



Agentic AI for Business Transformation

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Embracing
Agentic AI
is no longer optional;
It is a
Game-changer and a Strategic
Imperative

By 2026, **20%** of workers with no development experience will transform how they work by building their own agentic workflows¹
→ Improving Cycle Time by **40%**

By 2028, **33%** of enterprise software apps are predicted to incorporate Agentic AI across industries²
→ Improving Autonomous Decision Making by **15%**

By 2029, **80%** of common customer service issues will be resolved by agentic AI autonomously³
→ Reducing Operational Cost by **30%**

Agentic AI is enhancing operational agility, and speed up time to market, leading to **significant cost reductions**⁴
→ Improving Resource Allocation Efficiency by **42%**

Sources

¹ IDC.com IDC Table of Contents

² How Intelligent Agents in AI Can Work Alone | Gartner

³ Gartner Predicts that Agentic AI Will Solve 80 Percent of Customer Problems by 2029 - CX Today

⁴ Enterprise Transformation with Agentic AI: A Leader's Guide

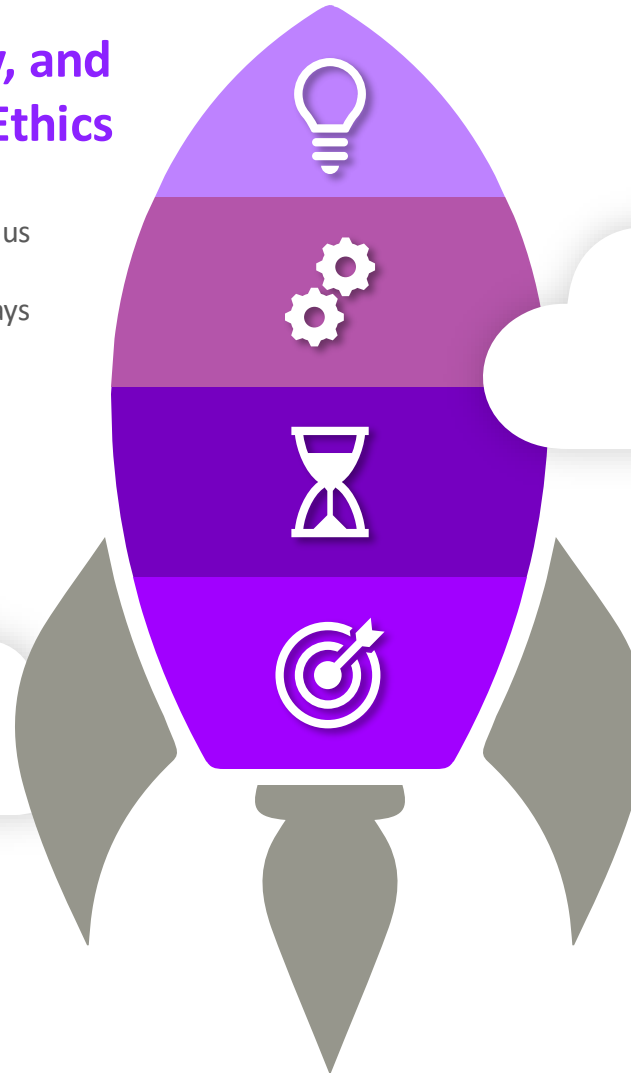
Four Dominant Business Trends Are Emerging

Prioritization of Governance, Reliability, and Ethics

Seasoned practitioners are providing a reality check, highlighting challenges and concerns around managing completely autonomous systems and the critical need for oversight, trust, and robust observability. Jenson Huang recently describe Agentic AI as always requiring at least 1 human in Agentic Workflows

Enterprise Adoption and Verticalization

Discussions within organizations have matured from "what if" to "how to" with practical applications seeing unprecedented improvements across sales, marketing, software development, customer experience and more



AI-First Business Flows

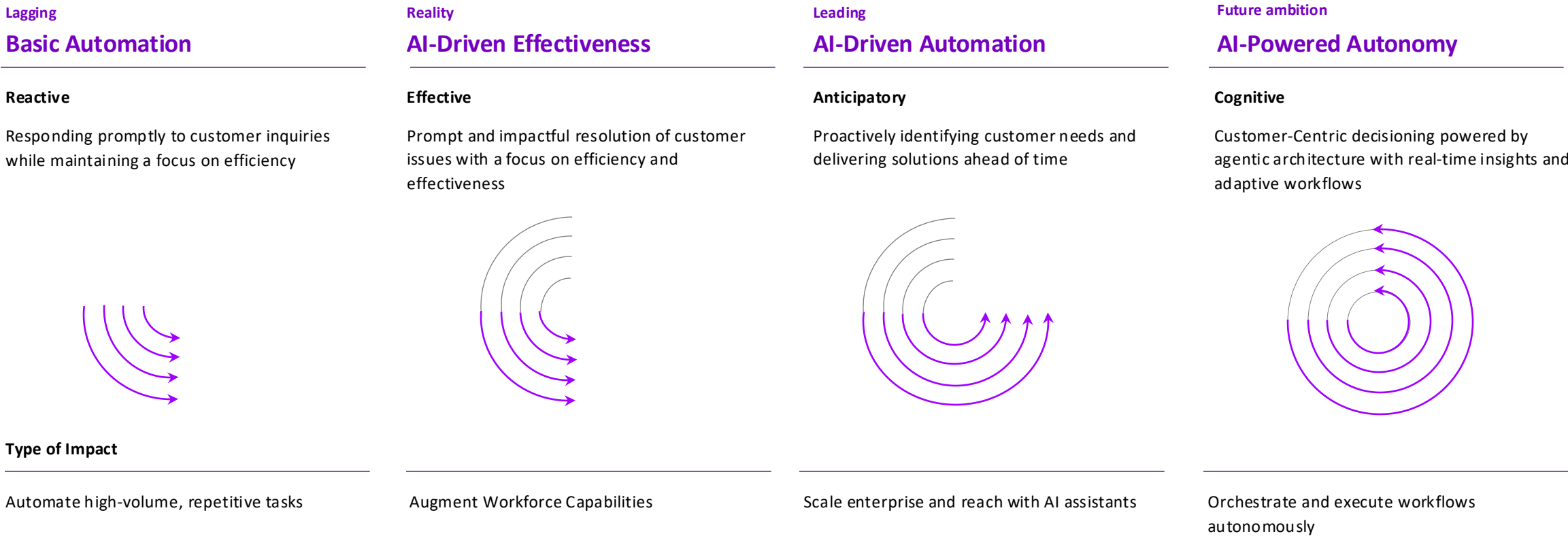
Startups are architected from ground up to operate with minimal human headcount leveraging teams of AI agents for core functions

Interoperability

There is a concerted push to create a common language for AI agents to communicate and collaborate. It kicked off with the open sourcing of Agentic Protocols like MCP and A2A to Google's recent donation of A2A to Linux Foundation

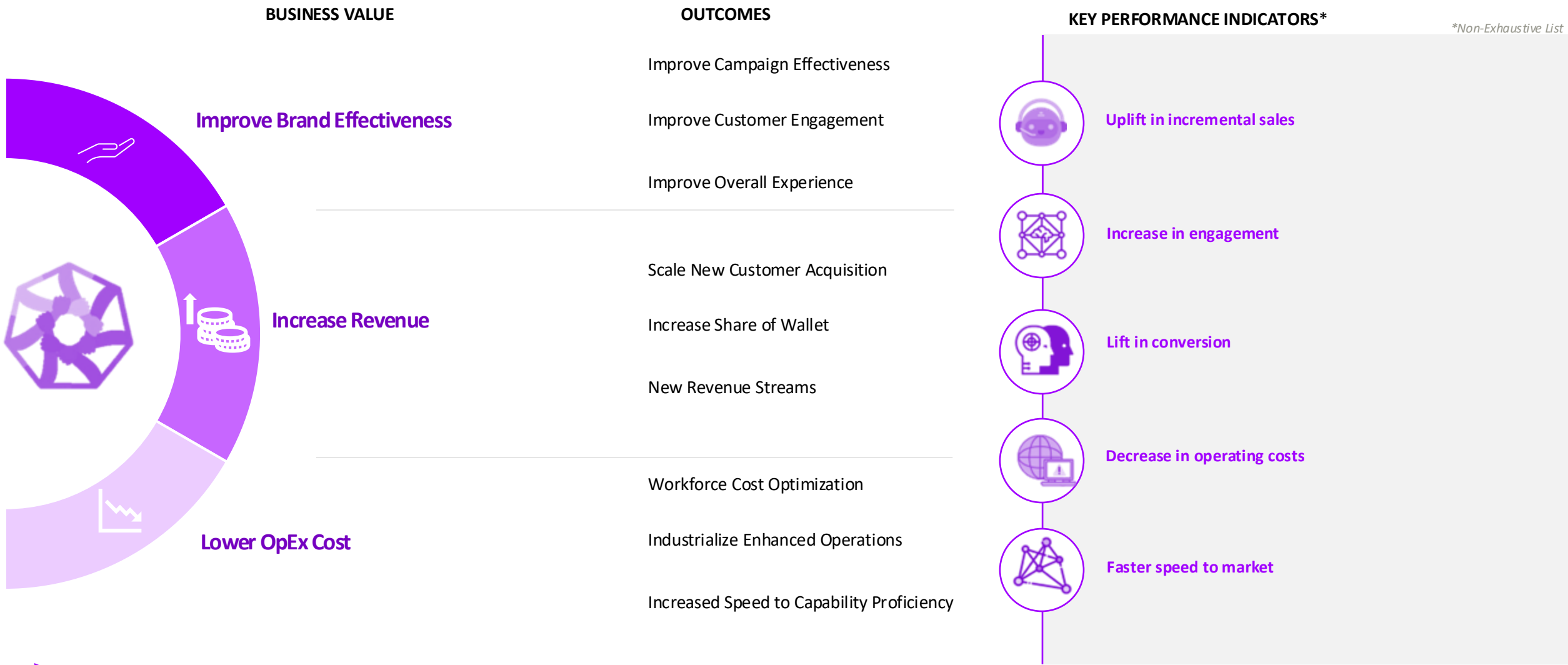
AI-Powered Progression Journey

Understanding the strategic journey organizations must undertake to achieve truly autonomous operations through AI



Transformation Opportunities: Unlocking Organizational Potential

From engagement to efficiency, unleash enterprise-wide impact

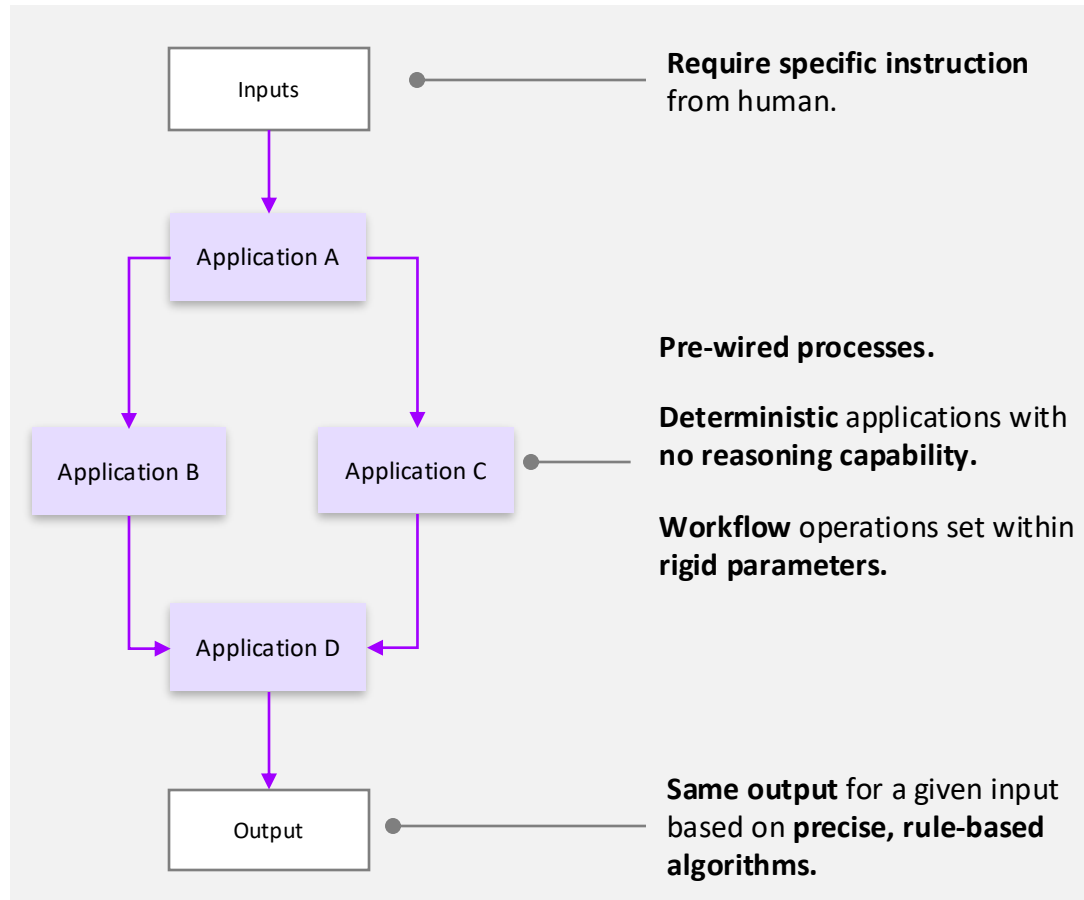


**Non-Exhaustive List*

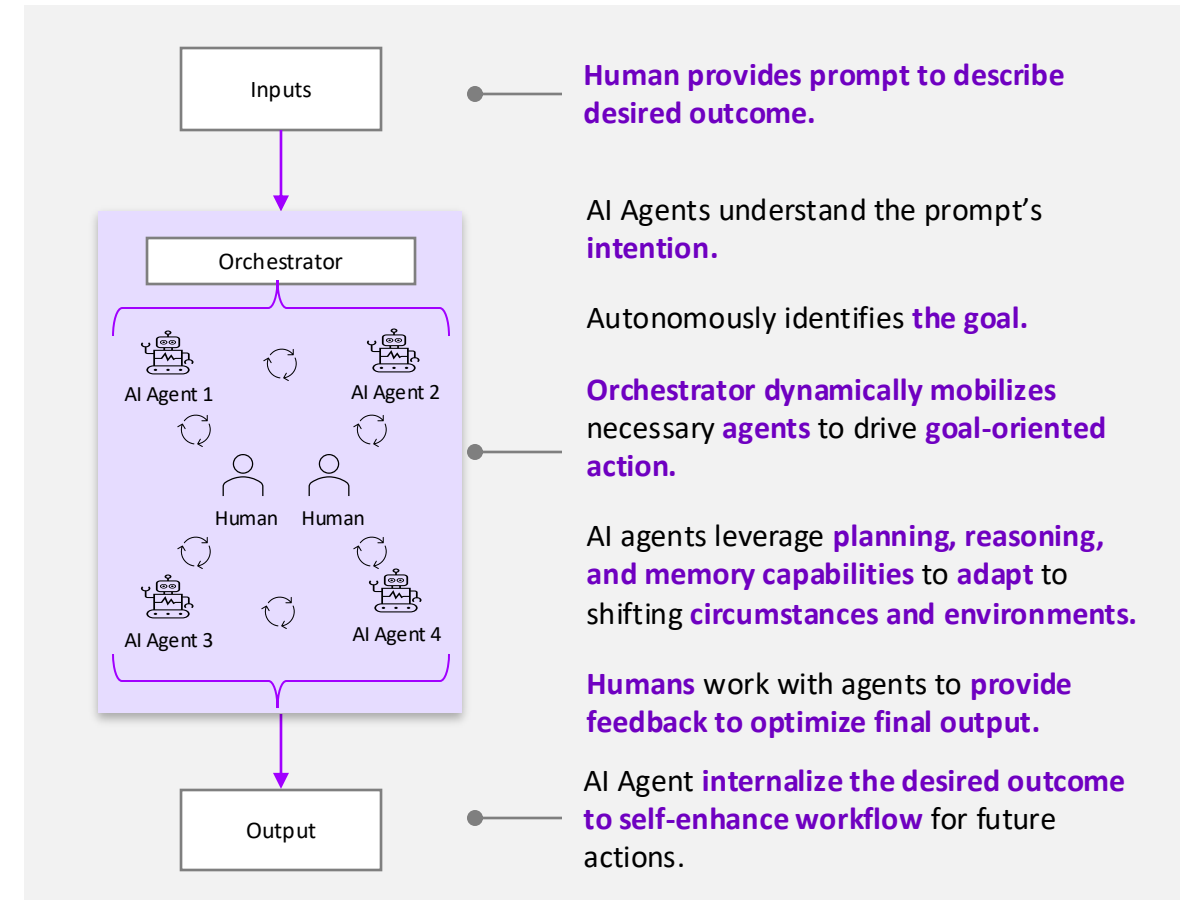


Autonomous Agents redefine how enterprises complete end-to-end workflows

Traditional | Instruction driven



Autonomous Agents | Intention driven

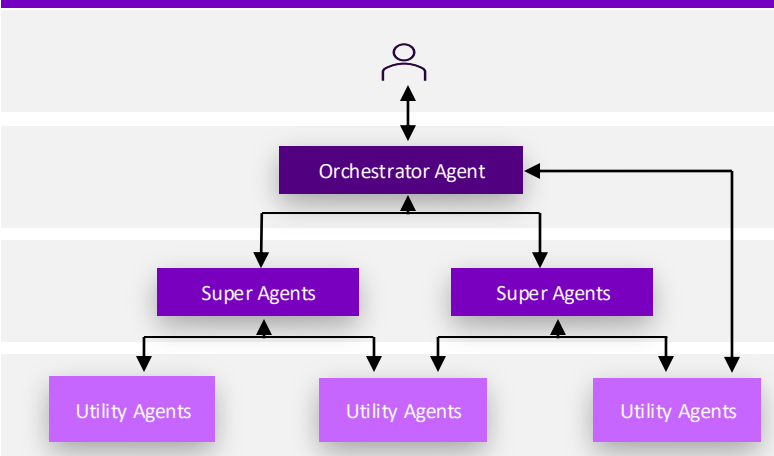


An Agentic application features a hierarchy of agents, each with its own role to drive automation

Agentic Application Hierarchy Definition

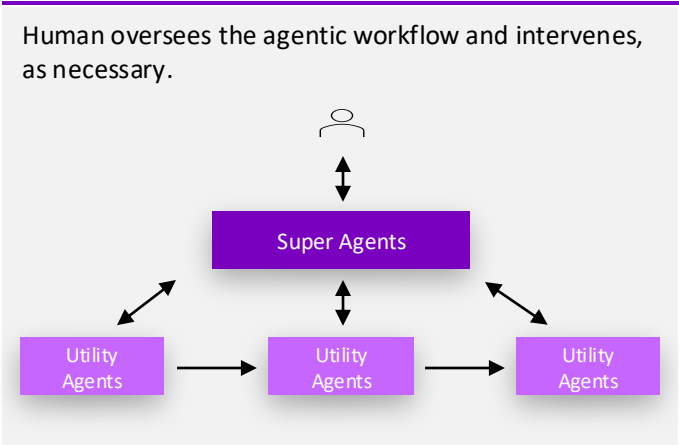
1. Key Persona	<ul style="list-style-type: none">Who the agents are supporting.The persona's prompt sets the AI Agents' goal.
2. Orchestrator Agent	<ul style="list-style-type: none">Understands prompt and assigns tasks to agents.Coordinates task approach across multiple Super agents, and in some cases, will directly call Utility agents.
3. Super Agents	<ul style="list-style-type: none">Understands your intention and the goal.Mobilizes a configuration of necessary Utility agents to achieve that goal.
4. Utility Agents	<ul style="list-style-type: none">Specialists trained to be experts in a single capability, such as research or analytics.

AI Agent Hierarchy Tree

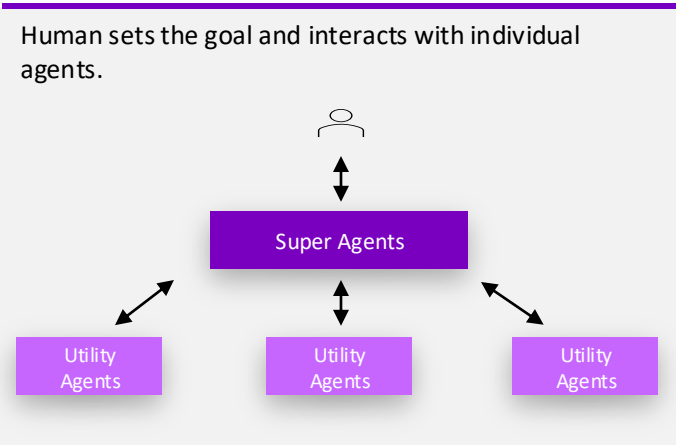


Agentic architecture from a point-solution to an Autonomous Multi-agent coordination

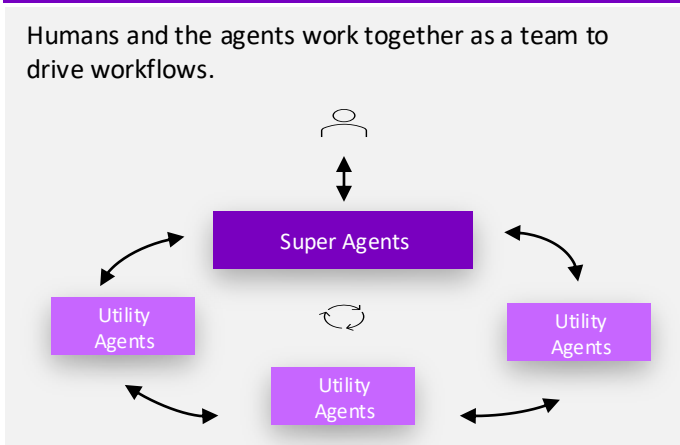
Supervise an agentic workflow



Assign tasks and report back

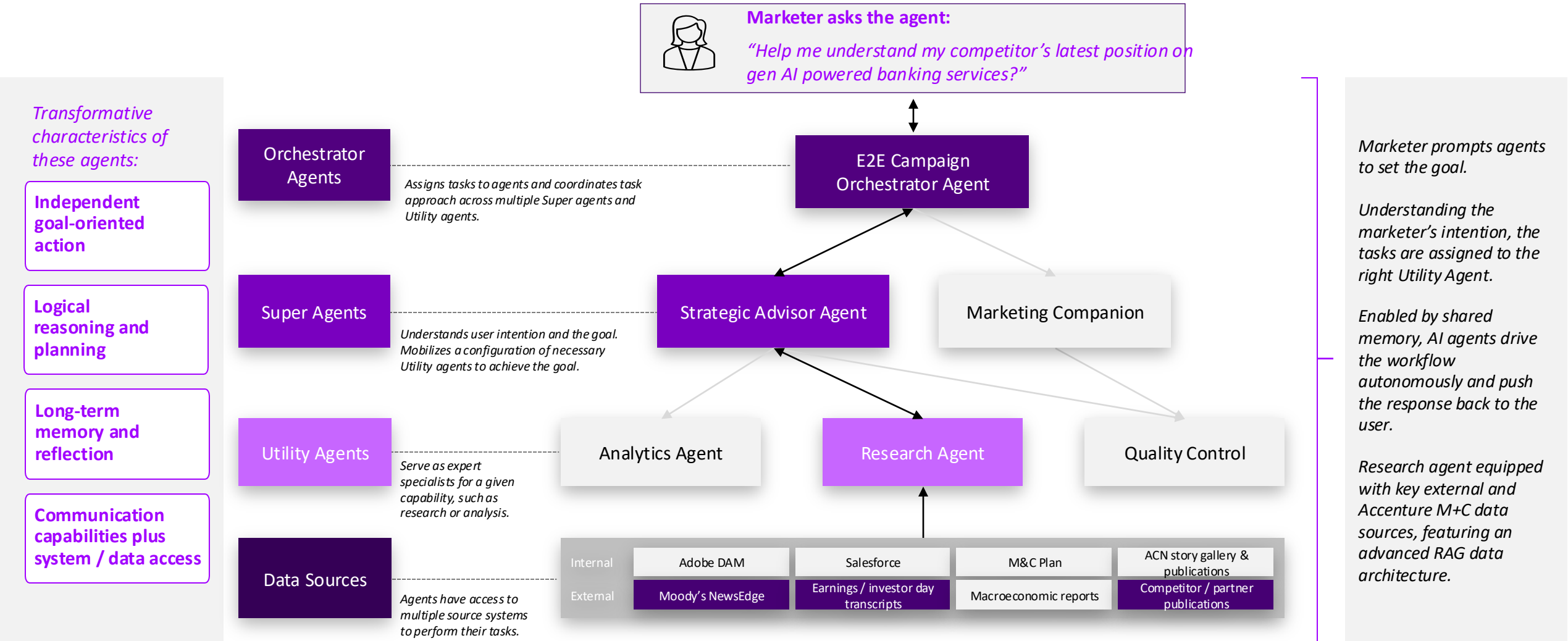


Working group coordination



Agentic Application – A User to Data E2E Example

AI System for M+C features a multi-agent, collaborative approach to achieve goals

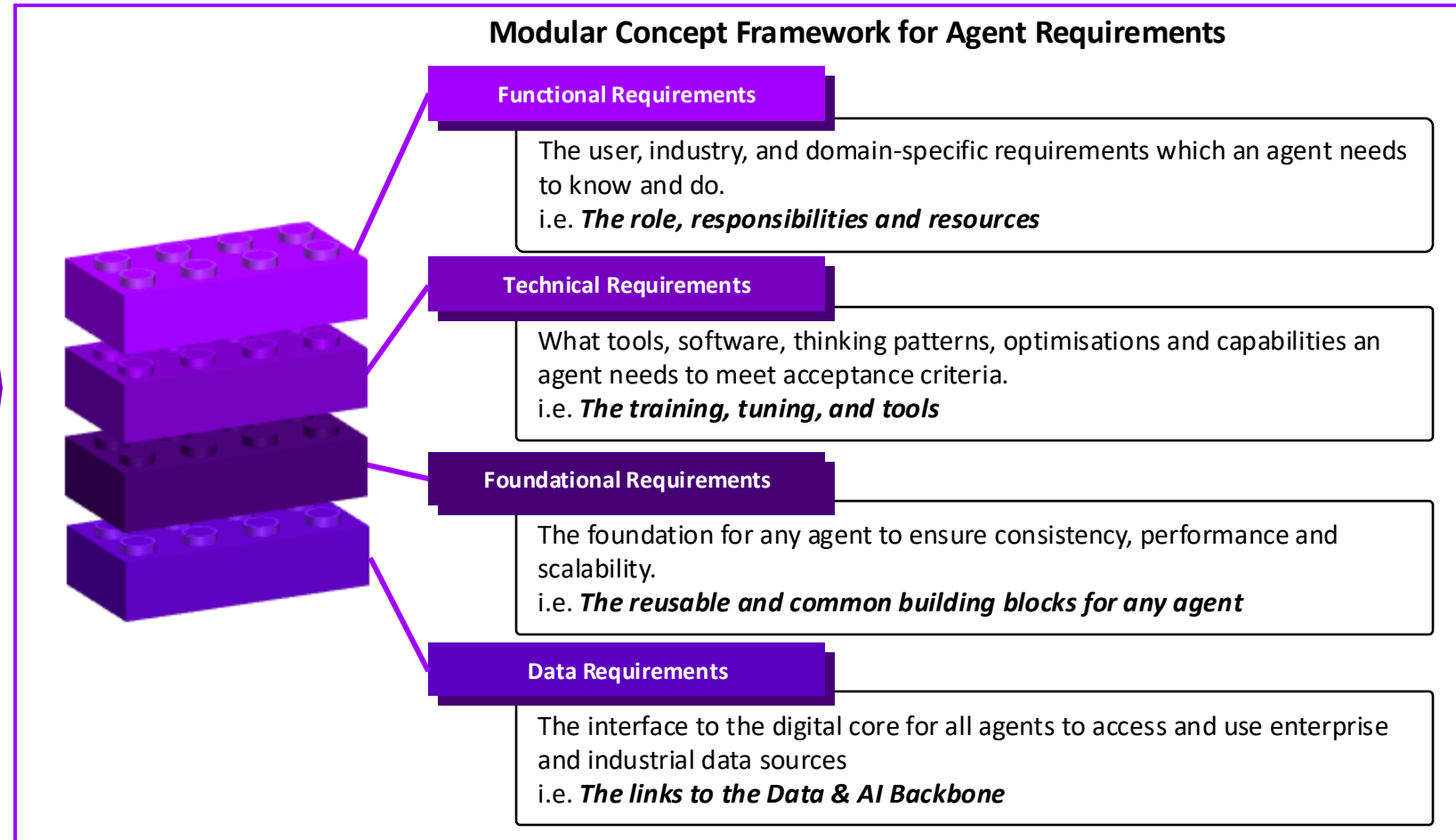


To scale, it is critical to build AI agents in a re-usable way

We have defined building blocks to combine multiple use cases into domain specific agents

With an AI Agent supported by a **modular architecture** you can define:

- **domain knowledge** the Agent should have
- **skills** the Agent needs to know
- **actions** the Agent is expected to take
- **communication patterns** for collaborating with other Agents
- **guardrails** and **system access** controls
- **performance** and **safety** levels



Priority Business Workflows

Agentic AI solutions find practical applications at scale across functional business workflows



Sales & Sales Ops

Automate process like **Order Management, Revenue Forecasting, Rebates Management** etc.

Streamline tasks such as **validating orders, predicting sales trends** using real-time data, **managing complex rebates** execution and ensuring compliance – reducing manual effort, improving accuracy



Marketing

Automate **marketing workflows** by handling tasks from **campaign brief creation** to **creative development** and **campaign launch**.

Intelligent agents streamline execution, **reducing manual steps** and **enabling faster**, data-driven and **scalable campaign delivery**



Finance

Accurate Insights with touchless processing, **faster close & enhance compliance to controls**

Intelligent Insights with **automated narratives**, and forward-looking insights

- Real time **E2E visibility** across RTR, Project Accounting and Stat
- AI Agents enabled **automated flux analysis and narratives** with >90% penetration and accuracy
- Proactive and predictive analytics across JE, Recons, IC and month end close



Procurement & Supply Chain

Automate the Intake & Opportunity Assessment, **RFP and Contract Negotiation** process by leveraging utility agents across the e2e process.

Reduce manual steps, shorten cycle times, analyze contract clauses and **recommend negotiation strategies** designed to speed up contract closure and ensure compliance.

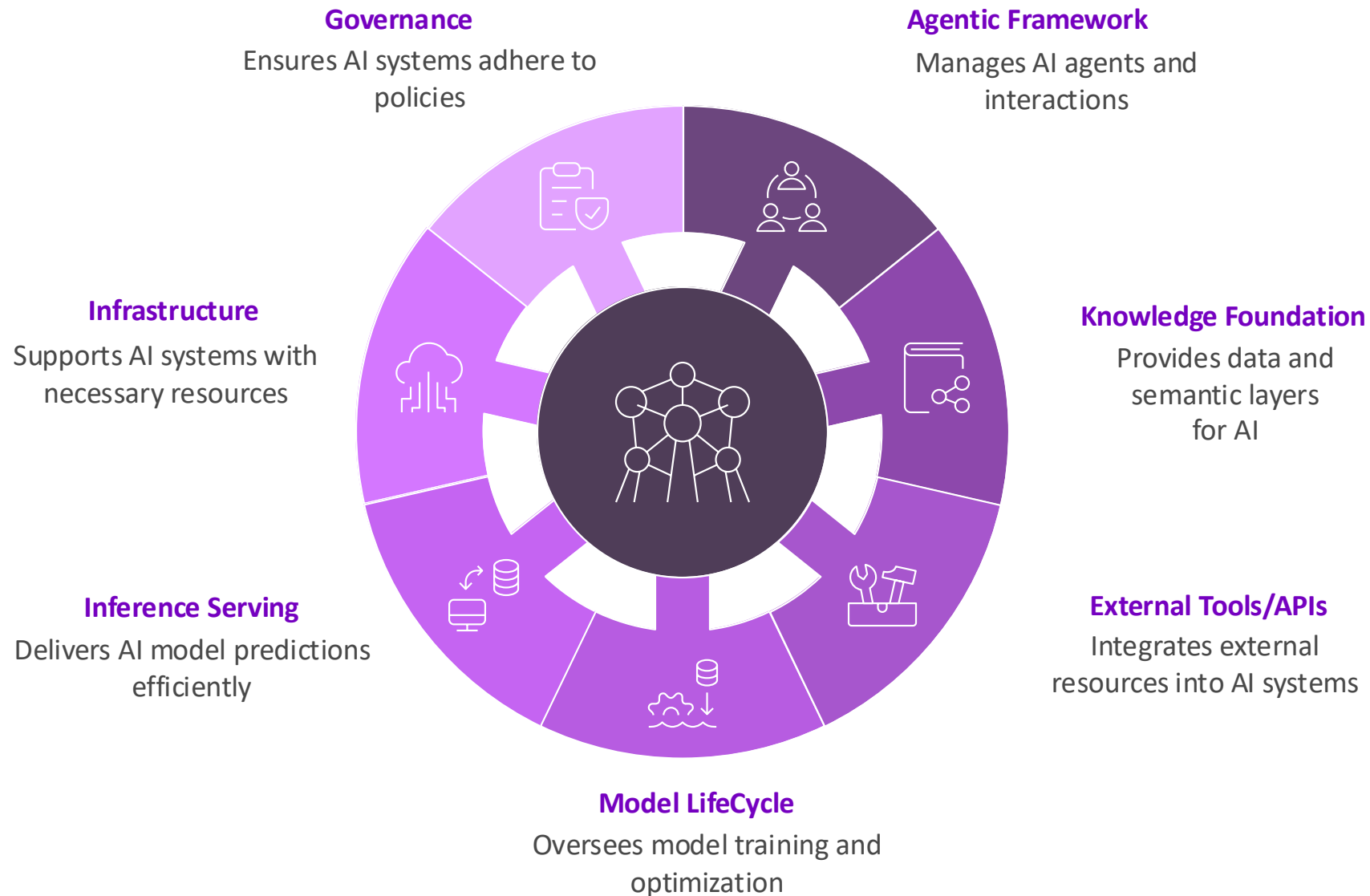


Customer Operations

Automating **workflows** across **issue resolution, root cause analysis, field service optimization** etc.

Automation improves customer experience and retention with seamless engagement and product solutioning, ensuring customer tooling availability and faster maintenance. Provides **consistent revenue and margin improvement** on warranty and servicing.

Agentic AI System Components





THANK YOU