



Scaling AI from Pilot to Enterprise-Wide Deployment



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We power agentic business transformations for the world's largest enterprises



Souvik Sen

CTO & CO-FOUNDER



We transformed employee experience for Wipro across 240K global associates



At Wipro's scale, efficiency is not just about saving time; it's about unlocking human potential. We chose Ema because they understood that we needed a platform and a partner capable of navigating our global complexity as fluently as our best People practitioners.



Ateet Jaiswal
Chief Culture & Employee
Experience Officer, Wipro

Problem

65 countries, 50+ fragmented systems, labyrinth of 900 policy articles and KBs, traditional RPA/chat bots failed

Solution:

Scalable Employee Assistant, multilingual and personalized, cross-system execution with 100+ compliance checks and 150+ UAT testers

Impact:

70+

Actions
automated

< 5s

Rapid response,
5 days to seconds

45%↓

HR ops headcount,
1K to 550

3 patterns of issues when transitioning from pilot to production

01

Pragmatism

Delivering value at scale while managing cost

02

Enterprise Readiness

Integrations, access control and observability from day one

03

Business Context

Capturing and maintaining complex business process logic

Pragmatism: Delivering RoI at scale

What we observed

How we mitigate it

LLM Selection & Routing

At scale, LLM selection significantly impacts cost and performance



EmaFusion – proprietary small language model to optimise performance–cost across 100+ LLMs

Context & Data Management

At scale, lack of intelligent context design and data caching compounds cost



Intelligent agentic workflow design to cache ???

Visibility & Governance

Lack of granular LLM usage tracking complicates cost optimization



Deep LLM telemetry to pinpoint and optimize token usage

Enterprise Readiness: Building trust into every layer

What we observed

How we mitigate it

Integration & Tools

Production system integrations requires a big lift compared to sandbox integrations



Maintaining library of pre-built connectors; Planning intelligently to buffer for integration delays

RBAC & Agent functioning

Agent needs to contextually behave as user, group or service-account



Building a RBAC framework for impersonation at user, group and service-account level

Observability

Business and Compliance demand traceability of each agentic decision



Building an agentic trace framework for full decision lineage across each execution

Business Context: Build agents that fit the process

What we observed

How we mitigate it

SOP Ambiguity

Lack of SOP clarity even with subject-matter expert; Deep tacit knowledge



Perform deep discovery and design agentic workflow intelligently to handle ambiguity

Regression Testing

Change in incoming data, connected systems or models impacts performance



Build regression test harness defined by the business team that agent evaluates against

Business Context Change

Over time, business process and rules change causing drift



Plan for periodic maintenance to re-discovery and re-train agent on changes