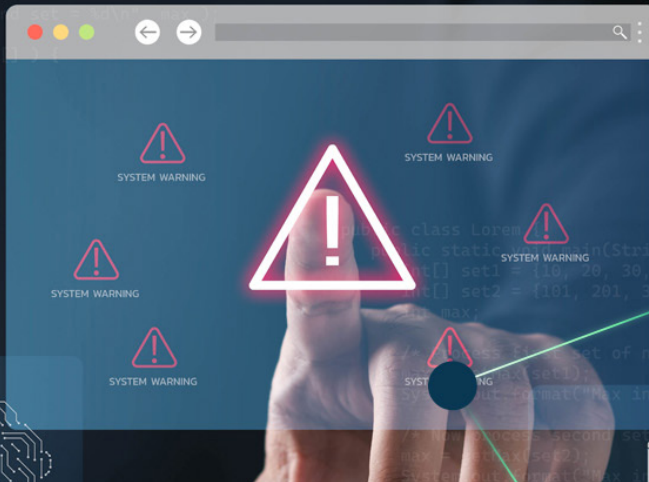


Smart Error Management Agent in Boomi Integrations



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AI

Intelligent, AI-Driven Error Handling for the Boomi Platform

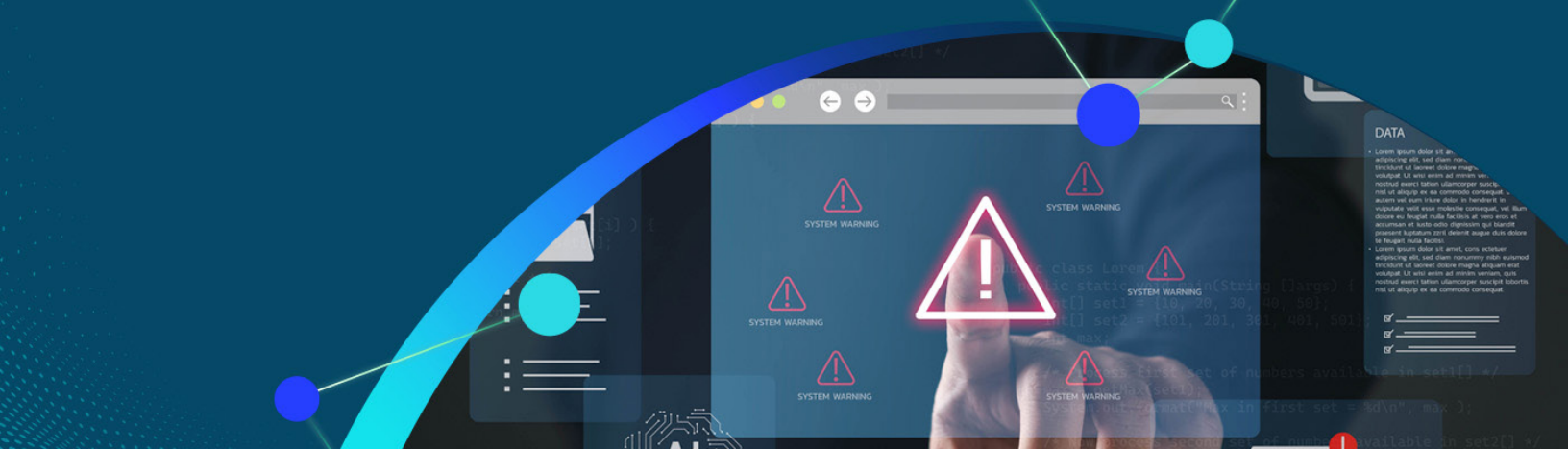
Modern organizations rely heavily on integrations to power critical business processes, yet managing integration errors remains a complex and resource-intensive challenge. As integration volumes grow, support teams are often burdened with manual log analysis, reactive troubleshooting, and ticket-based workflows that delay resolution and increase operational costs. These traditional approaches lack scalability, visibility, and intelligence, making it difficult to maintain reliability in always-on digital environments.

OSI Digital's Smart Error Management Agent addresses these challenges by transforming error handling into an intelligent, automated, and proactive process within the Boomi ecosystem. Built on Boomi AgentStudio, the solution introduces an AI-powered framework that captures, analyzes, and resolves integration errors in real time. By embedding directly into existing integration processes, the agent ensures seamless monitoring and consistent error handling without disrupting current workflows.

Leveraging Boomi Integration and Platform APIs, Boomi Event Stream, along with ServiceNow[Can be replaced with any Ticketing Tool] integration, the Smart Error Management Agent automates incident creation, categorization, and assignment. It enriches error data with AI-driven insights, enabling faster root cause identification and reducing dependency on manual intervention. With built-in self-healing capabilities and intelligent notifications, the agent ensures rapid response and improved system reliability across environments.

Why Leverage Smart Error Management Agent?

- › Designed for the Boomi Ecosystem: Native integration with Boomi APIs and process frameworks
- › Built on OSI Digital's Integration Expertise: Proven across enterprise-scale Boomi implementations
- › AI-Driven & Extensible: Supports continuous learning, automation, and future enhancements



From Reactive to Intelligent Error Management

Developed through OSI Digital's deep experience in managing complex integration landscapes, the Smart Error Management Agent enables organizations to shift from reactive support models to proactive, intelligent operations. It standardizes error handling, reduces manual effort, and empowers both technical and business users with real-time insights and automation capabilities. By minimizing downtime and improving resolution speed, the solution enhances overall integration, reliability and scalability.

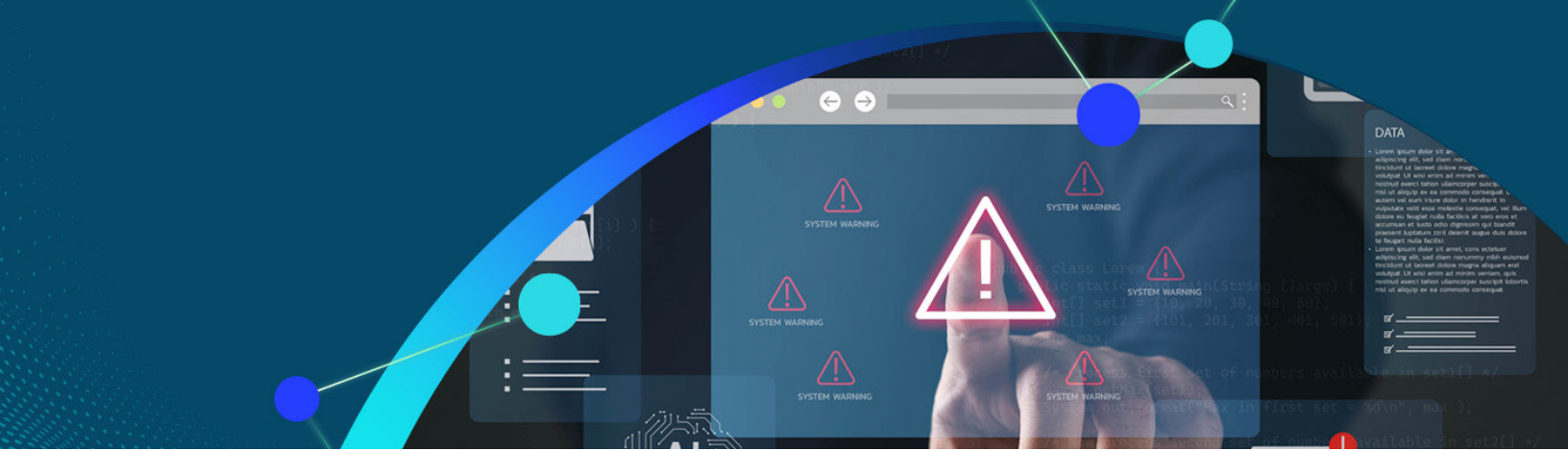
Key Capabilities

- › **Intelligent Error Detection:** Captures real-time errors from Boomi processes with structured payload analysis
- › **Automated ServiceNow Ticketing:** Creates, assigns, and prioritizes incidents based on error severity and impact
- › **Conversational Interface:** Allows users to interact via chat for ticket management, status checks, and reporting
- › **Real-Time Monitoring & Reporting:** Centralized dashboards for error trends, SLA tracking, and operational visibility
- › **AI-Driven Root Cause Analysis:** Identifies probable causes using historical patterns and contextual insights
- › **Smart Notifications:** Delivers user-friendly alerts with detailed error context and recommended actions
- › **Execution Tracking & Diagnostics:** Provides detailed insights using execution IDs and transaction-level data

Transform Error Management into an Intelligent, Proactive

The Smart Error Management Agent represents OSI Digital's vision for AI-driven integration operations—turning error handling from a reactive burden into a strategic advantage. Built on deep Boomi expertise and real-world customer experience, the solution enables organizations to improve reliability, reduce operational overhead, and scale integration environments with confidence.

By combining AI, automation, and seamless platform integration, OSI Digital empowers teams to resolve issues faster, prevent recurring failures, and deliver resilient, high-performing integrations. As part of a broader agentic strategy, the Smart Error Management Agent lays the foundation for intelligent, self-optimizing integration ecosystems.



Benefits

- › Faster error resolution with reduced MTTR through automation and AI insights
- › Improved system reliability with proactive detection and self-healing capabilities
- › Scalable, future-ready operations for growing integration ecosystems
- › Lower operational effort by eliminating manual monitoring and ticket handling
- › Enhanced visibility through real-time dashboards and intelligent notifications



Let's Get Started

Contact our sales team at 818.992.2700 to learn more about our solutions





OSI Digital



About OSI Digital

OSI Digital, Inc., provides purpose-built business and technology solutions that optimize performance to enable data-driven outcomes for our customers. OSI accelerates digital transformation by offering integrated solutions that capture, secure, integrate, analyze, and optimize data. Our services include the design, development, and implementation of new solutions as well as the ongoing management, enhancement, and support of our customers' existing business systems.

OSI Digital was founded in 1993, in California and has since expanded to a global team of employees worldwide. We have offices in the US, Canada, India, Philippines, Dubai, Australia, Malaysia, UK and Ireland. Our main offshore delivery center of excellence is located at our state-of-the-art campus in Hyderabad, India, with additional locations in Chennai, Delhi, and Bangalore. For over 30 years and counting, we have supported a diverse portfolio of customers across various industries, including: Software & Business Services, Financial Services, Life Sciences & Healthcare, Manufacturing, Energy, Retail, Agriculture, and the Public Sector.

Our client base ranges from start-ups to Fortune 500 corporations, including: Hyundai AutoEver America, Hyundai Capital America, Moderna, Virgin Galactic, Uni Uni, Jones Logistics, Stanley, Skechers, US News & World Report, and World Oil.

OSI Digital has developed strong partner alliances with the world's leading technology providers such as Oracle NetSuite, Boomi, Salesforce, Tableau, Power BI, Databricks, Microsoft, Amazon Web Services, Snowflake, Workato and Celigo.

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