

infinitAIZEN

Use Case

Enterprise sales and finance

Every Action in the Deal, Attributed

When a deal moves from CRM to ERP to IT service management, InfinitAIZEN carries one human identity and its authority across every system. No step in the record belongs to an anonymous machine credential.

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What it is Built to Improve

Share of automated actions attributed to a named person

Approval cycle time for gated deals

Time to produce audit evidence for a deal

The Goal

Every action across every system answers two questions: who authorized it, and were they allowed to? Policy gates are enforced against a real person's authority, and auditors get one cross-system record.

Why InfinitAIZEN

Neutral governance
A vendor's agent governs its own platform. InfinitAIZEN sits across all of them, independent of any one vendor.

Authority, not just data
Integration tools move data between systems. InfinitAIZEN carries identity and policy with every action.

Governance built in
Identity, audit, and policy gates are native to Orchestrate, not a custom build.

At a Glance

INDUSTRY
Enterprise sales and finance

InfinitAIZEN PRODUCTS
Orchestrate

SYSTEMS
Salesforce, SAP, ServiceNow, Nexus Chat

DEPLOYMENT
Customer managed environment

Methods Used

- Workflow
- Integration
- Rules
- Human gate
- Audit

How It Works

01 **Initiate**
A sales director closes the deal in Salesforce, and Orchestrate captures the director's identity and approval authority.

■ Workflow

■ Integration

Execute **02**
The SAP sales order is created under the director's identity, with credentials scoped to this customer and deal value.

03 **Gate**
An order above the approval threshold pauses at a policy gate.

■ Rules

■ Human gate

Approve **04**
The VP of Finance approves in Nexus Chat, and that approval is recorded as the authorizing event.

05 **Complete**
The ServiceNow onboarding ticket is created. Both names appear in one cross-system audit trail.

■ Audit

Want to find your Agentic AI maturity and gaps?

Take Sify's Agentic AI Assessment

10 questions, five minutes, see where your organization stands, identify your readiness and get practical next steps.

Know More



Build. Run. Govern.
AI at scale.

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