

# Agentic Process Automation (APA)

Modular Agents. Enterprise-Grade AI. Engineered for Precision.

Charter Global creates unique Agentic AI ecosystems that address enterprise AI fatigue and transform fragmented workflows into intelligent, goal-driven automation. We provide robust automation platforms that comprehend context, make smart judgments, and execute smoothly across systems, creating the groundwork for AI and ML-Ops to improve business outcomes.



## Our Agentic-AI Capabilities

- **Autonomous Agents & Decision Intelligence:**  
Deploy AI agents that think, act and learn across diverse workflows.
- **Modular Orchestration & Integration:**  
Build agentic infrastructure with API-driven tasking, low-code connectors and multi-system coordination ranging from CRM and ERP to cloud-native platforms.
- **Feedback-Driven Learning & Governance:**  
Leverage continuous feedback loops and embedded evaluation to drive transparency, safety and adaptability across the automation lifecycle.
- **Custom Business Logic Mapping:**  
Architect agents with contextual awareness, reflecting enterprise priorities, process rules and stakeholder inputs for scalable value delivery.
- **Embedded Security & Compliance:**  
Designed for enterprise environments with robust controls to meet compliance standards, ensure data integrity and support seamless audits.
- **Agentic AI Accelerators:**  
Deliver modular, pre-built autonomous agents that reduce time-to-deployment for enterprise-grade agentic workflows by enabling rapid prototyping, testing and scaling.
- **Engage, Empower & Elevate:**  
Embed client teams into the agentic AI journey, building internal champions and centers of excellence to scale adoption. Through modular enablement and sustained transformation, we drive demonstrable business results with enterprise-wide automation.



## Business Impact

Charter Global's Agentic Process Automation (APA) streamlines the path from idea to implementation through accurate, high-performance task automation. Its modular architecture and built-in feedback loops support scalable, auditable and compliance-ready execution. Designed for adaptability across industries, including senior care, finance, manufacturing and analytics, APA strengthens operational intelligence with secure automation tailored to your specific needs.



## The Charter Global Value

Our co-engineering model identifies high-impact automation opportunities early and ties them to clear business outcomes. Through a phased execution approach, we design and deploy modular agentic systems that align with enterprise logic, integrate seamlessly across platforms and deliver scalable, explainable AI.

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Charter Global modernized and transformed our operations through seamlessly integrated projects, delivering a smart, automated system with real-time processing and cloud scalability. Their expertise in app modernization, automation and cloud migration eliminated manual errors and enhanced efficiency. With SME onsite collaboration and an optimized onshore-offshore model, they ensured project visibility, seamless execution and on-time delivery.

— Major Fortune-10 Payroll Company



## What Sets Us Apart

Charter Global's production-ready Agentic AI platform, **Orca** automates text-heavy, manual and error-prone processes across industries. Designed for CTOs, product leaders and AI engineering teams, our custom APA solutions move beyond prototypes, delivering scalable, secure and explainable autonomy.

**OpenSource Vs Our Custom APA:** LangChain-style tools lack visibility and introduce challenges like high upgrade costs and risks tied to handling private data. In contrast, our platform is purpose-built for production, offering modular, auditable and transparent agentic systems that are testable, secure and scalable by design.

**Production-Ready Autonomy:** More than a chatbot, our agents are designed for structured, decision-aware automation, enabling real outcomes beyond surface-level conversation.

**Modular Microservices Architecture:** Extensible logic and microservice-based orchestration.

**Evaluation-Native Design:** Integrated tracing, performance visibility and feedback loops for agent auditing and optimization.

**Custom Workflow Automation:** Agents designed for real enterprise logic, from RFPs and LMS to LegalTech and Sales Enablement.

**Security & Governance:** Built-in compliance, RBAC and audit trails for enterprise-grade trust.



## Bespoke Services

- Automation Strategy
- Custom AI Automation
- Business Process Automation
- Security & Compliance
- Managed Automation

### Agentic Automation Platform - Orca

- Clinical Trial Optimization
- Contract Intelligence
- Market Intelligence & Observability
- Compliance & Risk Monitoring
- Cross-Systems Reconciliation
- Digital Sales

### Agent Accelerators



## Innovation Hub i3Labs
















We begin by analyzing operational silos, high-friction workflows and compliance touchpoints. Using agentic design principles, we prototype APA solutions through rapid co-engineering, deploying domain-specific cognitive agents that mirror your enterprise logic. Each pilot is scoped for measurable impact and future-ready scalability.

**Product Accelerators:** Our pre-built agentic accelerators are engineered to deliver demonstrable results across verticals.



## About Charter Global

Founded in 1994, Charter Global, Inc has grown to be of nearly 1000 consulting professionals dedicated to mid-market business and enterprise success in the ever-evolving digital economy. Over the past 30 years, we've built a strong portfolio of successful project implementations, continually refining our methodologies to deliver industry-leading solutions.

Frameworks	AutogenAI  Vertex.ai  Semantic Kernel  watsonx  OpenAI Swarm
Orchestration	 LangGraph 
Tools & System Integration	 Azure Logic Apps  zapier  OpenFn
Context Management	 Azure AI Search  weaviate  Pinecone
Evaluation & Observability	Autogen Bench  OpenTelemetry
Security & Governance	 Azure Policy  Unity Catalog

