



5 Steps to Your AI Project

How to build a future-proof AI environment.



ORACLE Partner



Microsoft Solutions Partner



Can AI solve skilled workers shortage?



“Before asking for more headcount and resources, teams must demonstrate why they cannot get what they want done using AI”

Post by Tobias Lütke CEO of Shopify on X, 2025



Jumpstart Your GenAI Journey

Content

Importance and Status

Building Blocks and Approach

Examples and Best Practices





2,800+

Talented technology and
business professionals

50+

Years of collective experience
and leadership in the IT industry



An SAP Professional &
Managed Services leader

A full-suite IT service provider for industry and specialized solutions



Consumer + Retail



Construction



Manufacturing



Natural Resources

Supply Chain Excellence

Broad portfolio of capabilities
and technology practices

- Enterprise Applications
- Cloud
- Security
- Data + IoT
- Managed Services
- Professional Services
- GenAI



26

Offices

10

Countries



900+

Mid-market & large enterprise clients

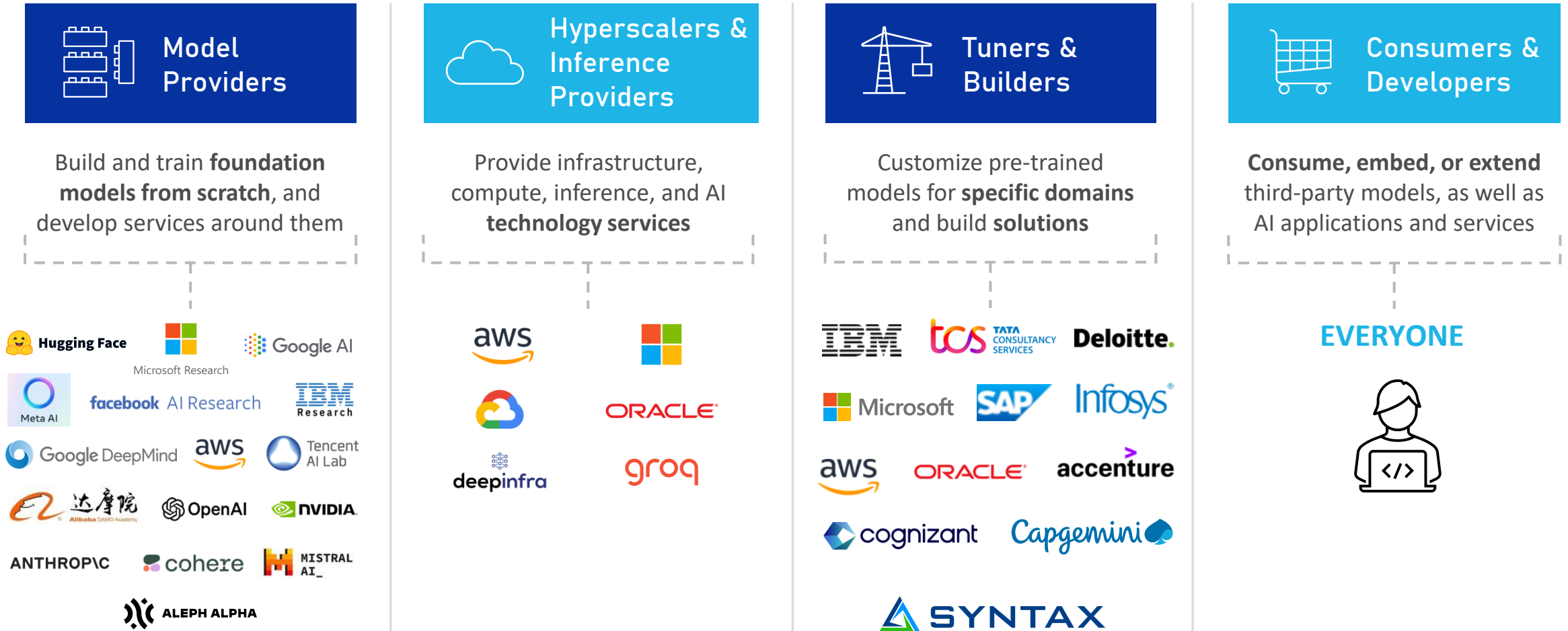
World-class technology partners



Google Cloud Platform

Syntax Tailors Pre-Trained Models for Your GenAI Use Case

Market Archetypes



Unlock Potential: Silicon Valley Boosts U.S. Growth & Euro's Digital Gap

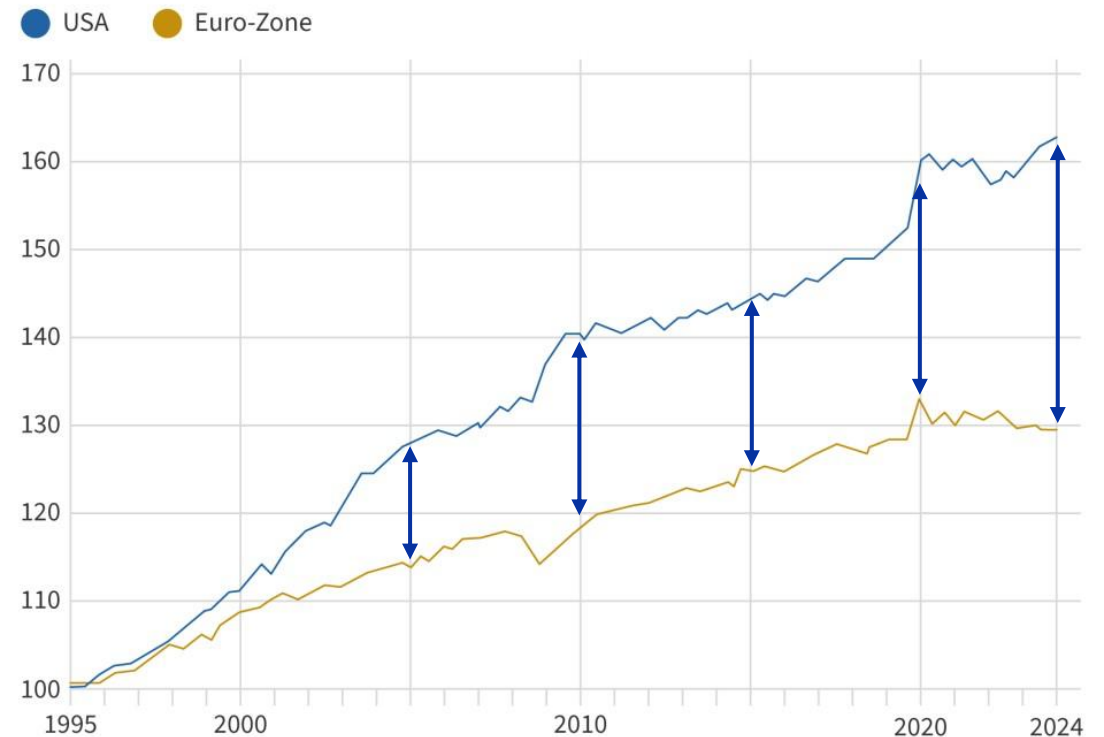


Technology has a **macroeconomic backdrop**: Those who **properly harness AI** can **transform** their **business** in a **short time**. This is currently **happening in America** – and it is **not** happening in **Europe**.

Alex Karp, the founder of Palantir

Productivity per hour worked

Index 1995 = 100



This graphic is from the F.A.Z. PRO Digital Economy Briefing; www.faz.net/digitalwirtschaft.
Source: ECB 2024

Unleash Efficiency, Slash Costs, and Accelerate Innovation with GenAI

Potentials

10-20%

Higher Efficiency

GenAI can boost business efficiency by 10-20% through **automation** and **improved decision-making**.



Source: McKinsey Study (2023)

20-30%

Lower Costs

GenAI can reduce costs by 20-30% through **optimized resource allocation** and **decreased manual intervention**.



Source: BCG Study (2024)

50%

Faster Time-to-Market

GenAI can accelerate time-to-market by 50% through **faster product development**.



Source: Bain & Company Study (2024)

Data and Use Cases are Key

Implementation Challenges



North America

But at this point, **only 9%** have fully deployed a **generative AI use case** in their organization.

MIT Technology Review, Insights Poll, 2023

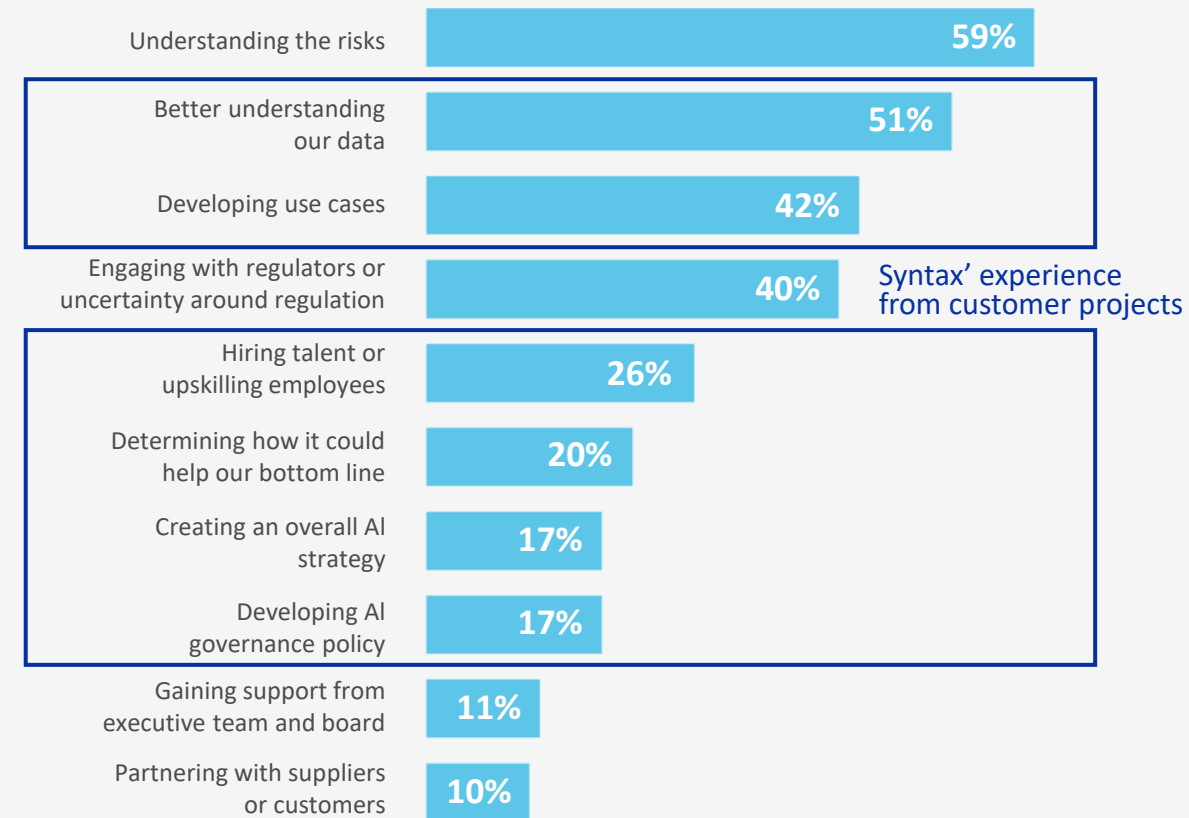


Germany

Nur **3%** haben GenAI voll ausgerollt und nutzen es **produktiv** in der Organisation.

Lünendonk Studie. 2024

What are the **primary challenges** your organization faces in successfully implementing generative AI?



Source: MIT Technology Review Insights poll, 2023

Next Level: Agentic AI

Software programs that are designed to **independently make decisions** and take actions to **achieve specific goals**. These programs combine various AI techniques with features like **memory**, **planning**, **sensing the environment**, **using tools** and **following safety guidelines** to carry out tasks to reach objectives on their own.



The GenAI agents success formula.

DATA

Your knowledge. Your domain.

LLMs

The efficient model/models.

PROMPTING

The right delegation.

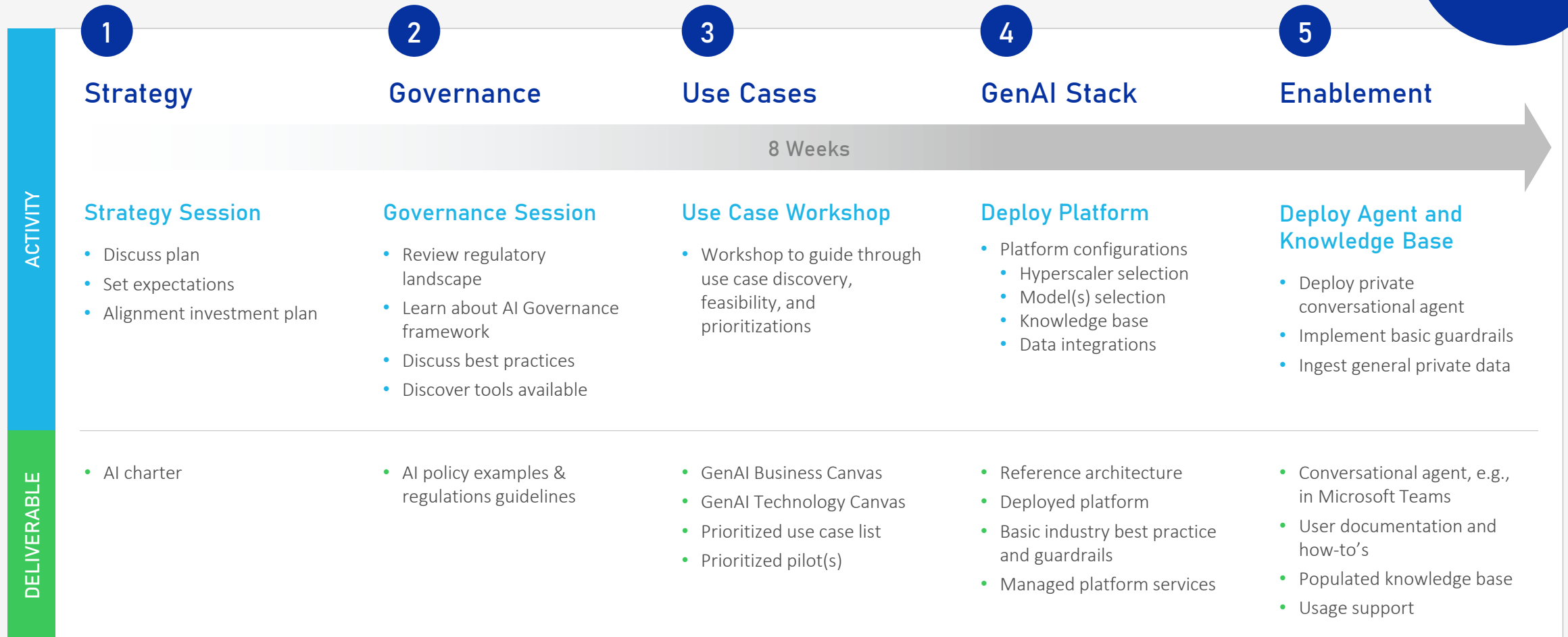
1 x 1 x 1

x SECURITY / AVAILABILITY / MATURITY / FLEXIBILITY / INTEGRITY

Jumpstart Innovation: Rapid GenAI Journey



Jumpstart Innovation: Rapid GenAI Journey



GenAI Business Canvas

GenAI solution idea name: ... What is the name of your solution idea?		
Target user roles Which are the potential user roles of this solution? • ... • ... • ...	Main business benefit What makes it a valuable solution for the business? • ... • ... • ...	Relevance indicators Reach: How many potential users does it have? • Few • Some • Many Strategic relevance: How important is this solution to achieve organization's targets, not just value? • Low • Medium • High Business value: How high is the business impact? Low ☆☆☆☆☆ High
Challenges / Optimizations What challenges are being addressed? What activities are being optimized and how? • ... • ... • ...		
Process steps with GenAI How does the process look like with the solution? • ... • ... • ...		

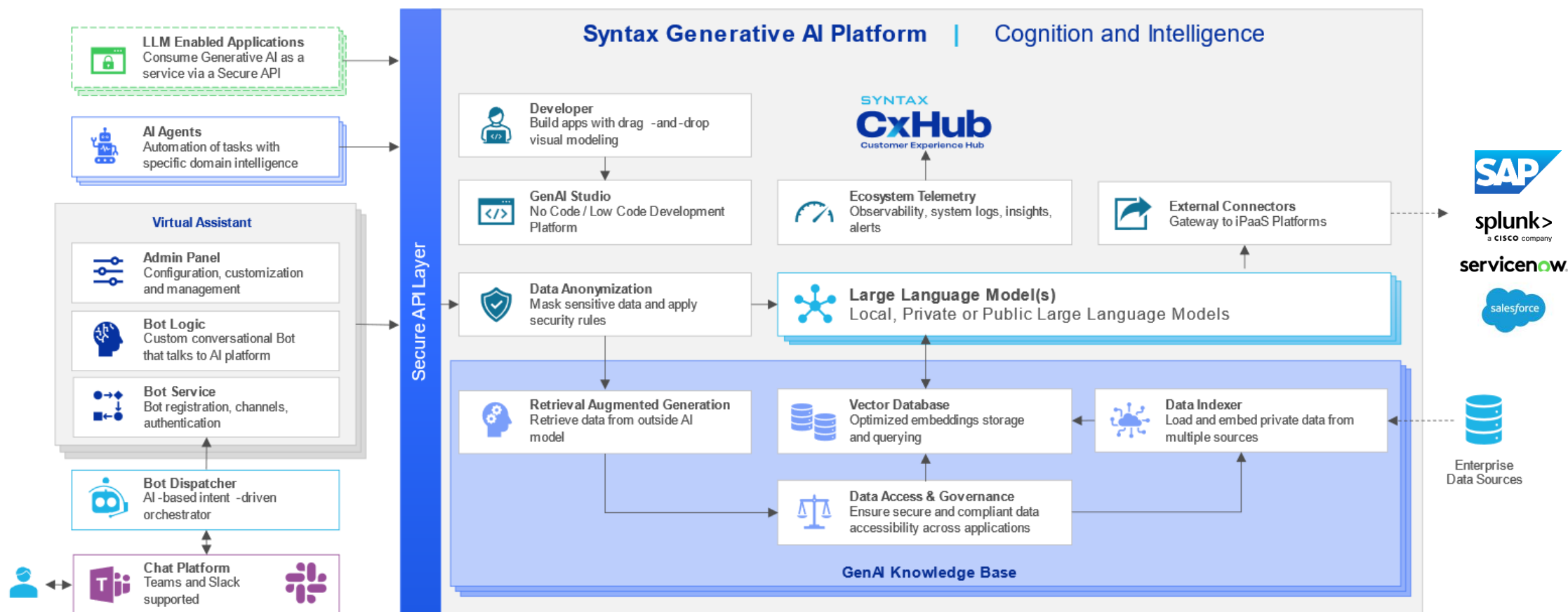
- User
- Purpose / Goal
- Relevance (reach, strategy, value-add)
- Challenges, Optimizations
- Workflows

GenAI Tech Canvas

GenAI solution idea name: ... What is the name of your solution idea?		
Input data required What data is needed for this solution? In which format? What data is available? What is proprietary data, and which one is publicly available? • ... • ... • ...	System capabilities required What capabilities are needed for this solution (incl. but not limited to GenAI capabilities)? • ... • ... • ...	Output data expected What data is desired as output and in which format? • ... • ... • ...
GenAI limitations Which GenAI limitations could affect the solution and how? How can you deal with those limitations? • ... • ... • ...		

- Available input data
- Required System Capabilities
- Expected output data
- Limitations and restrictions

GenAI reference architecture: LLM- & Hyperscaler-agnostic

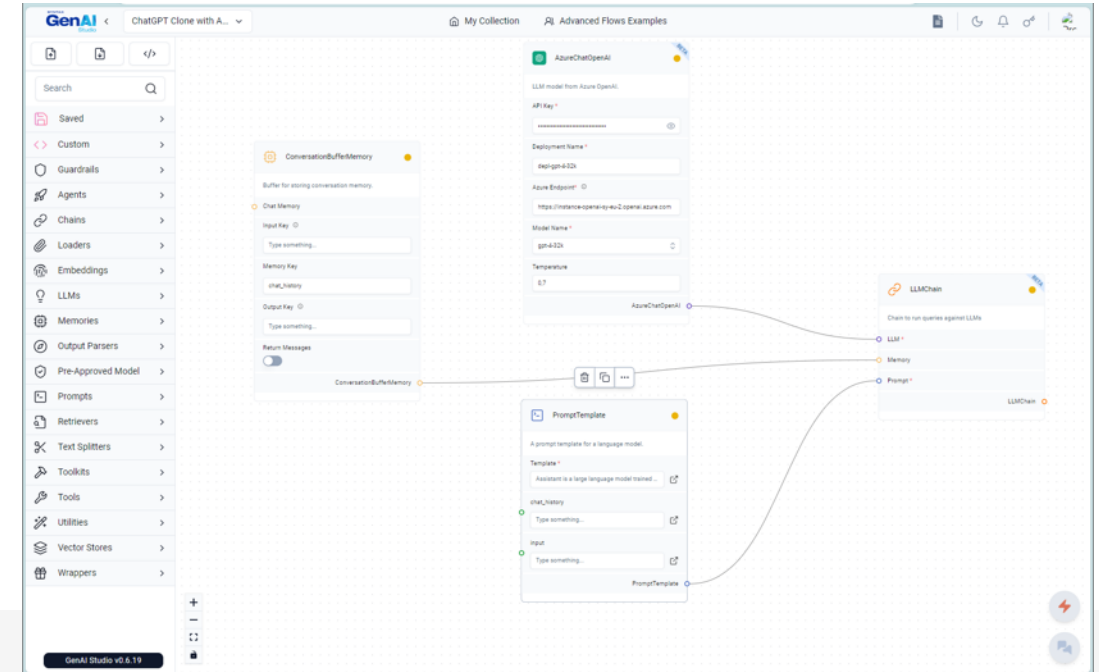


Syntax GenAI Studio: Build Use Cases with Ease & Security



GenAI Open Platform

- Built on **open source LangFlow** extended by Syntax with contributions based on several in- and external GenAI projects
- **No/low/pro code UI** to build GenAI enabled applications
- **Preconfigured foundation models** and **expanded LLM store** to speed-up
- **Automatic guardrail application** to protect corporate and personal data
- **Auto API end-point deployment** to consume flows in applications



2024

Q1

Launched GenAI Studio

162 User Flows Deployed

42 Syntax Developers onboarded

Q2

Build custom agents

Build custom knowledge base

Menu pages: Deployed Agents, KBs & Agent Testing

Q3

LLM Store

Data Governance

Agents with Automation Tooling

Q4

Multi-tenancy

Integration Connectors

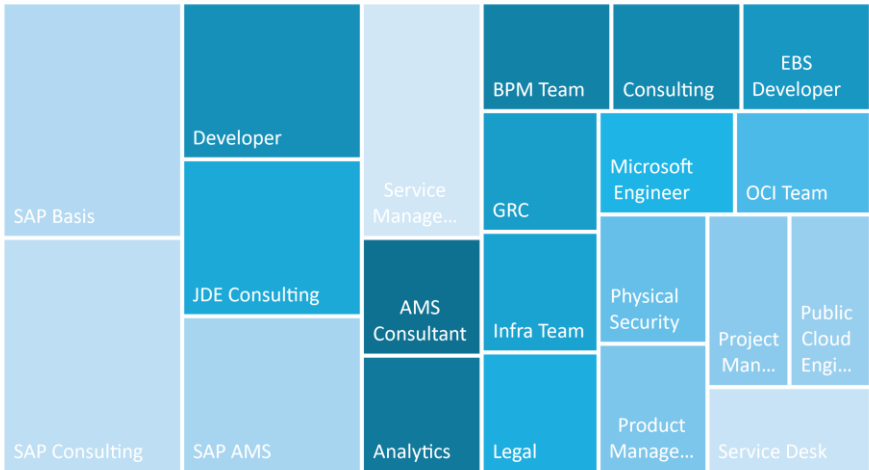
Pro Code Support

Gandalf: Syntax's Chatbot for Seamless GenAI Integration

General Purpose GenAI Chatbot

- Fosters adoption by placing GenAI in **user's normal workflow** to upload and interact with **attachment files**
- Allows **natural language interaction** with Syntax **internal data sources** such as SharePoint, ServiceNow, SAP, etc.
- Azure OpenAI **private models** and built-in **data protection guardrails** to prevent leakage of company and employee data
- Over **25K documents** ingested
- Usage by **almost all teams** day-by-day

Usage by teams



2023

Q1	Q2	Q3	Q4
Published Legal Guidelines	Built Guard Rails	Gandalf v0.2	Loaded Private Cloud Data
Kicked Off R&D Project	Released Gandalf v0.1	>450 Monthly Gandalf Users	>900 Monthly Gandalf Users

2024

Q1	Q2	Q3	Q4
>1100 Monthly Gandalf Users	Task specific agents	>1K interactions per day	Image generation
Loaded SAP Books	Summarized URL	Personas & agents	Inter-agent collaboration



Empower and Elevate: Some Virtual Agents

Pre-Built Agents



Virtual Product Specialist

Equips sales teams with relevant and updated product information to drive sales and accelerate go-to-market M&A integrations

Outcomes

- Agent to answer product questions
- Ingests product catalog and datasheets
- Provides real time access to product information via chat to scale sales
- Available 24x7 thru Teams and/or Slack

Metrics

- Increase in sales velocity and effectiveness
- Faster M&A production sales



Virtual Finance Analyst

Expedite financial month-end analysis empowering financial analyst to get insights faster

Outcomes

- Agent to analyze business performance
- Evaluates financial results monthly
- Summarizes performance
- Evaluates past and present performance
- Compares performance with market

Metrics

- Data to quality insights time reduction
- Accelerate month-end analysis



Virtual Task Manager

Your personal taskmaster to offload project activities, become more effective, and get time back



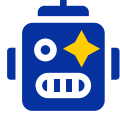
Outcomes

- Agent to manage projects and tasks
- Creates, assigns, and monitors of tasks
- Follows up and reminds individuals about upcoming deadlines and priorities
- Reports on progress and escalates on tasks

Metrics

- Efficiency & effectiveness (tasks completed)
- Reduction in project management cost

Some more Agents...

Pre-Built Agents		
 RFP Assistant Agent that streamlines EPR RFP responses by leveraging historical data Outcomes <ul style="list-style-type: none">• Saves time by automating RFP completion• Ensures response consistency & compliance• Improves quality of responses Metrics <ul style="list-style-type: none">• RFP in rough draft, 5 minutes vs. 2 hours• Agent currently processing 53 requests/day	 AR Collections Assistant Agent to improve cash flow by automating AR collections for Account Managers & Finance Outcomes <ul style="list-style-type: none">• Accelerates collection w/ proactive reminders• Improved collaboration among CFOs, AR collectors, and Account Managers• Reduce back-and-forth across teams Metrics <ul style="list-style-type: none">• Reduction in average days outstanding (DSO)	 Contracts/Legal Assistant Agent providing quick and accurate legal answers for Syntax employees Outcomes <ul style="list-style-type: none">• Accelerates contract review and approvals• Reduces legal risks through guidance• Enhances productivity by minimizing employee time spent on legal queries Metrics <ul style="list-style-type: none">• Average reduction in contract processing time• % decrease in legal issues or errors

A lot more Agents...

Pre-Built Agents



Time-entry Management Assistant

Agent automating the detection and resolution of time-entry errors

Outcomes

- Captures unbilled hours to reduce revenue leakage
- Speeds up issue resolution through targeted ticket generation
- Enhances accountability with timely reminders and progress updates

Metrics

- % increase in captured billable hours
- Average time to resolve flagged issue



Consultant Bio Assistant

Agent to automatic migrate and maintain consultant resumes with updated templates

Outcomes

- Streamlines the resume migration process across multiple formats
- Improves consistency in resumes for English and French markets
- Ensures resumes are always accurately formatted and ready for use in proposals

Metrics

- Successfully formatted over 300 resumes
- Average savings of 1 -2 hours per resume



Employee Onboarding Assistant

Agent guiding new hires through their onboarding journey via a chat-based interface

Outcomes

- Accelerates the onboarding process by simplifying access to IT resources
- Enhances engagement and shares company culture insights
- Improves HR productivity by automating repetitive onboarding tasks

Metrics

- New hire satisfaction score
- % onboarding queries resolved autonomously

Introducing Syntax AI CodeGenie NEW

Streamline custom code documentation with the power of GenAI

Syntax AI CodeGenie, an SAP certified solution, leverages generative AI to automate and streamline SAP custom code documentation, delivering fast, accurate, and comprehensive insights to simplify development and maintenance. It enables:

SAP Certified
built with SAP Business AI

AI Powered Documentation

Uses GenAI technologies to generate comprehensive documentation for all SAP custom developments.

Enterprise-Grade Security

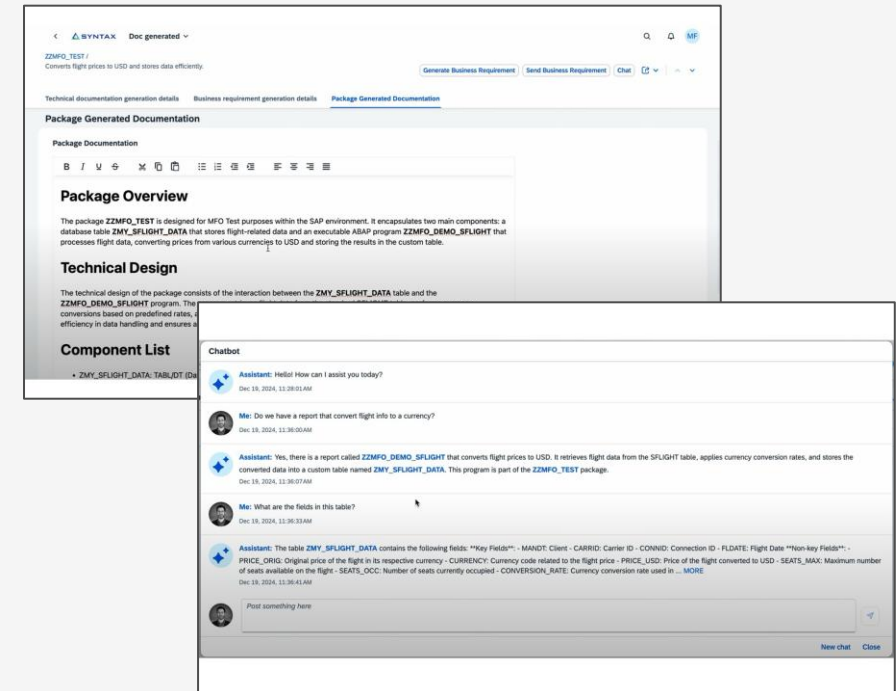
Runs on SAP Business Technology Platform (BTP), ensuring your code is never shared with third parties and never used for AI model training.

AI Chatbot

Provides instant answers based on comprehensive AI-generated documentation.

Real-Time Updates

Automatically tracks code changes and keeps documentation up to date.



Künstliche Intelligenz
~~gegen den~~
für Fachkräftemangel?

Let's connect.



Christos Lithoxopoulos

Business & Partner Development Manager

christos.lithoxopoulos@syntax.com

+49 173 4760855



Scan the code!



Allianz Industrie 4.0 Baden-Württemberg

Industrie4.0 Scout

www.i40-bw.de/scouting