LTM BlueVerse

WHITEPAPER

Reengineering Industrial Manufacturing in Europe

Agentic AI for Autonomous, Compliant Growth

Vishal Vadabhat
Senior Manager-Program and Project Management, CTO Europe, LTM

Prasanna S
Chief Technology Officer, Europe, LTM

Sagar Mulay
Director - Program & Project Management, CTO Europe, LTM



Table of Contents

Executive Summary **3**

Industrial Manufacturing: Market Dynamics **3**

Regulatory Landscape Impacting Industrial Manufacturers 4

Understanding Agentic AI & Its Capabilities **4**

Some Key Capabilities of Agentic AI Systems 5

Leveraging Agentic AI in Industrial Manufacturing **6**

Case Study 1: Optimizing Vendor & Customer Insight 8

Customer Challenge & Solution Brief 8

Vendor RFQ Generation Solution in Detail 8

Benefits 9

Case Study 2: Safe Operations & Job Hazard Detection with Agentic AI **10**

Customer Challenge & Solution Brief 10

High Level Process Diagram 10

Benefits 11

Critical Success Factors in Adopting Agentic AI **12**

Our Approach for AI Adoption **12**

BlueVerse Building Blocks **13**

Conclusion **14**

References **14**

About the Authors **15**

Executive Summary

Industrial manufacturing domain is rapidly evolving with technology as a key driving force. Industry players are looking for recurring revenue streams and increased customer lifetime value; The customers on the other hand expect value addition like improved performance, increased sustainability & circularity, uptime etc. Technology is bridging the gap between ambitions of industry players and customer expectation. IoT enabled connected products, AI based smart products, data-analytics based insights platform are some of the technology enablers leveraged by industry players to innovate and provide value addition to customers.

Sustainability, electrification, AI & digitalization, new business models like servitization, connected & autonomous products are some of the important business and technology trends driving Industrial Manufacturing. Whereas industry faces several challenges like supply chain disruption, meeting ever changing customer expectations, and labour issues (unavailability of skilled labour, labour shortages etc). AI plays a major role to enable industry players in overcoming these challenges and ride over popular trends.

AI in its current evolutionary form of Agentic AI with capability of proactive, autonomous and self-adaptability is going to disrupt the Industrial Manufacturing domain. In this Whitepaper we will explore Agentic AI system and its application across industrial manufacturing value chain to overcome key challenges and achieve operational efficiency. The paper exclusively focuses on European market and studies the impact of regulations like EU AI Act, Cyber Resilience Act and NIS2 Directive on adoption of Agentic AI systems. The paper also details case studies where LTM has leveraged its BlueVerse Platform[1] to implement Agentic AI system, enabling Process automation in Procurement, Customer Insights and Field Service.

Industrial Manufacturing: Market Dynamics

Industrial Manufacturing is a widespread domain consisting of subsectors like Heavy Equipment, Building Solutions, Controls & Automation, Industrial Machinery etc. Industrial Machinery had global market size of around $0.715T[2] in year 2024 and it is estimated to grow at staggering 9% to $1.6T2 till year 2034. We expect this sharp growth across other subsectors of Industrial Manufacturing, making it an extremely attractive domain.

European Context: Europe houses many global Industrial Manufacturing Players, some of these are Volvo Group, Caterpillar, Schneider Electric SE, Danfoss A/S, Sandvik, FLSmidth etc. The products manufactured by these players range from Industrial Automation, Electrical Equipment, Compressor, Farm Equipment, Heavy Machinery & Construction Equipment etc.

Listed below are few challenges in industrial manufacturing domain specific to Europe. These are due to ongoing geopolitical situation, energy crisis, labor shortage, stringent regulations etc.

Rise in Energy Costs[3]: European manufacturers are facing pressures due to rise in energy costs. The Russia-Ukraine war has disrupted the supply of energy. High energy costs is a challenge for European manufacturers to remain competitive and improve margins. According to Draghi report[4] on EU competitiveness, about half of the European companies look at higher energy costs as a barrier to investment.

Supply Chain Resilience: In 2025, companies are expected to face continued supply chain risks, disruptions, and elevated costs due to shipping delays, labor challenges, rising input costs, potential government policy changes

Sustainability: EU regulations such as EU Green deal and the growing interest of customers in sustainable products and transparent supply chain have forced companies to adopt ambitious sustainability targets. This puts pressure on businesses to invest in renewable energy, energy efficiency improvement and sustainability planning[3]

Labour Management: Labour shortage in Europe is due to ageing population, mismatch of skills[3]. This shortage is impacting the production schedules and growth of companies, forcing them to invest in automation and digital transformation.

Regulatory Landscape Impacting Industrial Manufacturers

EU Green Deal: The EU Green Deal, approved in year 2020 is aimed at promoting sustainability and fighting climate change with a vision of making Europe Carbon Neutral by 2050. It has more than 175 directives and regulations that will establish or expand clean energy investment, climate tech innovation, supply chain requirements, carbon pricing, sustainability reporting mandates, and other programs[6].

EU AI Act: The EU AI act is a legal framework aimed at regulating development, use and marketing of AI systems. It defines and categorizes AI systems into risk levels, risk is defined in the EU AI Act as "the combination of the probability of an occurrence of harm and the severity of that harm" (Article 3(2))[7]. Given its autonomous nature and complex functioning, Agentic AI is likely to be classified as high-risk under the EU AI Act, which could impact its adoption and use.

CRA: Connected products enabled by IoT, AI, Analytics fall under the purview of the CRA. CRA (Cyber Resilience Act)[8] encourages cybersecurity by design approach to reduce the risk and impact of cyber-attack[8]. CRA mandates manufacturers to provide ongoing security support and software updates for connected products.

NIS2 Directive[9]: NIS2 directive is a framework for cybersecurity risk management and incident reporting, it expands the scope of earlier NIS directive to broader range of sectors. NIS2 mandates enhanced incident reporting requirements and an overall strengthening of security measures in businesses that provide essential services[9].

Understanding Agentic AI & Its Capabilities

Artificial Intelligence has already disrupted the manufacturing industry, its application across the value chain has helped manufacturers to improve operational efficiency and customer experience, reduce time to market and increase profit margins.

Technology is evolving very rapidly, and AI is no exception to this trend, traditional AI systems that provided insights and predictability evolved to Generative AI (Gen AI), Gen AI has the capability to generate new content in form of image, text, codes etc. Gen AI has found applications in form of chatbots, marketing content generation, workflow automation etc; Next step in this evolution is Agentic AI, which is proactive in nature has autonomous capabilities, is goal oriented and self-adaptable.

Agentic AI systems consist of multiple AI agents that perform task individually and in co-ordination with each other to pursue a specific goal with minimum human intervention. These AI agents use techniques like reinforced learning; decision tree enabling them to choose and perform a specific action that moves the task closer to the goal. The Agentic AI system can adopt itself to work in real time dynamic environment. The difference between Gen AI and Agentic AI is that Gen AI can generate output, but Agentic AI can act on this generated output and connect with external data sources via APIs to perform a task[10].

For example: In construction or farm equipment maintenance a traditional AI system like Predictive Analytics can predict the equipment failure. Gen AI system can help the owner in locating nearest service station and list down cause and remedies of the issue. Agentic AI system will not only predict the failure and list the cause and remedies but also book the nearest or most convenient service station at a time slot which is convenient to the owner, it can also order a spare part from company e-commerce site all at the same time.

Some Key Capabilities of Agentic AI Systems[11] are:

Autonomous Decision Making Agentic AI systems work on minimum human intervention instead they autonomously set and pursue goals. The system can themselves decide on best action to be taken based on environmental changes

Adaptability & Self-Healing Agentic AI systems continuously learn from new data and past experiences and improve themselves by adjusting their behaviour. This makes them fit for use in a dynamic environment where they adapt themselves to new real time inputs. The ability to adapt enables Agentic AI systems to self-heal and improve their performance

Situation Awareness & Observation The ability of Agentic AI systems to observe and gather real time information through multiple sources makes them understand the dynamic environment.

Collaborative Nature Multiple AI Agents can work together and exchange information, leverage collective intelligence to achieve a common goal in a dynamic environment. This ability to co-ordinate and collaborate enables Agentic AI system to solve complex problems in a multi-step way.

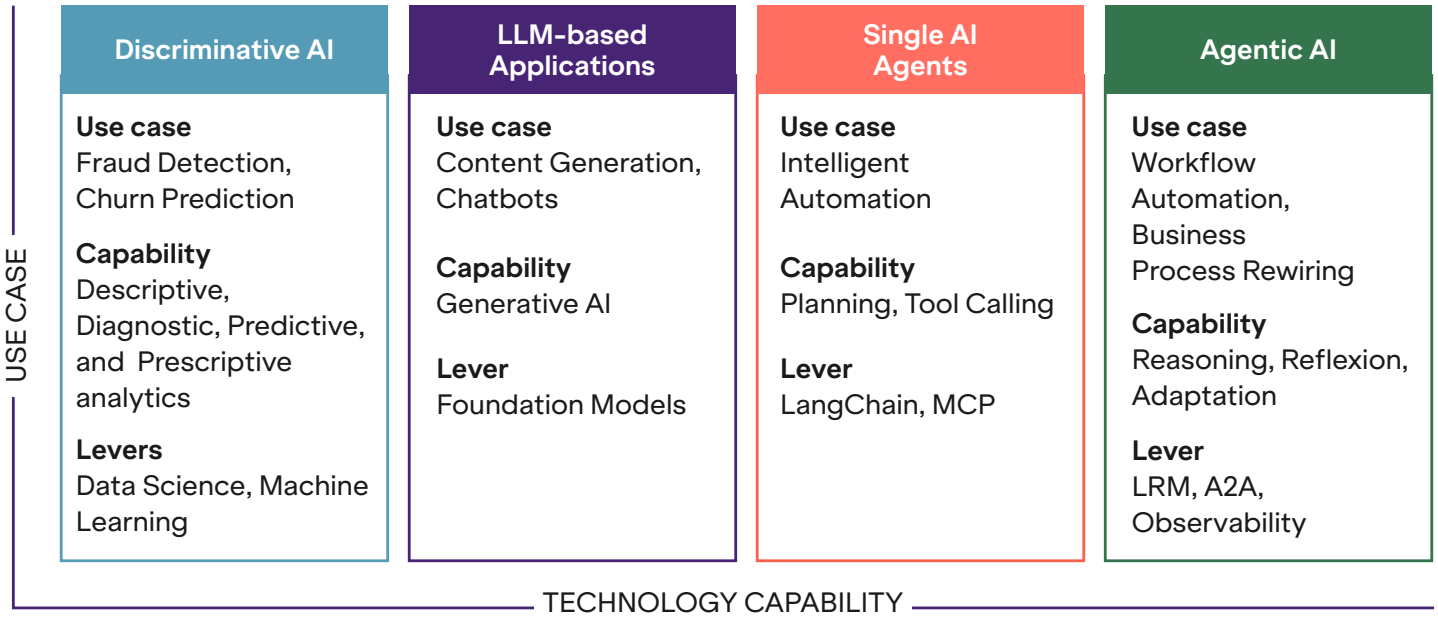


Figure 1: Evolution of Agentic AI System

Agentic AI has emerged as the key capability which can drive productivity and transformation. Agentic AI requires new thinking across Concept, Code and Change Management

The above figure shows how Agentic AI System has evolved over time, with Technology Capability on X axis and Use Case Maturity on Y axis. Discriminative AI leverages historical data to find outliers like frauds & churn and forecast future like predictive analytics; LLM based applications leverage large language models to generate content in the form of text, image and automate conversational task. Autonomous AI Agent is specified to automate a particular task. Agentic AI system on the other hand is a dynamic, multi-agent system that can collaborate and automate business process and operations

Leveraging Agentic AI in Industrial Manufacturing

The very nature and capabilities of Agentic AI make it fit for application across manufacturing value chain. The below figure shows a glimpse of how Agentic AI system solves key challenges in industrial manufacturing.

Meeting Customer Expectations

Customer Engagement	Omnichannel Experience	Personalization
Chatbot & Virtual Agents	Smart Customer Interaction	Hyper Personalization
Virtual assistants and chatbots can proactively reach out to customer by detecting potential issues and guide them with next steps for resolution AI Agents provide 24/7 support to customers and guide service agents for first time right resolution Agentic AI automates tasks like order processing, payments management & appointment scheduling thus improving customer experience	Agentic AI utilizes data from multiple sources to understand customer behaviour and preference and come with a template that can be used across channels of interaction (chat, mobile, laptop etc) for ex displaying favourite products, latest searches, cart It can schedule in-store appointment after analysing relevant sales person & customer availability. It will trigger alerts to sales rep whenever customer arrives	Agentic AI systems analyse customer behaviour and product usage patterns to come up with personalized suggestion to improve productivity & efficiency It proactively approaches customer with personalized offers like discounts on spares, service scheduling, bundled services etc It can enable personalized landing pages on website and e-commerce portals

Supply Chain Disruption

Sourcing & Procurement	Warehouse & Inventory Management	Logistics & Distribution
Supplier Risk Monitoring	Automated Stock Replenishment	Logistics Optimization
Agentic AI systems analyse geo-political & weather events, news, supplier performance metrics, market demand, regulations etc System predicts issues like supply delays, compliance issue, inventory shortage and come up with contingency plans It can initiate pre-approved requests from alternate supplier or suggest best possible option	Agentic AI systems monitor real time inventory levels and analyse market trends, seasonality, sales data to come up with dynamic safety stock levels As inventory levels go below safety stock Agentic AI triggers alert and automatically order inventory It also can connect with supplier and co-ordinate in real time to avoid stock outs and over stocking	Agentic AI system monitor weather & traffic, delivery commitment to plan optimised routing to reduce delays & fuel consumption It can help with dynamic resource planning & utilization by setting a goal of reducing delays with constraints of availability of vehicle & personnel It can trigger proactive repairs through predictive maintenance of vehicles to avoid downtime

Sustainability

Sustainable Product Design	Sustainable Manufacturing	Energy Efficient Products
AI Led Sustainable Designing	Energy Efficient Mfg.	AI in Products
AI agents monitor customer feedback, market trends, government regulations to identify sustainability parameters required for new design Agentic AI system will come up with multiple design options after analysing company's mfg. processes, material sourcing & supply chain Design options will be simulated to check their sustainability performance and shortlisting of design option will be done accordingly	Agentic AI systems analyse energy consumption, production scheduling, operating parameters data to identify inefficiency They autonomously take decision to shift loads to off peak hours without hampering production process Agentic AI systems adjust operating parameters to optimize energy consumption They also predict equipment failure and schedule maintenance during low production windows	An example of AI in Products is Agentic AI systems in Smart Buildings where AI agents monitor occupancy & weather data, lighting, HVAC and other energy consumption to identify inefficiency The systems adjust temperature, humidity & lighting levels of rooms to optimize energy consumption The AI agents monitor utility grid and tariff rates to identify off peak hours for load shifting and turning to onsite electricity generation

Figure 2: Agentic AI in Industrial Manufacturing Value Chain

The below are examples of how LTM has leveraged its BlueVerse platform to implement Agentic AI systems Both the solutions require their source systems to expose REST APIs to connect to BlueVerse tools :

Case Study 1: Optimizing Vendor & Customer Insight

Customer Challenge & Solution Brief

Customer, a leading aero-component manufac-turing company aimed to improve operational efficiency and strategic decision-making through AI-driven insights and automation. Three major areas were narrowed for improvement:

- Vendor RFQ Generation,
- Customer Insights Extraction and
- Compiling and benchmarking competitor product information

There were several challenges due to the manual nature of these processes:

- Time consuming manual review and compilation of Vendor RFQ documents,
- Inefficient extraction of customer insights from various sources
- Tedious process of tracking and updating competitor product information

LTM developed Agentic AI solution for the above challenges, having following components:

- Automating Vendor RFQ Generation: An intelligent AI solution to automatically identify and generate Vendor RFQ documents, reducing manual effort and increasing accuracy
- Automating customer insights extraction and task creation in Salesforce, ensuring timely and relevant information
- Automating process of compiling and benchmarking competitor product information, providing strategic insights for better decision-making

Vendor RFQ Generation Solution in Detail

The Vendor RFQ process has given key steps:

- Defining scope for vendors and drafting RFQ templates
- Finalizing & approving RFQ document for release
- Manually comparing vendor response against compliance
- Manual segregation and storage of documents, evaluation of quotations on multiple criterions (like price, delivery, quality, timelines etc.)

The above manual tasks made the RFQ generation process slow and tedious and prone to human errors. Agentic AI solution enabled automation of tasks and minimized human intervention.

High Level Process Diagram

The figure below highlights how the Agentic AI system automated the Vendor RFQ generation and evaluation process. The solution has four AI-Agents that segregate the process into four different tasks- Define Scope and Create Draft Template, Create Table of Compliance, Finalize RFQ Document and Assist in Decision Making. These AI Agents automate their tasks and pass the next task to the subsequent AI Agent. The task performed by each agent is highlighted in the box in the below figure.

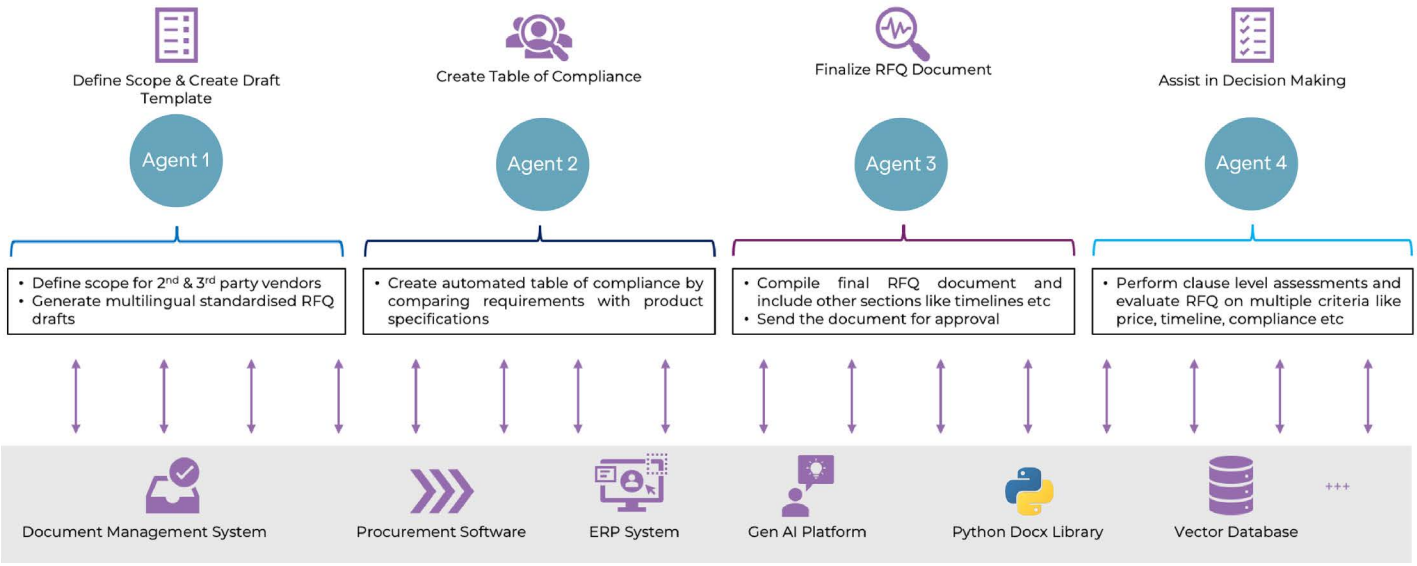


Figure 3: High Level Diagram for Agentic AI System for RFQ Process Automation

Agent 4 is a key component as it assists in decision making. It compares quotes on criterion like price, quality ratings, past performance, compliance, timelines etc. It then uses data analysis to rank the vendors on these criteria, making it easy and reducing time for decision making.

Benefits

The automation of RFQ Generation process has brought the following benefits to the customer:

- Faster response times- from days to hours
- Reduction in manual work by 60%.

The benefits of implementing Agentic AI system to other two process, i.e., Automating Customer Insights Generation and Automation of Competitor Product Information Benchmarking which are:

- 1% increase in pipeline, equating to $40M in account opportunities
- Saving of 4800 seller hours
- Saving of 100 hours per benchmarking report
- Improved price decision resulting to $1M benefit
- 50% reduction in manual effort for benchmarking

Case Study 2: Safe Operations & Job Hazard Detection with Agentic AI

Customer Challenge & Solution Brief

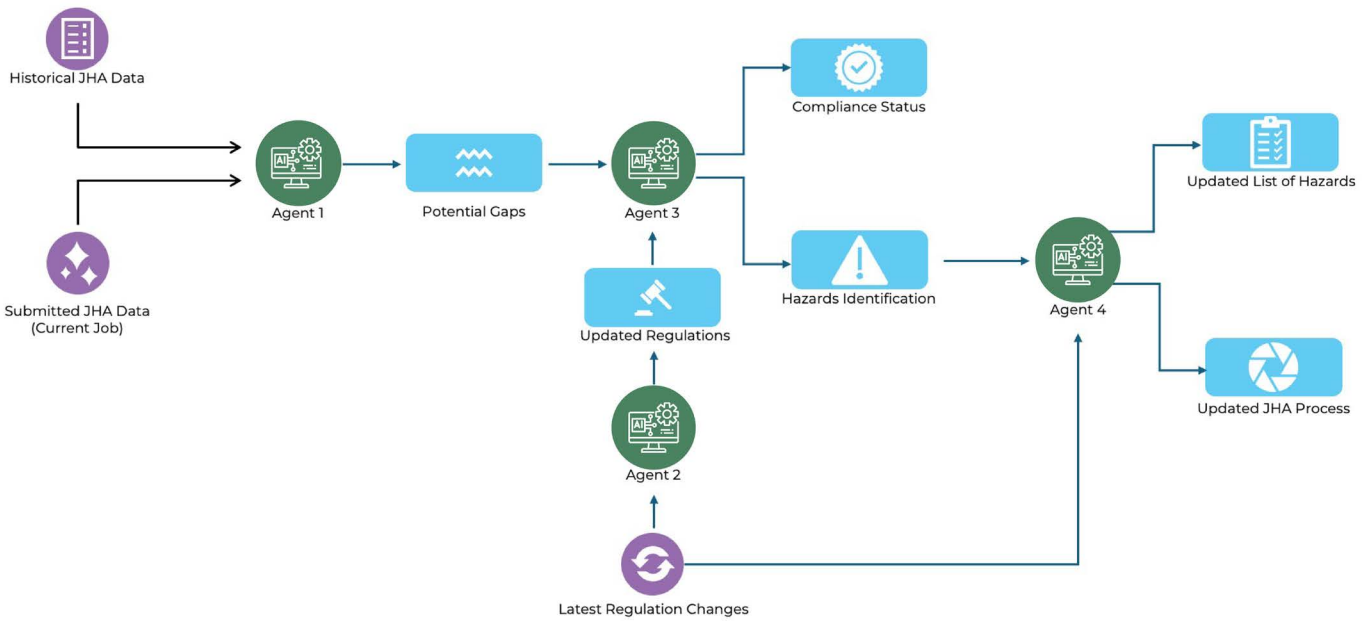
The customer, a leading energy solutions provid-er specializing in the construction and mainte-nance of critical infrastructure for the utility and telecommunications industries used Job Hazard Analysis (JHA) to ensure regulatory compliance and reduce on-job accidents. JHA process involves multiple tasks like

- Identifying potential gaps for current job
- Identifying and documenting new hazards
- Checking job compliance status
- Updating list of hazards
- Updating job hazard process with latest regulatory changes

The current JHA process faced following challenges

- They were unable to capture and document all potential hazards
- JHA process was not seamlessly integrated into daily workflows leading to manual interventions for process updates and compliance checking
- Regulatory updates and new additional hazards had to be done manually
- We developed an enterprise-grade solution for high-risk environments using Agentic AI that ensured enhanced safety, regulatory compliance, and improved operational efficiency. This was done by providing actionable insights and fostering a proactive culture. The solution involves utilizing advanced AI models to analyze historical JHA data and identify potential gaps in new submissions. Additionally, we developed JHA gap analysis engine by implementing an intelligent, adaptive Agentic AI framework.

High Level Process Diagram



Agent 1 takes JHA data of existing Job as input and compares it with historical JHA data and identifies Potential Gaps as output

Agent 2 through API looks for latest changes in regulations related to safety, hazard etc and updates the regulations for reference

Agent 3 interacts with Agent 1 and Agent 2 and leverage their output of "Potential Job Hazard Gaps " & " Updated Regulations" It compares the potential job hazard gaps with updated regulations and gives compliance status (Yes/No) as output; It also identifies hazards for the existing Job

Agent 4 leverages output of "newly identified hazards" from Agent 3 updates the list of hazards. It also updates the JHA process by including latest regulatory changes and new hazards identified by Agent 3

Figure 4: Agentic AI Framework for JHA Gap Analysis Engine

Benefits

The solution also generates detailed reports on identified gaps, historical trends, and compliance status. This resulted in streamlining of JHA process for the customer with following benefits:

- Enhanced safety and compliance
- Improved efficiency by reduction in manual effort and allowing foremen to focus on critical tasks
- Significant cost savings with reduced risks of accidents

The above two case studies, real world use cases and capabilities of Agentic AI systems give a promising picture for solving major business problems faced by Industrial Manufacturing players. However, there are some considerations that need to be accounted for before adopting Agentic AI systems, these are given in the next section.



Critical Success Factors in Adopting Agentic AI

Manufacturing players adopting Agentic AI system need to consider the below aspects :

Operational Readiness: Organizations should gauge whether their existing systems are mature enough to adopt & embed AI in their workflows and platforms. The maturity should be evaluated on data readiness, availability of systems that provide single source of truth, data quality etc. They also need to check if their existing infrastructure supports AI adoption or not.

Organization Culture & Adaptability[12]: Agentic AI systems enable automation of processes reducing dependency on humans. Introduction of Agentic AI system can thus be seen by existing employees as a threat. Agentic AI systems adoption would require reskilling and training of employees.

Cyber Security & Risk Management[13]: Agentic AI system interacts with diverse data sources including internal and external, these systems are thus at risk of cyber-attacks. Strong cyber-security measures and protocols should be set to prevent security situations. Autonomous decision-making nature of Agentic AI may involve accessing of data that may be sensitive and thus require robust security measures. There should be an option to override Agentic AI decision and enable human intervention whenever the system faces issues.

Regulatory Compliance: Regulatory framework like EU AI Act governing the use of Artificial Intelligence can affect the adaption of Agentic AI system. Similarly, there are other regulations like Cyber Resilience Act and NIS2 directive that require companies to have cyber security frameworks and risk mitigation in place with governance.

Accountability[13]: Autonomous nature of Agentic AI system and its self-healing capability raises issues of transparency in its functioning. Organizations must also look for data bias for the training dataset to avoid biased decision making. Agentic AI system should thus have accountability to avoid faulty decision making, improve functional transparency.

Our Approach for AI Adoption

LTM with its BlueVerse helps with identification and adoption of Agentic AI use cases. BlueVerse is a modular, productized system of intelligence - built for impact at speed and scale. It has four building blocks:

- AI Foundry
- Agent Marketplace
- Industrialized Product Offerings
- AI Services.

The platform helps organizations in assessing the system readiness for AI adoption and map AI Maturity levels It offers a low-code/no-code platform to quickly create and deploy AI Agents.

The platform with its industrialized product offers domain specific AI Agents that help in improving business processes including Marketing Ops, Customer Service etc. The Agent Marketplace component of the platform offers more than 300 plug and play agents across business processes and functions. These agents can be deployed across various cloud platforms and environment settings.

Agentic AI solutions help improve operational efficiency and enable intelligent decision-making. The figure below also shows some of the use-cases for Business Transformation and potential benefits.

BlueVerse Building Blocks

AI Foundry

An intuitive no-code designer and flexible pro-code platform that can enable enterprises to quickly compose and deploy AI agents, AI Tools, assistants.

Retrieval-Augmented Generation (RAG) pipelines and intelligent business processes.

Offers a secure, scalable, and composable platform for continuous innovation.

Agent Marketplace

Hosts 300+ plug-and-play agents across industries and functions.

Available on Azure, AWS, GCP, and within client ecosystems for seamless integration.

Enables clients to buy, customize, or co-create agents based on specific needs

Industrialized Product Offerings

Reimagines core business functions with domain-specific, AI-native processes.

Applies agentic intelligence to Marketing, Customer Service, and more.

Delivers measurable outcomes through modular, outcome-based Service Pods.

AI Services

AI Advisory Services: Expert-led guidance to identify high-impact opportunities

AI Application Engineering: Tailored agent creation, built around client-specific data, workflows, and transformation goals.

End-to-End Solutions Delivery: Modular service pods combining platform, agents, and domain expertise to deliver scalable Enterprise AI

Business Transformation
Rearchitect Business Operations, Growth & Innovation, with Embedded Agentic AI solutions

Outcome

- Intelligent Marketing Ops
- Agentic CX Concierge
- Fraud Detection & Prevention
- Attrition-Prediction Advisor

Agent Library

Campaign-planning, call-summarization, KYC-check, “next-best-action” agents

Agent Library

Agent Marketplace - Pre-built AI Agents which can be easily embedded into workflows

Figure 5: BlueVerse Building Blocks enabling Business Transformation

Conclusion

In the ever-evolving landscape of Industrial Manufacturing, technology is playing a vital role. Improving Customer's productivity, providing best in class Customer Experience, enabling Servitization and Operational Efficiency are vital for competitive advantage. AI has already disrupted the industry and has proved to be a great enabler in achieving competitive advantage and sustainable growth. However, as the AI evolves from traditional to generative to agentic AI, the early adopters of the Agentic AI would get a first mover advantage. Agentic AI (with its capabilities of autonomous, adaptability, self-healing, collaborative working etc) in industrial manufacturing holds immense potential for improving operational efficiency and enhanced decision-making. It can help in resolving critical challenges in business operations (supply chain disruption, meeting customer's expectations, achieving sustainability, etc.).

Organizations that embrace experimentation and foster a culture of rapid learning can successfully adopt Agentic AI systems with speed and cohesion. However, organizations must address critical aspects such as operational readiness, culture, cybersecurity, regulatory compliance, and accountability to ensure successful implementation. Leveraging solutions like BlueVerse can accelerate this journey by providing robust frameworks and ready-to-deploy AI agents. By proactively navigating these considerations, businesses can unlock the full value of Agentic AI and drive sustainable competitive advantage in an increasingly digital landscape.

References

1. *LTM BlueVerse, LTM:* https://www.LTM.com/blueverse/
2. *Industrial Machinery Market Size - By Operation, By Application, By Distribution Channel, Analysis, Share, Growth Forecast, 2025 - 2034,* Global Market Insights (GMI), Global Forecast (2024-2035), Apr 2025: https://www.gminsights.com/industry-analysis/industrial-machinery-market
3. *European manufacturing in a shifting geopolitical landscape,* eit Manufacturing, 21 Mar 2025: https://www.eitmanufacturing.eu/news-events/news/european-manufacturing-in-a-shifting-geopolitical-landscape/
4. *The future of European Competitiveness,* Part A, September 2024: The Draghi report on EU competitiveness
5. *How the EU's Green Deal is driving business reinvention,* PWC, by Claudia Buysing Damsté, Ron Kinghorn and Ivy Kuo, 23 Oct 2024: https://www.pwc.com/gx/en/issues/esg/eu-green-deal-reinvention. html
6. *EU Artificial Intelligence Act,* 2 Feb 2025: https://artificialintelligenceact.eu/article/3/
7. *Cyber Resilience Act, Policy and Legislation*, European Commission, 15 Sep 2022: https://digital-strategy.ec.europa.eu/en/library/cyber-resilience-act
8. *NIS2 Directive: securing network and information systems,* European Commission: https://digital-strategy.ec.europa.eu/en/policies/nis2-directive
9. *Agentic AI vs. generative AI, IBM,* by Teaganne Finn and Amanda Downie, 2025: https://www.ibm. com/think/topics/agentic-ai-vs-generative-ai
10. *What is an AI agent?,* Google Cloud: https://cloud.google.com/discover/what-are-ai-agents
11. *7 Key Considerations for Implementing Agentic AI in Lending, Pennat,* by Murali Krishna V, 16 Jun 2025: https://www.pennanttech.com/blog/7-key-considerations-for-implementing-agentic-ai-in-lending/
12. *A Framework to Implementing Multi-Agent Agentic AI, TEK systems,* by Ramesh Koovelimadhom, 9 April 2025: https://www.teksystems.com/en/insights/article/challenges-multi-agent-agentic-ai-google-cloud

About the Authors



Vishal Vadabhat

Senior Manager-Program and Project Management, CTO Europe, LTM

Vishal is a Senior Manager with over 10 years of experience in Engineering and IT Consulting. At LTM, he combines deep domain expertise with strategic insight to drive technological innovation. With a strong background in Manufacturing, Vishal has led transformative initiatives that leverage emerging technologies to solve complex business challenges. He currently supports business development for the Manufacturing portfolio in Europe.



Prasanna S

Chief Technology Officer, Europe, LTM

Prasanna is an accomplished IT leader with over 25 years of experience in designing solutions and platforms that help organizations navigate the digital landscape. He has been instrumental in driving digital transformation, managing large teams, and fostering innovation across industrial manufacturing, intelligent transportation, and telecommunications. Prasanna emphasizes understanding the business context to build technology solutions that deliver real impact.



Sagar Mulay

Director - Program & Project Management, CTO Europe, LTM

Sagar Mulay leads the Solution Architect tower in the Europe Technology Office. With over 25 years of experience, he has successfully delivered digital transformation initiatives, managed large teams, and driven innovation across Banking, Manufacturing, and Hi-Tech industries. Sagar is passionate about creating customer-centric solutions that prioritize innovation, transformation, and modernization.

LTM is a global technology services and consulting company and the Business Creativity partner to the world's largest and most disruptive companies. We bring human insights and intelligent systems together to help enterprises across industries rewire their business models, accelerate innovation, and drive AI-centric growth. With our integrated operations, transformation, and business AI services, we design and deliver solutions that create new productivity paradigms and new roads to value. Together with 87,000 employees across 40 countries and our global network of hyperscaler partners, LTM — A Larsen & Toubro company — owns business outcomes for over 700 clients, helping them to not simply outperform the market, but to Outcreate it.