



EXECUTIVE BRIEF

The future of enterprise automation: A business leader's guide to agentic AI

TRANSFORMATIONAL CHANGE

15%

of day-to-day work decisions will be made autonomously through AI agents by 2028—up from 0% in 2024¹

THE FUTURE OF AGENTIC AI

>33%

Gartner predicts more than 33% of enterprise applications will employ AI agents by 2028²

¹ "Gartner Identifies the Top 10 Strategic Technology Trends for 2025," Gartner, October 2024

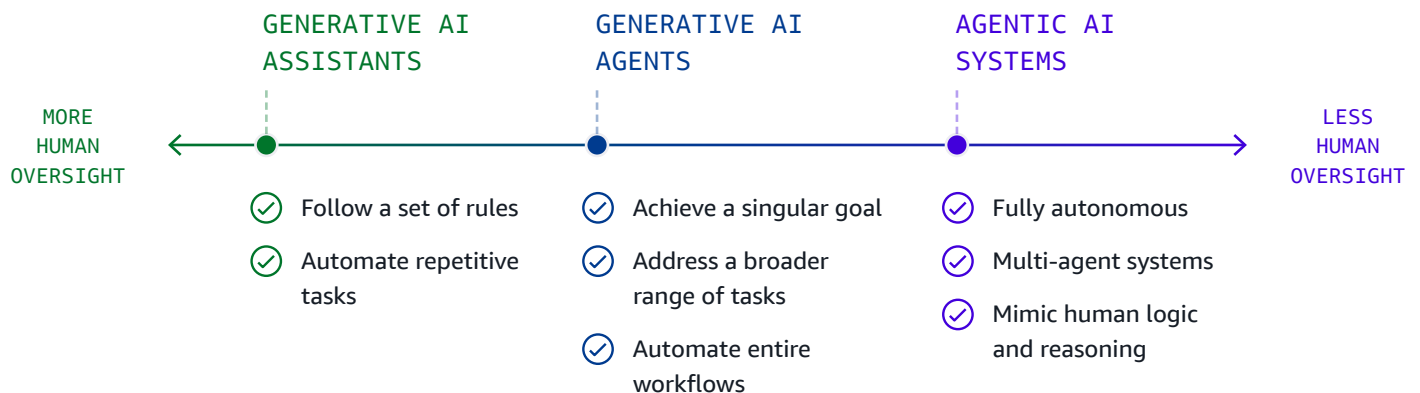
² "Intelligent Agents in AI Really Can Work Alone. Here's How," Gartner, October 2024

Agentic AI: Reshaping how we work

AI agents are unlocking new enterprise possibilities across industries

The era of artificial intelligence (AI) agents is here. As foundation models (FMs) have grown more sophisticated in their reasoning capabilities and enterprise infrastructure can now support secure, scalable AI deployment, organizations are beginning to tap the full potential of autonomous AI agents. This convergence marks a pivotal moment in AI evolution, enabling intelligent systems that can truly transform how work gets done.

This executive brief will help you understand the business potential of AI agents, evaluate different implementation approaches, and build a strong foundation for autonomous AI success. Plus, get inspired by real-world examples of companies who are fueling innovation with agentic AI on Amazon Web Services (AWS).



What are AI agents?

Autonomous software systems that leverage AI to reason, plan, and complete tasks on behalf of humans or systems—like compiling research or managing enterprise applications. They don't just answer questions; they solve problems through a process of exploration and refinement.

How can your business benefit from agentic AI?

3 key areas driving enterprise transformation

We have been working with businesses in nearly every industry to help define their generative AI (gen AI) and agentic AI strategies. We are seeing autonomous AI agents deliver significant business impact in three strategic areas:

Boosting workplace productivity

AI agents seamlessly integrate with existing enterprise tools and workflows, like analyzing data or orchestrating processes. By automating routine tasks and decision making processes, agents are helping organizations achieve unprecedented levels of operational efficiency.

The NFL leveraged AWS business agents, reducing new hire training time by 67 percent, and a gen AI-powered assistant so fans can ask questions and get answers to a wide range of questions.³

Streamlining intelligent workflow automation

Moving beyond traditional automation, AI agents understand context, adapt to changing conditions, and manage end-to-end processes autonomously. This next-generation automation enables organizations to transform critical business processes like financial reporting, demand forecasting, and incident management.

Cognizant automated their mortgage compliance workflows with agentic AI to deliver more than 50 percent in productivity improvements.

Driving research and innovation

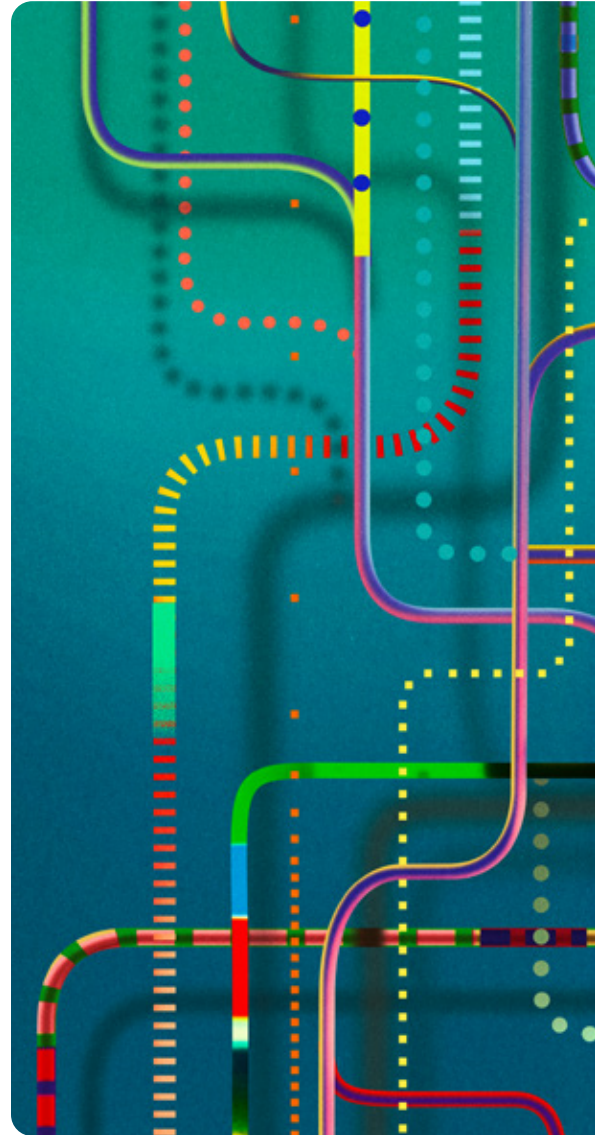
AI agents are revolutionizing how organizations approach research and development (R&D). They can analyze vast amounts of data, identify patterns, test hypotheses, and generate insights at scale. By automating complex analytical tasks and enabling rapid experimentation, agents help organizations accelerate innovation cycles and unlock new opportunities for growth.

[Syngenta](#) saw a 5 percent increase in its crop yields by providing personalized seed recommendations and crop growth modeling to farmers.

Approaches to implementing intelligent agents

Organizations are discovering that the journey to implementing autonomous agents into business operations isn't one-size-fits-all. And when technology is changing this fast, you need a partner that offers flexibility to quickly evolve and support the path you choose. We recommend three distinct paths to a successful agentic AI strategy:

- 1 Specialized agents**
For immediate business impact, organizations can deploy pre-built specialized agents designed for specific enterprise functions. Whether enhancing customer service, streamlining IT operations, or optimizing business processes, specialized agents offer the fastest path to value.
- 2 Fully managed agents**
For organizations ready to build custom autonomous solutions, fully managed agent platforms provide comprehensive development tools while handling underlying complexity. They offer enterprise-grade security, built-in governance controls, and seamless integration capabilities.
- 3 DIY (do-it-yourself) agents**
For teams with specific requirements or existing investments in open source frameworks, DIY agents provide the flexibility to build custom agents while leveraging enterprise-grade FMs and security controls. They combine the innovation potential of open source with the reliability of production-ready infrastructure.



Building your foundation for autonomous AI

Critical areas for enterprise readiness

We believe the key to ensuring your business is ready for agentic AI is through:

→ Data management

AI agents require seamless access to sources and diverse data types (structured, unstructured, and multimodal) to function effectively. AWS provides the most comprehensive set of services for the entire end-to-end data journey for all workloads, all types of data, and all desired business outcomes, ensuring your data is optimized for agentic AI.

→ Secure and responsible AI

As AI agents take on greater autonomy and decision making authority, they must operate within established security, ethical, and regulatory frameworks to ensure responsible deployment. AWS is a leader in responsible AI development as [the first major cloud provider to receive ISO 42001 certification](#), demonstrating our commitment to secure and responsible AI systems.

→ Multi-agent collaboration

As the tasks our customers want agents to perform exceed what a single agent can manage, it is necessary for multiple agents to work together. [Amazon Bedrock](#) multi-agent collaboration addresses this head-on. Instead of relying on a single agent, Amazon Bedrock orchestrates multiple agents, each with its own function or expertise.

>50%

Over 50% of companies already have AI agents in production, and nearly 80% of businesses have agents in development.⁴



Generated using [Amazon Nova Canvas](#)
"shapes flowing in and out of a funnel."

How businesses are using agentic AI on AWS



Formula 1 reduced issue resolution time by 86% and decreased triage time from days to minutes

In the world of Formula 1 racing, every second counts. When a technical issue occurs during a race, it can take weeks to resolve as engineers investigate the root cause. Using [Amazon Bedrock Agents](#) and [Amazon Bedrock Knowledge Bases](#), Formula 1 developed an intelligent root cause analysis (RCA) agent that connects multiple systems to allow engineers to troubleshoot using natural language.



Availity achieved data insights 2 times faster with Amazon Q

Availity, the largest real-time health information network in the United States, leveraged multiple Amazon Q agents to double its data insights, reduce its release management reviews from two hours to 30 minutes, and generate 33 percent of its total code base. [Amazon Q](#) services helped automate knowledge-based tasks, enhance information retrieval (IR), and augment the development teams' capabilities.



Rocket Companies achieved 68% faster query resolution and tripled loan closure rates

Home financing interactions require seamless customer support across multiple mortgage businesses. Using Amazon Bedrock Agents, Rocket Companies revolutionized their customer service approach by developing an AI-powered platform that handles 70% of customer interactions autonomously. This transformation led to 80% of customers preferring their AI solution over phone calls, while enabling more personalized human support when needed. Through their no-code productivity tools, they've automated reporting and insights generation, saving 800,000 human work hours annually while maintaining high customer satisfaction levels.

Hundreds of thousands

of [customers](#) are moving their gen AI experiments into production on AWS to drive real business value

Fuel your agentic AI breakthroughs with AWS

AWS offers choice and flexibility to accelerate your organization's agentic AI strategy, meeting you where you are on your journey. We provide the most comprehensive set of AI tools and the broadest choice of agents—all with enterprise-proven protection and reliability trusted by millions of customers worldwide.

Whether through custom development, ready-made solutions, or a combination of both, AWS provides the solution you need to drive business value quickly, making AWS the best place to build and deploy the most trusted and performant agents in the world.

Next steps

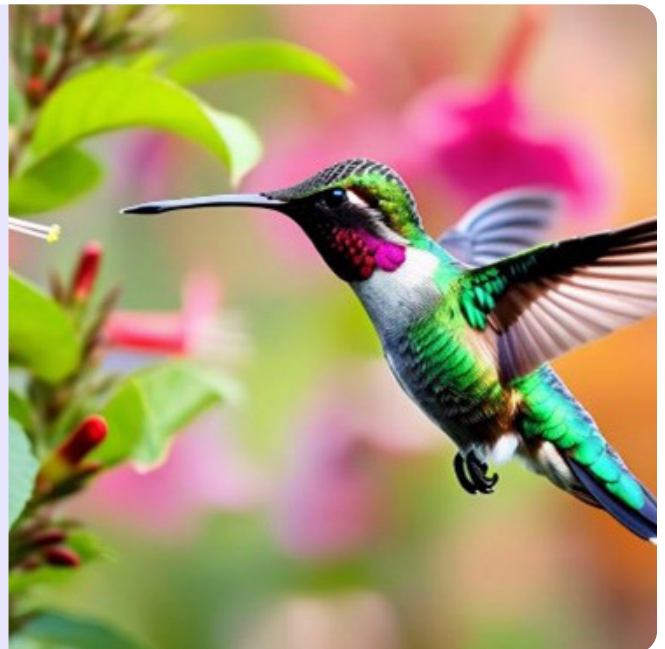
Choose your path to agentic AI innovation

→ Specialized agents

Explore how [Amazon Q](#) is helping organizations transform productivity and automation.

→ Fully managed agents

Discover how you can build and scale agents for your use case with [Amazon Bedrock Agents](#). Also, learn how you can use [Amazon Nova foundation models](#) to power your agentic AI applications.



Generated using [Amazon Nova Canvas](#) "a hummingbird in a garden."