digitide

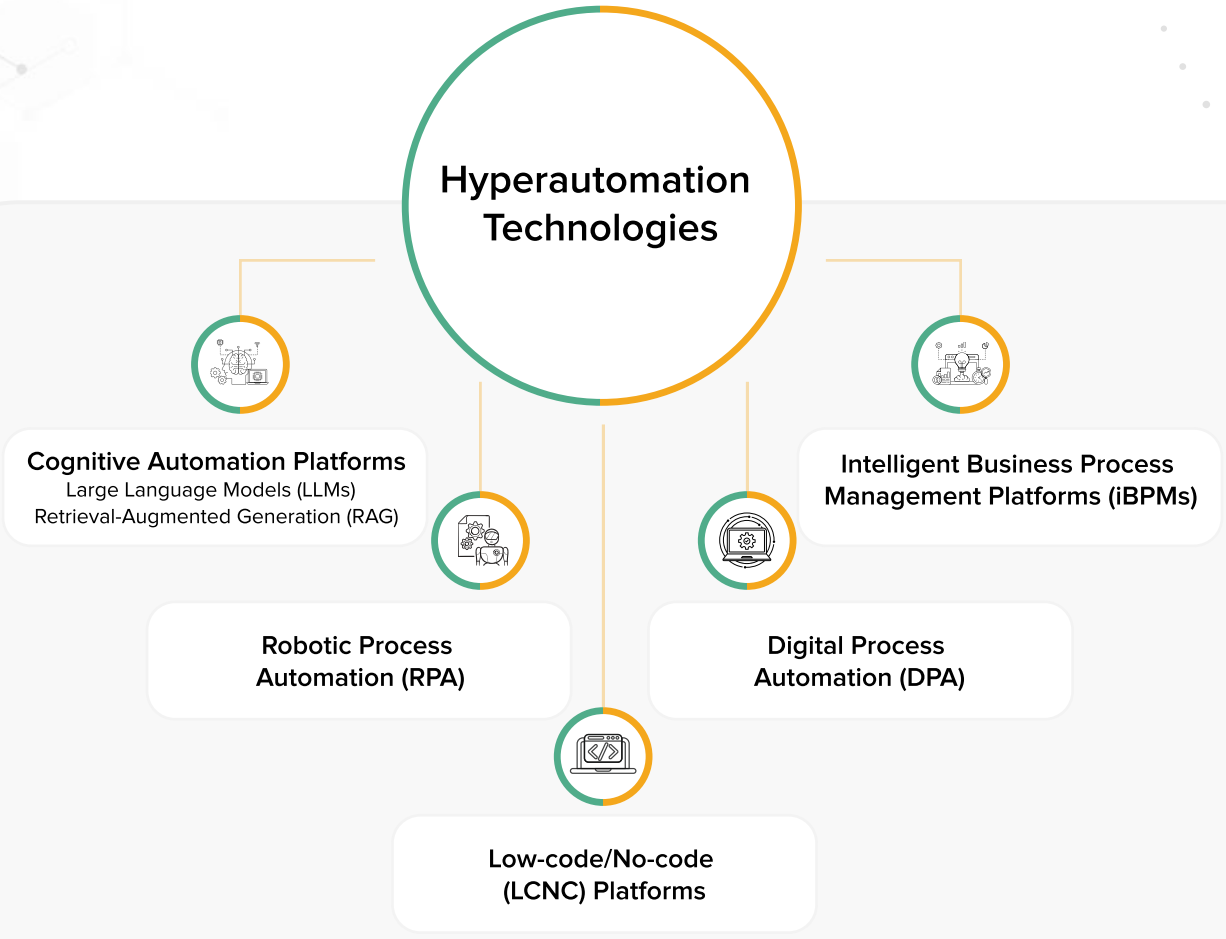
# Maximize Enterprise Hyperautomation ROI

## with Agentic AI

# Maximize Enterprise Hyperautomation ROI with Agentic AI

The rapid rise of **Agentic AI** is prompting enterprises to rethink their automation strategies. Balancing the integration of cutting-edge AI with existing hyperautomation investments is a key challenge for leadership teams. Questions around budget allocation, measurable returns, and the alignment of AI with ongoing automation initiatives are at the forefront.

Hyperautomation enables enterprises to leverage a heterogenous portfolio of technologies to automate manual or disconnected processes. These technologies include intelligent business process management platforms (iBPMs), digital process automation (DPA), low-code/no-code (LCNC) platforms, robotic process automation (RPA), and cognitive automation platforms driven by traditional AI or Generative AI supported by large language models (LLMs) or Retrieval- Augmented Generation (RAG). Enterprise automation scenarios that need to eliminate human interventions can completely design and adopt **Agentic AI** systems which can autonomously pursue goals, make decisions, and dynamically adapt to changing conditions without human intervention.



While there should not be any apprehensions about the applicability and true potential of **Agentic AI** adoption across various industry domain automation scenarios, it should not be treated as a mutually exclusive proposition for automation in the ongoing hyperautomation mode of enterprise implementations.

A right mix of use case scenarios that need low code platforms for automation should be used in conjunction with cognitive automation through **Generative** and **Agentic AI** frameworks to generate the desired outcomes and ROIs.

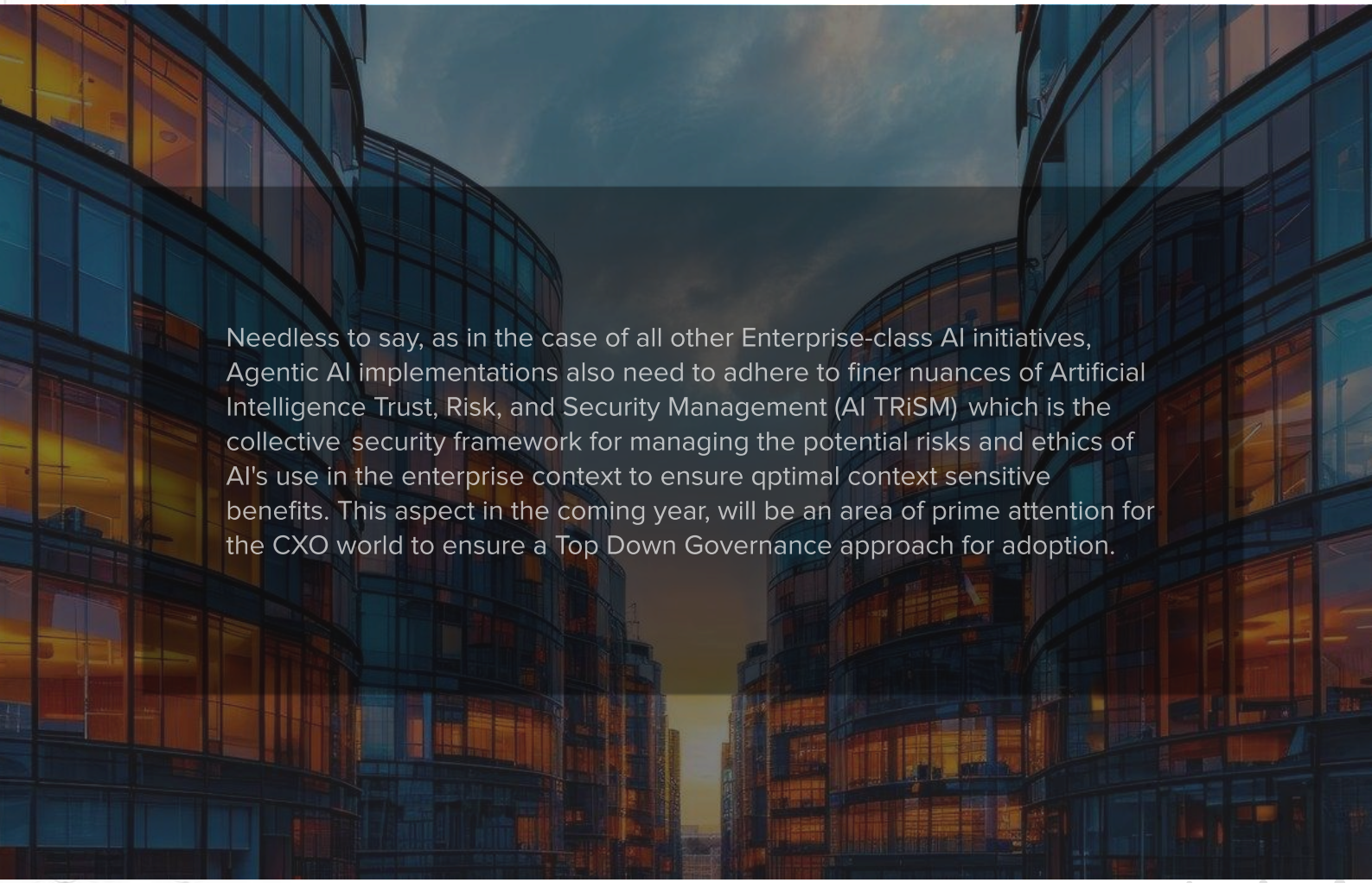
The selection of best fit technologies for the right use case scenarios for expected enterprise outcomes should be the key rather than force-fitting the plethora of available hyperautomation technologies.

While task-based automation technologies like RPA are being integrated seamlessly with **LCAP** platforms industry-wide, with widespread adoption of Generative AI and integration of it with most of the leading LCAP platforms, developers are building applications in rapid mode transforming industries, improving business processes, and unlocking unprecedented productivity. **Pega's GenAI Blueprint** and similar platform entablements from Appian, Outsystems, Joget etc are classic examples of this approach becoming a runaway hit among developers worldwide.

In line with this trend, **Agentic AI** is the latest entrant into this bandwagon; being incorporated as part of most of the leading LCAP platforms to have a single platform of adoption for enterprises for all their Hyperautomation needs. This approach of using LCAP for all cognitive automation needs also solves a major headache for CIOs in terms of optimizing their ever-increasing tech stack BOM for enterprise adoption.

Some of the enterprise scenarios where **Agentic AI** implementation through LCAP platforms are best fit with optimal turnaround are:

- **Straight-through Processes:** By automating workflows and making real-time decisions, AI agents enable straight-through processing seamlessly
- **Employee Experience:** AI agents can guide employees with the next steps for advancing their work assignments ensuring enterprise governance, risk and compliance policies
- **Hyper-personalization for Upsell /Cross Sell:** By analyzing data lakes, AI agents can understand the needs of customers and determine the best course of action in real-time, for highly personalized experiences.
- **Optimized Self-service:** Using conversational means, **Agentic AI** understands the customer's intent and guides them to resolve their own service cases or workflows with no human intervention



Needless to say, as in the case of all other Enterprise-class AI initiatives, Agentic AI implementations also need to adhere to finer nuances of Artificial Intelligence Trust, Risk, and Security Management (AI TRiSM) which is the collective security framework for managing the potential risks and ethics of AI's use in the enterprise context to ensure qptimal context sensitive benefits. This aspect in the coming year, will be an area of prime attention for the CXO world to ensure a Top Down Governance approach for adoption.

## About The Author

Sajeev Nair, currently CTO, Tech & Digital, Digitide has 3 decades of niche expertise in architecting and implementing Enterprise-class IT solutions in Digital Transformation, Integration and Cognitive Automation projects. He was a serving member of NASSCOM SIG on Engineering Automation and ex-COO of NIIT Incessant Pvt Ltd (Coforge DPA), apart from serving in senior roles in Mphasis Ltd, Mindtree and Happiest Minds Technologies. His current roles and responsibilities include Technology direction for Conneqt Digital and P&L ownership of the Digital Engineering &Automation portfolio of Offerings.