



PADMA™

Personalized Agentic Digital Multi-Model AI

Enterprise AI Platform

One Secure AI Foundation.

Every Model. Every Workflow. Every Industry.

Master Corporate Brochure & Industry Solutions Catalog
2026 ENTERPRISE EDITION

DEVELOPED BY **LOTUS CLOUD, INC.**

Contents

Five parts — from brand and vision to the complete reference appendix.

I	Brand, Vision & Context The company, the promise, and the enterprise AI opportunity.	PAGES 01 — 11
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Click any part to jump to that section. Page numbers reflect this edition. Availability is always shown by a written label plus color — never color alone.

How to use this book

Five parts — from brand and vision to the complete reference appendix.

I Brand, Vision & Context Pages 1–11	II The Enterprise Platform Pages 12–28	III Industry Solutions Pages 29–48	IV Operational Intelligence Pages 49–53	V Reference & Appendix Pages 54–61
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Reading the pages

Narrative pages tell the strategy; **reference pages** in the appendix carry the detail. Navigate in Word using the clickable Contents, section bookmarks, and “Back to Contents” links.

AVAILABILITY & OVERSIGHT

Available **Configurable** **Integration-Dependent** **Strategic Roadmap**

◆ The **Human in Control** marker shows where a person approves consequential action. Availability is always shown by a written label plus color — never color alone.

Intelligence you can trust, at enterprise scale

PADMA turns capable AI into governed enterprise value — secure, vendor-neutral, and human-controlled.

PADMA is built on one conviction: an enterprise should adopt AI without surrendering control of its knowledge, its governance, or its decisions. Four commitments make that promise real.

Secure by design Zero-trust access; governed at every layer.	Vendor-neutral Model choice by category; no lock-in.	Human-controlled People approve action; cited, explainable answers.	One reusable foundation Configured per industry; never rebuilt.
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4

commitments behind one promise

“Intelligence you can trust — because you govern it.”

The company behind PADMA

Lotus Cloud builds governed enterprise AI — engineered for trust, scale, and human judgment.



Dr. Veera B. Dasari

CEO & Chief Architect

Lotus Cloud, Inc.
Corporate Headquarters
Dallas, TX, USA
lotuscloud.ai

Lotus Cloud is an enterprise AI company founded on a simple conviction: organizations should adopt AI without surrendering control of their knowledge, their governance, or their decisions. PADMA is the expression of that conviction — one secure foundation that unifies models, knowledge, agents, and workflows behind a single governed gateway.

Under Dr. Dasari's architecture, people remain responsible for consequential outcomes, and every answer can be traced to an approved source.

Three commitments

Enterprise AI

Governed, multi-model intelligence.

Cloud Transformation

Secure, scalable deployment.

Responsible Innovation

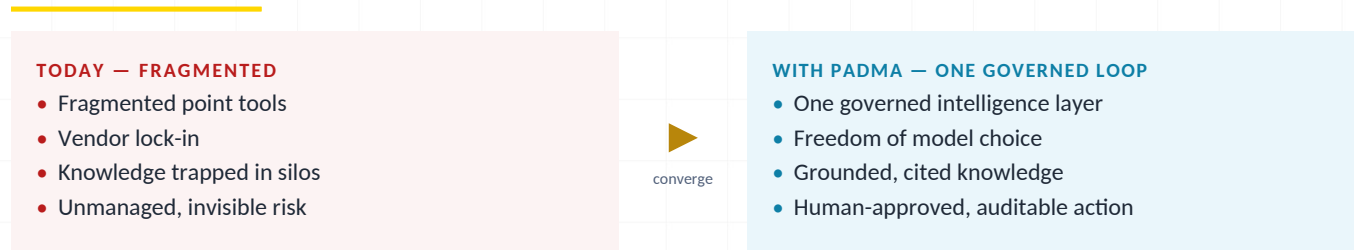
Human judgment, by design.

“Adopt AI without surrendering control — of your knowledge, your governance, or your decisions.”

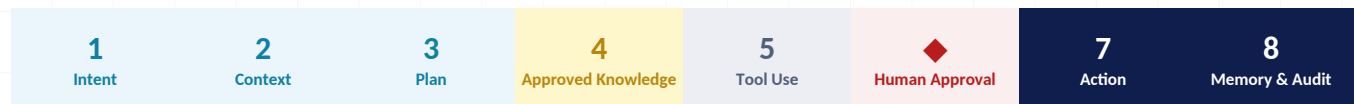
THE OPPORTUNITY

AI is everywhere. Enterprise value is not

Fragmented tools converge into one governed agentic operating loop.



THE GOVERNED AGENTIC LOOP



↳ Memory feeds the next intent — one governed, agentic loop.

“The winners will not be those with the most models — but those who govern them best.”



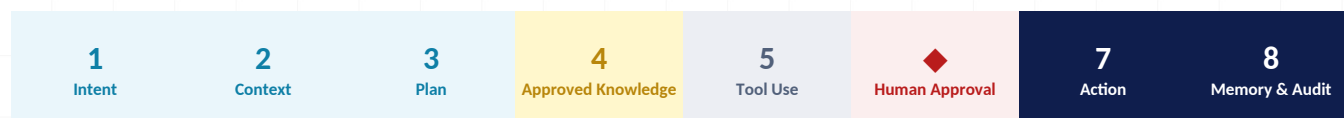
INTRODUCING PADMA

One intelligence layer for the whole enterprise

PADMA — Personalized Agentic Digital Multi-Model AI — turns capable AI into a single governed agentic loop.

Every request follows the same governed path: PADMA understands intent and context, plans, grounds in approved knowledge, uses permitted tools, secures human approval for consequential steps, acts, and records everything to memory and audit. Knowledge, agents, and workflows compose on top — and the same loop serves every industry.

THE PADMA AGENTIC ACTION LOOP



↳ Memory feeds the next intent — one governed, agentic loop.

One Secure Foundation. Every Model. Every Workflow. Every Industry.



WHY PADMA

Value you can govern

Six strategic advantages — each running through one governed agent core.

One secure platform

Unify models & knowledge; govern at every layer.

Freedom of model choice

Route by category & need; no vendor lock-in.

Grounded, explainable

Cited from approved sources; verify before you act.

GOVERNED AGENT CORE

every advantage runs through one governed agent

Human-controlled agents

Approval on key actions; never uncontrolled autonomy.

Reusable architecture

Configure per industry; never rebuild.

Flexible deployment

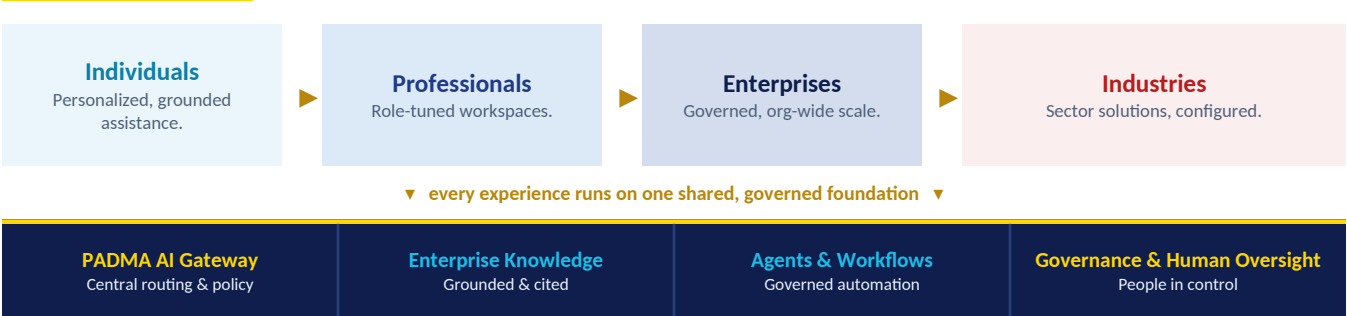
Cloud, hybrid, private; regional by scope.

Capable AI becomes enterprise value only when it is governed — that is the PADMA difference.



Four ways to use one platform

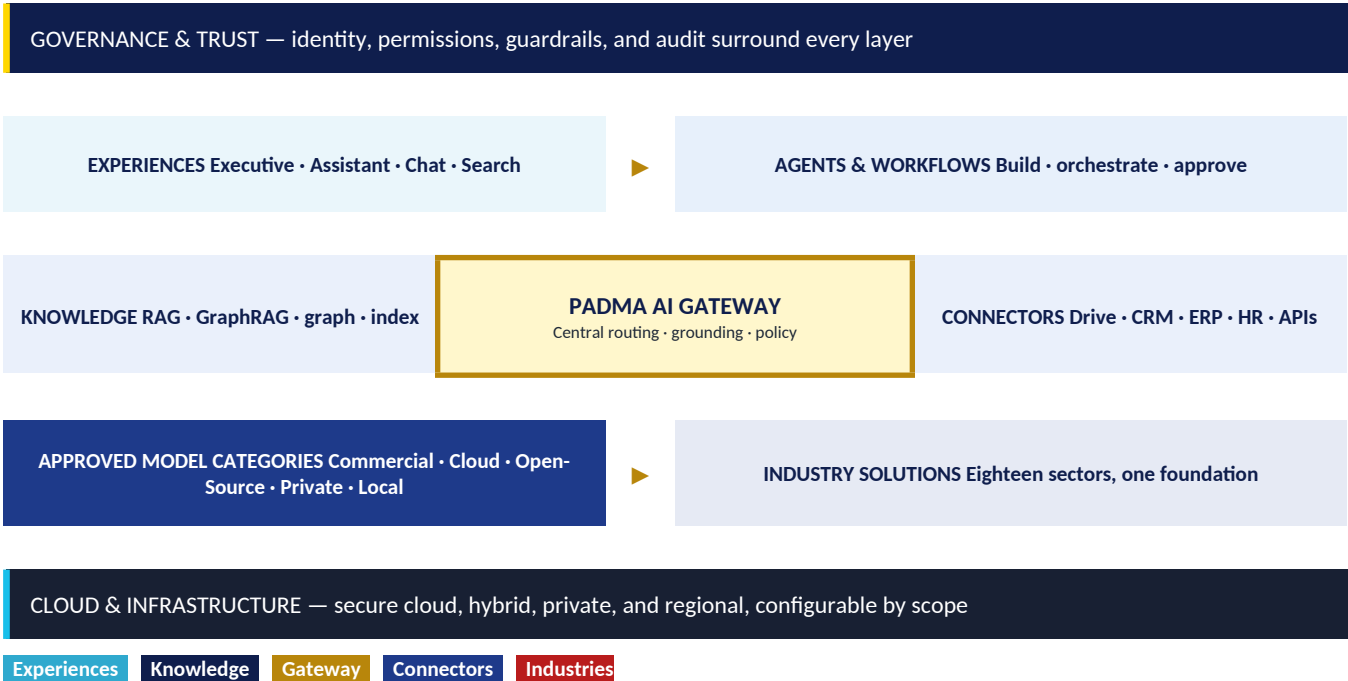
From an individual’s first question to an industry-wide deployment — one governed foundation underneath.



Whichever door people enter through, they meet the same secure gateway, the same grounded knowledge, and the same human-in-control governance. Capability grows; the foundation stays constant.

The PADMA ecosystem

Everything connects through one governed gateway — and reuses across every industry.





PART II

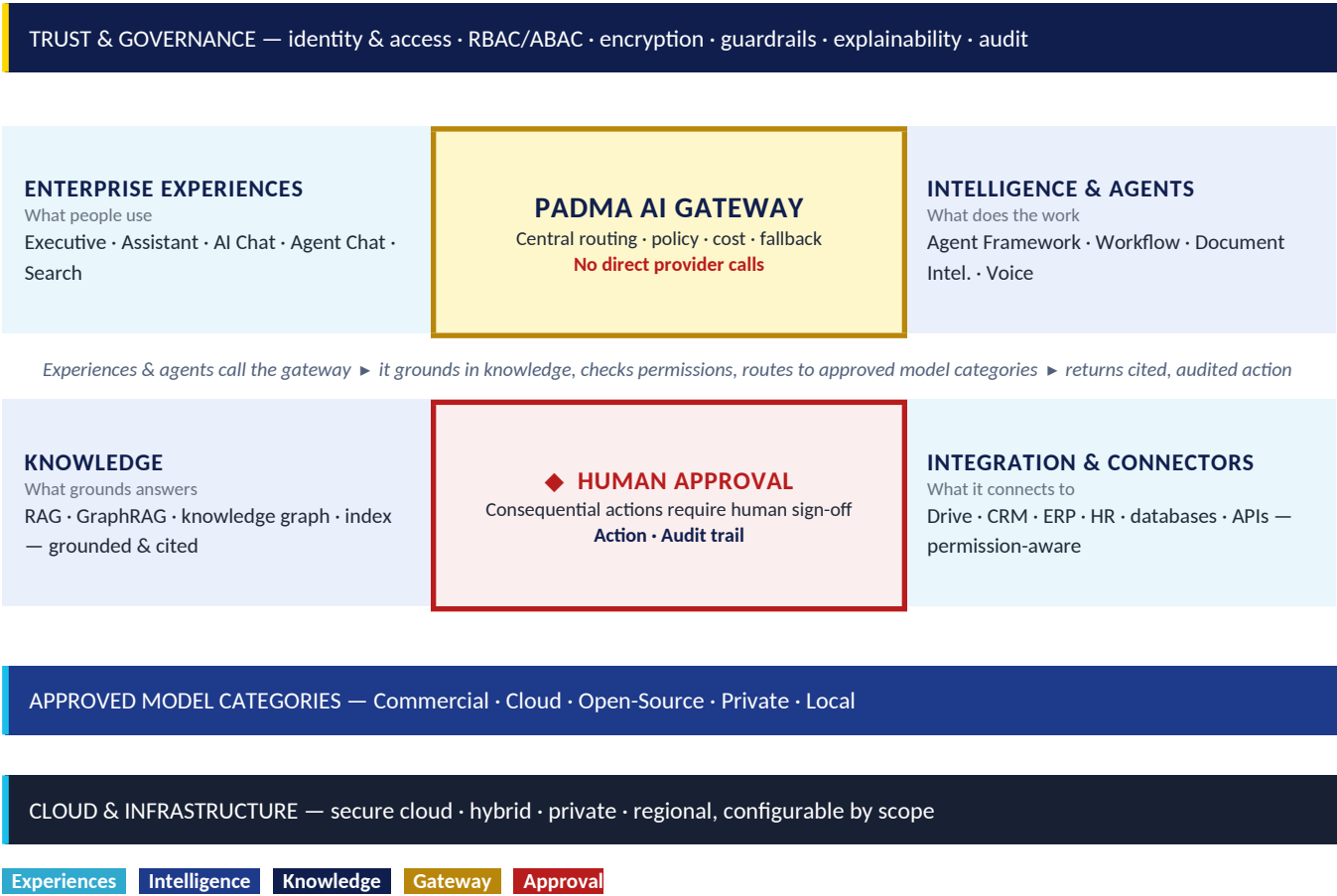
The Enterprise Platform

One architecture for the whole enterprise — a governed gateway, grounded knowledge, capable agents, and trust woven through every layer.

ARCHITECTURE • AI GATEWAY • KNOWLEDGE • PRODUCT • CAPABILITIES • DEPLOYMENT

One architecture for the whole enterprise

Read it in five seconds: every request flows through one governed gateway — grounded, permission-checked, and audited.



How a governed request flows

From request to audited action — the same path every time, in every industry.



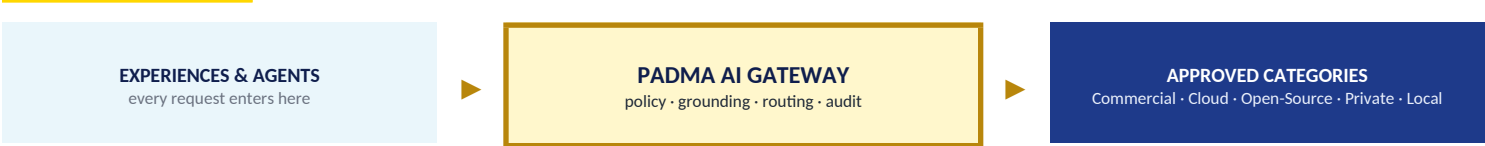
► governed flow ► every step logged ►

No direct provider calls The gateway brokers every model request across approved categories — with policy, cost control, and fallback.	Grounded & cited Answers are grounded in approved knowledge and carry sources, so people can verify before they act.	Governed & audited Humans approve consequential steps. Every decision, source, and action is recorded in a complete audit trail.
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INDUSTRY REUSE — one foundation. Every industry configures the same gateway, knowledge, agents, and trust — never rebuilds.

Every model. One secure gateway

A single control point brokers every request — no application ever calls a provider directly.



Central policy enforcement means security, cost, and compliance rules live in one place — not scattered across applications. The gateway selects the right model category for each task and keeps a full record.

Because applications never call a provider directly, the enterprise reduces lock-in and can evolve its model mix without rewriting products.

AVAILABILITY **Available** **Configurable**

◆ **HUMAN IN CONTROL** The gateway enforces enterprise policy on every request; consequential actions remain subject to human approval.

Choose. Route. Compare. Control

Four gateway disciplines turn model choice into governed, reliable operations.

Choose • Model category by need • Quality · cost · speed	Route • Automatic selection • Policy-aware routing	Compare • Response comparison • Approved templates	Control • Fallback & retries • Usage & rate limits
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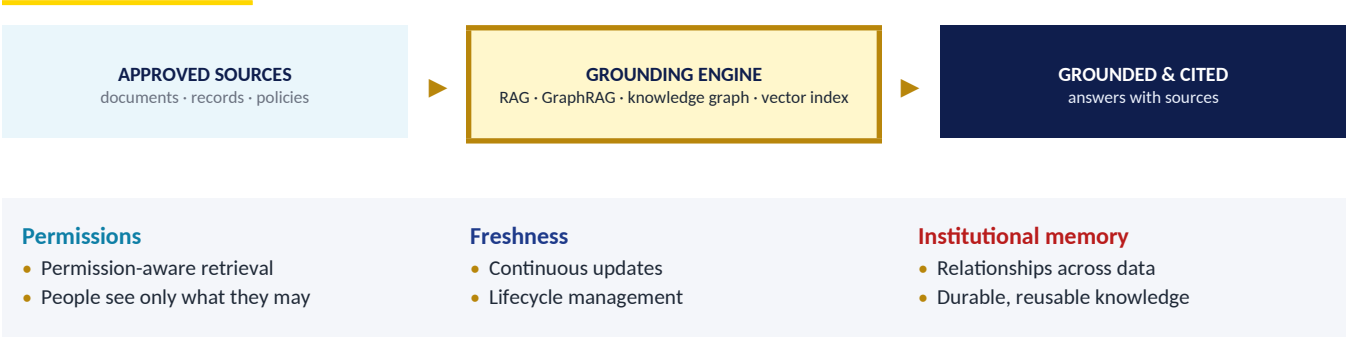
Provider-health monitoring and fallback keep experiences reliable even when a single category is degraded.

Routing weighs quality, cost, and speed against enterprise policy. Rate and usage controls protect budgets, and provider-health monitoring triggers fallback automatically — so reliability never depends on any one category.

AVAILABILITY **Available** **Configurable**

Answers grounded in your knowledge

Approved sources become durable institutional memory — grounded, permission-aware, and cited.



RAG grounds responses in approved sources; GraphRAG and the knowledge graph add the relationships between people, projects, policies, and documents. Every answer carries citations, and freshness controls keep knowledge current.

AVAILABILITY **Available** **Configurable** **Integration-Dependent**

Find what you are allowed to see

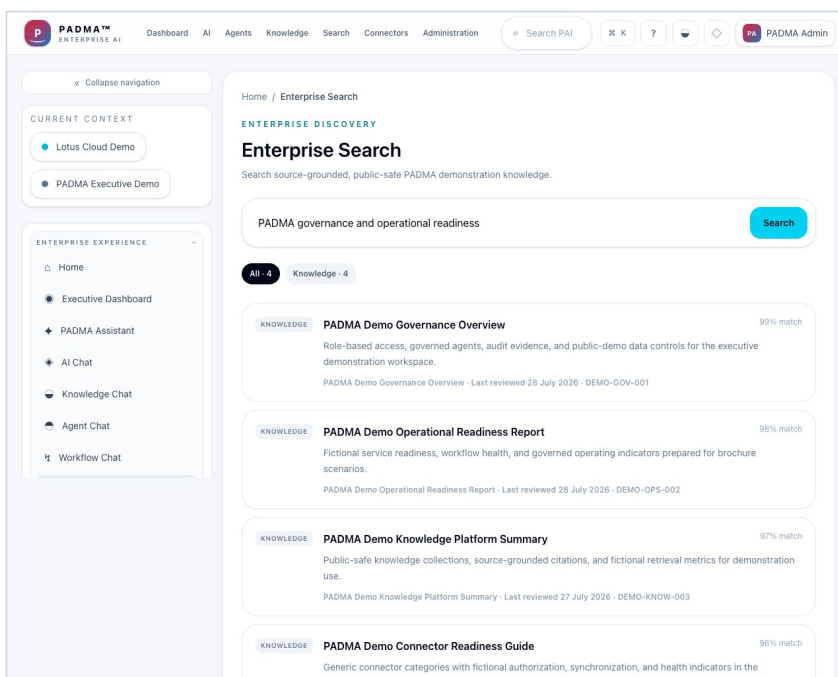
Semantic, keyword, hybrid, federated, and conversational — always permission-aware, always cited.

Search methods

- Semantic • keyword • hybrid
- Federated & conversational
- Relevance ranking

On every result

- Permission-aware result
- Source-grounded answer
- Citation available



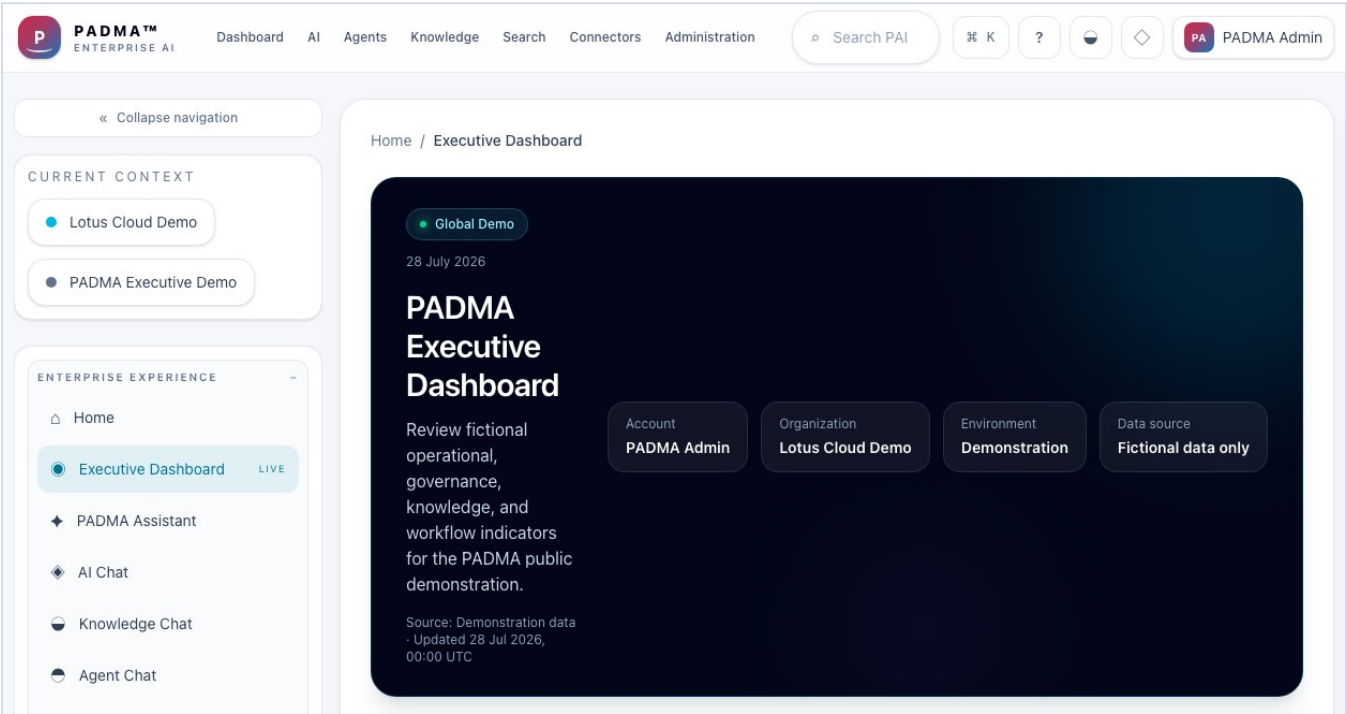
PADMA interface shown with demonstration data.

Unified search spans repositories, documents, people, projects, and policies. Semantic, keyword, and hybrid methods combine with relevance ranking, while permission-aware access ensures people find only what they are entitled to see — each result carrying a source citation.

AVAILABILITY Available Configurable Integration-Dependent

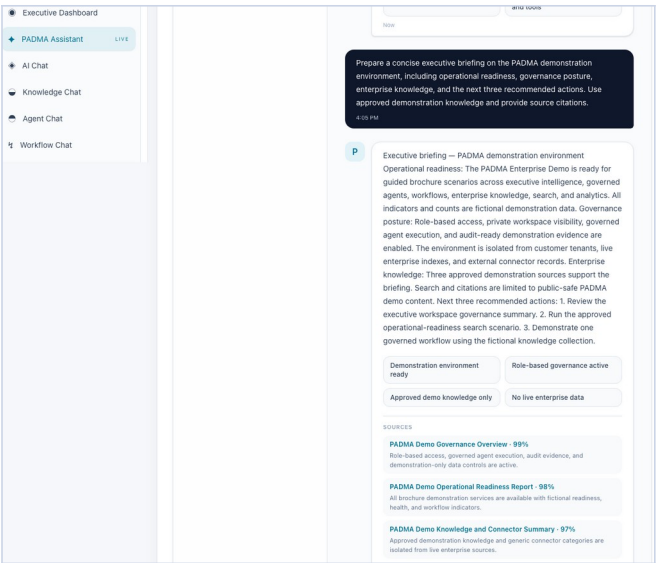
One platform. Multiple ways to work with AI

Executive intelligence, personalized assistance, secure chat, agents, workflows, and search.



PADMA Executive Dashboard

Enterprise visibility into AI usage, governance, platform health, and operational readiness.

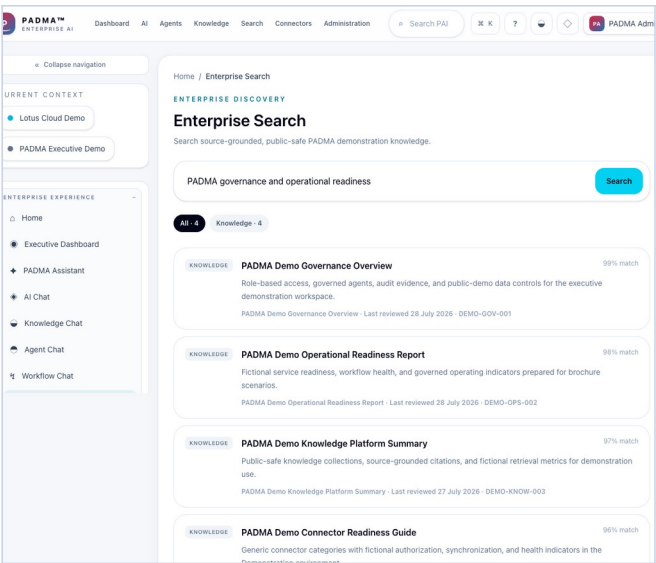


PADMA Assistant

Role-aware enterprise assistance grounded in approved demonstration knowledge.

PADMA interface shown with demonstration data.

AVAILABILITY **Available** **Configurable**



PADMA Enterprise Search

Permission-aware discovery with source-grounded results and citations.

Personalized, role-aware ways to work

Secure conversation and role-tuned assistants that respect professional judgment.

Executive • Command center • Readiness & governance	Educator • Institutional knowledge • Teaching & research	Clinician • Documentation support • Under clinical review
Legal professional • Research & contracts • Attorney judgment retained	Accountant • Governed workflows • Professional sign-off	Author • Drafting & citations • Integrity preserved

The PADMA Assistant delivers context-aware, role- and department-aware, multilingual help grounded in permission-aware knowledge. AI Chat adds secure multi-model conversation with routing, comparison, approved templates, and full audit history.

AVAILABILITY **Available** **Configurable** **Integration-Dependent**

◆ **HUMAN IN CONTROL** PADMA supports qualified professionals; it does not replace professional judgment. Outputs in regulated fields require professional review.

Build agents that get work done

A reusable blueprint defines every governed agent — configurable today; coordinated delegation ahead.

AGENT BLUEPRINT Role — a specialized, governed enterprise assistant		
Goal Complete a scoped task and support people.	Approved Knowledge Permission-aware, cited enterprise sources.	Tools Authorized connectors & functions.
Memory Workspace-scoped, auditable context.	Guardrails Policy, safety, and evaluation checks.	◆ Human Approval Human sign-off on consequential steps.
Agent Framework — Configurable Build, test, and deploy governed agents from the blueprint within approved scope.		Multi-Agent Collaboration — Strategic Roadmap Coordinated delegation across approved agents — planned, not currently generally available.

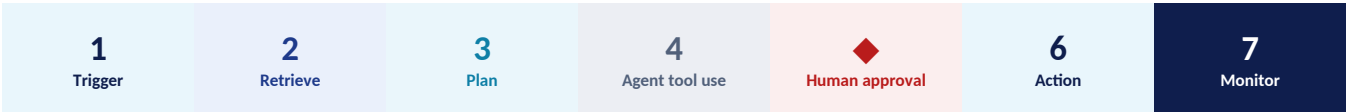
The configurable Agent Framework enables specialized, governed agents defined by a single reusable blueprint. Planned multi-agent collaboration will extend this foundation through coordinated delegation across approved agents — capable coordination, never uncontrolled autonomy.

AVAILABILITY **Configurable** Strategic Roadmap

◆ **HUMAN IN CONTROL** Agentic automation operates under governance; humans approve consequential actions.

Describe it; PADMA builds the workflow

Governed, human-controlled agentic workflows with monitoring and analytics.



Creation - Natural language & builder - Reusable templates	Triggers - Scheduled & event-based - Human-in-the-loop tasks	Control - Versioning & monitoring - Error handling & retries
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People describe a process in natural language; Workflow Chat and the Workflow Builder turn intent into automation. A human approval step governs consequential actions, while analytics support continuous improvement.

AVAILABILITY **Configurable** Strategic Roadmap

◆ **HUMAN IN CONTROL** A human approval step governs consequential actions in every workflow.

Understand every document

Classification, extraction, comparison, redaction, review, and lifecycle — with people in control.



Document Intelligence processes, classifies, summarizes, and compares documents; extracts information and metadata; and detects sensitive information — supporting contracts, policies, reports, and forms. Reviewers approve consequential outputs.

AVAILABILITY Available Configurable Integration-Dependent

Speech, meetings, and images as intelligence

Hands-free, multilingual, and accessible by design.

Voice

- Speech-to-text & TTS
- Voice-enabled workflows

Meetings

- Transcription & summary
- Action items · speakers

Multimodal

- Image & chart understanding
- Real-time translation · search

Accessible by design — voice and multimodal experiences widen who can work with enterprise intelligence.

Voice AI adds speech-to-text, text-to-speech, and voice-enabled workflows. Meeting intelligence transcribes and summarizes conversations, identifies speakers, and extracts action items. Multimodal understanding adds image and chart comprehension and multimodal search.

AVAILABILITY

Configurable

Integration-Dependent

Connect systems; keep control

Modular, permission-aware connectors — enabled by customer authorization, never assumed.

Content • Enterprise Drive • Document Repository • Code Repository	Communication • Email & Calendar • Secure Messaging	Business systems • CRM • ERP • HR System • Database • Data Warehouse • Custom API
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Permission-aware synchronization respects existing access, with health monitoring and incremental updates.

A modular connector ecosystem links PADMA to the systems teams already use, using neutral categories rather than named products. Connectors are enabled according to customer requirements and authorization — availability of any specific system is integration-dependent.

AVAILABILITY **Configurable** **Integration-Dependent**

◆ **HUMAN IN CONTROL** Specific connectors are integration-dependent; access to any system is subject to authorization and validation.

Trust built into every layer

Zero-trust access, governance, and human oversight — designed to support enterprise requirements.

Access IAM · RBAC/ABAC · SSO · MFA · tenant isolation	Data Encryption · DLP · sensitive-data detection · residency	Governance Audit · consent · guardrails · explainability · human oversight
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Designed to support applicable requirements — certifications and compliance are subject to implementation validation.

The trust layer surrounds every interaction. Identity and access management, role- and attribute-based controls, single sign-on, and multi-factor authentication govern access, while encryption, data-loss prevention, and sensitive-data detection protect data. Guardrails, explainability, and human oversight operate across models, agents, and workflows.

AVAILABILITY	Available	Configurable	Integration-Dependent
◆ HUMAN IN CONTROL Human oversight is a designed control, not an afterthought; consequential outputs remain subject to review.			

Run it, measure it, extend it

Central administration, meaningful insight, and open extensibility.

Administration

- Org, tenant, user, role
- Settings, backup, health

Analytics & BI

- Usage · cost · adoption
- ROI measurement framework

Developer platform

- APIs, SDKs, webhooks
- Sandbox & test environments

Ecosystem Plugin & extension frameworks; a marketplace remains on the strategic roadmap.

Enterprise Administration centralizes organization, tenant, user, role, and permission management, plus security, backup, and system-health controls. Analytics turn activity into insight — usage, cost, adoption, and an ROI measurement framework — while the Developer Platform offers APIs, SDKs, webhooks, and sandboxes.

AVAILABILITY

Available

Configurable

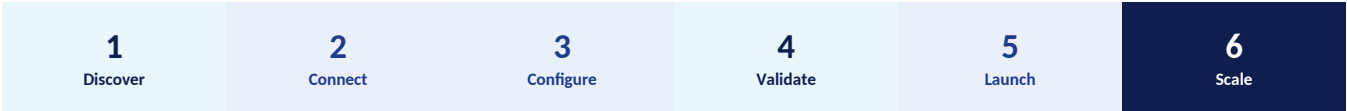
Strategic Roadmap

Deploy your way; adopt with confidence

Cloud, hybrid, private, and dedicated options with a structured, low-risk rollout.

Cloud & hybrid Configurable by implementation scope.	Private & dedicated Customer-controlled environments.	Regional & residency Configurable by scope.
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Cloud-hosted and hybrid options are configurable by implementation scope. Multi-tenant enterprise SaaS, subscription, and billing remain on the strategic roadmap.



Adoption follows a structured, low-risk path that keeps objectives, security, and governance central at every stage — from discovery and connection through configuration, validation, launch, and scale.

AVAILABILITY **Configurable** **Integration-Dependent** Strategic Roadmap

◆ **HUMAN IN CONTROL** Availability is configurable by implementation scope; sovereign and regulatory requirements are addressed during planning.

PART III

Industry Solutions

Eighteen sectors, one shared foundation. Every solution reuses the same gateway, knowledge, agents, and trust — configured for the work, never rebuilt.



Eighteen sectors, one foundation

Grouped by the work they do — every family reuses the same governed platform.

PUBLIC, PROFESSIONAL & ENTERPRISE

- Education Institutions
- Student Success, Research & Academic Publishing
- Healthcare & Hospitals
- Health, Wellness, Administration & Revenue Cycle
- Legal Practice
- Accounting, CPA, Tax, Finance & Insurance
- Government & Citizen Services
- Enterprise, HR, Professional Services & Events

CREATIVE & KNOWLEDGE

- Film, Media & Entertainment
- Authoring, Publishing, Translation & Digital Libraries

PROPERTY, TRAVEL & CONSUMER

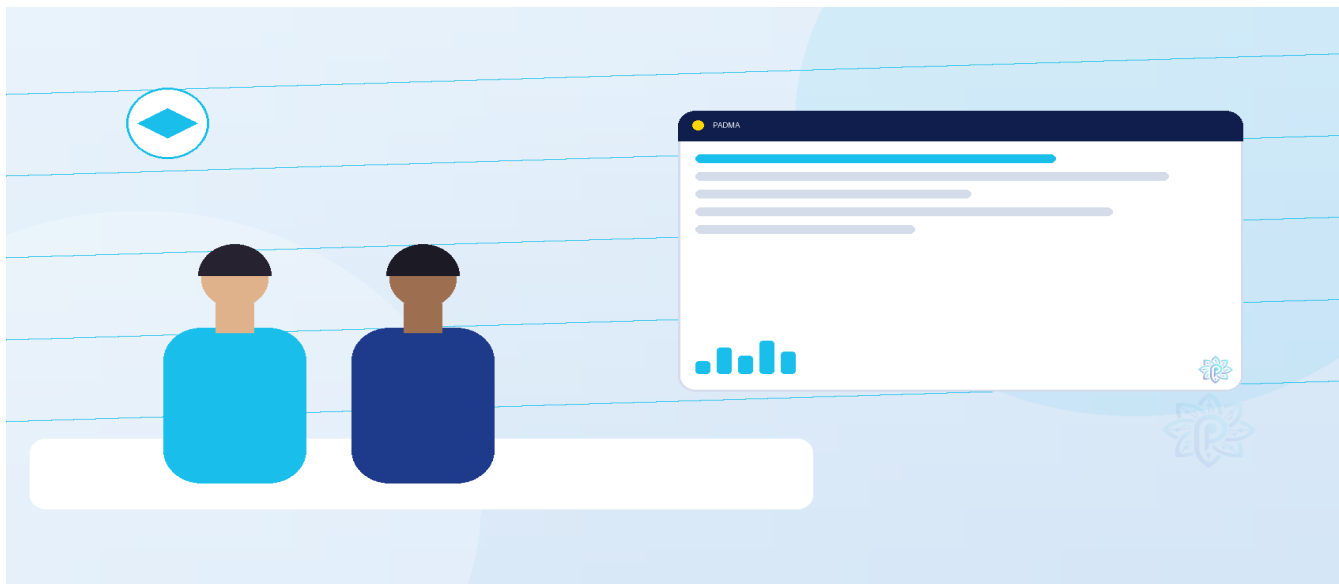
- Real Estate & Construction
- Travel, Tourism, Hotel & Hospitality
- Restaurant & Food Service
- Transportation, Fleet, Warehouse & Logistics
- Retail & E-Commerce

MISSION-DRIVEN & INDUSTRIAL

- Nonprofit & Social Impact
- Religious, Spiritual & Faith-Based Organizations
- Manufacturing, Agriculture, Energy & Telecommunications

Every solution reuses the same gateway, knowledge, agents, security, and connectors — no duplicated AI infrastructure.

AVAILABILITY **Available** **Configurable** **Integration-Dependent** **Strategic Roadmap**



INDUSTRY • EDUCATION

Education Institution Intelligence

Teaching, research, and campus operations on one secure platform — with educators keeping academic authority.

Challenge. Institutional knowledge is scattered across systems and staff spend hours searching, while students expect responsive support.

PADMA solution. PADMA unifies institutional knowledge, supports teaching and research, and streamlines administration — grounded in approved sources.

LIFECYCLE



Major modules

- Institutional knowledge search
- Curriculum & assessment support
- Digital library
- Academic analytics

Specialized agents

- Student Assistant
- Faculty Assistant
- Admissions Assistant
- Research Agent

RESPONSIBLE OUTCOMES

Faster knowledge access

Institutional answers on demand.

On-demand support

Consistent, grounded assistance.

Stronger research prep

Literature search & cited summaries.

Connectors LMS • student information systems • document repositories • email • calendars

AVAILABILITY

Configurable

Integration-Dependent

◆ **HUMAN IN CONTROL** Supports learning and administration; final academic decisions remain with educators. Citations are not fabricated.

Student Success, Research & Academic Publishing

Support across the learner journey and the research lifecycle — with integrity preserved.

Challenge. Students and researchers navigate complex requirements, dense literature, and multi-stage publishing workflows.

PADMA solution. PADMA supports tutoring, study, literature search, summarization, and citation management — reinforcing integrity and educator authority.



Primary users

Students, tutors, researchers, faculty, and publishing teams.

SERVICE ECOSYSTEM



Major modules

- Tutoring & study support
- Literature search
- Citation management
- Research repository

Specialized agents

- Study Assistant
- Research Agent
- Writing Assistant
- Citation Agent

Stronger study support

Guided, grounded help.

Better research prep

Summaries and citations.

Improved throughput

Clearer publishing steps.

Connectors LMS · research databases · repositories · reference managers

AVAILABILITY

Configurable

Integration-Dependent

◆ **HUMAN IN CONTROL** Supports learning and research; preserves academic integrity and educator authority. Citations are not fabricated.

Healthcare and Hospital Intelligence

Clinical knowledge, documentation support, and operations — with a human clinical-review checkpoint.

Challenge. Clinicians face documentation burden and fragmented knowledge; coordination across care and operations is complex.

PADMA solution. PADMA supports authorized professionals with knowledge search, documentation support, and record summarization — every clinical output reviewed by a professional.



Primary users
Doctors, clinical teams, nurses, and hospital administrators.

HUMAN-OVERSIGHT JOURNEY

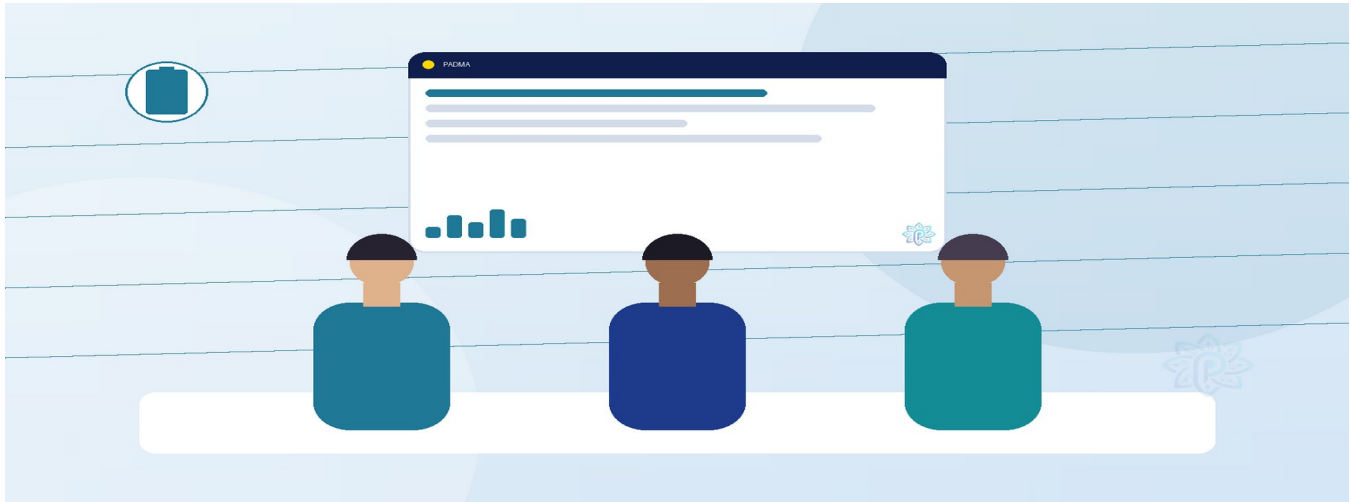
1	Patient access & scheduling Guided, multilingual information and intake support.
2	Documentation support Draft documentation and record summaries — grounded in approved sources.
◆	Clinical review checkpoint A professional reviews and approves every clinical output before it is used.
3	Care coordination & operations Coordinate follow-up and streamline hospital operations.

Major modules • Healthcare knowledge search • Clinical documentation support • Record summarization • Operational analytics	Specialized agents • Patient Services Agent • Clinical Documentation Agent • Care Coordination Agent • Hospital Operations Agent
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Connectors EHR / EMR • scheduling • document systems • secure messaging

AVAILABILITY **Configurable** **Integration-Dependent**

◆ **HUMAN IN CONTROL** PADMA supports authorized healthcare professionals; it does not replace diagnosis, treatment, emergency care, or clinical judgment. All clinical outputs require professional review.



INDUSTRY • HEALTHCARE

Health, Wellness, Administration & Revenue Cycle

Patient engagement, administration, and revenue-cycle support under human review.

Challenge. Administrative and revenue-cycle work is complex; patients need clear, timely, multilingual information.

PADMA solution. PADMA supports patient-engagement messaging, policy and procedure search, and revenue-cycle document workflows under human review.

OPERATIONAL COMMAND CENTER

Work queues

Engagement & document tasks organized by priority.

Alerts & exceptions

Policy and coding exceptions surfaced for review.

Operational visibility

Clear view of administrative and cycle status.

◆ Human decision

Staff approve coding and revenue-cycle outputs.

Major modules

- Policy & procedure search
- Patient-engagement support
- Document intelligence
- Operational analytics

Specialized agents

- Patient-Engagement Support
- Policy Knowledge Agent
- Revenue-Cycle Document Agent
- Analytics Agent

Better multilingual access

Clearer information.

Reduced admin effort

Document workflows.

Clearer operations

Operational visibility.

Connectors · practice management · scheduling · document systems

AVAILABILITY

Configurable

Integration-Dependent



HUMAN IN CONTROL General wellness information is not medical advice. Administrative and coding support requires professional review within privacy and regulatory policies.

Legal Practice Intelligence

Research, contract intelligence, and matter support — with attorneys retaining judgment.

Challenge. Legal work is document-heavy and time-pressured; research, review, and discovery consume professional hours.

PADMA solution. PADMA accelerates research, contract analysis, comparison, and matter summarization while attorneys retain judgment and advice.

KNOWLEDGE & AGENT MAP



MAJOR MODULES

Modules	Agents	Users
• Legal research assistance • Contract intelligence • Clause extraction • Matter summarization	• Legal Research Agent • Contract Intelligence Agent • Compliance Assistant • Discovery Support	• Law firms, corporate legal, compliance, and legal operations.

More consistent review Clause & risk surfacing.	Faster research Grounded, cited results.	Better organization Summaries & evidence order.
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Connectors document management • contract systems • email • repositories

AVAILABILITY **Configurable** **Integration-Dependent**

 **HUMAN IN CONTROL** PADMA supports legal professionals; it does not provide legal advice. Attorneys review all outputs and remain responsible for advice and filings.

Accounting, CPA, Tax, Finance & Insurance

Bookkeeping, accounting, CPA practice, audit support, tax, finance, and insurance workflows — with professional checkpoints at every consequential step.

Challenge. Bookkeeping, accounting, tax, audit, and insurance work is detail-intensive and highly regulated; review and reconciliation consume expert time.

PADMA solution. PADMA supports bookkeeping and accounting, CPA practice, audit support, tax and regulatory research, financial reporting, and insurance document workflows — with professional review before anything is filed or finalized.

STRUCTURED WORKFLOW CANVAS



More consistent review Structured professional checkpoints.	Reduced admin effort Bookkeeping & document preparation.	Stronger governance Audit-ready records.
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Connectors accounting & bookkeeping systems · document management · tax & filing tools

AVAILABILITY **Configurable** **Integration-Dependent**

◆ **HUMAN IN CONTROL** PADMA supports finance professionals; it does not provide financial, tax, audit, or insurance opinions. Qualified professionals review and sign off on all outputs.



INDUSTRY • REAL ESTATE

Real Estate & Construction Intelligence

Listings, transactions, and projects on one governed platform — people close the deals.

Challenge. Property and construction work spans many documents, parties, and stages, with knowledge trapped in silos.

PADMA solution. PADMA unifies listing, transaction, and project knowledge, supports document workflows, and streamlines coordination — grounded and governed.

LIFECYCLE



Major modules

- Property & document search
- Transaction document support
- Project knowledge base
- Operations analytics

Specialized agents

- Listing Assistant
- Transaction Agent
- Project Knowledge Agent
- Facilities Assistant

RESPONSIBLE OUTCOMES

Faster document work

Grounded transaction support.

Clearer coordination

Shared project knowledge.

Better visibility

Portfolio & project status.

Connectors · listing systems · document management · project tools · email

AVAILABILITY **Configurable** **Integration-Dependent**

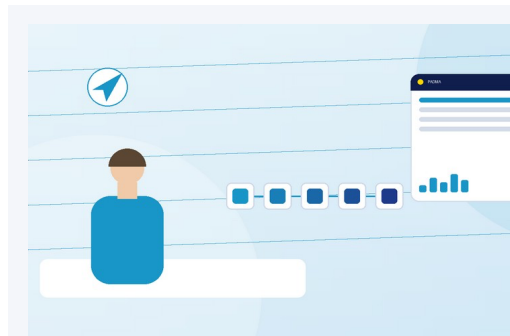
◆ **HUMAN IN CONTROL** Supports property and construction professionals; contractual and safety decisions remain with licensed people.

Travel, Tourism, Hotel & Hospitality

Guest service and operations on one platform — staff deliver the welcome.

Challenge. Guests expect fast, multilingual help — from itinerary planning to disruptions — while staff juggle bookings, service, and operations across systems.

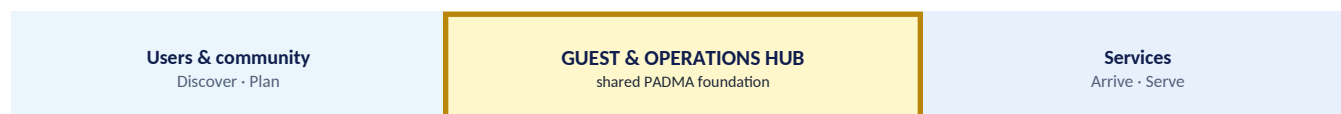
PADMA solution. PADMA supports guest assistance, itinerary planning, tourism and destination support, booking and disruption support, and operational coordination — grounded in approved policies and offerings.



Primary users

Front desk, concierge, tourism, operations, and guest-services teams.

SERVICE ECOSYSTEM



Major modules

- Itinerary planning support
- Tourism & destination support
- Booking & disruption support
- Guest knowledge & operations analytics

Specialized agents

- Guest Assistant
- Itinerary Agent
- Destination Agent
- Disruption Support Agent

Better guest access

Multilingual, on-demand help.

Smoother service

Coordinated operations.

Clearer visibility

Service & operations status.

Connectors · property management · booking systems · messaging · knowledge base

AVAILABILITY **Configurable** **Integration-Dependent**

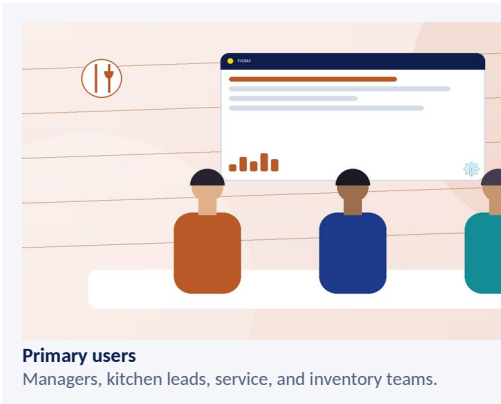
◆ **HUMAN IN CONTROL** Supports hospitality teams; staff remain responsible for guest care and service decisions.

Restaurant & Food Service Intelligence

Service, kitchen, and inventory coordination — with people making the safety calls.

Challenge. Food service runs on tight timing across service, kitchen, inventory, and compliance, with knowledge in many heads.

PADMA solution. PADMA supports service coordination, menu and policy knowledge, and inventory workflows — with human decisions on safety and quality.



HUMAN-OVERSIGHT JOURNEY

1	Guest & order support Multilingual guest information and order assistance.
2	Kitchen & inventory coordination Menu knowledge, prep, and inventory workflows.
◆	Safety & quality checkpoint Staff make food-safety and quality decisions; PADMA supports, not decides.
3	Service & reporting Coordinate service and review operational insight.

Major modules

- Menu & policy knowledge
- Service coordination
- Inventory workflows
- Operations analytics

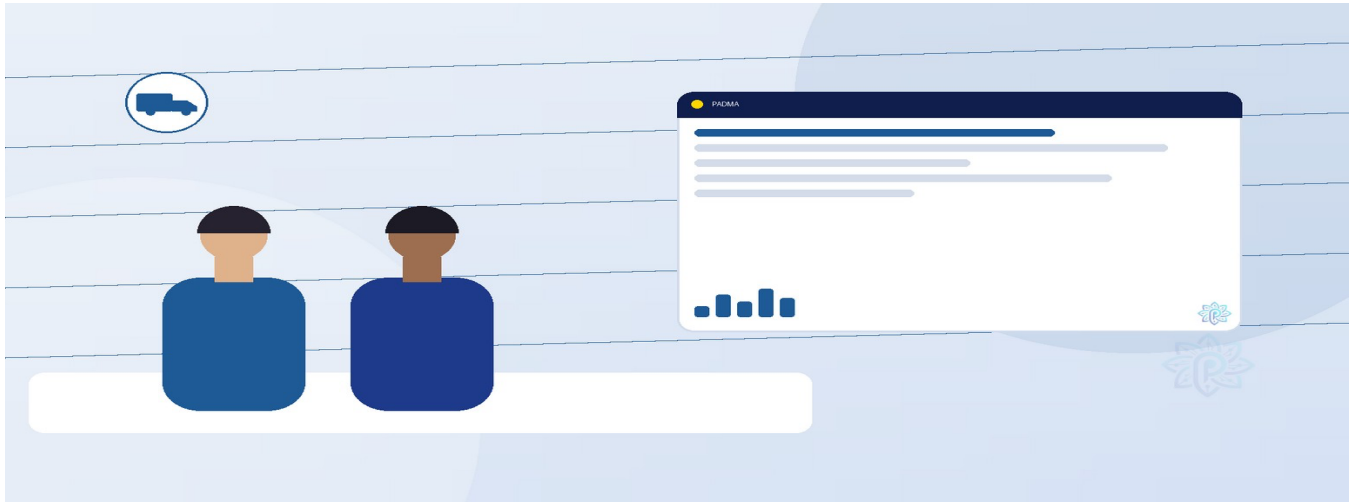
Specialized agents

- Guest Assistant
- Service Agent
- Inventory Agent
- Operations Agent

Connectors POS · inventory systems · scheduling · messaging

AVAILABILITY **Configurable** **Integration-Dependent**

◆ **HUMAN IN CONTROL** Supports food-service teams; food-safety, allergen, and quality decisions remain with qualified staff.



INDUSTRY • TRANSPORTATION

Transportation, Fleet, Warehouse & Logistics

Dispatch, warehouse, and fleet coordination — humans decide on exceptions.

Challenge. Logistics spans dispatch, warehouse, and fleet with constant exceptions and fragmented information.

PADMA solution. PADMA supports coordination, knowledge search, and document workflows across operations — surfacing exceptions for human decision.

OPERATIONAL COMMAND CENTER

Work queues

Shipments and tasks organized by priority.

Alerts & exceptions

Delays and exceptions surfaced for review.

Operational visibility

Clear view of operations and status.

◆ Human decision

Teams decide on routing and exception handling.

Major modules

- Operations knowledge search
- Coordination support
- Document workflows
- Operations analytics

Specialized agents

- Dispatch Assistant
- Warehouse Agent
- Fleet Knowledge Agent
- Logistics Analytics Agent

Faster coordination

Grounded operational support.

Fewer surprises

Exceptions surfaced early.

Better visibility

Operational status at a glance.

Connectors TMS / WMS · fleet systems · document management · messaging

AVAILABILITY

Configurable

Integration-Dependent

◆ **HUMAN IN CONTROL** Supports logistics teams; routing, safety, and exception decisions remain with people.

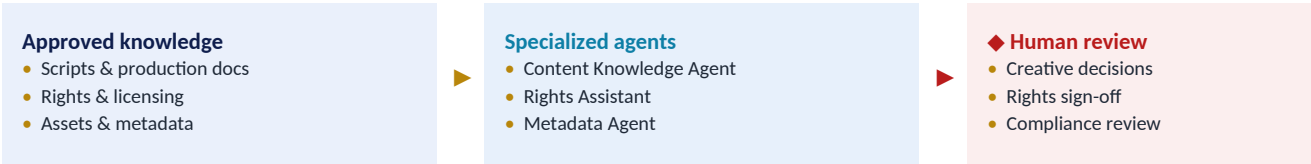
Film, Media & Entertainment

Production knowledge, rights, and content workflows — creators keep control.

Challenge. Media work spans scripts, rights, assets, and schedules, with knowledge and approvals scattered.

PADMA solution. PADMA supports content knowledge, rights and metadata workflows, and research — with human review of rights and creative decisions.

KNOWLEDGE & AGENT MAP



MAJOR MODULES

Modules	Agents	Users
• Production knowledge base • Rights & metadata support • Content search • Workflow support	• Content Knowledge Agent • Rights Assistant • Metadata Agent • Research Agent	• Production, rights, content, and post-production teams.

Faster knowledge access Grounded production support.	Cleaner metadata Consistent asset records.	Clearer rights handling Human-reviewed decisions.
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Connectors media asset management • rights systems • document management

AVAILABILITY **Configurable** **Integration-Dependent**

HUMAN IN CONTROL Supports media teams; rights, licensing, and creative decisions remain with qualified people.

Authoring, Publishing, Translation & Digital Libraries

From manuscript to library — with editors and translators in control.

Challenge. Publishing spans authoring, editing, translation, and cataloging across many contributors and standards.

PADMA solution. PADMA supports drafting assistance, translation support, citation and metadata management, and library search — under professional review.

STRUCTURED WORKFLOW CANVAS



Major modules

- Authoring & editing support
- Translation support
- Citation & metadata
- Digital library search

Specialized agents

- Writing Assistant
- Translation Agent
- Citation Agent
- Library Agent

Stronger drafting support
Grounded, cited help.

Better translation prep
Consistent terminology.

Improved discoverability
Clean metadata & search.

Connectors · editorial systems · translation memory · library catalogs

AVAILABILITY **Configurable** **Integration-Dependent**

HUMAN IN CONTROL Supports publishing professionals; editorial, translation, and rights decisions remain with qualified people. Citations are not fabricated.



INDUSTRY • NONPROFIT

Nonprofit & Social Impact Intelligence

Programs, donors, and impact on one platform — teams steward the mission.

Challenge. Mission teams stretch limited capacity across programs, donor and volunteer management, grants, and reporting.

PADMA solution. PADMA supports donor and volunteer management, grant intelligence, program knowledge, communication drafting, and reporting workflows — grounded and governed.

LIFECYCLE



Major modules

- Donor & volunteer management
- Grant intelligence
- Program knowledge & communication
- Impact analytics & reporting

Specialized agents

- Donor & Volunteer Agent
- Grant Intelligence Agent
- Program Assistant
- Impact Analytics Agent

RESPONSIBLE OUTCOMES

Reduced admin effort

More time for mission.

Clearer communication

Grounded, on-message drafts.

Better reporting

Consistent impact records.

Connectors CRM • donor systems • document management • email

AVAILABILITY **Configurable** **Integration-Dependent**

◆ **HUMAN IN CONTROL** Supports mission teams; program, donor, and grant decisions remain with people.

Religious, Spiritual & Faith-Based Organizations

Community administration and approved knowledge — handled with respect and care.

Challenge. Faith-based organizations coordinate community, communication, donor and volunteer support, and administration with limited capacity — while safeguarding privacy and voluntary participation.

PADMA solution. PADMA supports administration, communication drafting, donor and volunteer support, and search over approved teachings and knowledge — with a respectful, neutral treatment and human oversight.



SERVICE ECOSYSTEM



Major modules • Approved teachings & knowledge search • Communication & community support • Donor & volunteer support • Administration workflows	Specialized agents • Community Assistant • Communication Agent • Donor & Volunteer Agent • Administration Agent
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Reduced admin effort More time for community.	Clearer communication Respectful, on-message drafts.	Protected privacy Careful, governed handling.
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Connectors community management · document systems · email · calendars

AVAILABILITY **Configurable** **Integration-Dependent**

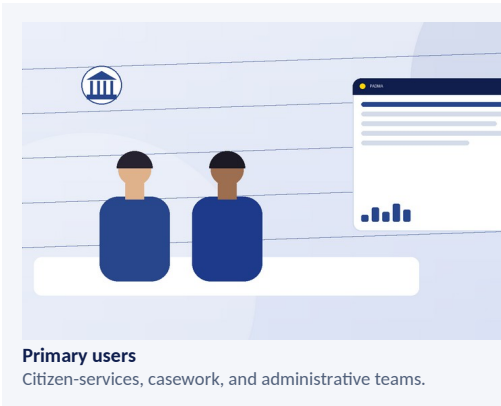
 **HUMAN IN CONTROL** Supports administration and approved teachings; matters of belief, doctrine, and pastoral care remain with people. Donor, participant, minor, and family privacy is protected, and participation is always voluntary — no one is required to participate.

Government & Citizen Services Intelligence

Citizen information and case support — public servants make the decisions.

Challenge. Public agencies field high volumes of inquiries and casework while safeguarding fairness and accountability.

PADMA solution. PADMA supports citizen information, policy and procedure search, and case document workflows — with human decisions and audit throughout.



Primary users
Citizen-services, casework, and administrative teams.

HUMAN-OVERSIGHT JOURNEY

1	Citizen information & intake Multilingual information and guided intake support.
2	Policy & case document support Policy search and case document preparation — grounded and cited.
◆	Officer decision checkpoint Public servants make eligibility and case decisions; PADMA supports, not decides.
3	Service & reporting Coordinate services and maintain auditable records.

Major modules • Policy & procedure search • Citizen-information support • Case document workflows • Operational analytics	Specialized agents • Citizen Services Agent • Policy Knowledge Agent • Case Document Agent • Analytics Agent
--	---

Connectors case management • document systems • knowledge base • messaging

AVAILABILITY **Configurable** **Integration-Dependent**

◆ **HUMAN IN CONTROL** Supports public servants; eligibility, benefit, and case decisions remain with authorized officials, with fairness and accountability preserved.



INDUSTRY • RETAIL

Retail & E-Commerce

Customer service, catalog, and operations — teams own the experience.

Challenge. Retail spans customer service, catalog, inventory, and fulfillment across channels and systems.

PADMA solution. PADMA supports customer assistance, catalog and policy knowledge, and operations workflows — grounded and governed.

OPERATIONAL COMMAND CENTER

Work queues

Inquiries and tasks organized by priority.

Alerts & exceptions

Stock and service exceptions surfaced for review.

Operational visibility

Clear view of catalog and operations status.

◆ Human decision

Teams decide on service and merchandising actions.

Major modules

- Product & policy knowledge
- Customer service support
- Catalog & operations workflows
- Operations analytics

Specialized agents

- Customer Service Agent
- Catalog Agent
- Operations Agent
- Analytics Agent

Better customer access

Multilingual, grounded help.

Smoother operations

Coordinated workflows.

Clearer visibility

Catalog & operations status.

Connectors e-commerce platforms • catalog systems • CRM • messaging

AVAILABILITY

Configurable

Integration-Dependent

◆ **HUMAN IN CONTROL** Supports retail teams; pricing, service, and merchandising decisions remain with people.

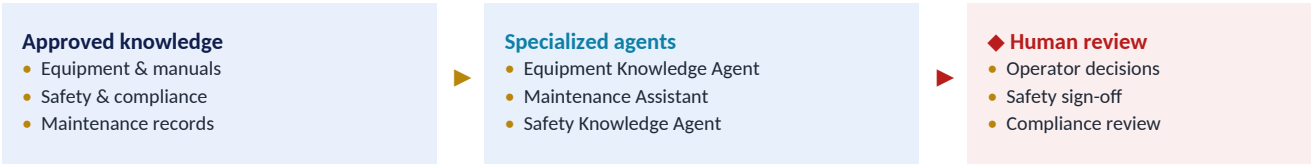
Manufacturing, Agriculture, Energy & Telecom

Equipment, safety, and operations knowledge — operators stay in command.

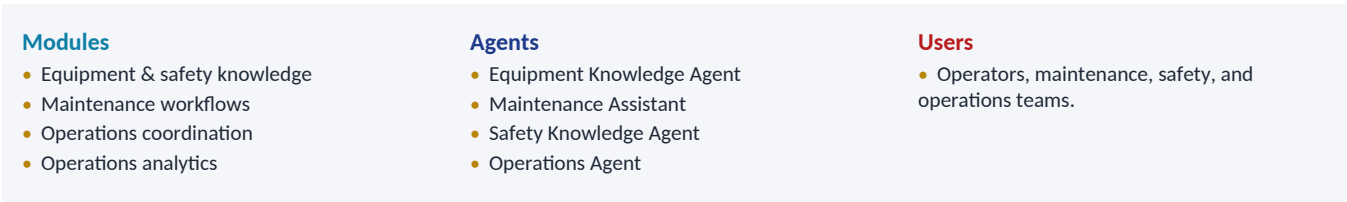
Challenge. Industrial operations depend on equipment, safety, and maintenance knowledge that is dispersed and hard to access.

PADMA solution. PADMA supports equipment and safety knowledge search, maintenance document workflows, and operations coordination — with human decisions on safety-critical actions.

KNOWLEDGE & AGENT MAP



MAJOR MODULES



Connectors · asset management · maintenance systems · document management

AVAILABILITY **Configurable** **Integration-Dependent**

◆ **HUMAN IN CONTROL** Supports industrial teams; safety-critical and operational decisions remain with qualified operators.

Enterprise, HR, Professional Services & Events

People operations and professional services — with human checkpoints throughout.

Challenge. Enterprise functions handle HR, professional services, associations, and events across many processes and documents.

PADMA solution. PADMA supports HR and services knowledge, document workflows, and coordination — with professional checkpoints at consequential steps.

STRUCTURED WORKFLOW CANVAS



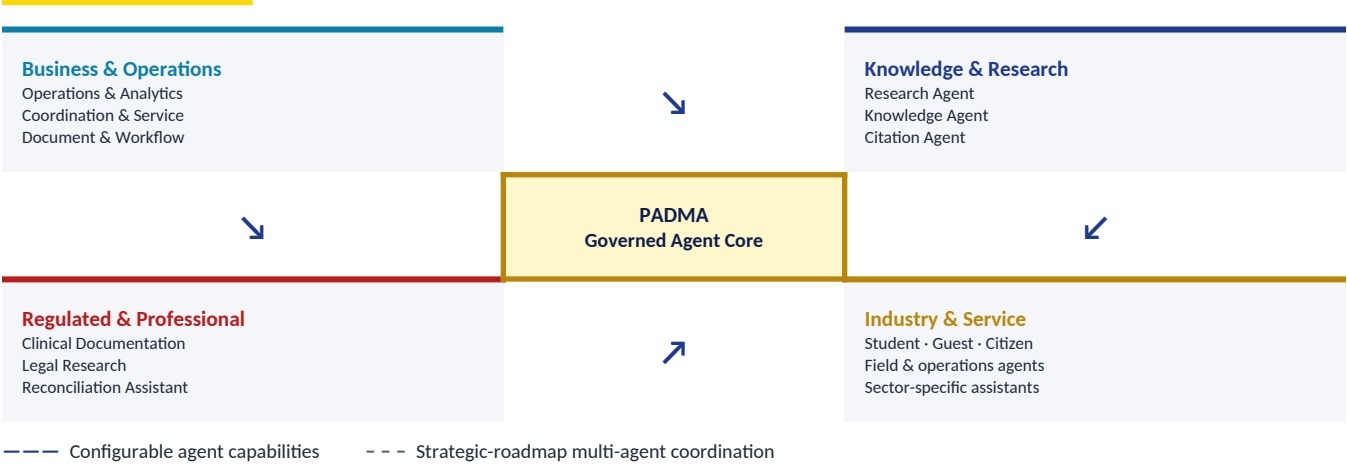
Connectors · HRIS · document management · CRM · event systems

AVAILABILITY **Configurable** **Integration-Dependent**

◆ **HUMAN IN CONTROL** Supports enterprise teams; HR, professional, and member decisions remain with qualified people.

Agent family constellation

Governed agents grouped by the work they do — configurable today, with roadmap coordination ahead.



Configurable today Agent Framework builds, tests, and deploys governed agents within approved scope.	On the roadmap Multi-agent collaboration will extend delegation across approved agents.
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AVAILABILITY **Configurable** Strategic Roadmap

◆ **HUMAN IN CONTROL** Agents operate under governance; people approve consequential actions. Roadmap coordination is not a promise of current general availability.

Representative end-to-end workflows

Three governed workflows — each with a professional human-review step.



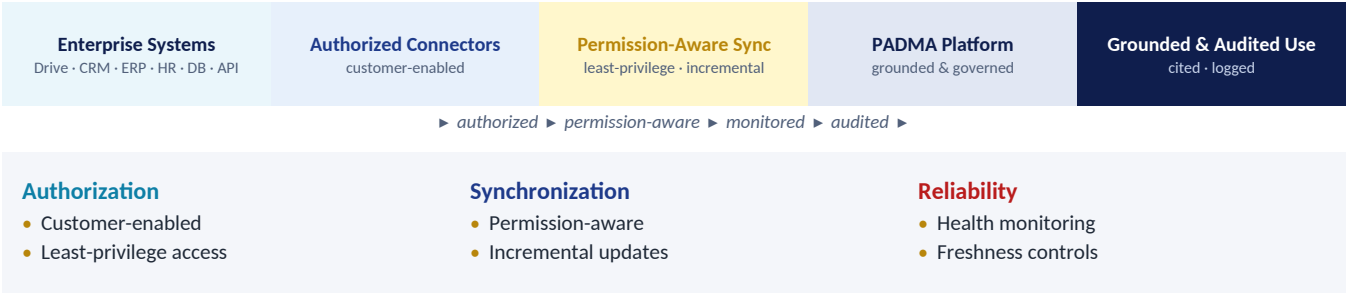
Every consequential workflow routes through a qualified professional before action — capable support, human accountability.

AVAILABILITY **Configurable** **Integration-Dependent**

Integration strategy

Connect the systems teams already use — modular, permission-aware, and authorized.

CONNECTOR ORCHESTRATION

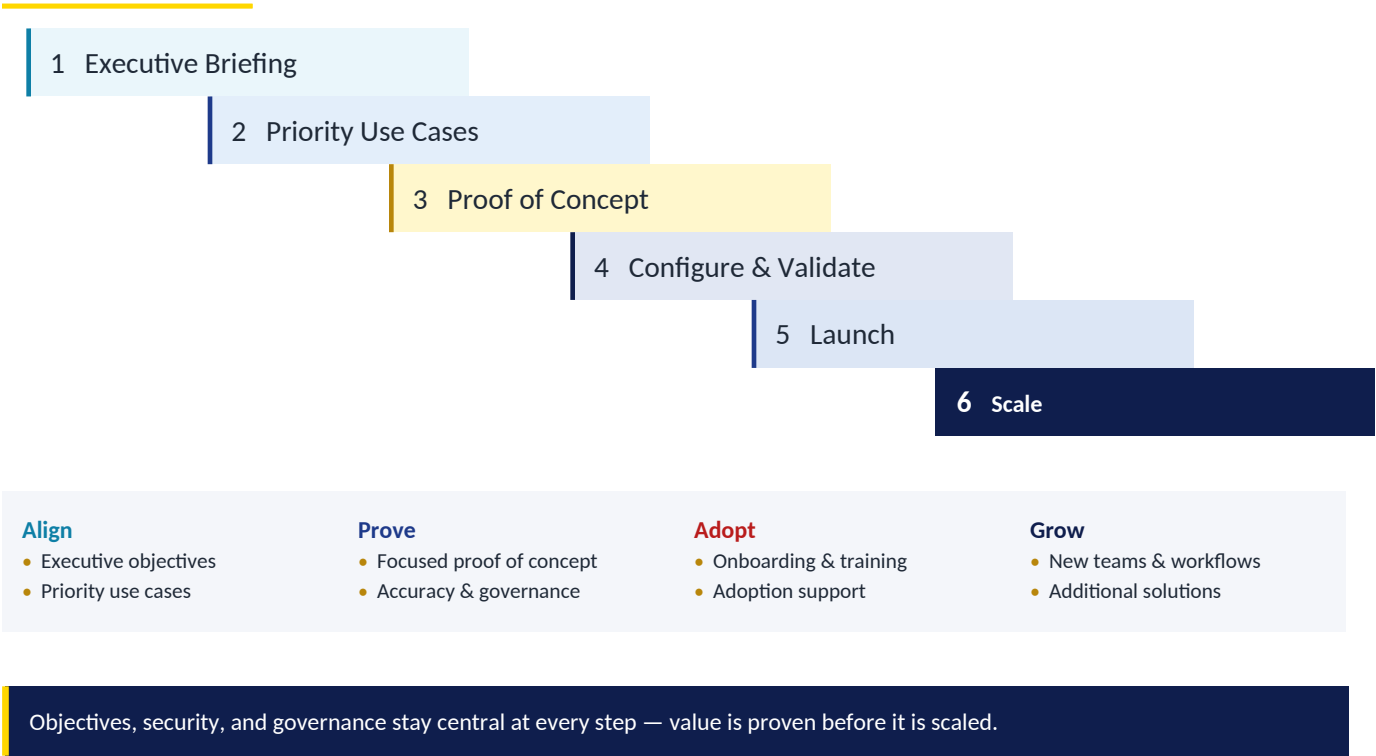


AVAILABILITY **Configurable** **Integration-Dependent**

◆ **HUMAN IN CONTROL** Connectors are enabled by customer authorization; access to any system is subject to validation.

Enterprise implementation staircase

A premium, low-risk climb from executive briefing to enterprise scale.



Current foundation & strategic roadmap

Honest horizons — direction, not a promise of general availability.

Current Foundation	Near-Term Expansion	Strategic Expansion
- Enterprise AI Gateway - Multi-model integration - Knowledge, RAG & GraphRAG - Enterprise search - Assistant & AI Chat available · Agent Chat configurable - Core connectors · secure cloud	- Voice AI - Advanced agent builder - Multi-agent collaboration - Workflow automation - Expanded connectors - Advanced analytics & governance	- Marketplace & ecosystem - Developer marketplace - Industry solutions & SaaS - Partner portal - Global, private & hybrid AI - Certified agent/connector ecosystem

Multi-Agent Collaboration, Enterprise SaaS & billing, and Marketplace are Strategic Roadmap — not currently generally available.

AVAILABILITY Available Configurable Integration-Dependent Strategic Roadmap

APPENDIX • CAPABILITY MATRIX 1 OF 2

Platform capabilities

Capability	Description	Layer	Availability
Executive Experience	Command center, KPIs, cost & risk, decision support	Experience	Available
PADMA Assistant	Personalized, role-aware, multilingual assistance	Experience	Available
AI Chat	Multi-model chat, routing, comparison, audit	Experience	Available
Agent Chat	Role/department agents with memory and approvals	Experience	Configurable
Workflow Chat	Natural-language workflows and automation	Intelligence	Configurable
AI Gateway	Multi-category routing, cost, policy, fallback	Gateway	Available
Knowledge Platform	Ingestion, RAG, GraphRAG, knowledge graph	Knowledge	Available
Enterprise Search	Semantic, keyword, hybrid, permission-aware	Knowledge	Available
Document Intelligence	Classify, extract, summarize, compare, lifecycle	Intelligence	Configurable
Voice & Multimodal	Speech, meetings, translation, image understanding	Experience	Configurable
Agent Framework	Build, test, deploy agents with guardrails	Intelligence	Configurable
Multi-Agent Collaboration	Delegation and coordination with approvals	Intelligence	Strategic Roadmap
Prompt Management	Reusable, governed prompt templates	Intelligence	Available
Evaluation & Quality	Accuracy, groundedness, safety, bias, A/B	Trust	Configurable

Availability Available Configurable Integration-Dependent Strategic Roadmap

APPENDIX • CAPABILITY MATRIX 2 OF 2

Trust, operations & industry families

Capability	Description	Layer	Availability
Enterprise Connectors	Modular, permission-aware system connectors	Integration	Integration-Dependent
Security & Governance	IAM, RBAC/ABAC, SSO, MFA, encryption, audit	Trust	Configurable
Responsible AI	Guardrails, safety, explainability, oversight	Trust	Configurable
Administration	Org/tenant/user/role, settings, health	Cloud/Trust	Configurable
Analytics & BI	Usage, cost, adoption, ROI framework	Intelligence	Available
Developer Platform	APIs, SDKs, webhooks, sandboxes, plugins	Integration	Configurable
Marketplace & Ecosystem	Certified agents, prompts, connectors	Ecosystem	Strategic Roadmap
Enterprise SaaS	Multi-tenancy, subscription, billing, HA/DR	Cloud	Strategic Roadmap
Deployment	Cloud, hybrid, private, dedicated, residency	Cloud	Integration-Dependent
Education & Research	Teaching, student success, research, publishing	Reuses all layers	Configurable
Healthcare	Clinical support, operations, revenue cycle	Reuses all layers	Integration-Dependent
Legal & Finance	Contract/document intelligence, research	Reuses all layers	Integration-Dependent
Public & Consumer	Government, travel, food, transport, retail, media	Reuses all layers	Integration-Dependent
Mission & Industrial	Nonprofit, faith, manufacturing, agriculture, utilities	Reuses all layers	Integration-Dependent

Availability Available Configurable Integration-Dependent Strategic Roadmap

APPENDIX • REPRESENTATIVE INDUSTRY SOLUTION MATRIX — PART 1 OF 3

Representative industry solutions

Solution Family	Representative Module	Primary Purpose	Primary Users	Specialized Agent	Connector Dependency	Human Approval	Availability
Education	Knowledge search	Unify institutional knowledge	Faculty, students	Student Assistant	LMS · SIS	Optional	Configurable
Education	Digital library	Curate & search resources	Librarians, students	Library Agent	Repositories	Optional	Configurable
Student & Research	Literature search	Summarize research	Researchers	Research Agent	Databases	Review	Configurable
Student & Research	Citation management	Manage citations	Students, faculty	Citation Agent	Reference tools	Review	Configurable
Healthcare	Documentation support	Draft documentation	Clinicians	Clinical Doc Agent	EHR / EMR	Required	Integration-Dependent
Healthcare	Record summarization	Summarize records	Clinical teams	Care Coord. Agent	EHR / EMR	Required	Integration-Dependent
Health Revenue	Revenue-cycle docs	Prepare cycle documents	Revenue-cycle staff	Revenue-Cycle Agent	Practice mgmt	Required	Integration-Dependent
Health Revenue	Policy search	Search policy	Administrators	Policy Agent	Document systems	Review	Configurable
Legal	Legal research	Grounded, cited research	Attorneys	Legal Research Agent	Document mgmt	Required	Integration-Dependent
Legal	Contract intelligence	Analyze contracts	Legal teams	Contract Agent	Contract systems	Required	Integration-Dependent
Finance	Reconciliation prep	Prepare reconciliations	Accountants	Reconciliation Agent	Accounting systems	Required	Integration-Dependent
Finance	Reporting support	Prepare reports	Finance teams	Reporting Agent	Accounting systems	Required	Configurable

Availability Available Configurable Integration-Dependent Strategic Roadmap

APPENDIX • REPRESENTATIVE INDUSTRY SOLUTION MATRIX — PART 2 OF 3

Representative industry solutions

Solution Family	Representative Module	Primary Purpose	Primary Users	Specialized Agent	Connector Dependency	Human Approval	Availability
Real Estate	Transaction docs	Support transactions	Brokers, agents	Transaction Agent	Document mgmt	Review	Configurable
Real Estate	Project knowledge	Share project knowledge	Project teams	Project Agent	Project tools	Optional	Configurable
Travel & Hospitality	Guest assistance	Multilingual guest help	Front desk	Guest Assistant	PMS · booking	Optional	Configurable
Travel & Hospitality	Operations support	Coordinate operations	Operations teams	Operations Agent	Messaging	Optional	Configurable
Food Service	Service coordination	Coordinate service	Managers, service	Service Agent	POS · scheduling	Review	Configurable
Food Service	Inventory workflows	Manage inventory	Kitchen, inventory	Inventory Agent	Inventory systems	Review	Configurable
Transportation	Coordination support	Coordinate operations	Dispatch, fleet	Dispatch Assistant	TMS / WMS	Review	Integration-Dependent
Transportation	Document workflows	Process documents	Logistics teams	Logistics Agent	Document mgmt	Review	Configurable
Media	Rights & metadata	Manage rights	Rights, content	Rights Assistant	Rights systems	Required	Integration-Dependent
Media	Content knowledge	Search production docs	Production teams	Content Agent	Asset mgmt	Review	Configurable
Publishing	Authoring support	Assist drafting	Authors, editors	Writing Assistant	Editorial systems	Review	Configurable
Publishing	Translation support	Assist translation	Translators	Translation Agent	Translation memory	Review	Configurable

Availability Available Configurable Integration-Dependent Strategic Roadmap

APPENDIX • REPRESENTATIVE INDUSTRY SOLUTION MATRIX — PART 3 OF 3

Representative industry solutions

Solution Family	Representative Module	Primary Purpose	Primary Users	Specialized Agent	Connector Dependency	Human Approval	Availability
Nonprofit	Grant & report workflows	Prepare grants	Development teams	Grant Support Agent	CRM • docs	Review	Configurable
Nonprofit	Program knowledge	Share program knowledge	Program teams	Program Assistant	Document mgmt	Optional	Configurable
Faith-Based	Approved-knowledge search	Search approved knowledge	Administrators	Knowledge Agent	Document systems	Review	Configurable
Faith-Based	Administration workflows	Coordinate administration	Community teams	Admin. Agent	Calendars	Optional	Configurable
Government	Case document workflows	Prepare case documents	Caseworkers	Case Document Agent	Case mgmt	Required	Integration-Dependent
Government	Citizen information	Multilingual citizen info	Citizen services	Citizen Services Agent	Knowledge base	Review	Configurable
Retail	Customer service support	Assist customer service	Service teams	Customer Service Agent	CRM • e-commerce	Review	Configurable
Retail	Catalog workflows	Manage catalog	Merchandising	Catalog Agent	Catalog systems	Review	Configurable
Manufacturing	Equipment knowledge	Search equipment	Operators	Equipment Agent	Asset mgmt	Required	Integration-Dependent
Manufacturing	Safety knowledge	Search safety	Safety teams	Safety Agent	Document mgmt	Required	Integration-Dependent
Enterprise & HR	HR & services knowledge	Search HR & services	HR, services	HR Assistant	HRIS • docs	Review	Configurable
Enterprise & HR	Document workflows	Process documents	Services teams	Services Agent	Document mgmt	Review	Configurable

Availability Available Configurable Integration-Dependent Strategic Roadmap

Professional use & human oversight

PADMA supports qualified people; it does not replace professional judgment.

HUMAN IN CONTROL

Professional oversight is a design principle, not a disclaimer.

◆ Healthcare

Supports authorized professionals; does not replace diagnosis, treatment, emergency care, or clinical judgment. Clinical outputs require professional review.

◆ Legal

Supports legal professionals; does not provide legal advice. Attorneys review outputs and remain responsible for advice and filings.

◆ Accounting, CPA & Tax

Supports finance professionals; does not provide financial, tax, audit, or insurance opinions. Qualified professionals review and sign off.

◆ Education

Supports learning and administration; final academic decisions remain with educators. Citations are not fabricated.

◆ Food Service

Supports teams; food-safety, allergen, and quality decisions remain with qualified staff.

◆ Religious & Spiritual

Supports administration and approved teachings; belief, doctrine, and pastoral care remain with people. Donor, participant, minor, and family privacy is protected; participation is voluntary.

◆ Creative & Publishing

Supports professionals; editorial, translation, and rights decisions remain with qualified people. Citations are not fabricated.

◆ Public Sector & Industrial

Supports public servants and operators; eligibility, safety-critical, and case decisions remain with authorized people.

Availability is always shown by a written label plus color. Certifications and compliance are subject to implementation validation.

GET STARTED

Engage with Lotus Cloud

Move from enterprise AI interest to a governed, proven deployment.

Executive Briefing

A focused session on governed enterprise AI and PADMA.

PADMA Demonstration

A guided walkthrough with demonstration data.

Proof of Concept

A focused pilot on a priority use case.

Industry Discovery Workshop

Map sector use cases onto the shared foundation.

Enterprise Deployment Assessment

Assess readiness, security, and governance.

Strategic Partnership

Long-term collaboration on enterprise AI.

Lotus Cloud, Inc.

Corporate Headquarters: Dallas, TX, USA

lotuscloud.ai



Build your enterprise AI future with PADMA™

One Secure AI Foundation.

Every Model. Every Workflow. Every Industry.

LOTUS CLOUD, INC.

Corporate Headquarters: Dallas, TX, USA

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