with: `pip install huggingface_hub[h
`pip install hf_xet`
2026-09-21T14:15:43.577Z [DOCUMENT] Text content found: 4392 character
2026-09-21T14:15:43.577Z [DOCUMENT] Completed successfully
2026-09-21T14:15:43.577Z [DOCUMENT] Document has embedded text - OCR
2026-09-21T14:15:43.834Z Usage of TableItem.export_to_markdown() with
argument is deprecated.
2026-09-21T14:15:43.834Z Usage of TableItem.export_to_markdown() with
argument is deprecated.
2026-09-21T14:15:43.835Z Received call to generate embeddings
2026-09-21T14:15:44.906Z Received call to add to store.
2026-09-21T14:15:45.050Z Total documents to upsert: 12
2026-09-21T14:15:45.508Z Successfully upserted batch 1
2026-09-21T14:15:45.508Z Completed upserting all documents to store.
batches: 1
2026-09-21T14:15:45.760Z Ingestion completed for file:
Amani_Company_Information.pdf
2026-09-21T14:15:46.014Z Parsing:
/tmp/usr/local/output_dir/Amani_HomeGuard_Policy_Wording.pdf
2026-09-21T14:15:46.014Z Extracting text WITHOUT OCR...
2026-09-21T14:15:46.014Z Ingesting file: Amani_HomeGuard_Policy_Wordi
2026-09-21T14:15:52.337Z [DOCUMENT] Completed successfully
2026-09-21T14:15:52.337Z [DOCUMENT] Document has embedded text - OCR
2026-09-21T14:15:52.337Z [DOCUMENT] Text content found: 7861 character
2026-09-21T14:15:52.617Z Usage of TableItem.export_to_markdown() with
argument is deprecated.
2026-09-21T14:15:52.617Z Usage of TableItem.export_to_markdown() with
argument is deprecated.
2026-09-21T14:15:52.618Z Received call to generate embeddings
2026-09-21T14:15:53.700Z Received call to add to store.
2026-09-21T14:15:53.857Z Total documents to upsert: 22
2026-09-21T14:15:54.279Z Successfully upserted batch 1
2026-09-21T14:15:54.279Z Completed upserting all documents to store.
batches: 1
2026-09-21T14:15:54.541Z Ingestion completed for file:
Amani_HomeGuard_Policy_Wording.pdf
2026-09-21T14:15:54.799Z Cleaning up temporary files...
2026-09-21T14:15:54.799Z Removed temporary file:
/tmp/usr/local/output_dir/Amani_HomeGuard_Policy_Wording.pdf
2026-09-21T14:15:54.799Z Removed temporary file:
/tmp/usr/local/output_dir/Amani_Company_Information.pdf
2026-09-21T14:15:54.799Z Automation completed successfully.

```

Overview

Develop

Deploy

Execute

Observability

Admin

Version 1.0.0



Amani Sandbox RAG Resource

+ Add Labels

Development

Configure

Schedule

Test

Executions

Retrieval

Query Configurations

What's Amani's mission

4 chunks retrieved

Source

Text

Amani_Company_Information.pdf

Amani's mission is to make claims simple, transparent, and fast - policyholders can track the full journey of a claim, from lodging through to payout, in real time via the Claims Portal. Amani General Insurance is licensed and regulated as a non-life (general) insurer by the Insurance Regulatory Authority (IRA) of Kenya under the Insurance Act (Cap. 487). Registration and regulatory details are available on request from the Compliance Department.

Amani_Company_Information.pdf

Amani General Insurance ('Amani') is a licensed short-term insurer offering personal lines home, contents, and personal property cover. Founded in Nairobi in 2011, Amani now serves policyholders across Kenya through its digital Claims Portal, contact centre, and a network of accredited assessors and repair partners

Amani_Company_Information.pdf

Company Information & Customer Service Guide Document Reference: AGI-CORP-INFO-2026 This document provides company background, contact details, and customer service information for Amani General Insurance policyholders and support staff.

[See all 4 results](#)

Type your query and press Enter...

Send



SEPT 22 - 24, 2026 | NAIROBI, KENYA

Thank You!



Anupama Pathirage

Director / Head of Product
Management - Integration BU



Lashan Sivaganeshan

Lead Sales Engineer