



RISE OF THE **AGENTIC ENTERPRISE**

How Agentic AI will ***transform your business***

AI Agents are ready to join your workforce.

Is your enterprise ready to unlock their potential?



Imagine if your organization could activate an entirely new digital workforce. One capable of managing complex, multi-step processes with minimal supervision, identifying opportunities to optimize processes, and empowering your people to focus on higher-value work. This workforce would not replace your teams, but work alongside them, handling up to 30% more workload with precision, speed, and consistency.

That workforce is here today. It's called **Agentic AI**.

By now, Artificial Intelligence has been making its presence felt within the enterprise for some time. Yet Agentic AI represents more than simply the next iteration. In fact, with its ability to learn, adapt, and work autonomously, "one way to think of Agentic AI is that **it is introducing an entirely new class of workers within an enterprise**," says Gopal Srinivasan, principal, Alphabet Google Alliance Global AI & Data Leader at Deloitte Consulting LLP.

Agentic AI is able to **act independently and complete multi-step workflows**, freeing existing workers of much of the drudgery that dominates day-to-day work.

As a result, **they'll be able to focus on the critical tasks that require human judgment and expertise**.



“Agentic AI is introducing an entirely new class of workers within an enterprise – a class of workers poised to ***empower, rather than replace***, human staff.”



Gopal Srinivasan
Principal
Deloitte Consulting LLP



What makes Agentic AI special?

With traditional automation, Srinivasan notes, "you have to build out entire workflows. Every step, every integration, and every handover has to be specifically engineered, and every scenario and failure state has to be considered and planned for." This represents significant effort, time, and cost. Add to that the fact that today's enterprises all operate in dynamic, continually shifting environments, which put a strain on those carefully built out integrations and make failure a not uncommon possibility – one that requires continual maintenance to keep pace with constant change.

Agentic AI, by contrast, represents automation combined with natural language understanding, reasoning, and the ability to perform actions autonomously.

Agentic AI systems take a series of individual AI applications, or agents, each able to do one job expertly, and combines them, coordinating their use in order to handle a complex workflow without the need for constant human intervention.

This means one can define a workflow, provide access to a set of AI agents or tools, and then let the Agentic AI solution figure out on its own how to orchestrate that workflow without a human worker having to build out each step. When there are changes, Agentic AI can adapt and figure out how to work with the change. Unsurprisingly, this greatly reduces the initial engineering effort, as well as ongoing maintenance.



Business, prepare to be **reinvented**

Although businesses have been on a digital transformation journey for over a decade as they seek to drive automation, large pockets of many operations continue to involve significant manual effort. Many enterprises are still dealing with gaps between various steps in their workflows, or issues with data fidelity. Which means, many organizations are still expending more time and effort on processes than they need, or certainly want to.

At the same time, while some enterprises have been experimenting with AI for at least the past two years, few have been able to capture significant value from the technology, either because their use cases have been limited in scope, or their focus has been on individual-centric AI assistants.

Agentic AI changes the equation.

Take, for example, **sourcing and procurement** – a domain well suited to Agentic AI. Sourcing and procurement processes involve heavy use of unstructured data: contracts and supplier descriptions, Requests for Proposal, and text-dense documents which can run up to hundreds of pages.

Drafting, reviewing, and comparing prices in proposals, and emailing back and forth across multiple departments to address questions, are all highly manual efforts involving multiple human workers, and they're time consuming and prone to errors.

However, when one applies Agentic AI to sourcing and procurement, AI agents, specialized in individual tasks, can instantly orchestrate work from one step to the next while preserving context and background information much more effectively. Which means Agentic AI can instantly get to work on the next steps in a process, without waiting to have a live conversation to clarify one point or another.

If one then replicates that level of efficiency and data fidelity across 20 steps in a sourcing and procurement workflow, the benefits become quite apparent. In fact, at least one Deloitte client has already **experienced a 25-30% reduction in the time required to conduct sourcing and procurement operations.**

This means their existing head count can now process up to a third more sourcing intake requests, and move the subsequent contracts forward, in the same amount of time. Yet, as impressive as that sounds, it's just one example.

Agentic AI is making an impact across virtually every industry.



“Agentic AI will be able take care of multi-step, data-heavy workflows, **freeing existing workers to focus on the tasks** that require human judgment.”



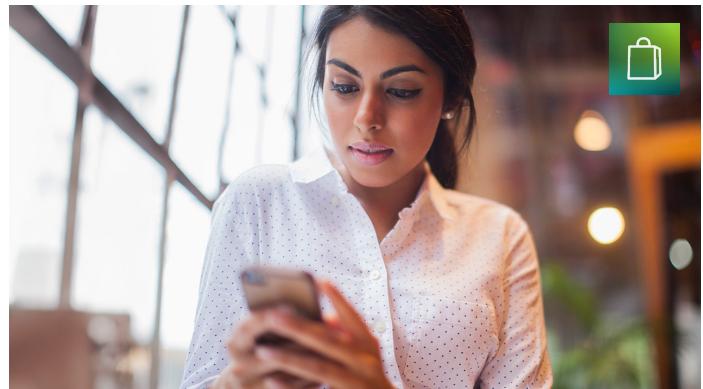
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End-to-end efficiency, **everywhere**



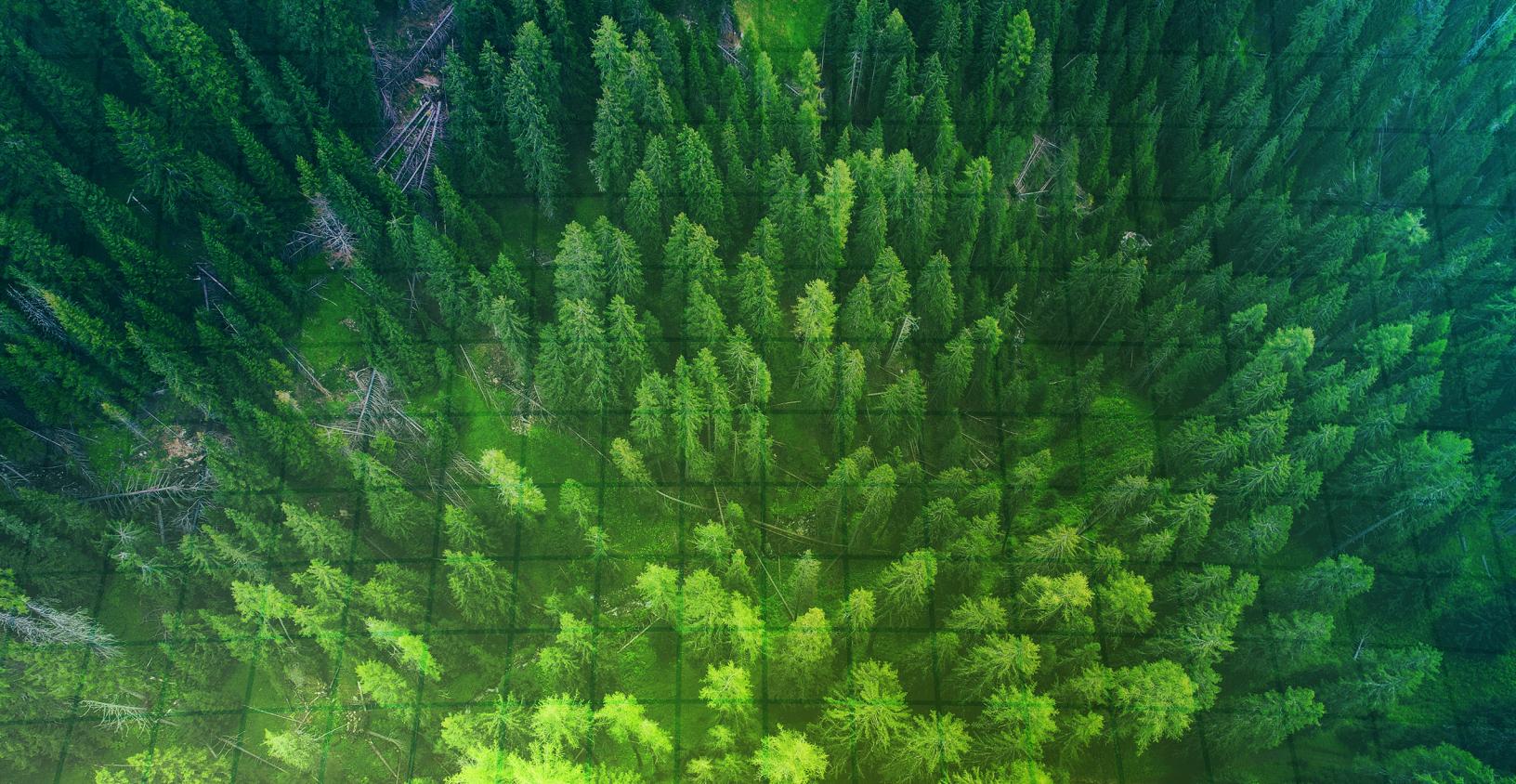
Take, for instance, **marketing**. If an organization sets out to run an email campaign, they will need a designer to develop a set of images, a copywriter to create the text, a data scientist to determine audience cohorts and customer segments, a team to put it all together, and quite likely an email automation tool to launch the campaign and engage multiple personas. Agentic AI has the power to simplify this process, because it can generate images, composite the different pieces, and use tools to send out the communication.

In **customer-facing functions** such as IT or human resources, Agentic AI can execute help desk level functionality, answering questions and empowering users to troubleshoot and self-resolve issues, without having to wait for human intervention.



In **financial services**, Agentic AI can accelerate common processes such as loan applications or insurance claims reviews. Let's say a customer is submitting an auto insurance claim, which requires a text description of the incident as well as photographs of any damage. In the past, another human had to look at those images and read the text. Yet Agentic AI, with its ability to understand multimodal data, can do that same job with superior speed and consistency, enabling human adjusters to resolve claims faster.

In **retail**, Agentic AI goes beyond traditional use cases such as trend prediction or inventory optimization, to become a shopping concierge, able to make recommendations based on purchase history, inventory levels, and even weather or location data. This creates a hyper-personalized shopping experience, reduces checkout abandonment, and, ultimately, improves sales.



Yet, while these are certainly powerful capabilities, ***it's in unexpected areas where Agentic AI might make its greatest impact.***

Recently, Deloitte deployed an Agentic AI-based vegetation management solution – specifically to help address the growing incidences of wildfires. A leading cause of wildfires is aging infrastructure: old electrical transmission lines coming into contact with dry vegetation. To mitigate this, utilities need to trim the vegetation around their lines. Yet most utilities have a narrow time window in which to accomplish this, and sending out fleets of maintenance people to examine a utility's entire footprint, then determine where to trim, is simply not humanly feasible in the time available. Not to mention, cost-prohibitive.

With Deloitte's solution, drones capture images of the transmission footprint, then an Agentic AI solution scans the images, and rates them for wildfire risk based on several factors, including proximity to the transmission line, dryness, and geographical area.

The solution can then recommend and prioritize the areas that need to be addressed first, enabling the utility to focus their resources where they'll be most effective, reducing wildfire risk.

"Clearly, we're at an inflection point where Agentic AI is starting to reshape how businesses actually think and operate. It's no longer about adding AI into a process, it's about rebuilding the process itself around intelligence that can adapt, collaborate, and make decisions. *That's what makes Agentic AI so transformative.*"



Granville Valentine
Managing Director, AI GTM, North America
Google Cloud



Are you ready for your new co-worker?

Clearly, Agentic AI is already making an oversize impact.

Yet barriers to adoption remain. After all, Srinivasan points out, "we are all used to working as teams of humans, and now we have to work with teams of AI. Which means we all have to learn how to collaborate with AI, and get the best out of our digital colleagues."

"In some sense, this is not so different as when a new team member joins the organization. As humans, we have our individual personalities, we have our individual quirks, we have our individual specialties and expertise, and it takes a while for us to understand how to gel together and act collectively as a team, doing better than any one of us could individually."

"For each of us to understand how best to integrate Agentic AI into our own workflows, it's going to take some time to learn new ways of working and form high-performance, human-agent teams."

"AI agents can tackle the sort of repetitive drudgery work that employees avoid or find cumbersome today," adds Valentine. "Like a force multiplier for employees, AI agents can scale and expand what humans can accomplish, but they also have to be trained properly – as they have their own traits and specialties. So it can take a while for them to effectively augment employee tasks."

Organizations must also keep the issues of security and trust top of mind. In conjunction with rolling out any AI solution, leaders must ensure the appropriate guardrails are in place to minimize negative outcomes, and to clearly understand how AI arrives at its conclusions and recommendations. This is an area many enterprises are still working through.

Finally, many organizations are struggling with data and information readiness. AI works most effectively when it has more context. This means, the more of the organization's internal data the AI solution can access, the better the outcome will be. The reality is, many enterprises still don't have a good picture of all the knowledge and data that resides within their organization – nor a seamless way to make that data accessible to AI agents.

It's about the solution, not the tech

The good news is, **the barrier to entry is not as high as it may seem**. Starting with an internal use case, using low-risk data that's completely within the walls of the organization, will allow time to monitor, course correct, and keep risks to a minimum as leaders learn what to expect, and determine to what extent human workers need to be kept in the loop. Similarly, finding a use case which does not require a lot of data preparation in advance, such as sourcing and procurement, can reduce some of the barriers to moving forward.

At Deloitte, one approach that has been found to be effective is to keep the focus on the challenges the enterprise is trying to solve.

AI agents are helping to realize the solution, but at the end of the day, users care about getting the work done. So, **Deloitte's Agentic applications are designed to assist organizations in collaborating with AI** as a way to help complete the job more efficiently, without shoving the technology in everyone's face.

Google's Gemini Enterprise and **Agent Builder** have proven to be very effective in abstracting away the complexity many associate with AI adoption. The platform has enabled Deloitte to build multiple Agentic AI solutions, which represents the progress that has resulted from three years of collaboration with Google.

It's worth noting that **Google Cloud currently has the only full stack of agentic capabilities**, from infrastructure to applications. Combining this technological capability with Deloitte's deep industry knowledge has put both organizations in the differentiated position of not just witnessing, but accelerating the seismic shift in approach that Agentic AI is now enabling. It's an exciting time for the enterprise, and your new Agentic team members are standing by.

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