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Intel

**Why Agentic AI Is the Next
Enterprise Inflection Point**

IVI Summit 2026

20 Years of Impactful Research – What's Next?



20 Years of IVI — and What Comes Next

→ 20 Years of Digital Transformation

IVI has spent two decades exploring how digital and data reshape organizations — the theme "what's next?" is exactly the right question for 2026.

→ The Next Shift

Not more software or dashboards — a deeper change in **how work actually gets done.**

→ The 20-Year Mandate

If the last 20 years were about digitising work, the next 20 will be about deciding which work we can safely **delegate to AI systems.**

Three Eras of Enterprise Technology

Era 1 — Systems of Record

ERP, CRM, workflow tools digitised operations — but orchestration remained **deeply human**.

Era 2 — Cloud & SaaS

Changed economics and accessibility, but created fragmentation — dozens of specialised apps forming a **maze**.

Era 3 — AI-Enhanced Software

Assistants and copilots embedded in products. IDC estimates 50%+ of enterprise apps now include an AI assistant; ~20% already supplement with full AI agents.



Problem: most AI features still live *inside* individual apps — they help within a silo, they don't orchestrate across silos.



What "Agentic AI" Actually Means

MIT Sloan: organizations are beginning not just to experiment with AI, but to **delegate work** to it — moving from "AI as a feature" to "AI as part of the workforce."

Chatbot

Reactive — you ask, it responds.

Copilot

Supportive — you drive, it helps.

Agent

Goal-directed — interprets an objective, breaks it into steps, calls APIs, monitors progress, and escalates to a human when needed.

From Churn Alert to Coordinated Action

Traditional World

Seller **manually** pulls usage data, support history, and contract info from separate systems — then drafts email, checks with CS, books meeting, and updates CRM.

- High coordination overhead
- Fragmented across tools
- Slow, error-prone execution

Agentic World

Agent **autonomously** gathers data, proposes strategy, drafts outreach, suggests timing, prepares briefing, and updates systems — human reviews and approves key steps.

- Compressed coordination overhead
- Orchestrated across silos
- Fast, auditable, human-approved

✓ The gain isn't just a better email — it's compressing the **coordination overhead** that surrounds the work.



Why Now? The Stack Has Matured

80%+

Agents = Apps

IDC: agents are now seen as enterprise apps.

83%

New Intelligence Layer

IDC: agents add a new layer across the enterprise.

44%

Deployment Planned

44% more firms are planning agentic AI now.

76%

Supplier Consolidation

IDC: agents push supplier consolidation.

LLMs and enterprise infrastructure now make orchestration above apps practical.

Where Agents Create Real Value



Service Operations

IT, HR, customer support — classify requests, gather context, suggest resolutions, escalate exceptions. Pilots show dramatic reductions in manual workload and response times.



Finance, Risk & Compliance

Scan transactions, flag anomalies, assemble evidence, propose next steps for human review — better decisions, faster.



Knowledge & Policy Operations

Maintain policy libraries, push targeted updates, check whether changes are showing up in real work.



Personal Productivity

"Inbox to impact" agents and learning agents that curate knowledge based on your own projects and decisions.

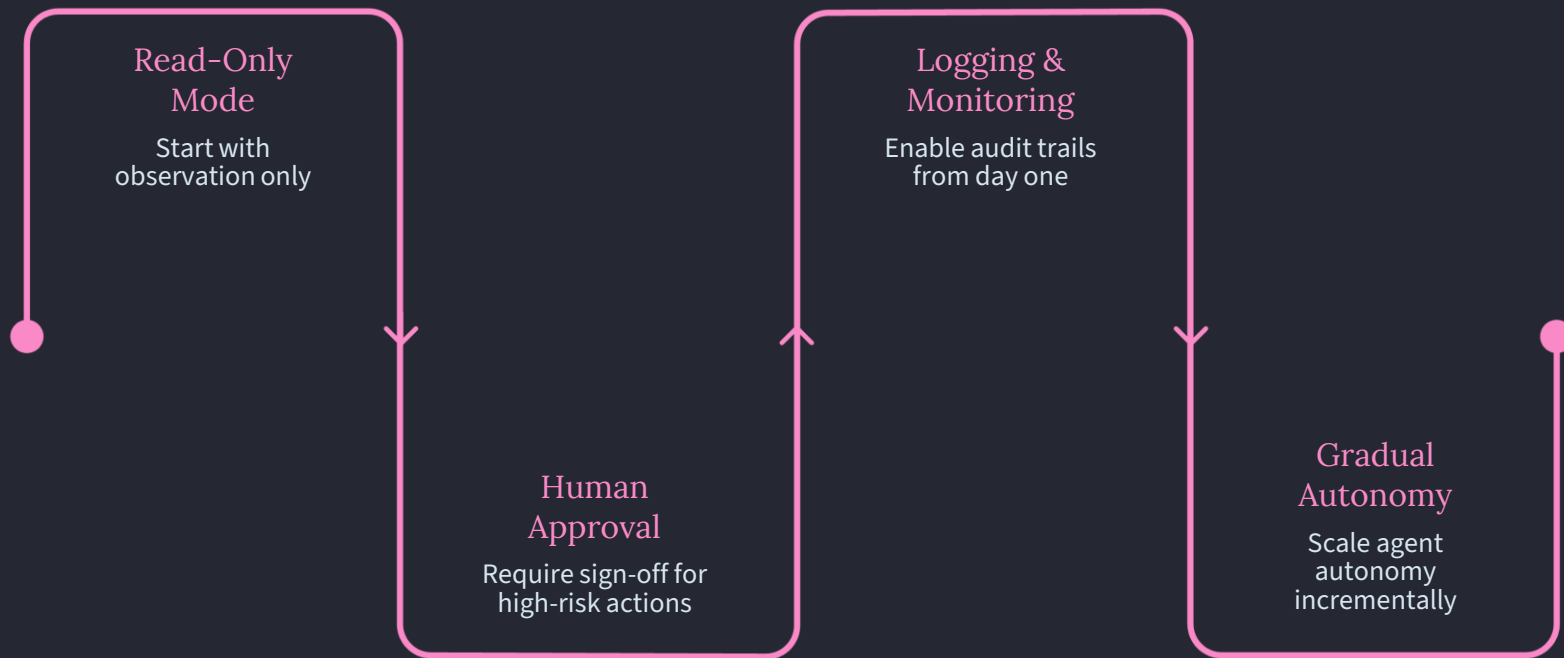
The Central Risk: Workflow Risk

A chatbot that hallucinates a paragraph is annoying. An agent that sends the wrong message to thousands of customers — or approves the wrong change — can do real damage.

- ⊗ Agentic AI is scaling faster than leaders can redesign processes, assign decision rights and rethink workforce models.



Governance Is the Enabler, Not the Brake



Governance isn't a brake on innovation — it's what makes scaled deployment possible, especially in regulated and public sector environments. Require explicit human approval for payments, access rights, legal commitments, and regulatory submissions. Log and monitor from day one, not bolted on later.



How Agentic AI Reshapes Enterprise Architecture

1

Traditional Assumption

A human sits at the centre of the workflow and drives the application.

2

Agentic Shift

The **agent layer** becomes the **primary interface**; applications behave like services behind it — SaaS becomes infrastructure, not destination.

3

Design Imperative

Data models, APIs, and security boundaries become even more critical. Organizations will want their own **governed agent layer** embodying their policies, priorities, and risk appetite.

A Three-Step Playbook to Get Started

01

Pick One or Two Workflows

High volume, clear rules, visible friction, measurable outcomes — case triage, onboarding, renewals, internal support, or policy review.

02

Design the Agent's Role

Clarify what it can see, recommend, and act on — and when it must hand back to a human. Embed your risk appetite and ethics from the start.

03

Build Governance In from Day One

Start in shadow or decision-support mode. Log everything, monitor quality and exception rates, then expand autonomy in stages.

The Next 20 Years: Designing the Right Relationships

The last 20 years digitised work — we built systems of record, embraced cloud, turned data into a strategic asset. Agentic AI is the candidate **orchestration layer** for the enterprise — not just the next user interface.

The next set of leaders won't be those with the most agents — they'll be those that design the right **relationships between people, systems, and the agents they choose to work alongside.**



Thank You

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