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ORACLE
AI World

AI Agent Governance and Human in the Loop with Oracle Integration

Agents bring the intelligence.
Oracle Integration brings the enterprise.

Product Management, Oracle Integration

LRN2288 · Oracle AI World · October 2026



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Speakers



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Director, IT Finance Systems, Equinix

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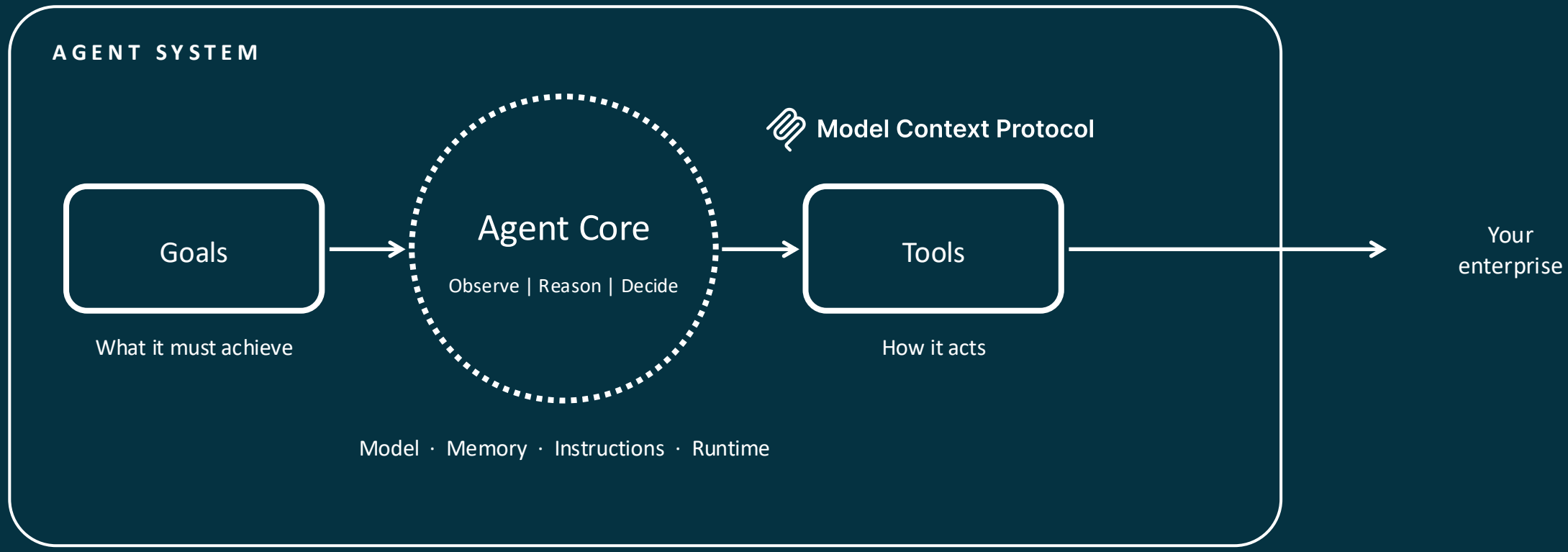
The challenge is no longer building agents.
It is trusting them with your enterprise.

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What we mean by agent

Any software that can decide what to do next and act on your enterprise

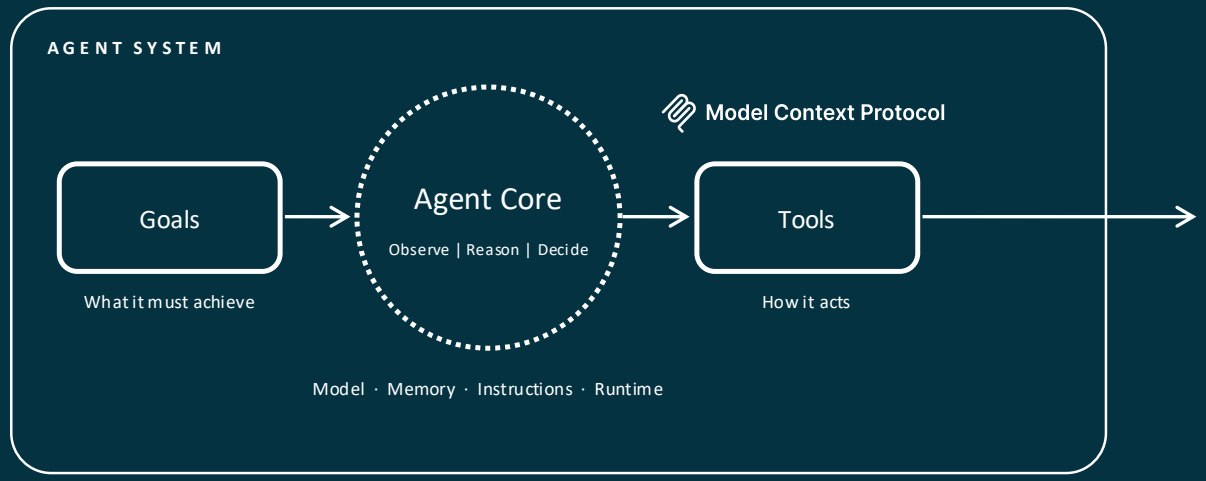


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What we mean by agent

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Your enterprise

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The challenges of scaling agent adoption

Agents are emerging across the enterprise

- from Applications
- from Business Teams
- from Partners
- from Platforms

Their work depends on your enterprise

- Systems of Record
- Data and Knowledge
- Business Operations
- People

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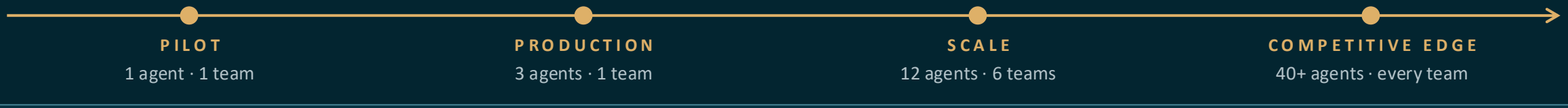
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THE JOURNEY EVERY AGENT INITIATIVE TAKES



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THE JOURNEY EVERY AGENT INITIATIVE TAKES

Connection

Is your enterprise connected?

Work spans applications and data. Agents can only use what they can reach, and they expose real gaps.

PILOT	PRODUCTION	SCALE	COMPETITIVE EDGE
1 agent · 1 team	3 agents · 1 team	12 agents · 6 teams	40+ agents · every team

Their work depends on your enterprise

- Systems of Record
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Consistency

Can it act predictably?

Evals passed in the pilot. At volume, behavior varies, and agents must run inside real business processes.

Connection

PILOT
1 agent · 1 team

PRODUCTION
3 agents · 1 team

SCALE
12 agents · 6 teams

COMPETITIVE EDGE
40+ agents · every team

Their work depends on your enterprise

Systems of Record | **Data and Knowledge** | **Business Operations** | **People**

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THE JOURNEY EVERY AGENT INITIATIVE TAKES

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Is your enterprise connected?

Work spans applications and data. Agents can only use what they can reach, and they expose real gaps.

Consistency
Can it act predictably?

Evals passed in the pilot. At volume, behavior varies, and agents must run inside real business processes.

Connection

Control
Who governs every agent?

Each team sets its own credentials, policy, and audit. Every new agent multiplies the exposure.

Consistency

Connection

PILOT
1 agent · 1 team

PRODUCTION
3 agents · 1 team

SCALE
12 agents · 6 teams

COMPETITIVE EDGE
40+ agents · every team

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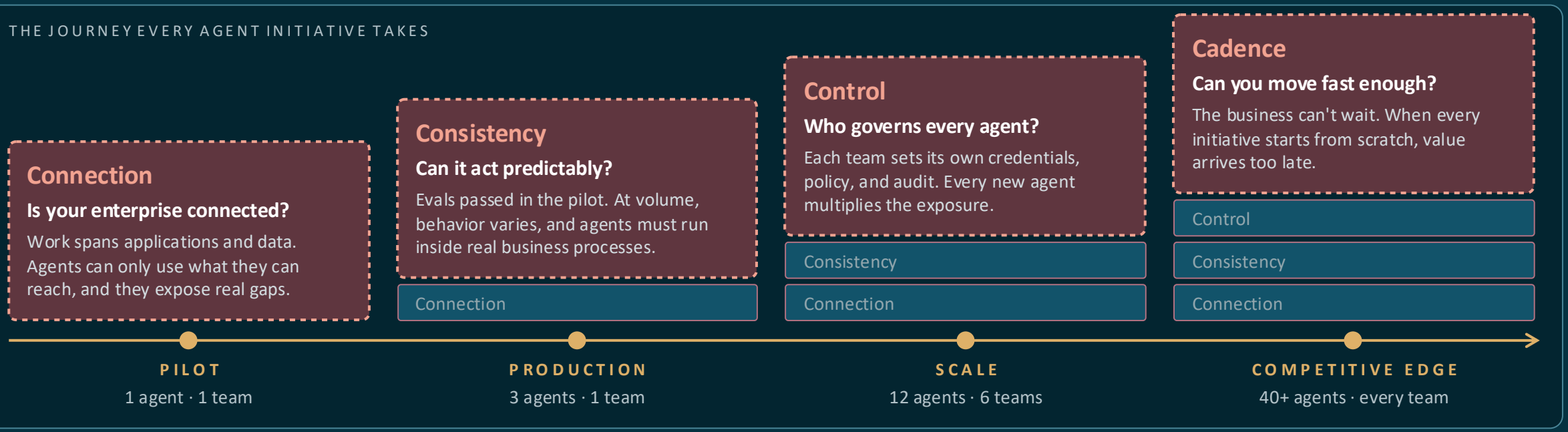
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The challenges of scaling agent adoption

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from Applications | **from Business Teams** | **from Partners** | **from Platforms**

THE JOURNEY EVERY AGENT INITIATIVE TAKES



Their work depends on your enterprise

Systems of Record | **Data and Knowledge** | **Business Operations** | **People**

Each stage adds a problem. None of them go away.

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Built to connect and automate the enterprise

The foundation enterprises already run on, reimagined for agents

FOUNDATION

Connect

130+ adapters to every application, data source, and trading partner the business runs on

Fusion · NetSuite · SAP · Salesforce · ServiceNow · Workday · databases · events · B2B

Automate

Work that runs the same way every time, across all of those systems

Integration flows · RPA · Rule-based decisions · Human-in-the-loop · Knowledge bases

REIMAGINED FOR AGENTS

Orchestration & tools

Agents reuse your work

Agents call integrations, and integrations call agents

Governed access

One set of rules

Enforced at the gateway, not inside the agent

Agent-ready solutions

Ready to deploy

From the marketplace or publish your own

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Four ways Oracle Integration brings the enterprise to agents

01
Connect & automate

Reuse your investments

02
Orchestration & tools

Predictable AI execution

03
Governed access

Same rules for every agent

04
Agent-ready solutions

Faster time to value

Agents bring the intelligence. Oracle Integration brings the enterprise.

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Connect the enterprise. Orchestrate the work.

Everything an agent needs from your enterprise, built over a decade of integration

CONNECT

130+ prebuilt adapters

- Oracle Fusion
- NetSuite
- SAP
- Salesforce
- ServiceNow
- Workday
- Databases
- Events and APIs
- Files and SFTP
- Trading partners

PREBUILT SOLUTIONS

100s business processes

- Procure to pay
- Order to cash
- Hire to retire
- Record to report
- Quote to order
- Supplier onboarding
- Invoice processing
- Employee onboarding

AUTOMATE

Integration orchestration
APIs, events, files, and mappings in defined flows

Robotic process automation
Robots for screens where no suitable API exists

Rule-based decisions
Explicit rules validate data and choose the path

Human-in-the-loop
Oversight routed to accountable people

B2B
Documents exchanged and tracked with partners

Knowledge bases
Curated business knowledge for agents to use

Observability and recovery
Trace every run; retry, resume, and restore with DR

AI Assistant
Build, test, and document integrations with AI

Agents don't replace this work. They reuse it.

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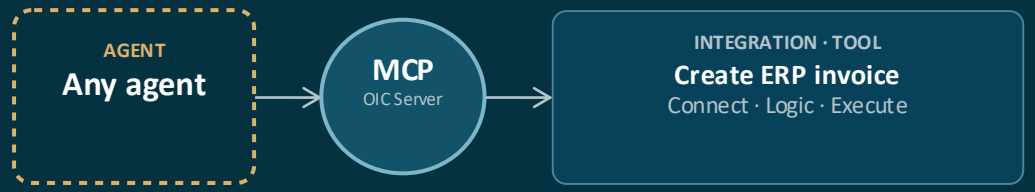
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Agents call integrations. Integrations call agents.

Use agent judgment where it adds value. Keep required work predictable.

AGENTS CALL INTEGRATIONS

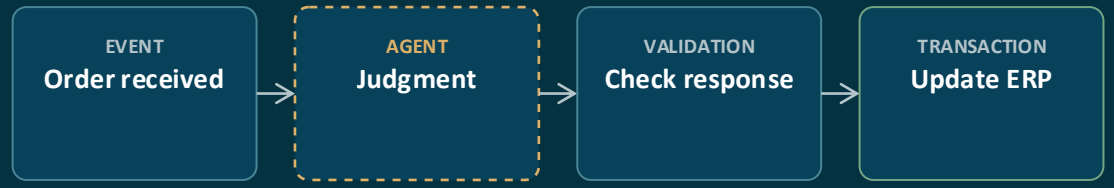
Turn integrations into agent tools



Expose integrations and automations as tools through OIC MCP Server. One call runs a defined business operation.

INTEGRATIONS CALL AGENTS

Make agents part of a larger process



A business event starts an integration that invokes an agent, validates its response, and commits the update, with HITL available as a tool.

Reuse what you already operate

Build agent tools on established connections, business rules, and approval steps.

Apply judgment at the right steps

Agent judgment at selected steps; validations and human decisions stay explicit.

Keep work moving

Track execution, recover from failures, and start agent work from events and schedules (A2A).

Agent responses may vary. Required steps run the same way every time.

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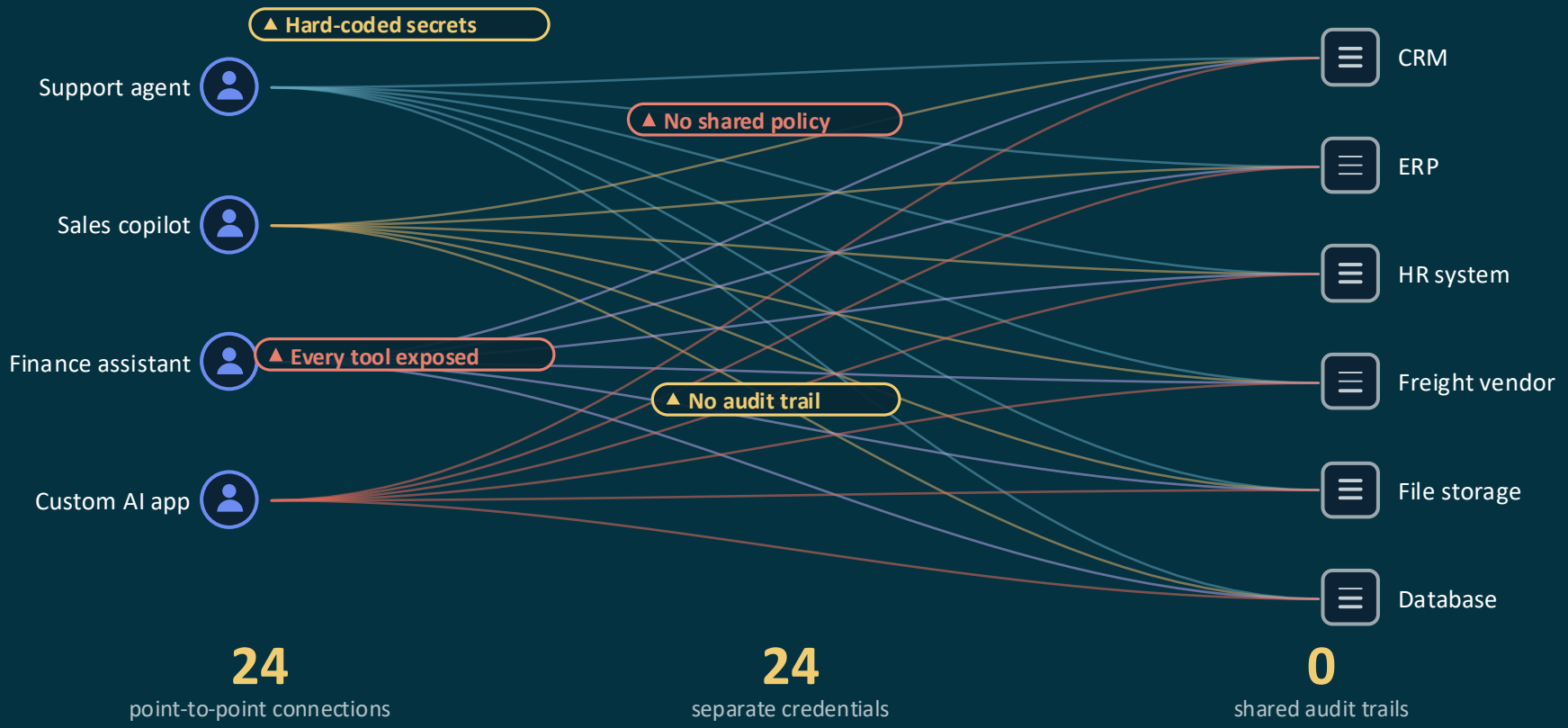
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Every agent wired straight to every tool.

Each with its own keys, its own rules and its own blind spots.



24
point-to-point connections

24
separate credentials

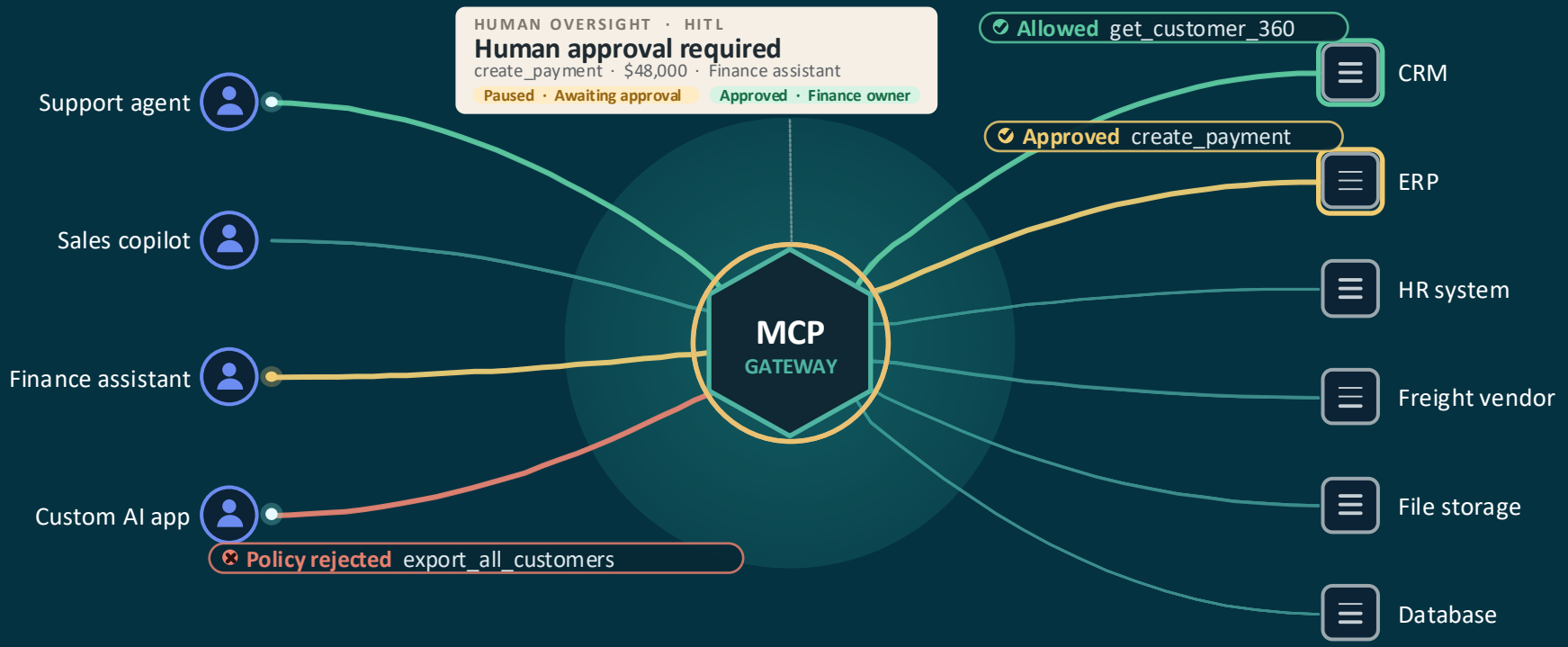
0
shared audit trails

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One governed path.

Oracle Integration MCP Gateway sits between every agent and every tool.



1
endpoint for every agent

Brokered
credentials, never shared

Every call
traced and audited

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The direct-access trap repeats wherever agents connect

Direct access feels fast. It moves governance into the agent, where it cannot be controlled.

Example: a service agent can issue refunds up to $500 without approval

DIRECT ACCESS

Credentials
The agent holds an ERP key with full refund rights

Policy
One line in the prompt: “Get approval for refunds over $500”

When it tries anyway
A $2,000 refund is sent. Nothing outside the agent stops it

Evidence
Whatever this agent's framework happened to log

Control lives inside the agent

THROUGH ORACLE INTEGRATION

Credentials
Brokered by MCP Gateway; the agent never holds them

Policy
Refunds over $500 require approval evidence at the gateway

When it tries anyway
The $2,000 refund is denied and recorded until approved

Evidence
One activity record across every agent and tool

Control lives outside the agent

Oversight the gateway enforces: approval evidence from the workflow · end-user confirmation for sensitive tools · people alerted on policy violations

Swap the model, the framework, or the agent. The control stays where it is.

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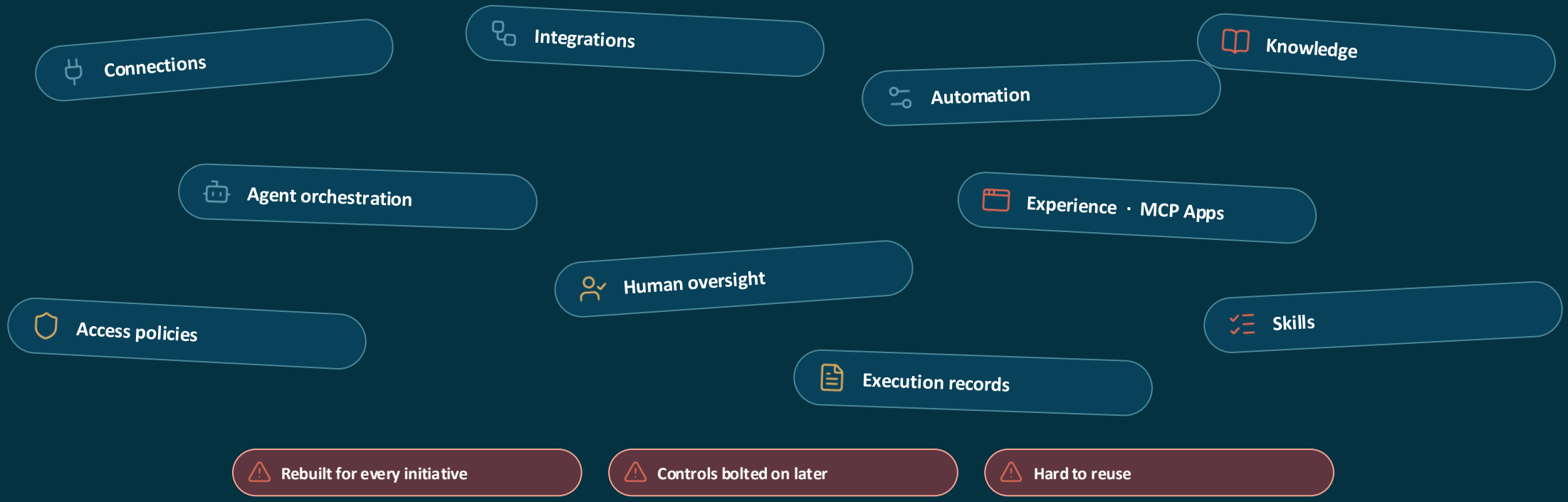
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Connections. Business logic. Knowledge. Access policies. Human oversight. An experience.

Assembling those pieces repeatedly adds work to every initiative.



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One solution. Everything the work needs.

ONE DEPLOYABLE SOLUTION

CAPABILITIES THAT WORK TOGETHER

Bring business work into one solution.

- Connections
- Integrations
- Automation
- Agent orchestration

CONTROLS INCLUDED IN THE DESIGN

Keep every action accountable with built in controls

- Access policies
- Roles and permissions
- Human oversight
- Activity audit

KNOWLEDGE AND EXPERIENCE

Guide agents and people with built in knowledge

- Curated context
- Skills
- Interactive views (MCP Apps)
- Business rules

Published by Oracle, by partners, or by your own teams. Deployed as one. Used by any compliant agent.

Deploy a solution, or publish your own.

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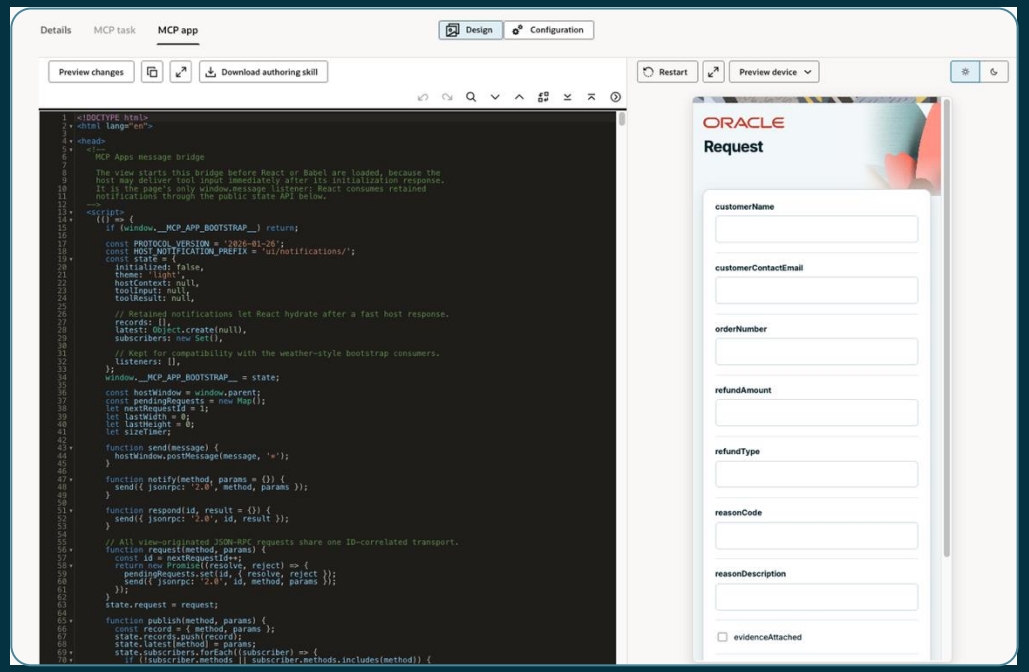
Give your agents a user experience.

Interactive views (MCP Apps)

Powered by your integrations.

Interactive views your integrations return — right inside Claude, ChatGPT or any assistant.





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Time to take a look…

Oracle Integration Agentic AI

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DEMO FLOW

Delayed shipment resolution.

A governed journey from customer issue to an approved, traceable replacement order.

1 CAPTURE

Establish case context

- 04 MCP App

- 1 **Customer reports delay**
- 2 **MCP App logs the case**

2 INVESTIGATE

Gather governed data

- 02 MCP Server
- 03 MCP Gateway

- 3 **ERP fetches PO + alternates**
- 4 **SCM checks supply + price**
- 5 **OIC selects supplier + approver**

3 APPROVE

Apply human judgment

- 02 Human in the loop
- 04 Approval App

- 6 **Route for validation**
- 7 **Claude presents the Approval App**
- 8 **Human decides**

4 FULFILL

Execute and close

- 01 Integration

- 9 **Live status check**
- 10 **New PO issued**
- 11 **Task complete**

MCP GATEWAY Identity · credential resolution · tool policy · PII policy · business policy · routing to registered MCP servers · audit and observability

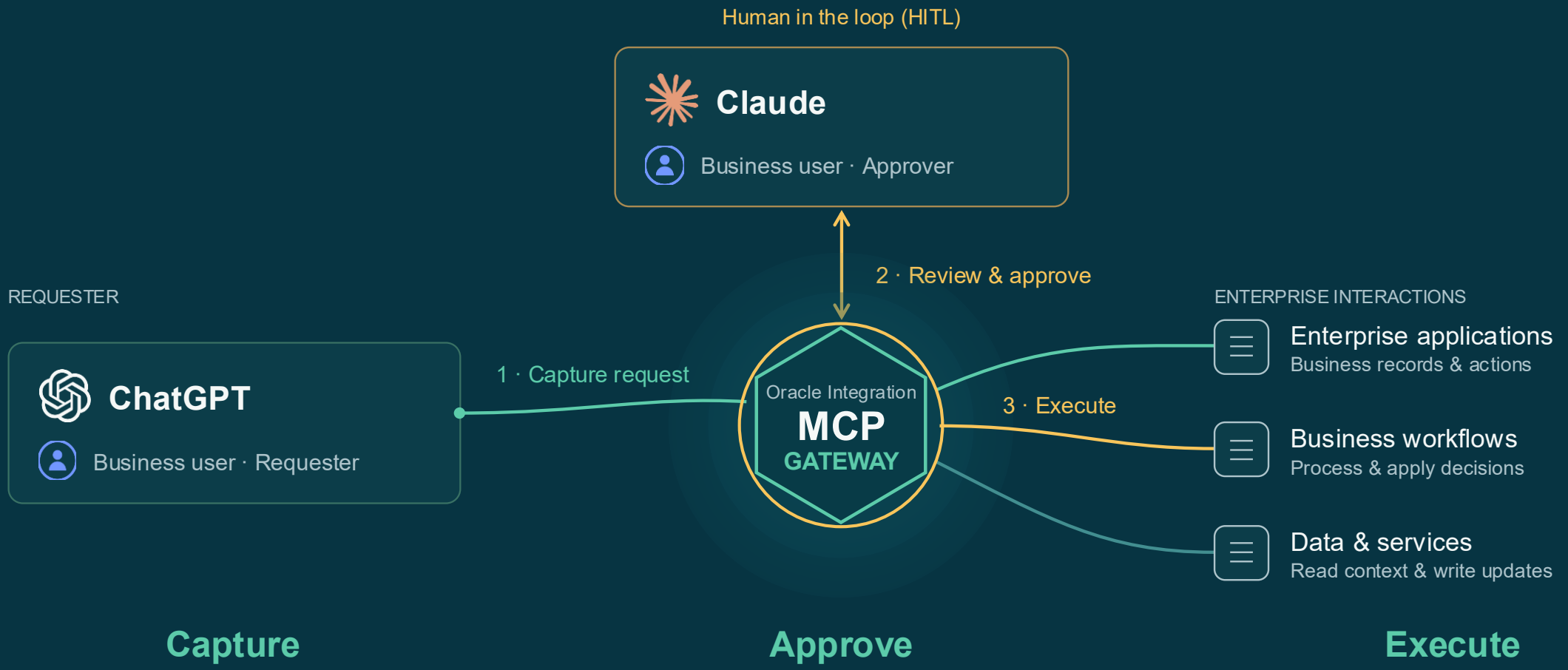
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DEMO FLOW · AGENT CLIENTS + ENTERPRISE INTEGRATION

One gateway. Two agent clients.

Enterprise interactions governed through OIC MCP Gateway



High-level demo architecture · Enterprise destinations shown as logical groups

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Customer spotlight

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EQUINIX

"The MCP gateway is how we say yes to AI at scale, without ever saying no to security."

Ajay Narayan

Director, IT Finance Systems, Equinix

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Use Case: AI for Every Employee with Sidekick

Sidekick as a platform, integrated with Microsoft Teams, extended to ERP & EPM through OIC MCP

THE VISION

"AI for every employee" at Equinix

- Sidekick is Equinix's AI agent platform, delivered where employees already work: Microsoft Teams.
- ERP and EPM data is exposed to Sidekick as governed MCP tools hosted on Oracle Integration Cloud.
- Employees ask in natural language; Sidekick calls the right OIC MCP tool on their behalf.
- Every call runs as the employee, with the same Fusion role checks (RBAC) as the ERP itself.

Roadmap Start with read-oriented ERP and EPM queries, then progressively enable access to the wider ERP and EPM estate through OIC MCP in Teams via the Sidekick agent.

$ Invoice details

Status, amounts, due dates, holds

Oracle ERP

C Customer details

Accounts, contacts, balances

Oracle ERP

P Payment details

Payment status, remittance, dates

Oracle ERP

E EPM insights

Planning and budget lookups

Oracle EPM

+ More ERP / EPM queries

Added tool by tool, each with its own role

Roadmap

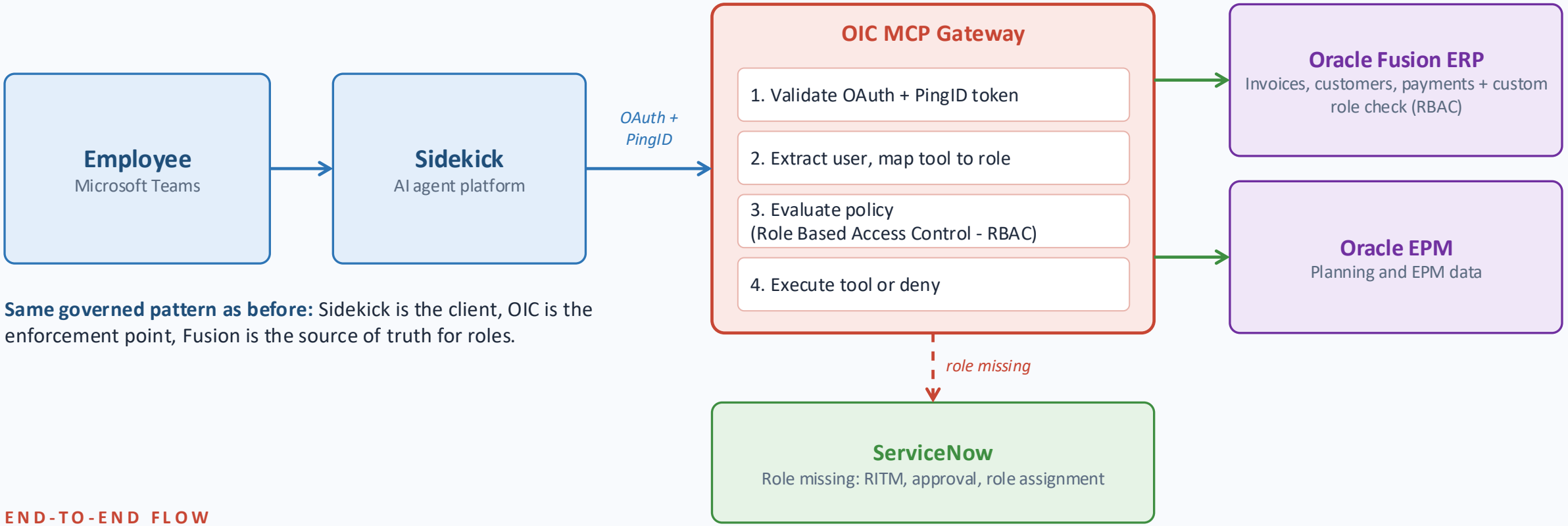
Where it lives

Microsoft Teams chat with the Sidekick agent. No new app, no new login.

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Architecture: Sidekick in Teams to ERP & EPM via OIC MCP

Employee asks in Teams; Sidekick calls OIC MCP as the user; OIC enforces access and reaches Fusion ERP and EPM



Same governed pattern as before: Sidekick is the client, OIC is the enforcement point, Fusion is the source of truth for roles.

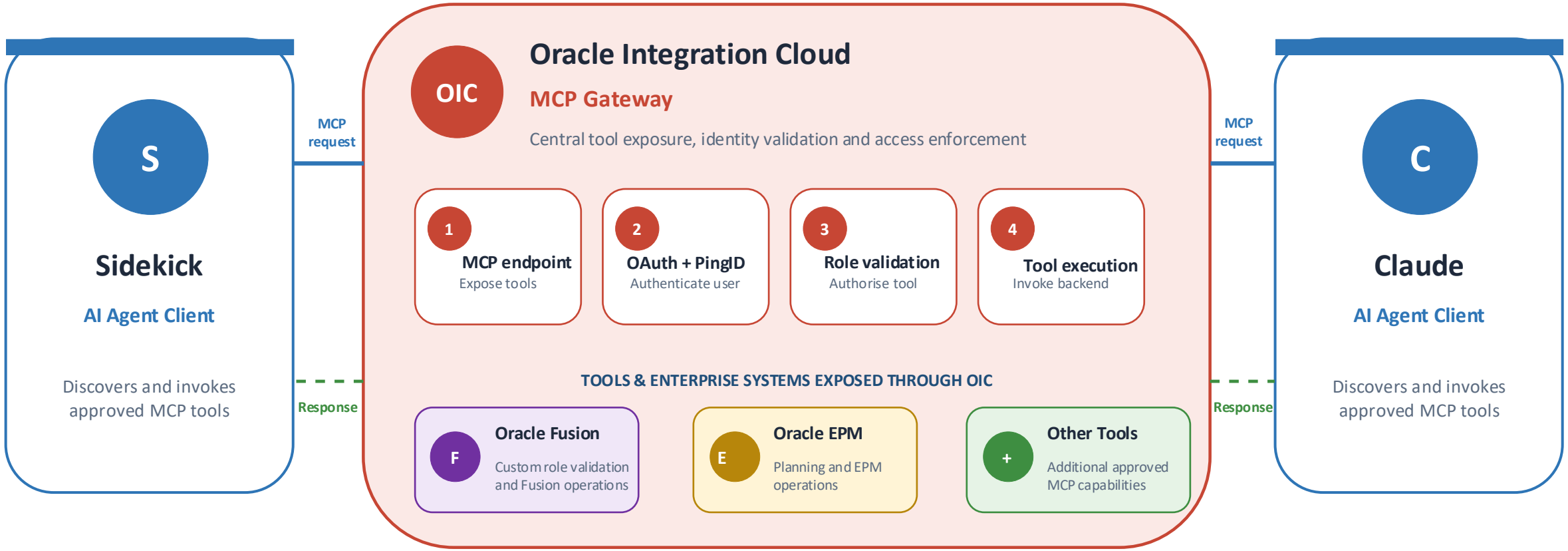
END-TO-END FLOW

1 Ask in Teams	**2 Sidekick selects tool**	**3 OIC authenticates**	**4 Policy evaluated**	**5 Backend executes**	**6 Answer in Teams**
"What is the status of invoice 1042?"	Chooses OIC MCP tool for the request	OAuth client + PingID user token	Tool-to-role mapping and Fusion role check - RBAC	Fusion ERP or EPM query as the user	Result returned in the same chat

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Future State - OIC as MCP Gateway — Multiple AI Agent Clients

Sidekick and Claude connect as AI agent clients to a centrally governed Oracle Integration Cloud MCP Gateway



✓

One governed MCP Gateway, multiple AI agent clients

Sidekick and Claude use the same OIC-hosted MCP tools, while OIC consistently applies authentication, Fusion role checks (RBAC) and controlled backend invocation.

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Value Proposition: ERP Access Without Leaving Teams

AI for all, with no additional navigation or separate ERP login

TODAY

1. Open the ERP application
2. Sign in and navigate menus
3. Find the right screen or report
4. Filter, search, read the answer

WITH SIDEKICK + OIC MCP Gateway

1. Ask a question in Teams
2. Sidekick calls the governed OIC MCP tool

Answer returned in the same chat

Fewer steps, no context switching, no separate ERP session.

A AI for all

Every employee can use ERP data through natural language in Teams, not only trained ERP users.

N No extra navigation or login

No separate ERP sign-in or menu hunting. Employee identity is carried through PingID.

S Simplified daily access

Routine lookups such as invoice, customer and payment status become one question, with access still governed.

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YOUR ENTERPRISE · ANY AGENT

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Oracle Integration brings the enterprise.



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Where to start

01 See what is already arriving

Inventory the agents reaching your systems today, including the ones that turned up inside software you already bought, and establish whose authority each of them acts under.

02 Govern one process before choosing an agent

Take a single domain process you already understand well. Expose its systems as governed tools, decide the approvals and the limits once, and prove the pattern on work whose outcome you can judge.

03 Scale agent adoption across your enterprise

Bring more agent teams onboard. Connect the applications and data they need, orchestrate work across agents and people, and apply consistent governance policies. Accelerate delivery with agent-ready solutions that bring tools, knowledge, and controls together.

Scale agent adoption. Turn intelligence into enterprise value.

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Next steps

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2. **Attend a free hands-on training**
   www.blogs.oracle.com/soacommunity/links

3. **Start a free cloud trial**
   www.oracle.com/cloud/free/

DRAFT Oracle Integration

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