



Agentic AI Services

by Nucleus Software



Where Autonomy Meets Empathy in Financial Services

As digital transformation matures, banks face a new challenge: delivering intelligent, meaningful interactions at scale. Customers want answers fast, but they also want to be understood. Agentic AI is changing the game—bringing in autonomous, goal-oriented agents that don't just automate, but collaborate, adapt, and learn.

Unlike rule-based bots or basic GenAI tools, Agentic AI creates intelligent networks of digital agents—capable of reasoning, anticipating needs, and working together to get complex jobs done. Think of it as a digital workforce with empathy built in.

The Market Moves Toward Agentic AI

-  Gartner calls it a top trend for 2025, predicting it will handle 80% of routine customer interactions by 2029, reducing costs by 30%.
-  Forrester sees it as the "next competitive frontier."
-  Deloitte expects adoption in banking, insurance, and retail to double by 2027.
-  WEF (World Economic Forum) points to Agentic AI as key to enabling banks to personalize services, manage regulatory demands, and stay adaptive in volatile markets.

Why It Matters for Banks

Agentic AI delivers across four core areas:

Benefit Area	Impact
Operational Efficiency	Automates KYC, AML, collections—freeing up human capacity
Risk & Compliance	Autonomous agents track audits, sanctions screening, data reconciliation
Customer Experience	Multi-agent orchestration delivers personalized, proactive service
Survival Strategist	Modular agents deploy fast, adapt faster, and scale across markets

However Gartner warns that 30% of GenAI initiatives will falter by end of 2025 without clear governance and data strategy. Agentic AI demands integrated oversight and strategic alignment. TechRadar emphasizes avoiding fragmented agent deployments—a unified orchestration layer and connected data fabric are essential.

Our Approach: Purpose-Built for Empathy

Nucleus Software offers a human-first strategy for intelligent automation. Our Agentic AI Services combine advanced engineering with empathy-driven design models, ensuring that the automation you deploy is not just powerful, but thoughtful.

1. RAG & CAG Application Development



Build intelligent apps that combine retrieval and generation:

- RAG (Retrieval-Augmented Generation): Real-time knowledge integration
- CAG (Context-Aware Generation): Personalized, session-aware outputs

Power smarter search, dynamic content, and conversational AI.

2. Agentic Solutions



Design autonomous agents using LangChain, AutoGen, CrewAI, and more:

- Workflow automation
- Multi-agent orchestration
- Persistent memory and tool integration

Let agents handle complexity while you focus on strategy.

3. Semantic Layer Integration



Enable GenAI to think in business context with Model Context Protocol (MCP).

- Establish secure communication with internal and external interfaces
- Interpret structured and unstructured data with accuracy
- Extending close coordination between Gen-AI models and semantic layers
- Scale easily as new data sources (ISO 20022, credit bureaus, core systems) plug in

Deliver precision, control, and trust in every AI-driven decision

4. Foundational Model Development



Create proprietary or open-source-based LLMs for your business:

- Pre-training on curated datasets
- Embedding domain logic and vocabulary
- Flexible deployment (cloud, edge, on-prem)

Your foundation for scalable, intelligent automation.

5. Fine-Tuning & Optimization



Maximize model performance with:

- Task-specific tuning
- RLHF (Reinforcement Learning with Human Feedback)
- Latency and security optimization

Make your models smarter, faster, and safer.



Why Nucleus Software Agentic-AI Services?

-  MCP-enabled external communication for secure, context-aware GenAI interactions
-  Agentic orchestration with planning, reasoning, and autonomous execution
-  Powered by NucSpark — our GenAI-powered multi-agent engine accelerates modernization
-  Backed by 4 decades of banking expertise, enabling domain-aligned explainable AI solutions
-  Having witnessed resilience through global events and crises, Nucleus is well positioned to guide how data should be interpreted, weighted, and applied with contextual intelligence.
-  Human-in-the-loop design for critical data-driven workflows, ensuring oversight and ethical alignment
-  Enterprise-grade security and compliance
-  Rapid go-to-market enablement
-  Multi-channel integration
-  Scalable across industries: BFSI, Retail, Manufacturing, and more

From Automation to Autonomy

Agentic AI isn't just another layer of automation—it's a shift in thinking. Banks can now combine operational intelligence with emotional intelligence. That means:



Proactive,
predictive service



Rule-based
compliance
automation



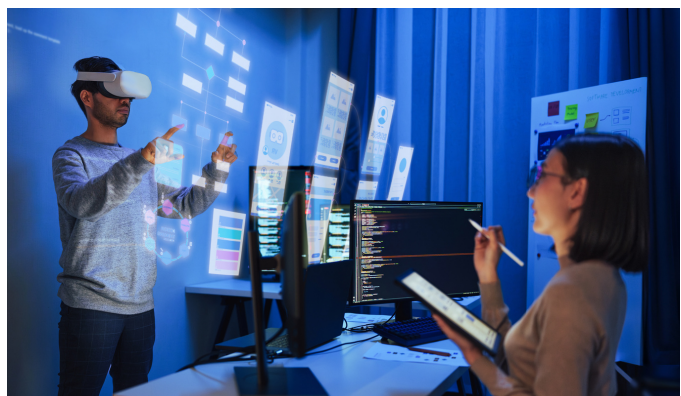
Adaptive end-
to-end process
orchestration



A new standard of
innovation without
losing control

The Future is Autonomous, Empathetic, and Orchestrated

Agentic AI turns decision-making into a collaborative system—one that learns, improves, and connects. With Nucleus Software, you're not just adopting AI. You're giving your business a human kind of intelligence.





About Nucleus Software

Nucleus Software Exports Ltd. is a publicly traded (BSE: 531209, NSE: NUCLEUS), software product company that provides lending and transaction banking products to global financial leaders.

Nucleus Software delivers disruptive Fintech Solutions to 200+ Banks and Financial Institutions across 50 countries supporting Retail Lending, Corporate & SME Finance, Islamic Finance, Automotive Finance, Captive Automotive Finance, Cash Management, Mobile & Internet Banking, Transaction Banking and more. Our solutions manage over \$15 trillion value of yearly transactions, with over 26 million transactions each day through our globally integrated transaction banking platform. Our lending platform manages \$1.2 trillion+ value of loans globally, while enabling 500,000+ users to log in daily.

Our Flagship Products FinnOne Neo® and FinnAxia® are backed by more than 4 decades of BFSI domain expertise and an inbuilt AI powered platform to realize the digital transformation goals of FIs worldwide.

1. FinnOne Neo®: The next-generation digital lending platform, designed to revolutionize the lending process. FinnOne Neo® is built on an advanced technology platform, empowering financial institutions to streamline their lending operations, enhance customer experiences, and drive business growth.
1. FinnAxia®: An integrated global transaction banking suite, trusted by banks worldwide to optimize their transaction banking processes. With FinnAxia®, financial institutions can efficiently manage their cash management, trade finance, liquidity management, and other transaction banking activities on a single platform, thereby improving operational efficiency, visibility, and enhancing client relationships.
1. PaySe®: The world's first online and offline digital payment solution, created with the vision to democratize money. This innovative payment solution offers users a seamless and convenient way to conduct digital transactions, both online and offline, facilitating financial inclusion and empowering individuals and businesses.
1. Nucleus Software Digital Services: Our comprehensive suite of services is tailored to assist banks and financial institutions in their digital transformation journey and maintain an optimal technology infrastructure. Through Nucleus Software Digital Services, we offer a holistic approach to digital transformation, enabling organizations to deliver seamless customer experiences, achieve operational and cost efficiencies, and gain actionable insights to drive strategic decision-making.

These offerings collectively underline Nucleus Software's commitment to driving innovation and empowering financial institutions to thrive in an increasingly digital world.

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