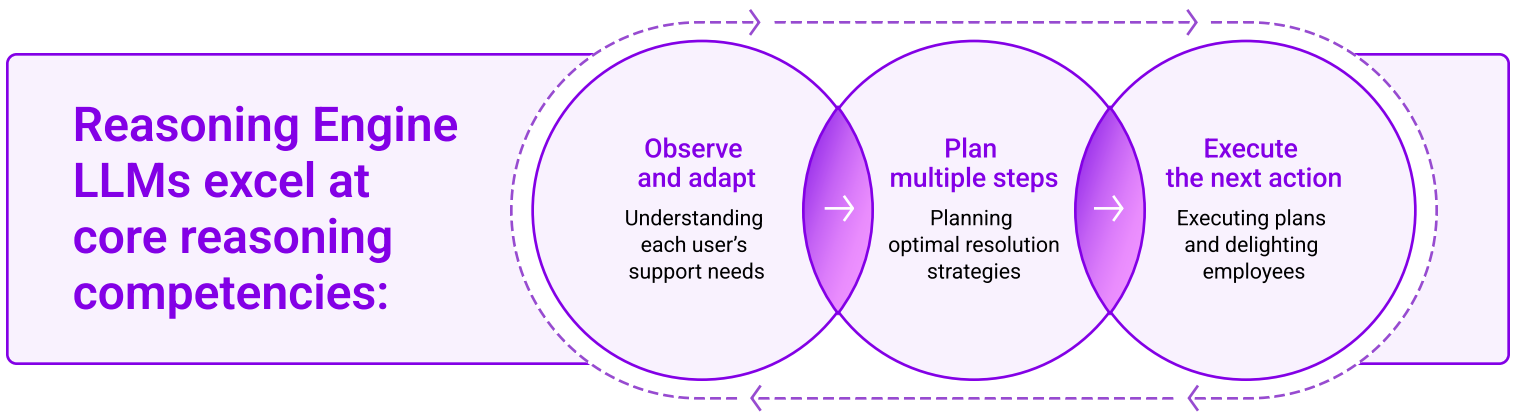# Moveworks

Elevate enterprise-wide support with agentic reasoning

The Moveworks Reasoning Engine transforms how work gets done

The Moveworks Reasoning Engine, the core of our platform and Copilot, features an agentic AI architecture designed to transform how enterprises manage everyday employee challenges. This sophisticated system leverages a suite of advanced LLMs to autonomously understand, plan, and take action across complex enterprise environments.

By layering finely-tuned, generative models for reasoning, planning, and summarization, the Engine enables rapid, accurate problem-solving at scale. This true automation of support processes dramatically reduces resolution times, freeing human agents to focus on high-value tasks and enhancing operational excellence across the organization.

Reasoning Engine LLMs excel at core reasoning competencies:

Observe and adapt
Understanding each user's support needs

→

Plan multiple steps
Planning optimal resolution strategies

→

Execute the next action
Executing plans and delighting employees

How it works

The Reasoning Engine drives our Copilot's dynamic problem-solving capabilities across diverse employee support scenarios.

The Engine:

- Interprets employee queries, analyzing context from past interactions to understand the user's needs in depth.

- Develops a targeted action plan, selecting the most relevant plugins and application-specific actions from its extensive catalog to address the issue effectively.

- Deploys reasoning agents to automate workflows, perform system queries, and retrieve critical information, ensuring a streamlined problem-solving process.

- Quickly consolidates information and action outcomes to generate a cited, concise response, delivering it via our Copilot for an efficient resolution.

Some of our customers

GitHub   HEARST   instacart   paloalto NETWORKS   Coca-Cola BOTTLING CO. CONSOLIDATED

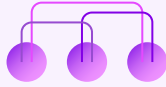# Elevate enterprise-wide support with agentic reasoning

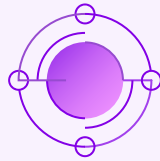## The Moveworks Reasoning Engine transforms how work gets done

Key benefits

Experience
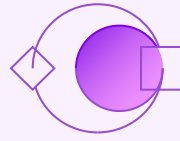Supporting employees where they get work done

Decisions
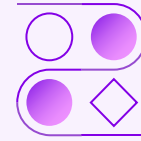Chaining multiple generative plugins to act together

Integrations
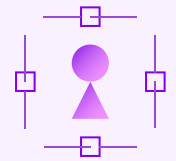Full lifecycle management of integrations

Guardrails
Guidelines for steering the behavior of AI

LLMs
A suite of models to reason, search and take action

Trust
Boundaries for protecting users and mitigating risk

Purpose-built to drive productivity

Agentic architecture

The Reasoning Engine's agentic architecture coordinates multiple LLM agents to execute complex tasks from simple prompts. It transforms how employees work by converting natural language inputs into powerful, generative workflows across enterprise systems. This architecture enables the Moveworks Copilot to adapt and respond to a wide variety of support scenarios dynamically.

Generative AI security

The Reasoning Engine operates within Moveworks' robust security framework, adhering to industry-best practices and holding multiple certifications (ISO 27001, 27017, 27018, 27701, SOC 2 Type 2, and CSA STAR Certification Level 2). This ensures that all data processing and AI operations exceed globally recognized standards for confidentiality, integrity, and availability.

Frontier large language models

The Reasoning Engine leverages a diverse ecosystem of LLMs, including global, proprietary, and customer-specific models, to comprehensively address employee issues. Its flexible design allows for seamless integration of emerging models, ensuring continuous performance improvements and capability enhancements as AI technology evolves.

"We are committed to driving innovation that helps our employees and delivers exceptional service to our federal customers. Generative AI is a transformative force, and our partnership with Moveworks allows us to harness its potential at an enterprise scale."

— Lexy Guenther, Chief Information Officer, Leidos

"Moveworks tackles AI challenges other solutions simply can't touch. The tech is impressively sophisticated, and best of all, we don't need a team of developers to make it work."

— Jeff Czischke, Head of Intelligent Automation Strategy, The Wonderful Company