



WE EMPOWER
PEOPLE TO LIVE A
BETTER LIFE
WITH
TECHNOLOGY

**The Next-Gen Tools: Thriving in the Era of
AI Agents**

**Becoming AI-Augmented:
The Next Kotsovolos Transformation
Manifesto**

Why ?

Should a Mixed Electrical Retailer
Embrace an AI-Augmentation Strategy

Is it because of Quantifiable Benefits ?



Up to 70% reduction in customer service response times (H&M)



30%+ improvement in inventory accuracy using predictive AI (Amazon Go)



25% increase in upselling/cross-selling effectiveness (Best Buy)



20-40% decrease in operational costs via intelligent automation (McKinsey)



24/7 service capability with AI Agents handling tier-1 inquiries



If your business can't speak the language of agents, your brand becomes invisible.

- *AI agents are becoming the primary interface between customers and brands.*
- Customers will increasingly rely on personal AI agents
- Agents will compare, decide, negotiate, and transact on their behalf.

So how do we:

Implement it?

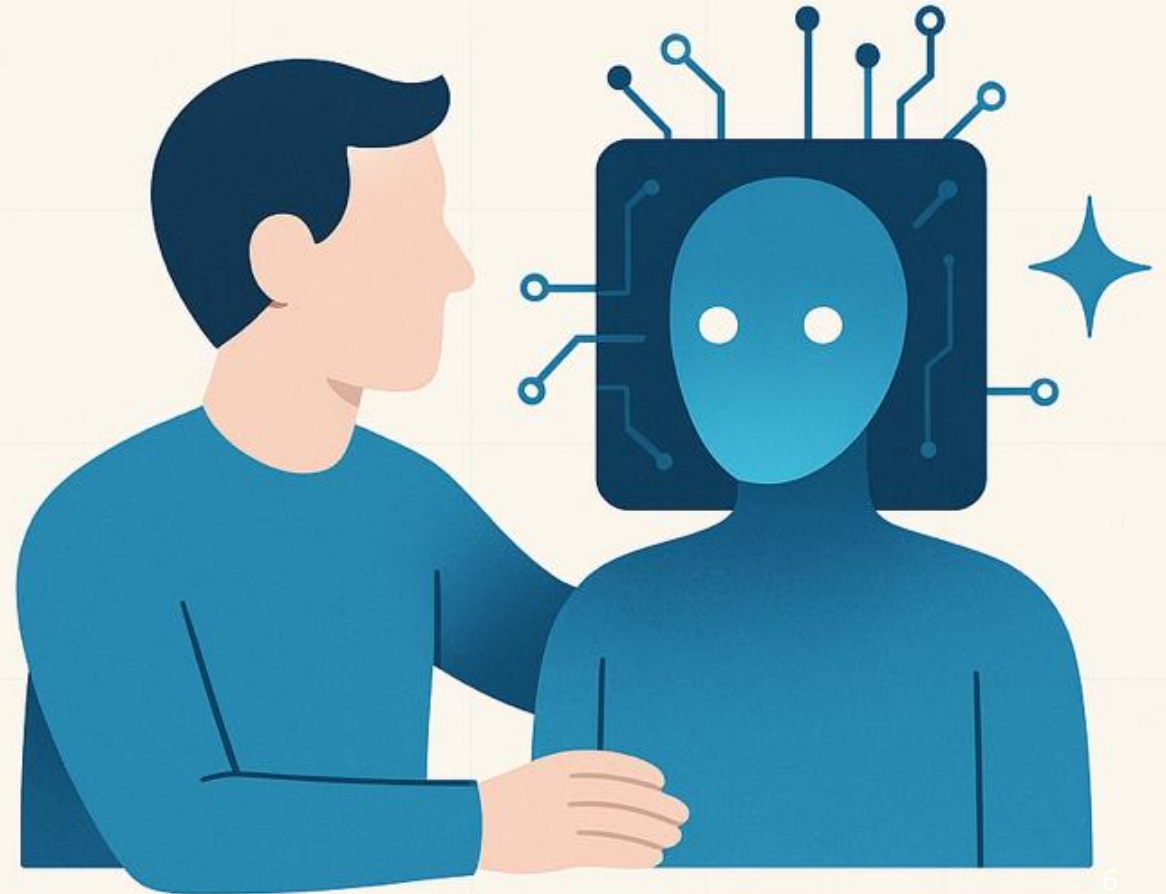
Create a roadmap?

**Introduce it to the
organization ?**

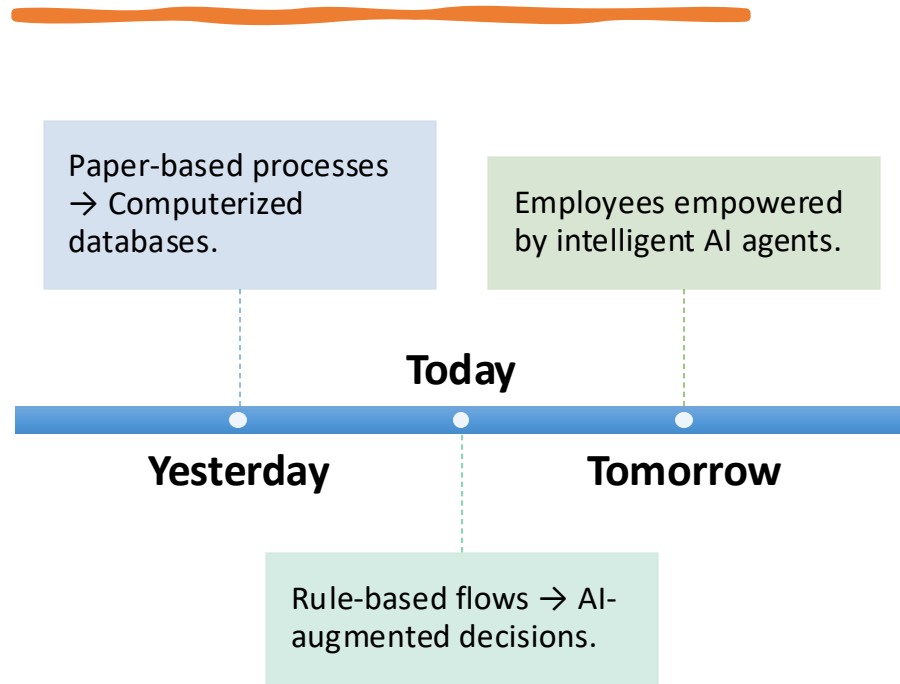
AI is Not just a tool.

- It's an agent — a **thinking** partner.
- From automation to **cognition**: AI now reasons, adapts, and acts.
- This is not the next digital step. It's a new **paradigm**.

**AI is not just a tool.
It's an agent—
a thinking partner.**



From Paper to Intelligence



Digital transformation was initially about moving paper-based processes to automated computer-based data flows



IT Rollout paradigm shift



From Waterfall

Scope,
Analysis,
Design,
Implementation,
Test ,
Rollout



to Agile

Backlog grooming
Sprint planning
Test
Push to prod



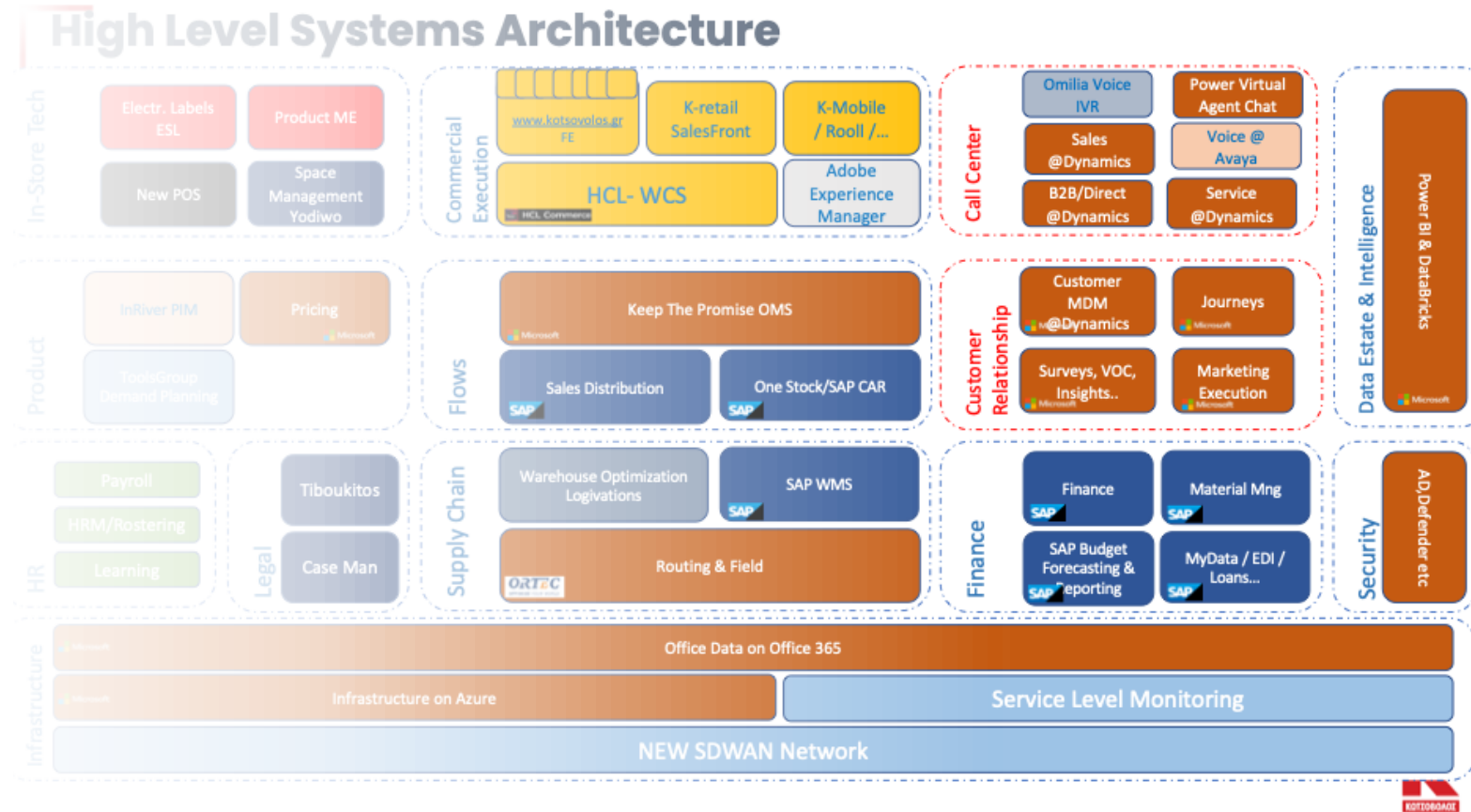
to Agentic HR processes

Recruit
Train
• Build Knowledge
• Build Skills
Work
Monitor & Evaluate Performance
Retrain-Reskill

Where do we put AI ?

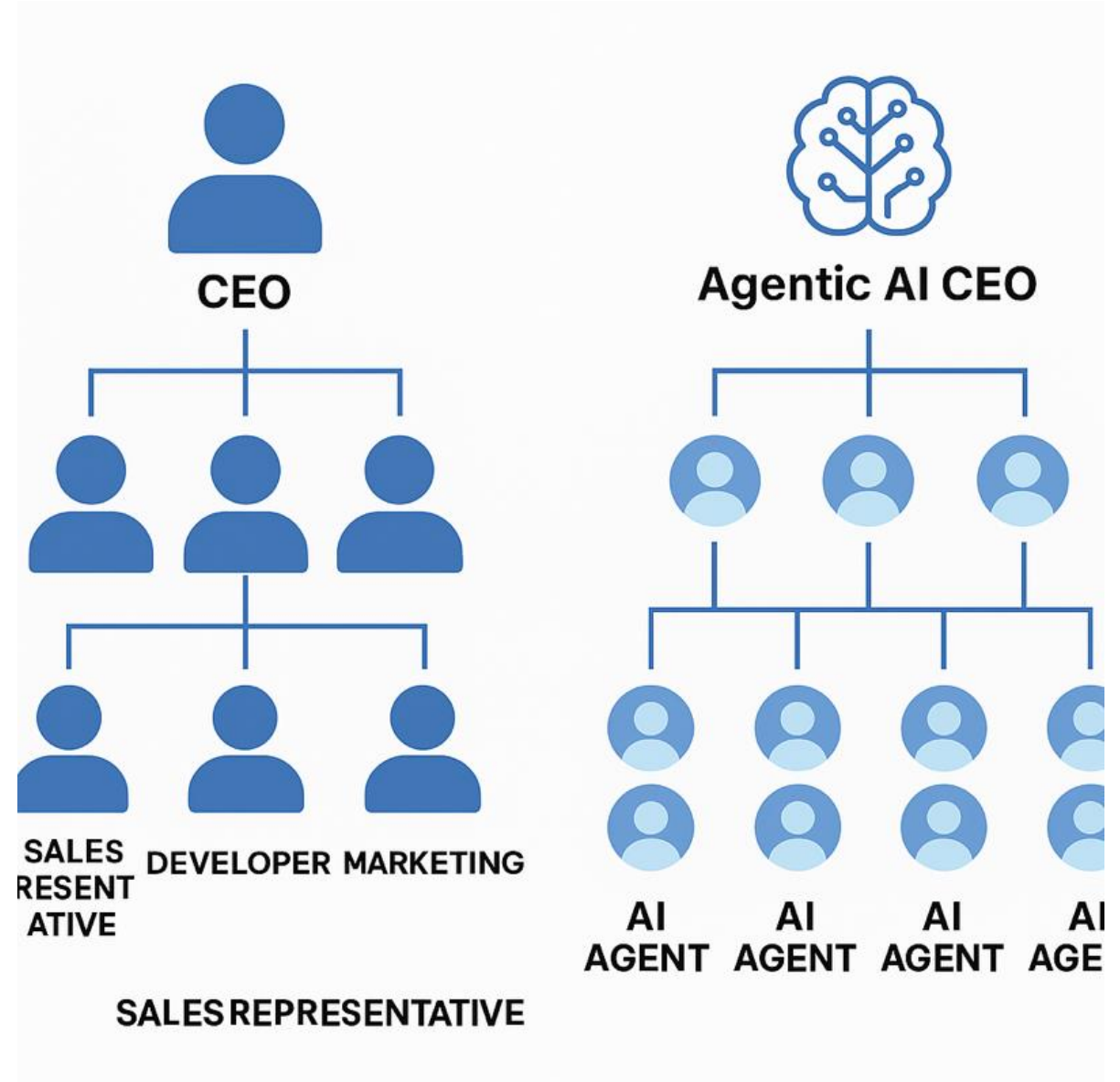
It is not just another box connected with the others

Agents gradually overtake the Apps and this becomes an architecture used by agents



Every Employee needs to be part of this transition

- **Start where change is easiest: inside the organization**
 - Each employee gets an AI “sidekick”.
 - Not replacing roles—**augmenting them**.
 - From CEO to Sales Rep — AI supports, humans lead.
 - Agents
 - Provide instant knowledge
 - Automate repeated tasks
 - Predict issues and suggest solutions
 - Maintain continuity across workflows
- always with a human-in-the-loop.



What AI-First Looks Like

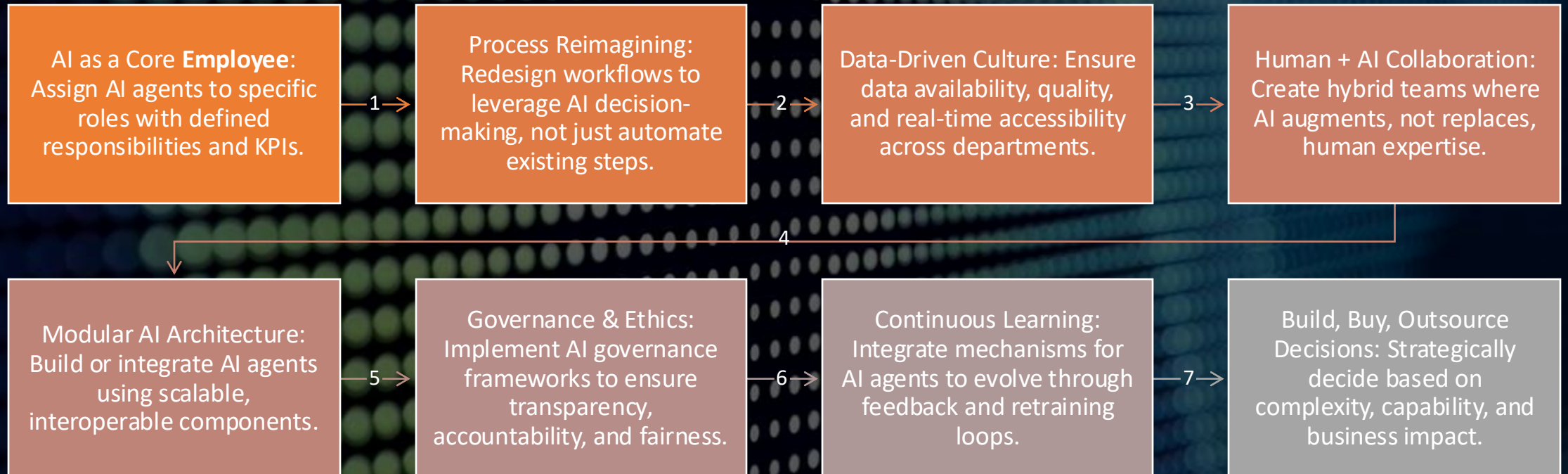
Humans controlling Agentic Performance

- Sales: Real-time, personalized propositions by AI
- Customer Care: 24/7 AI-assisted, human-led service
- Supply Chain: Predictive logistics and adaptive stock flows



We must
rethink
everything

What Constitutes an AI-Augmentation transformation



AI Augmentation Manifesto

AI-augmented is not about advanced tooling.

It is about a new age of intelligence augmentation of people.

Everybody is affected and the customer is still at the center of the change

Inside the company, from warehouse floor to boardroom planning, AI can be the catalyst for to scale smarter, respond quicker to market demands, and continuously improve services.

Embracing and transforming with these technologies now will ensure that the company has the understanding and knowledge to position and survive in a future world that is coming faster than ever.



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Thank you