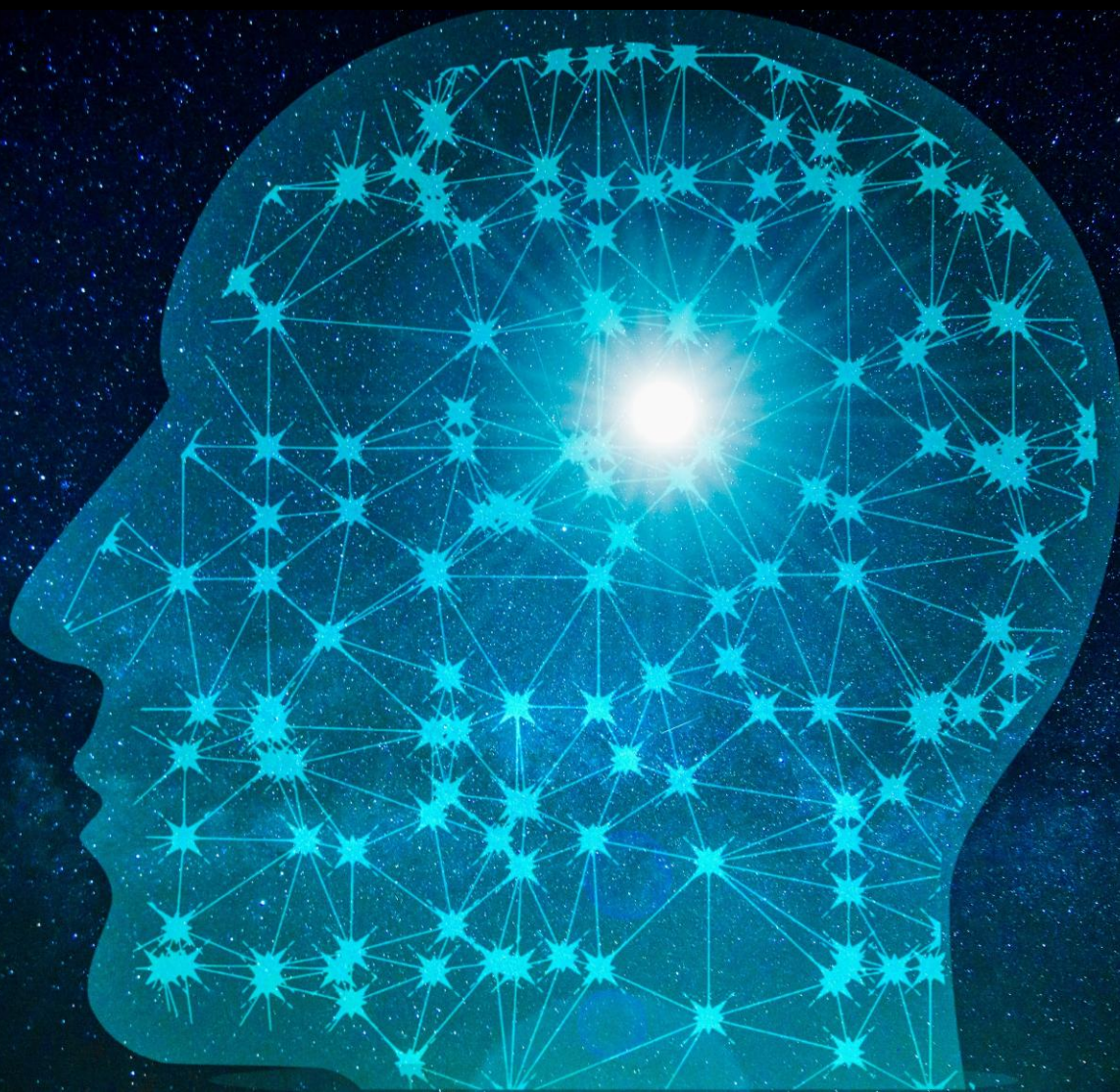


FME AI FOR INDUSTRY JAAREVENT



**Ontwikkeling en
toepassing van
AI Agents in de
industrie**

20 november 2025

Agenda

1. Dirk Bongers – Datacation
De praktische toepassing van Agents
2. Sebastiaan Vrij – IBM
AI Agents
3. Vragen en discussie





Dirk Bongers

Business Developer
&
Sr. Data Consultant

d.bongers@datacation.nl
www.linkedin.com/in/hgebongers

AI is niet nieuw maar evolueert snel

ARTIFICIAL INTELLIGENCE

Vroege kunstmatige intelligentie zorgt voor hype.

MACHINE LEARNING

Voegt zelflerende capaciteiten toe

DEEP LEARNING

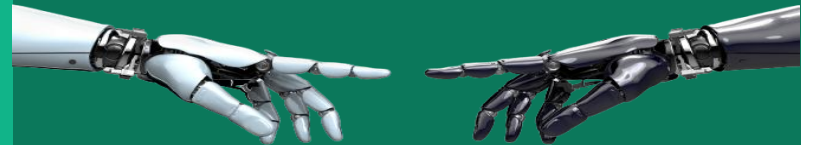
Doorbraken op het gebied van deep learning zorgen voor een boom van AI.

GENERATIVE AI

GenAI verandert het spel. Maakt het toegankelijk

AGENTIC AI

De volgende stap, AI overal



1950s

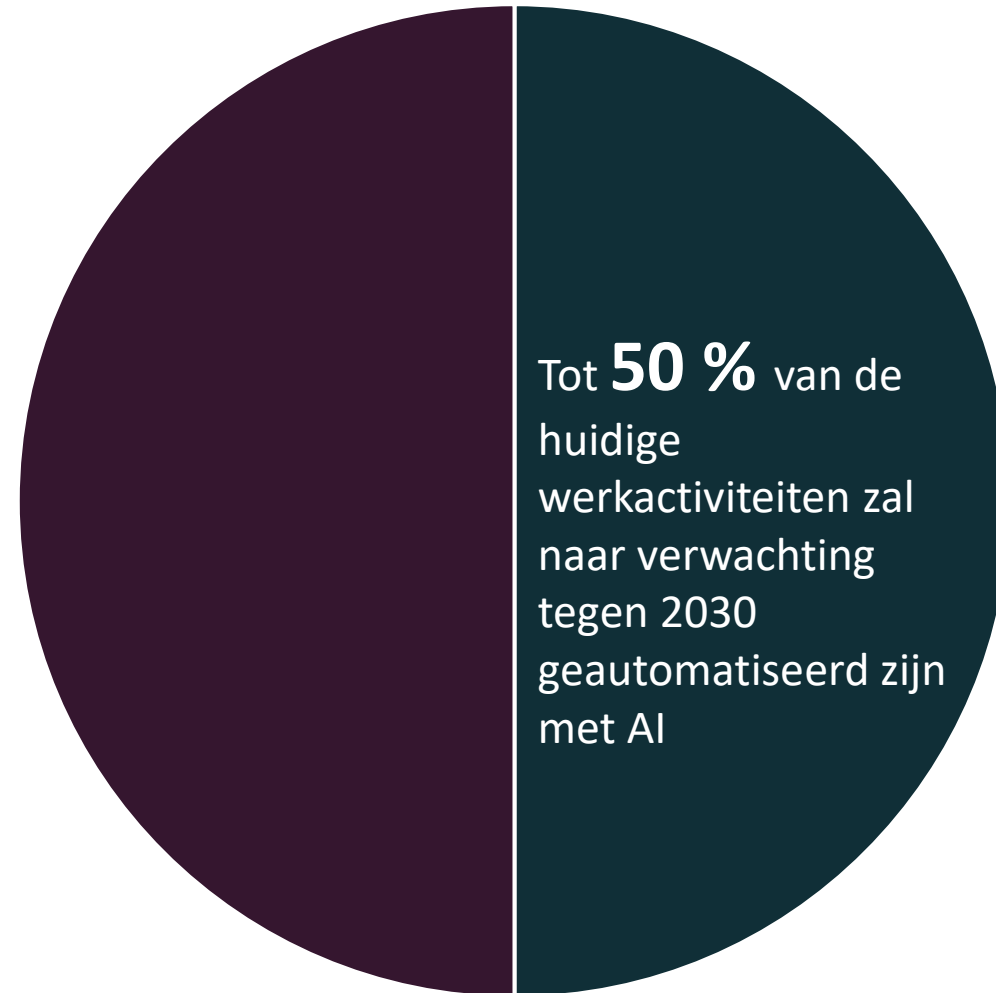
1980s

2010s

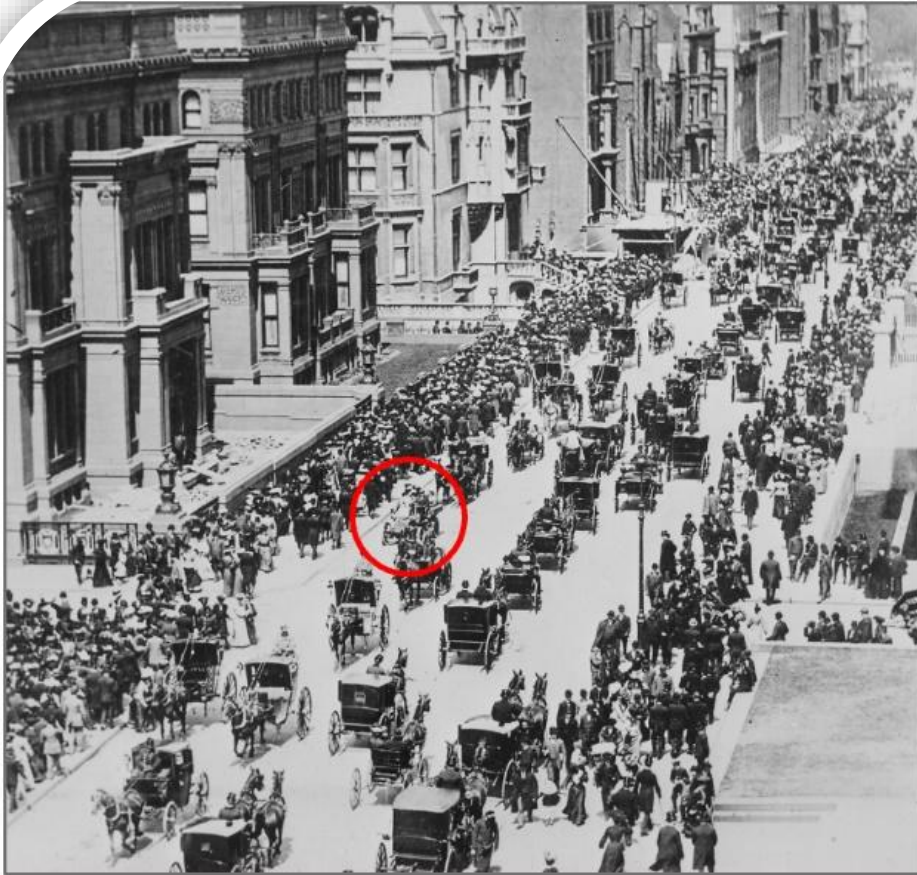
2020s

Waar we nu zijn

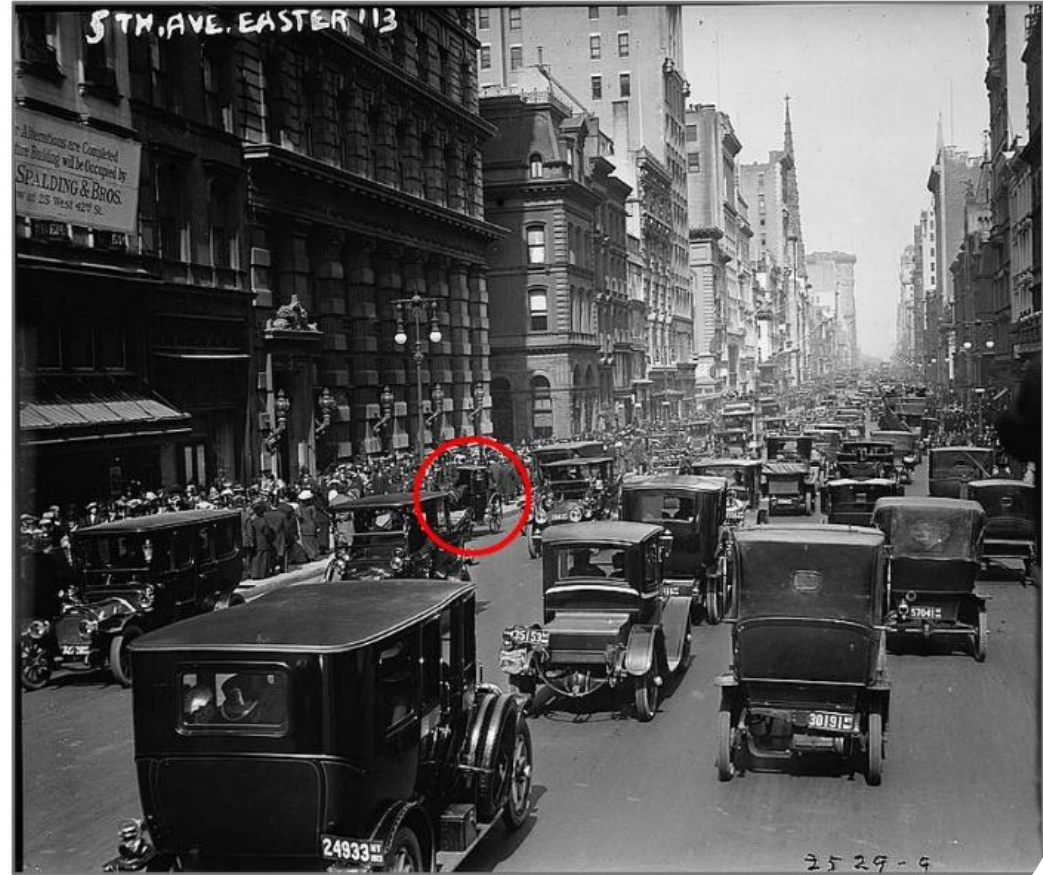
We gaan naar de intelligentie-revolutie



Industriële Revolutie



New York City, 1900



New York City, 1913

Informatie Revolutie



We zitten weer midden in een **transformatie**.

LLM's hebben het **tijdperk van intelligentie** ontstoken.

AI-agents zullen het tot leven brengen.

WS

Shopify CEO says no new hires without proof AI can't do the job



Bloomberg via Getty Images

/ 'Before asking for more Headcount and resources, teams must demonstrate why they cannot get what they want done using AI.'

by **Jay Peters**

Apr 8, 2025, 12:06 AM GMT+2



79

Comments (79 New)

NEWS

Duolingo will replace contract workers with AI



Duolingo cofounder and CEO Luis von Ahn. Photo: Getty Images

/ The company is going to be 'AI-first,' says its CEO.

by **Jay Peters**

Apr 29, 2025, 1:47 AM GMT+2



174

Comments (174 New)

AI-agenten zijn niet alleen chatbots waarmee je kunt praten.

Het zijn **digitale medewerkers** die dingen voor elkaar kunnen krijgen!

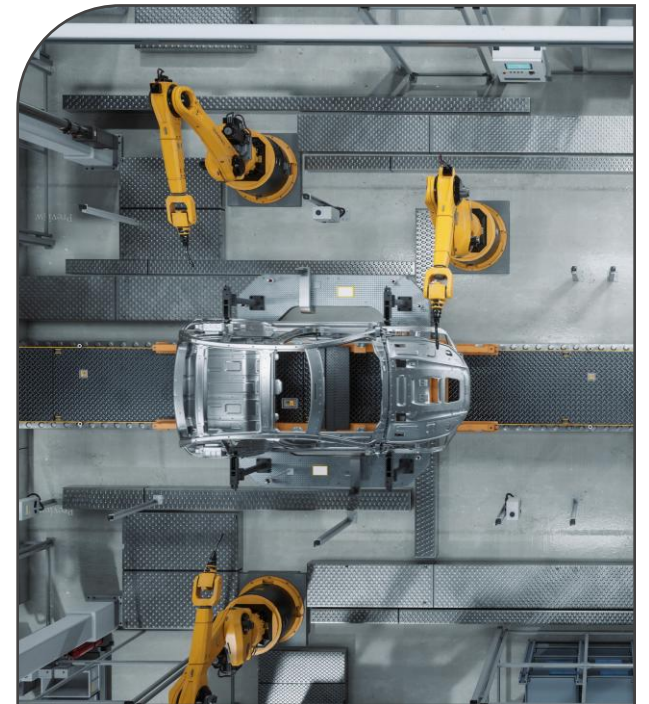
Van inzicht naar actie

NLP en Agentic AI

NLP laat AI begrijpen wat we zeggen. Agentic AI laat het iets doen met dat begrip.



- **NLP** helpt AI menselijke taal te lezen, te luisteren en te begrijpen.
- **LLM's** gaan verder door te redeneren, te plannen en problemen op te lossen.
- **Agentic AI** gebruikt dat om acties uit de echte wereld uit te voeren, niet alleen om te praten.



What is **agentic AI**?

Agentic AI verwijst naar AI-systemen die doelen kunnen stellen, beslissingen kunnen nemen en zelf acties kunnen ondernemen om die doelen te bereiken, met minimale of geen menselijke tussenkomst.



Doelgericht



Autonoom



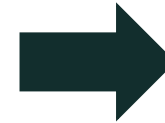
Proactief + reactief



Iteratief



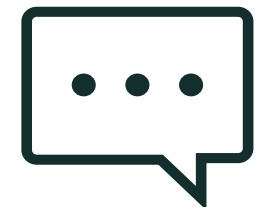
Gegeven
een doel



LLM Een
beslissing nemen



Gebruik een tool/
Neem actie



Gegeven een
doel



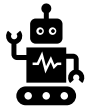
Leren van
Feedback

What is **agentic AI**?

Agentic AI verwijst naar AI-systemen die doelen kunnen stellen, beslissingen kunnen nemen en zelf acties kunnen ondernemen om die doelen te bereiken, met minimale of geen menselijke tussenkomst.



Doelgericht



Autonoom



Proactief + reactief



Iteratief

Case voorbeeld:

Het boeken van een restaurantje

Taak:

“Zoek online naar leuke italiaanse restaurants in Amsterdam en boek een tafel voor twee komende zaterdag om 19.00u”



Wat kan ik voor je doen?

Boek een tafeltje voor 2, Italiaans restaurant, Amsterdam, zaterdag 19:00|

+ | Agent x Bronnen v



Dicteren

Voorgesteld Verslagen Handelingen Spreadsheets Presentaties

Vergelijk de kosten en impact van fast fashion tegenover slow fashion

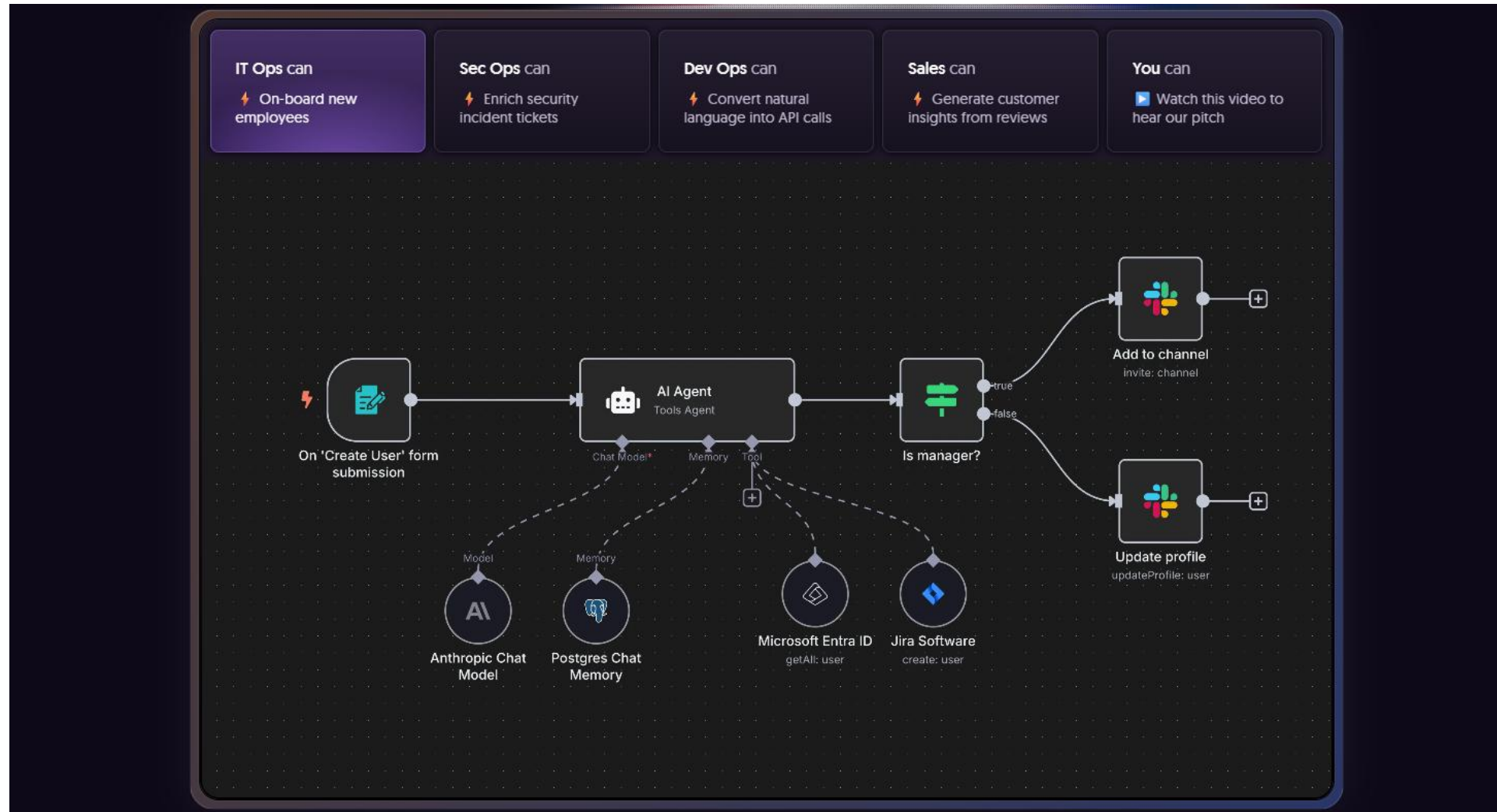
Onderzoek wereldwijde wetgeving voor grensoverschrijdende gegevensoverdracht

Compileer recente financieringsrondes voor biotech-startups die met mRNA-therapie werken

Koop 2 filmtickets voor aanstaande zaterdag

Onderzoek niet-giftige waterfilters en keukengerei

N8N



N8N - Integrations

Connect anything to everything

Search for workflows, nodes, tasks...

All Types Regular Trigger Core Nodes

Categories 1202 integrations Sort: Popularity

☐ Partner built

☒ All categories

☐ AI

☐ Analytics

☐ Communication

☐ Cybersecurity

☐ Data & Storage

☐ Developer Tools

☐ Development

☐ Finance & Accounting

☐ HITL

☐ Marketing

☐ Miscellaneous

☐ Productivity

☐ Sales

☐ Utility


Google Sheets
Google Sheets is a web-based spreadsheet program offered by...


AI Agent


HTTP Request


Gmail
Gmail is a free of charge email service offered as part of Google Workpac...


OpenAI
OpenAI, the creator of ChatGPT, offers a range of powerful models includin...


Slack
Slack is a powerful collaboration tool for businesses of all sizes. It brings...


Telegram


Unacademy


AI

N8N - Integrations

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1202 integrations

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☐ HITL

☐ Marketing

☐ Miscellaneous

☐ Productivity

☐ Sales

☐ Utility


Google Sheets
Google Sheets is a web-based spreadsheet program offered by...


AI Agent


HTTP Request


Gmail
Gmail is a free of charge email service offered as part of Google Workpac...


OpenAI
OpenAI, the creator of ChatGPT, offers a range of powerful models includin...


Slack
Slack is a powerful collaboration tool for businesses of all sizes. It brings...


Telegram


Discord


AI

Casus: Limburg.Marketing

The screenshot shows the homepage of the 'HART VAN LIMBURG' website. At the top left is the logo, which consists of a heart icon and the text 'HART VAN LIMBURG'. To the right of the logo is a navigation bar with the following elements: a toggle switch for 'Hoog contrast' (High contrast) with an orange circle and the text 'Uit' (Off); a search bar with the placeholder text 'Zoeken...'; and links for 'Webshop' and 'Contact'. Below the navigation bar is a horizontal menu with five items: 'Ontdekken', 'Doen', 'Plannen', 'Routes', and 'Evenementen', each preceded by a downward arrow. To the right of these items is a Dutch flag icon and a downward arrow. Below the navigation bar is a large white area with a blue button on the left that says 'Bekijk op de kaart' (View on map) with a location pin icon. Below this button is a search bar with three dropdown menus: 'Plaatsnamen' (Place names), 'Categorie' (Category), and 'Characteristics'. To the right of these dropdowns is an orange button with a magnifying glass icon and the text 'Zoeken' (Search). Below the search bar is a grid of four featured activities, each with a photo and text: 1. 'Heksenwandeling Roermond' (Witch walk Roermond) with a photo of people walking on a path and a location pin icon and '0,0km'. 2. 'Straten naar het verleden, Stevensweert' (Streets to the past, Stevensweert) with a photo of a mural and a location pin icon and '0,0km'. 3. 'Wandeling langs de Roer' (Walk along the Roer) with a photo of people walking along a river and a location pin icon and '0,0km'. 4. 'Wandeling in Venray - Begraafplaats' (Walk in Venray - Cemetery) with a photo of a cemetery and a location pin icon and '0,0km'. Below the grid of four activities is a row of five more activity thumbnails, each with a photo and a location pin icon and '0,0km'.

HART VAN LIMBURG

Hoog contrast Uit

Zoeken...

Webshop | Contact

▼ Ontdekken ▼ Doen ▼ Plannen ▼ Routes ▼ Evenementen

Bekijk op de kaart

Plaatsnamen ▼ Categorie ▼ Characteristics ▼ **Zoeken**

Heksenwandeling Roermond
 0,0km

Straten naar het verleden, Stevensweert
 0,0km

Wandeling langs de Roer
 0,0km

Wandeling in Venray - Begraafplaats
 0,0km



Use case:

Limburg.Marketing:
Automatische
Gidsenplanung

Automatische Gidsenplanning

The Case:

Online kunnen wandelingen en toertochten met gids aangevraagd worden. Dit is administratief een tijdrovend proces en de klant krijgt pas laat een bevestiging. LM had de vraag of dit met AI geautomatiseerd kan worden.

Bottlenecks:



Het vinden van de juiste gids die de juiste eigenschappen heeft is een tijdroven proces

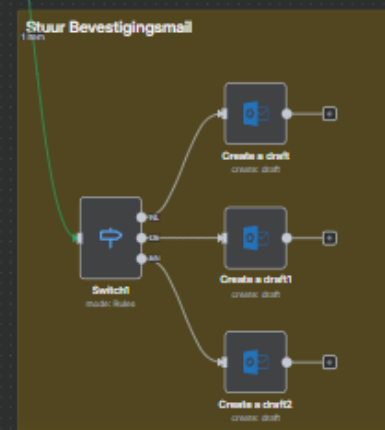
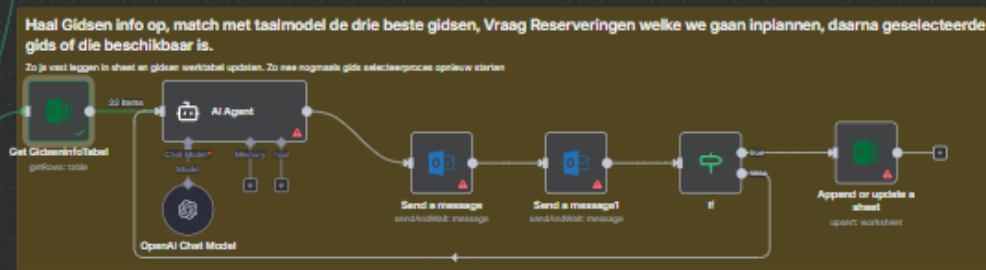
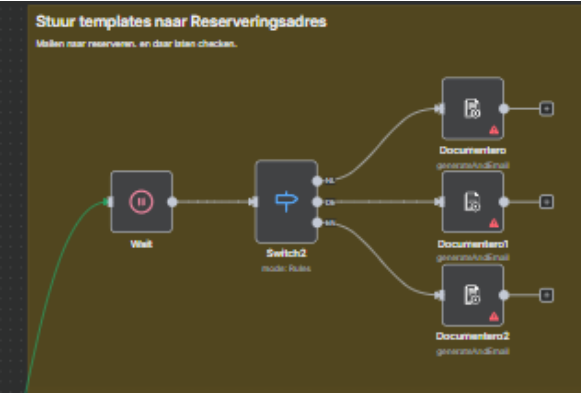
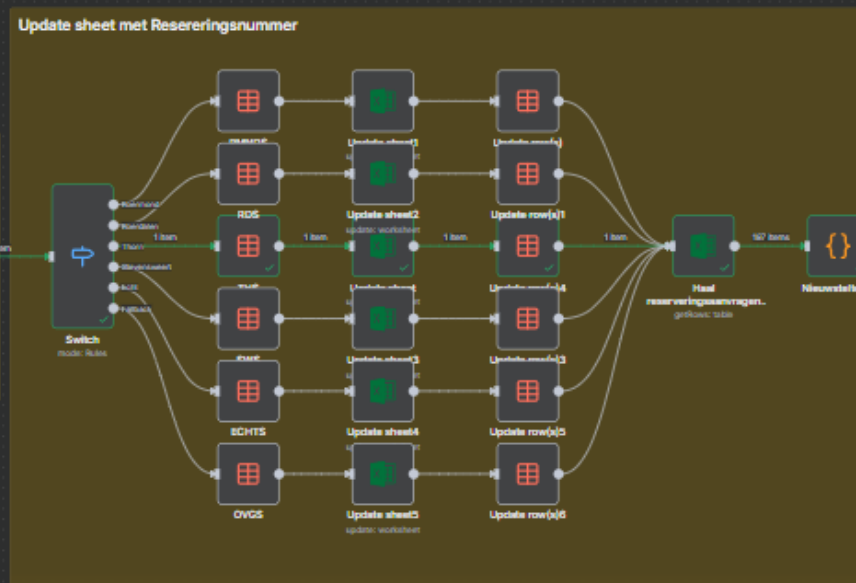
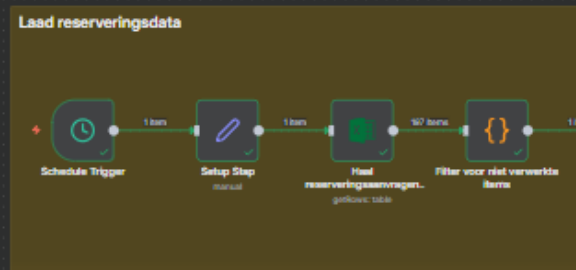


Het schrijven van alle mails en bevestigingsdocumenten is zeer repeterend



Door dit te automatiseren hoeft enkel de gids nog maar te bevestigen.



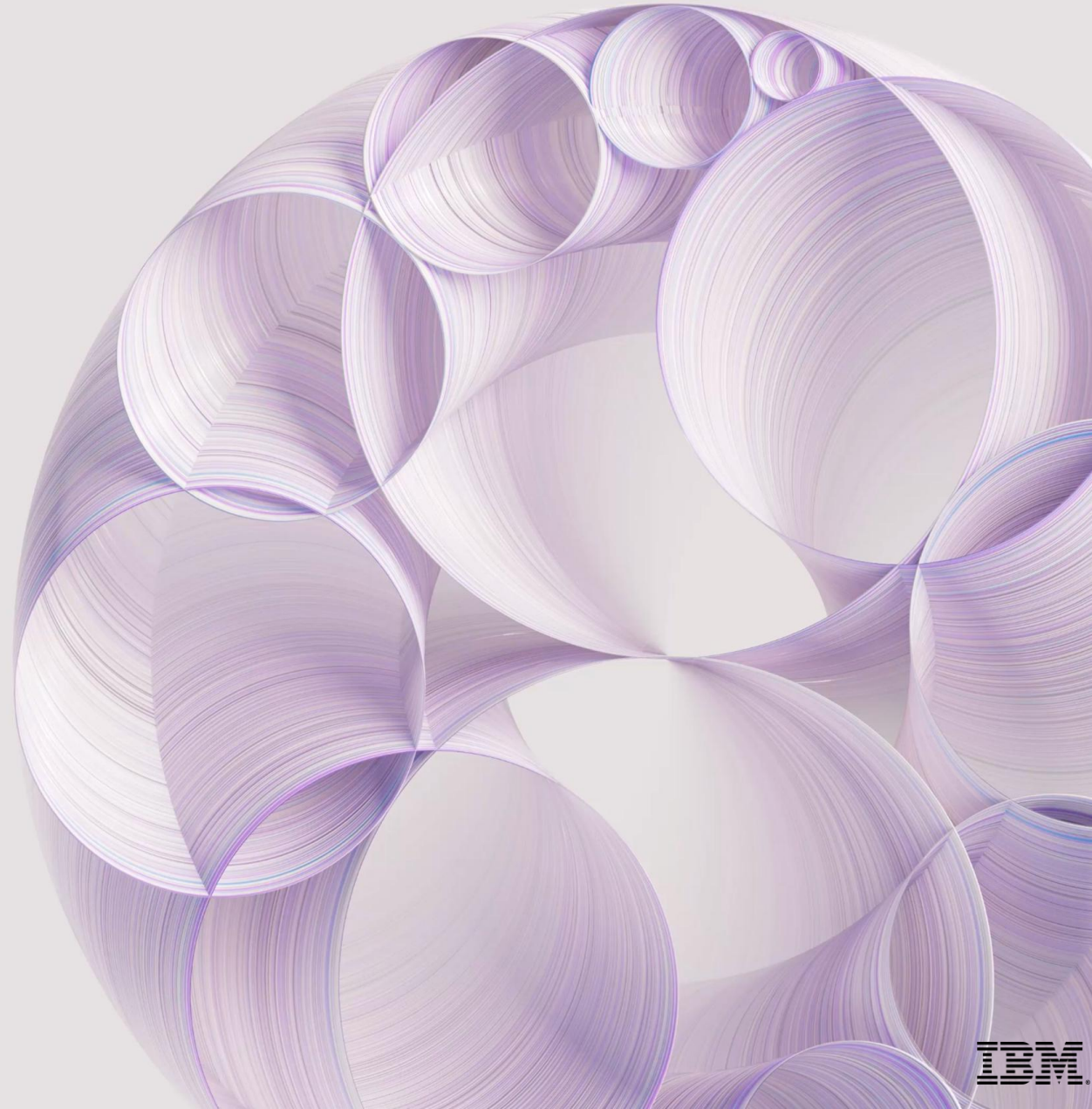


N8N – Live Demo

AI Agents

Sebastiaan Vrij
Technical specialist Data & AI

sebastiaanvrij@nl.ibm.com



IBM as Client Zero

Unleashing a new era of
productivity and growth
with AI and Automation



Leading the way in digital transformation, powered by AskHR

11.5M

Yearly interactions

40%

Reduction in Operating Budget

2 Bands

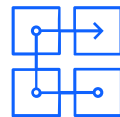
Average increase in HR support “level”



Eliminate

operating complexity

- Operational efficiency through a centralized delivery model
- Eliminated 75% of disparate applications



Simplify

end-to-end support

- Single engagement layer to HR
- 94% inquiries solved through AskHR
- Two tier support model
- Digital channel to immediately connect to a HR Partner or SME



Automate

manual tasks

- 1.1M transactions executed across ~100 HR task automations
- 100% manager adoption
- 75% reduction in HR tickets

Phase 1



Digital-First HR Model

- Centralized HR support model for employees & managers
- Automation of HR processes with RPA
- Consolidation of all platforms



Phase 2



Evolution of HR Delivery Services

- Multi-channel to Omni-channel
- HR Operating Model shift moving HR professionals to higher value work
- Standardized Information Architecture through WF360
- AI infused Offerings

Phase 3 - Today



Personalized Employee Experiences with GenAI

- AI Enabled decision-making
- Hyper-personalized responses through multi-turn conversations
- Evolution of digital workers
- Humans in the loop, ensuring ethical AI
- AI led Programs

Our Journey Forward



Hybrid Operating Model - Agents & Humans

- HR roles broken into fully agent driven, fully human driven and Hybrid (humans augmented by agents for efficiency)
- Multi-agent orchestration
- Varying degree of autonomy based on HR function
- Zero touch

Use case: Employee Productivity- Manufacturing

Maintenance Advisor: Enhancing maintenance efficiency with watsonx.ai, watsonx.assistant and watsonx Discovery

Challenge

IBM-owned Bromont, the largest North America (NA) Outsourced Semiconductor Assembly and Testing (OSAT) facility, faced two workforce challenges: **a scarcity of legacy skills** and **increasingly complex equipment** due to rapid technological advancements in the semiconductor industry.

The maintenance team, tasked with upkeeping the complex equipment, struggled to keep up – technicians were bogged down by manual processes, managers found it difficult to optimize resources and schedules, and operators experienced production delays due to equipment downtime. This led to decreased Overall Equipment Effectiveness (OEE) and extended mean time to repair (MTTR).

With thousands of maintenance activities to manage annually - each demanding detailed review of operational procedure, historical data and equipment manuals - it became clear that a more efficient, **AI-first** solution was needed to **improve productivity** and reduce **operational delays**.

Solution

IBM created Maintenance Advisor, a solution using **watsonx.ai**, **watsonx.assistant** and **watsonx Discovery**. The advisor enhances maintenance operations by providing real-time solutions for equipment issues.

It searches various data sources, including operational procedure, historical work orders, job plans, and equipment manuals, to deliver accurate and actionable guidance. Moreover, the solution is equipped with multilingual capabilities, offering seamless French and English translation to accommodate the diverse language needs of Bromont’s workforce.

This AI-first approach not only streamlines maintenance processes but also significantly cuts down on **repair times** and improves **overall equipment effectiveness**.

Projected benefits:

10-15% Overall Equipment Effectiveness Improvement

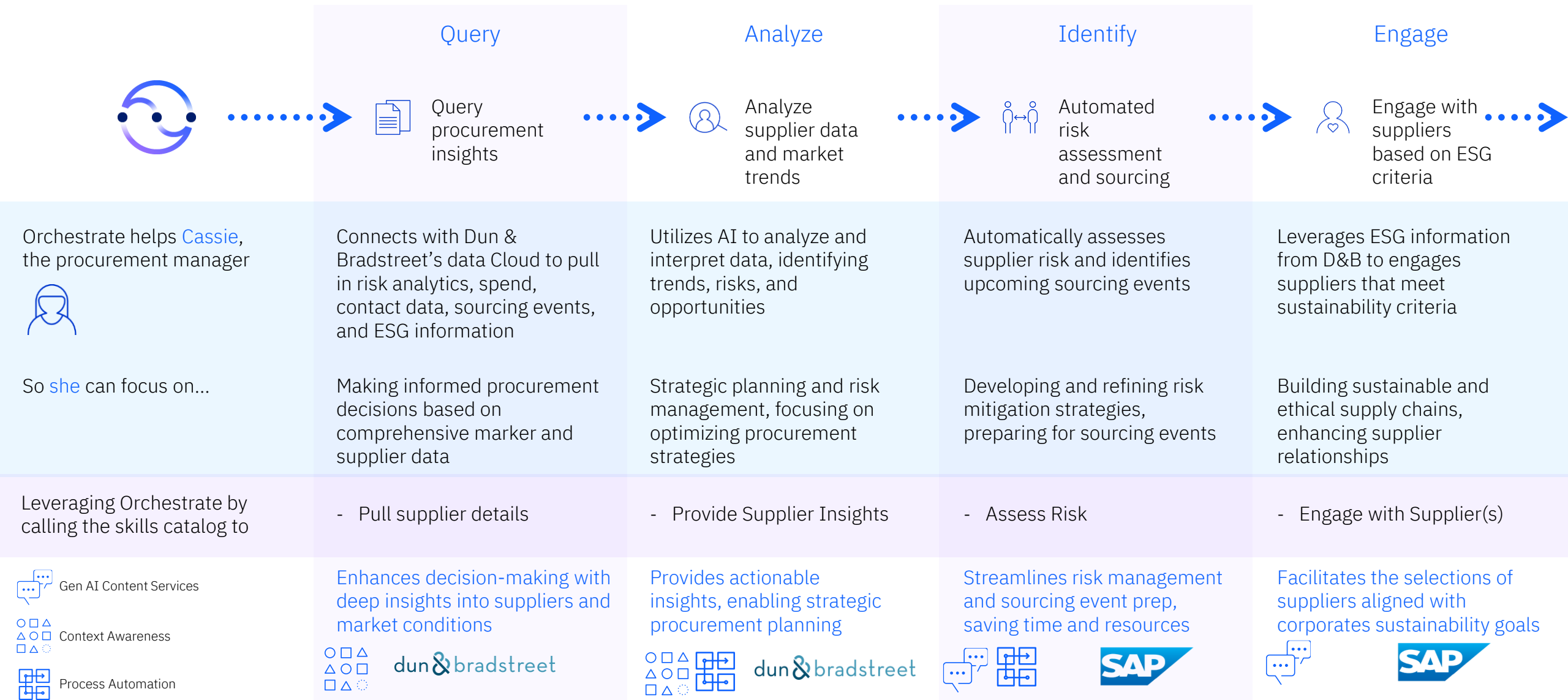
20-30% Mean-Time-To-Repair Reduction

20%+ Productivity increase

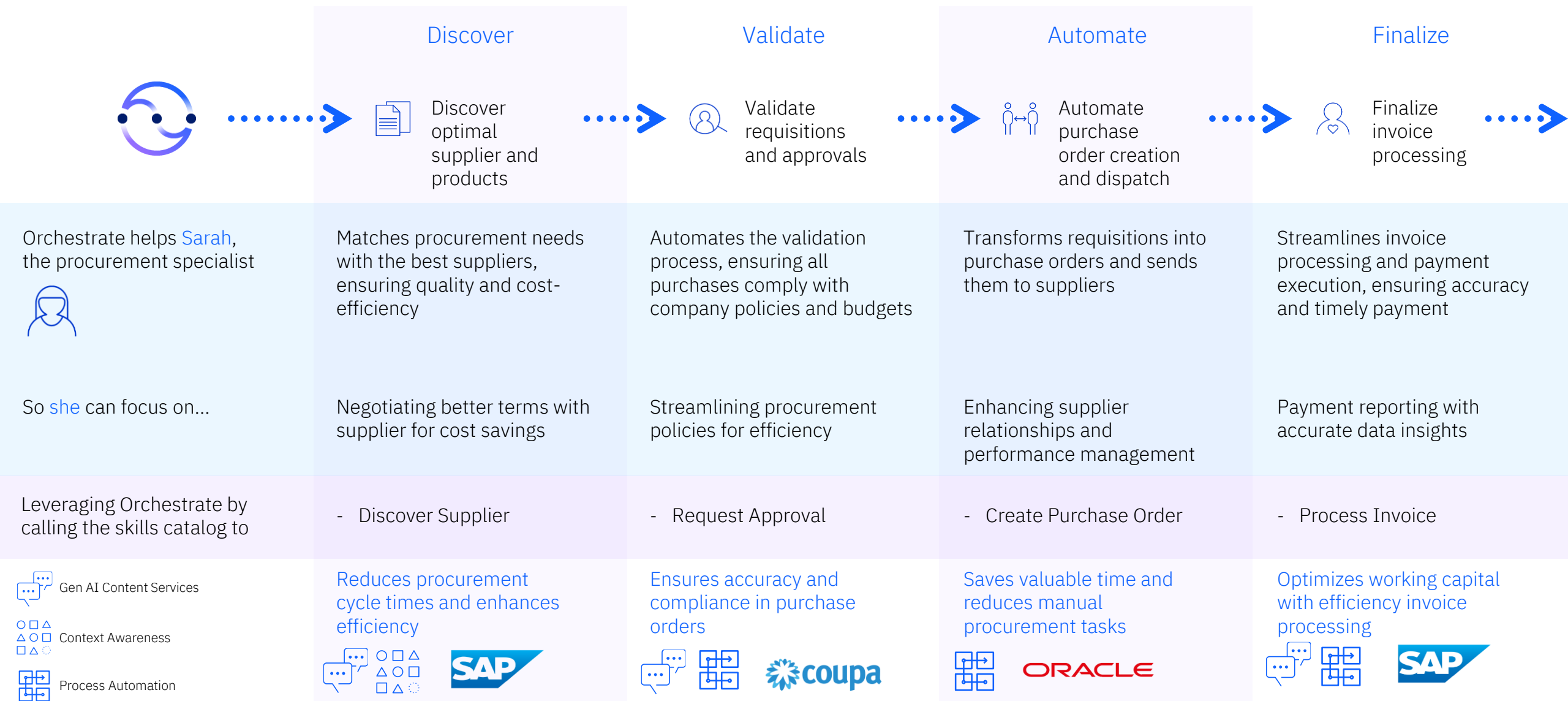
Solution includes:

watsonx.ai watsonx.assistant watsonx Discovery

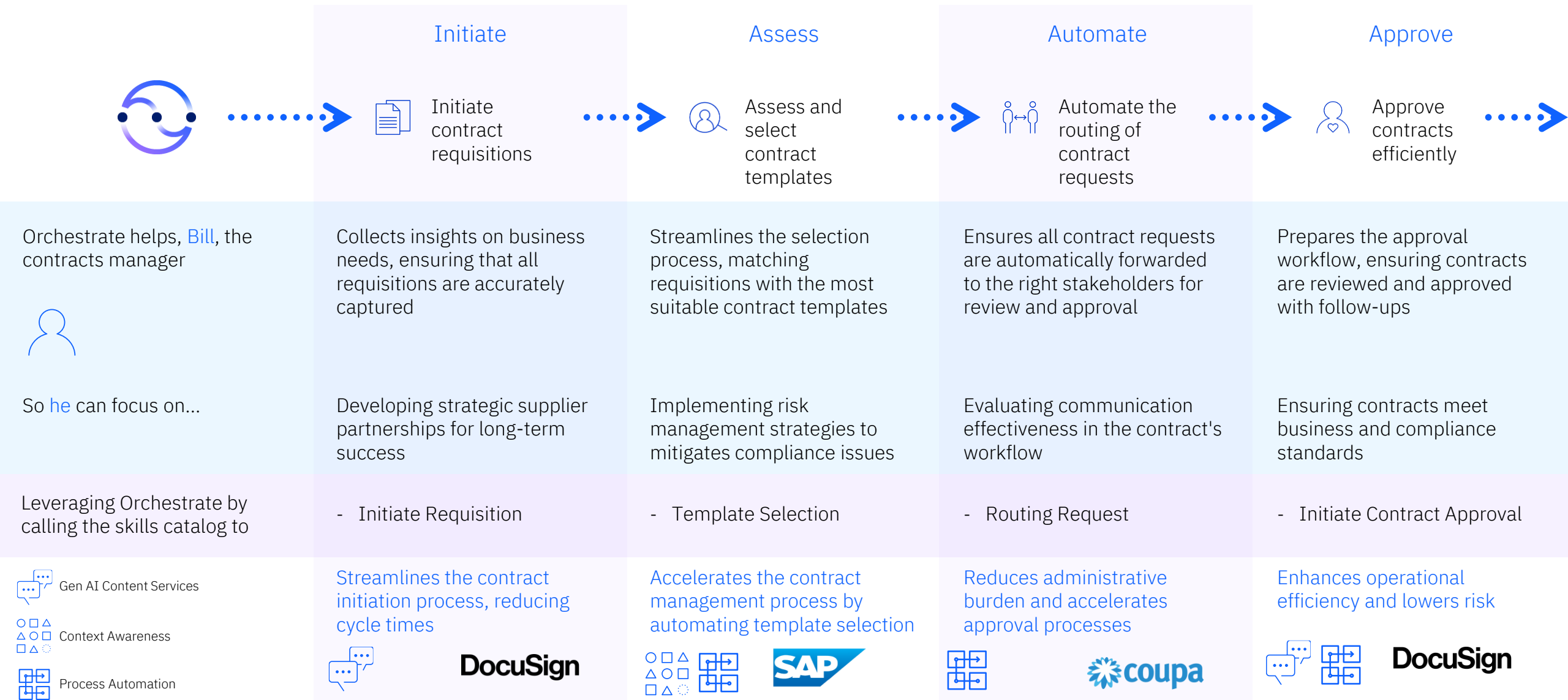
How can watsonx Orchestrate **provide insights** using Ask Procurement?



How can watsonx Orchestrate *help* with Procure to Pay?



How can watsonx Orchestrate *help* with Contractor Requisition Requests?



Online Demo

<https://www.ibm.com/products/watsonx-orchestrate/multi-agent-orchestration>

Examples

Engineering /
Design

Assist

Simulation feedback
assistant

R&D

Assist

Research assistant

Supply Chain
Logistics

Assist

Demand forecasting assistant

Quality Control

Assist

Reporting Assistant

Maintenance

...

Assist

Expert assistant

Agent

Design iteration
Agent

Agent

Autonomous Hypothesis testing
agent

Agent

Autonomous procurement agent

Agent

Compliance Monitor Agent for
production data

Agent

Maintentce scheduling agent

Think in Agents

Agentic AI's strategic ascent

*Shifting operations from incremental
gains to net-new impact*

<https://ibm.biz/agentic-ai-ops>



ORACLE

Key takeaways

Process optimization vs transformational impact

3/4

More than three-quarters of executives say most of their AI investment has focused on improving existing processes rather than developing net-new capabilities.

Agentic AI demands a new operating model

78%

Yet, 78% of C-Suite executives say achieving maximum benefit from agentic AI requires a new operating model.

Transformational leaders achieve more

32X

Companies that excel in three key AI adoption areas are 32 times more likely to achieve top-tier business performance than those with minimal implementation.

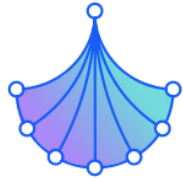
Who is 32X more likely to achieve top-tier business performance?

32X

Companies that excel in three key AI adoption areas are **32 times more likely to achieve top-tier business performance** than those with minimal implementation.

Organizations that move from incremental to maximum adoption across these *3 critical drivers*, see exponential performance gains - not incremental improvements.

- 01 Integrating cybersecurity into AI initiatives
- 02 Embedding ethics analysis in AI deployments
- 03 Implementing workflow-specific small language models



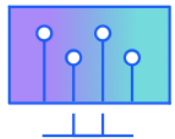
How can agentic AI create entirely new business capabilities instead of just improving existing processes?

By redesigning workflows so AI agents take on decision-making in areas where speed, complexity, and scale outstrip human capacity—unlocking outcomes that simply weren't possible before. The reality, however, is that most executives—more than three-quarters of them—say most of their AI investment has focused on improving existing processes rather than developing net-new capabilities—highlighting the untapped potential for transformational gains.



What operating model changes are needed to get full value from autonomous AI agents?

Shifting to cross-functional, outcome-driven structures where humans and agents collaborate in real time, supported by new roles, new KPIs, and continuous feedback loops. While 78% of C-suite executives say achieving maximum benefit from agentic AI requires a new operating model, many focus on tech deployment; they need a broader lens.



How do leading companies measure the business impact of agentic AI?

By moving beyond traditional efficiency metrics to track net-new value creation, innovation velocity, and the quality of human–AI decision handoffs. Only 40% of process-oriented organizations have developed new KPIs to monitor AI agents' impact on business targets, compared to more than half of transformational organizations.

Data & Risk Management



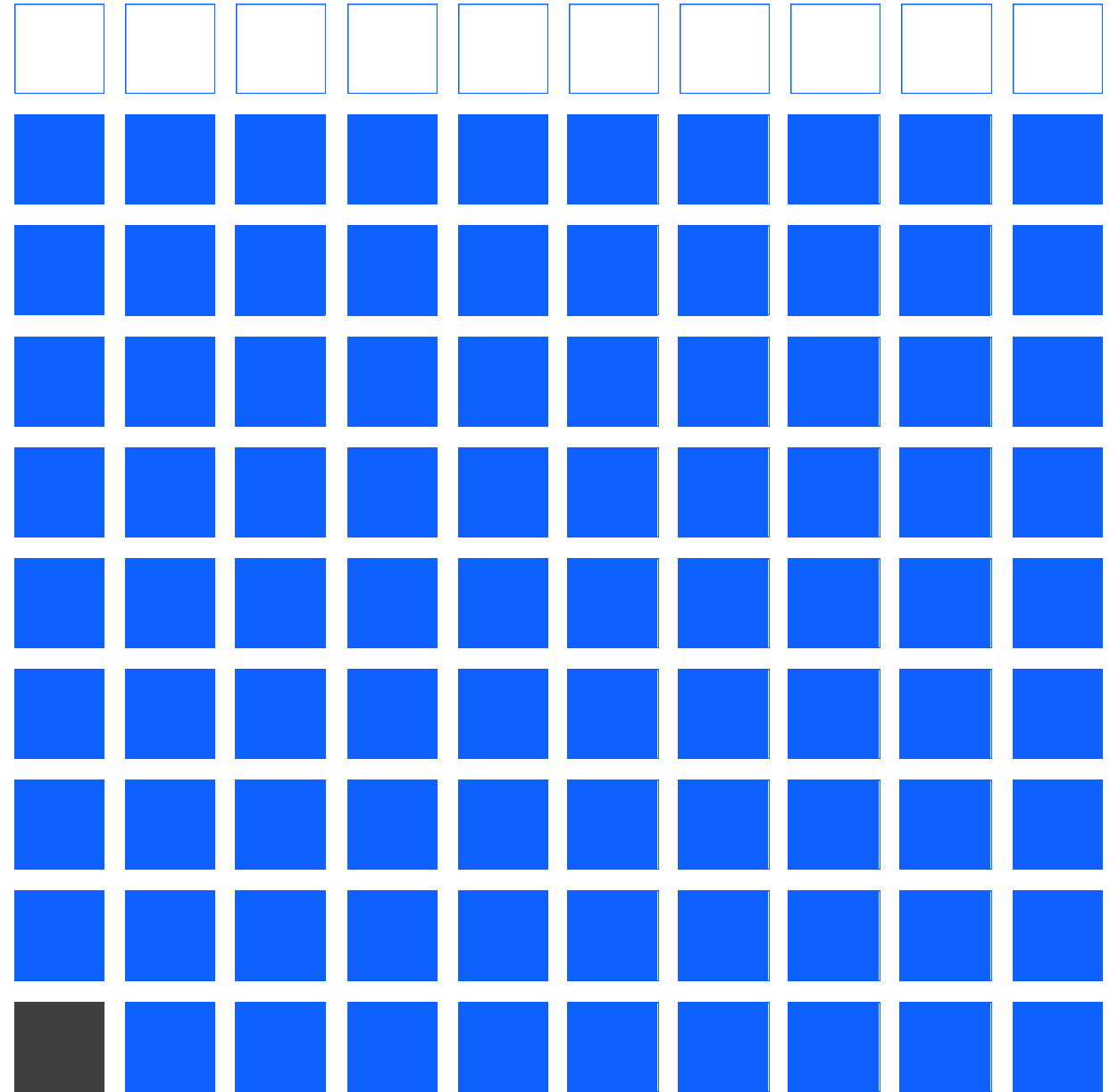
Agents are only as
accurate as the
data behind them

90%

of enterprise data is
unstructured¹

1%

of enterprise data is
currently being
leveraged by gen AI²



1. [The future of AI is open](#), IBM Research, 23 May 2024

2. [The untapped value of unstructured data](#), Box and IDC, August 2023

Governance

LMM that Checks
LLM

KPI for Agents

Get Inside in AI

AI Agent Workshop 15 Januari 2026 in Amsterdam

Flexible, modular, customizable workshop designed to meet clients where they are on their AI journey.
It can be delivered as a half day or 1-day [single](#) or [multi - client experience](#).

Innovation Studio Tour to uncover new possibilities with AI

9:30

Getting ready for the Agentic era

10:00

Panel discussion & Roundtable: Real-world impact of AI

11:30

L1 workshop: Use case identification workshop

1:00

L2 workshop: Build your own AI Agent*

3:00

Reflection
Next Steps

5:00

Experiences



Clients explore interactive experiences that bring AI to life. Designed to spark curiosity and meaningful conversation, these experiences highlight real impact in a dynamic, branded setting.

Expert Session



This session explores IBM's POV on Agentic AI and what it takes to build AI agents for enterprise use. It can be tailored to specific domains (HR, Sales, Procurement) and use cases.

Optional Activity

An icebreaker and interactive game #1 are suggested as a fun way to introduce AI Agents

Client Zero Story



Hear how IBM achieved a \$4.5B productivity gains in 2025 using AI in our own operations: the IBM Client Zero story. This session can also feature an external client spotlight, sharing lessons from their AI journey.

Co-creation



We collaboratively identify and prioritize the highest-ROI Agentic AI use cases in the client's organization.
Outcome: A shortlist of top use cases ready for deeper evaluation and next steps.

Optional Activity

Interactive game #2 introduces the future of agents

Hands-on



Client Engineering experts will build an Agentic AI prototype with the client. Learn key skills, define a high-impact use case, and apply them in practice. See how your agent could run in the real world, with a focus on trust and deployment readiness.

**Led by Client Engineering*

Remark: If client already has a use case identified, we can move straight into hands-on activities. Otherwise, we start with foundational discussions and co-creation to define the right path forward.

Bedankt voor je aandacht!

Meer informatie:

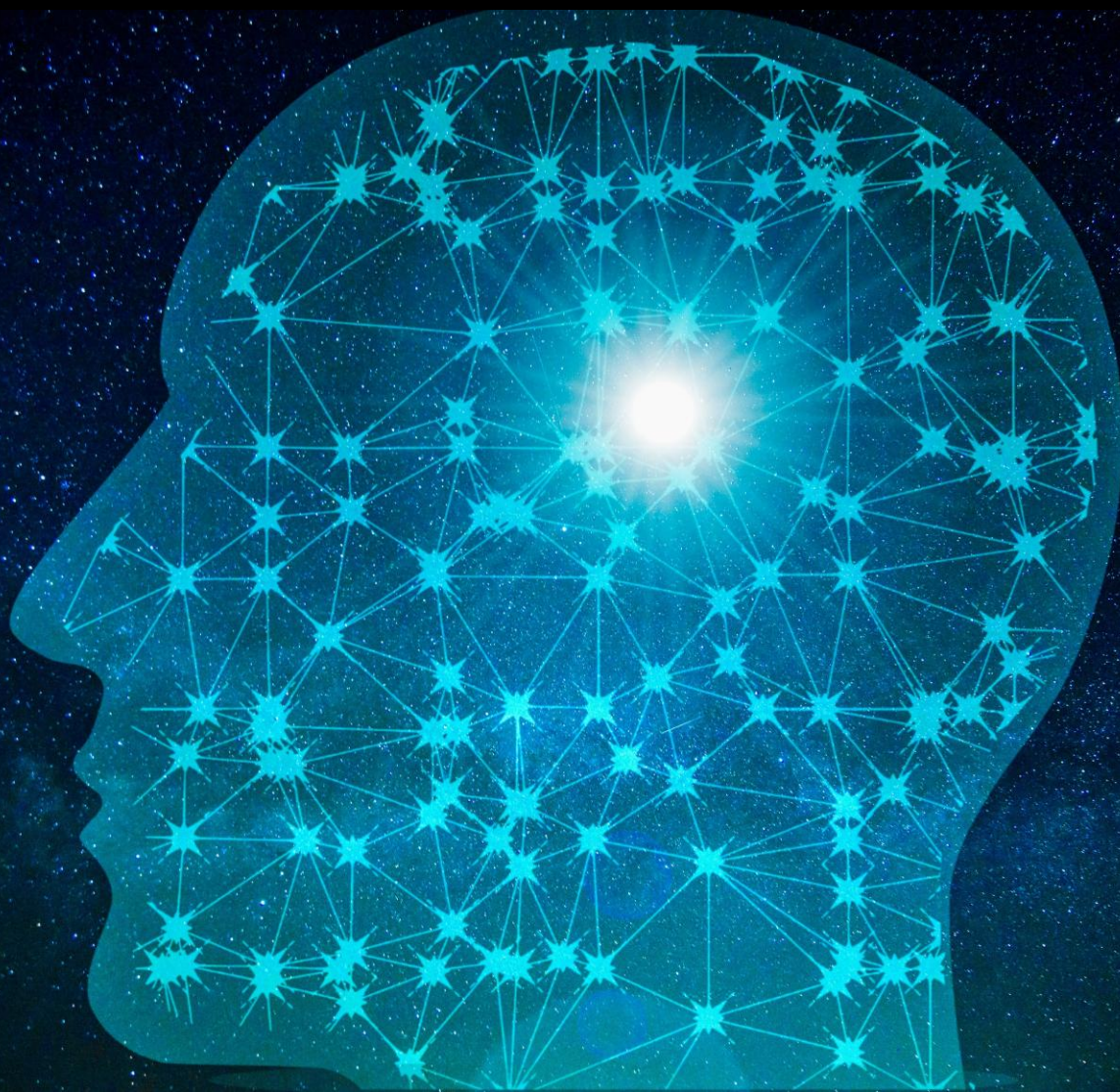
- Sebastiaan Vrij – IBM – sebastiaanvrij@nl.ibm.com
- Dirk Bongers – Datacation – d.bongers@datacation.nl

FME Platform AI for Industry:

- Patrick Blommerde – FME – patrick.blommerde@fme.nl



FME AI FOR INDUSTRY JAAREVENT



**Bedankt voor
je aandacht!**