Project of the Year 2026: Nomination

Field	Details
Project name	KautilyAI: an AI counsel for the C-suite, built on a governed enterprise data platform
Company	LTM Limited
Industry	IT services and consulting
Applicant	Tushar Tiwari, Head of Data and AI, LTM Limited
Project lead	Tushar Tiwari, Principal – Data Engineering, Enterprise Systems
Sponsor	CFO
Suggested category	Management Practices: Business Efficiency
Project dates	Prototype March 2026 · Controlled leadership pilot from August 2026 · Production governance sign-off October 2026 · Ongoing expansion

1. Short description

KautilyAI is an agentic AI counsel for LTM's C-suite. It answers leadership questions across finance, collections, workforce, HR and sales in plain language. Every answer comes from a single governed KPI catalog, is limited to the data the user is allowed to see, and can be traced back to its source.

2. Business challenge

LTM's leadership relied on separate MIS reports drawn from more than a dozen enterprise systems, including ERP, HRMS, CRM, resource management, procurement and risk platforms. Questions that crossed domains were slow to answer: how margin, receivables and workforce utilization interact for a business unit, for example. Answering them meant manual reconciliation between teams, and the same KPI was often defined in different ways in different reports. Leaders needed one trusted source that could explain *why* a number moved and *what to do next*, not just report it. [before KautilyAI, 2-3 weeks for a cross-functional view. After 30 mins conversation with Kautilyai]

3. Project goals

1. Give CXOs one conversational, governed source for decisions across six business domains.
2. Anchor every answer to a single certified KPI catalog with traceable definitions and calculation logic.
3. Enforce role-based data access, so each leader sees only their own scope.
4. Build responsible-AI controls into the product from day one: disclaimers, refusal rules and red-team testing.

4. Solution

KautilyAI ("The Enterprise Agentic Council") is built natively on Snowflake, so enterprise data never leaves the governed platform.

- Orchestration: A Snowflake Cortex Agent sends each question to six domain agents: FP&A, Collections, Finance, Workforce Management, HR and Sales. Each tool runs on a governed semantic view.
- Handling ambiguous metrics: A three-tier routing model (explicit, then inferred from context, then a default with disclosure) resolves metrics that have competing definitions, such as headcount and revenue.
- Executive-grade answers: Nine role lenses (CFO, CEO, delivery, sales, HR, board and others) and three operating modes (Operator, Executive, Governance) shape every response into the same structure: a verdict, the key risks, recommended actions, and any declared assumptions or data gaps.
- Access and security: Users sign in with corporate Azure single sign-on through a web application. Row-level security means each leader sees only their own business scope.
- Engineering discipline: Every change is promoted through separate development, QA and production environments, with automated change tracking twice a day.
- Next-generation architecture: Agent-to-Agent (A-to-A) mesh — currently in build, moving KautilyAI from one orchestrator to peer domain agents (Finance, Workforce, Sales and HR, covering seven semantic views including Accounts Payable). Agents coordinate by choreography — each decides autonomously when to call a peer — while orchestration within each agent sequences its own queries, merges and charts. There is no master agent and no single point of failure.

5. Scale and complexity

- A governed catalog of 291 enterprise KPIs, each with its business definition, source system and calculation logic.
- 6 domain semantic views containing 136 metrics, 338 facts, 1,764 dimensions and 163 verified queries.
- Data from more than a dozen source systems (ERP, HRMS, CRM, resource management, procurement, risk), built on the existing enterprise data lake.
- Row-level security on 54 data objects, driven by a role-to-scope access mapping.
- 8 agent versions delivered from prototype to production.
- Built for five C-suite personas: Finance, Delivery, Growth, HR and Business.
- A-to-A mesh design: 4 domain agents × 3 peers = 12 directed agent-to-agent links. Peer calls run "execute as caller", so the user's role and permissions travel with every hop and every query is audited under the user's own identity. A one-hop guard rule prevents recursive loops, and cross-domain answers are merged on common keys (DU, SBU, PU, customer group, fiscal period) into one unified answer.

6. Importance for the company

KautilyAI gives LTM's leadership a single, governed version of the truth for decisions. It moves leaders from finding numbers to making decisions: each answer starts with a verdict and recommended actions, and states openly where data is incomplete. It is now the foundation for LTM's AI-driven Unit Scorecard programme, where 17 of the 28 scorecard KPIs are already available in the platform.

7. Results achieved

- In use by LTM's C-suite since the August 2026 pilot, with 58 business users across finance, delivery, growth, HR and business leadership.
- leadership queries answered since the pilot began.
- 3,171 production requests in the first 10 weeks from five C-suite personas (CFO, CDO, CGO, CHRO, CBO).
- Peak of 683 requests in a week.
- Median response time about 36 seconds for answers spanning several domains.
- turnaround improved from 2-3 weeks before vs 30 min after
- MBR and QBR runs in Kautilyai existing data is leveraged to create the dashboard/PPT with prompts withing the platform and reduce efforts by 4 days to 1 hr on monthly basis for each business units
- Passed LTM's CISO, Data Privacy and Responsible AI review, with production governance sign-off in October 2026.

8. Optimality of the solution

- Governance-first design: The AI works inside Snowflake's access controls and semantic layer instead of copying data to an external AI platform. This reduces security risk and keeps answers consistent with certified KPI definitions.
- Accuracy by design: 163 verified queries guide how questions are turned into data queries. Routing rules settle ambiguous metrics. The agent refuses to produce KPIs it cannot compute, rather than guessing.
- Reuse instead of rebuild: The project built on the existing Account360 data lake, its security policies and earlier prototype agents, which shortened delivery to about five months from prototype to pilot.
- Built-in responsible AI: Every response carries an AI-generated-content disclaimer. Releases are assessed against a red-team rubric covering sycophancy, pressure to fabricate, mode leakage and governance integrity.

9. Technologies and vendors

Snowflake (Cortex Agents, Cortex Analyst, semantic views, row access policies) · Anthropic Claude models via Snowflake Cortex · Microsoft Azure (web hosting, single sign-on) · Source systems: SAP, Salesforce, HRMS and others.

10. Next steps

- Add five more domains already modelled: Accounts Payable, Bid vs Delivery, Contracts (MSA/SOW), Attendance and Enterprise Risk.
- Complete the Unit Scorecard roll-out.
- Promote the A-to-A agent mesh from development to production, so any domain agent can answer cross-domain questions by consulting its peers.