

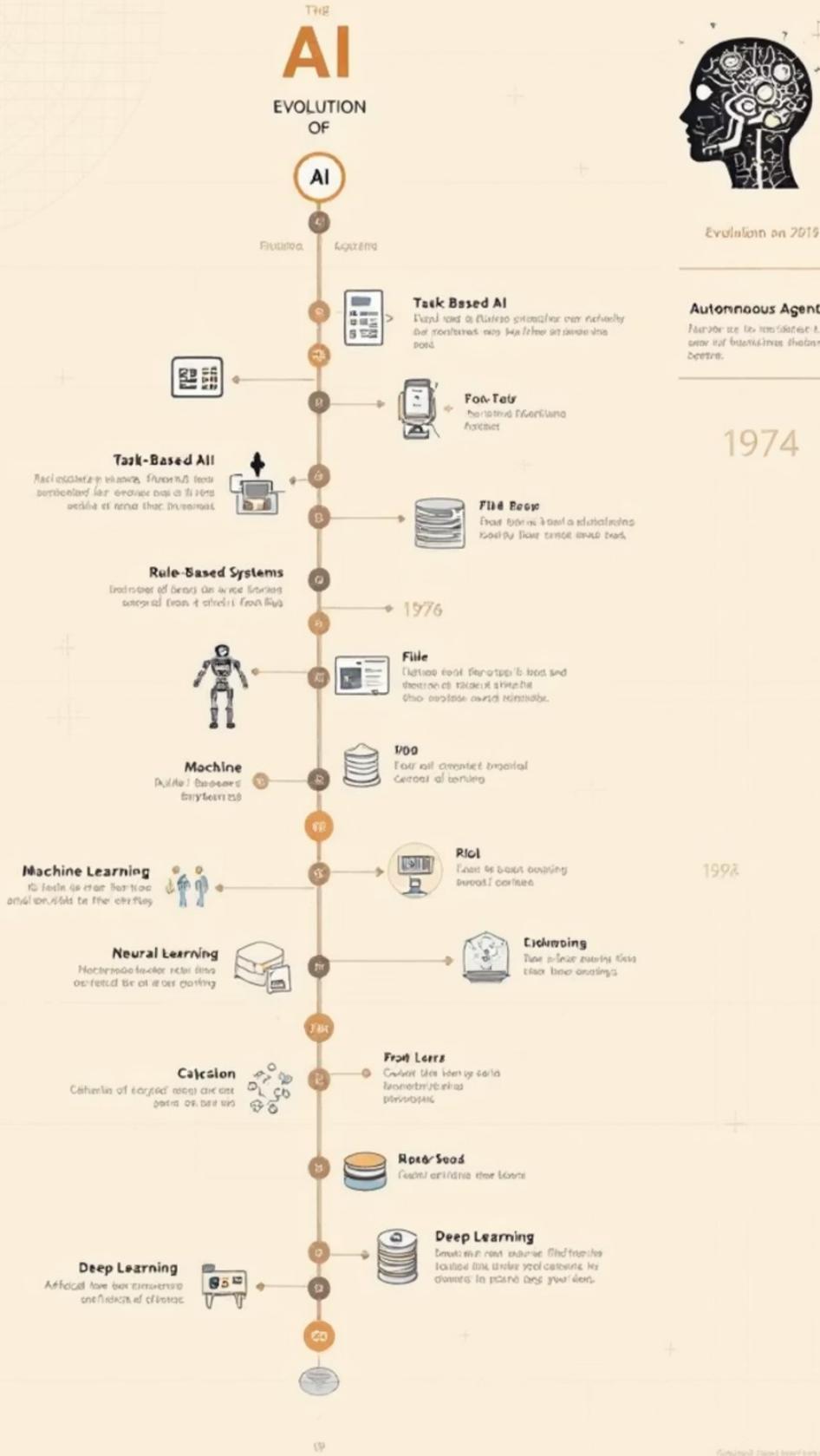


The Agentic AI Imperative

From Tools to Teammates

GenAI fatigue is real. Agentic AI shifts value from task automation to orchestrated business outcomes.

Why Agentic AI, Why Now?



- End-to-end outcome workflows vs task prompts
- Persistent memory vs stateless interactions
- Multi-agent collaboration vs human-bound tools
- KPI-tied ROI: ROIC, TTFV, NRR

Why GenAI Pilots Stall



No coordination

Lack of inter-agent orchestration



Trust deficit

"Hallucination" risk without trust layer



Widget mentality

Tools deployed as widgets, not teammates



No governance

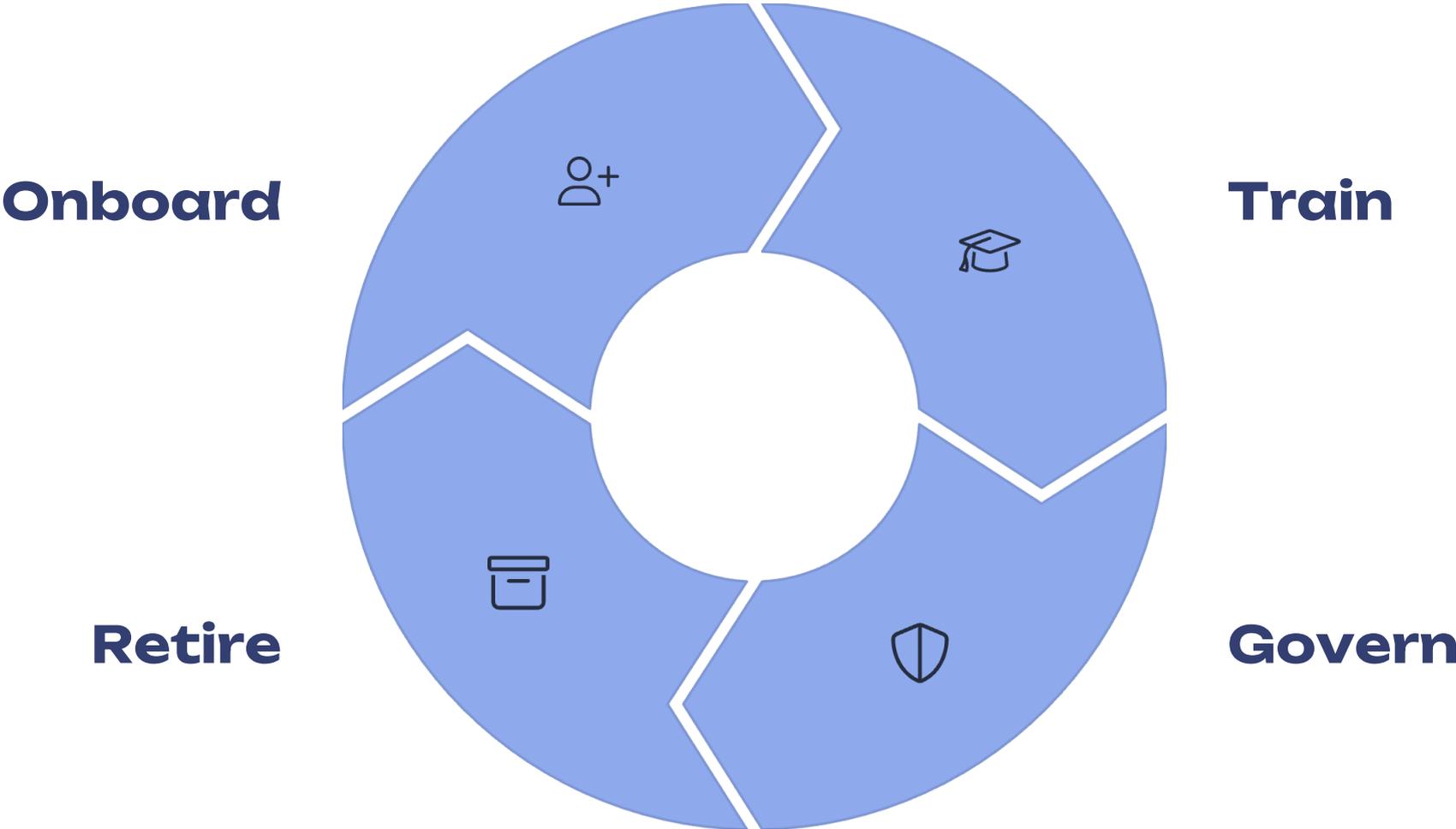
Value erosion without lifecycle management



Enterprise Leverage with Agentic AI

Domain	Use Case	Outcome
Customer Experience	Resolution + sentiment agents	↑CSAT, ↓TTFV
GTM	Sales velocity agents	↑Win Rate, ↑Deal Size
Governance	Risk + compliance agents	↓Escalation Cost
Ops & Supply Chain	Forecast optimisation agents	↓Waste, ↑Fill Rate

Governance Model for Agents



Establish central Agent Operating Authority with RAACI framework

Capability Maturity Model



Target: Progress to Level 3 in 12-18 months via funded pilots

Agentic AI Stack



Agent Layer

Knowledge, action, coordination agents



Orchestration Layer

Memory router, intent manager, escalation



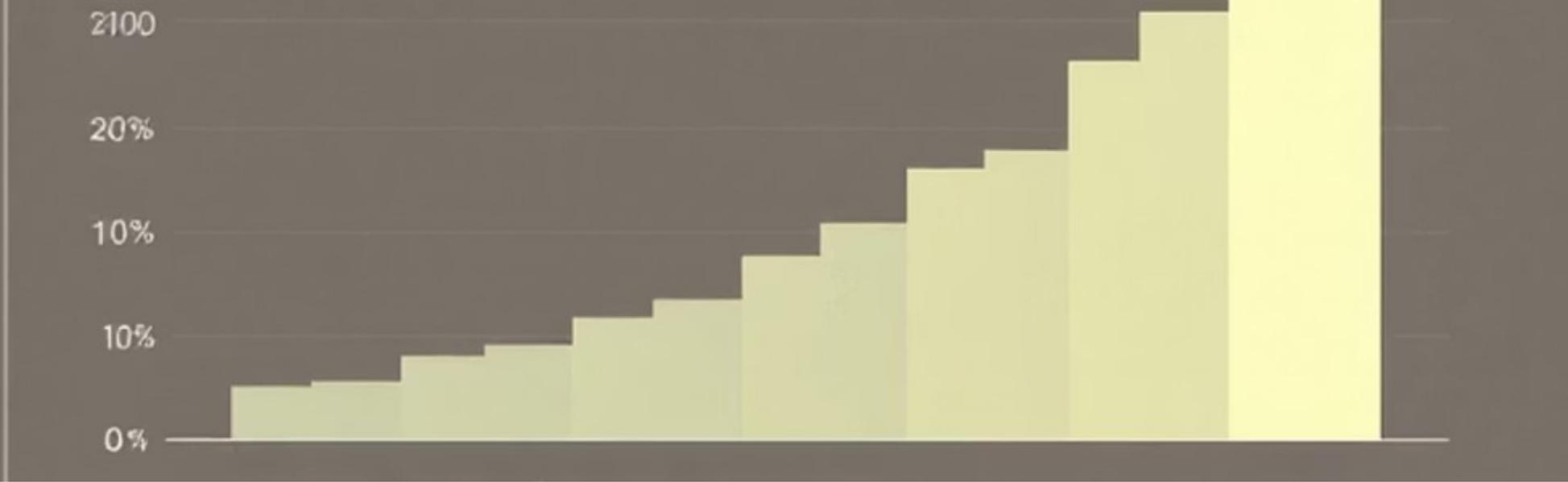
Governance Layer

Lifecycle engine, explainability, audit



Platform Layer

Secure LLMs, edge logic, compliance



KPIs That Matter

Agent Time to First Value (ATTFV)

Speed to outcome vs. launch

Escalation Ratio

Human handoff % → agent confidence

Agent Retention Rate

% still used after pilot

Contribution to TTFV/NRR/ROIC

Business outcome linkage

Risk Landscape — Board Ownership

Risk	Manifestation	Mitigation
Strategic Misalignment	Unscalable pilots	KPI-aligned design
Governance Gaps	Drift, version sprawl	Agent Lifecycle Office
Compliance Exposure	Privacy violations	Audit-by-design
Workforce Backlash	Agents as threats	Co-design use cases



Board-Level Ask



Approve Agentic Governance Framework



Fund 3 pilot domains with metrics



Integrate agent metrics into QBRs



Establish Agent Lifecycle Office