



The truth about agentic AI success for operations leaders

How leading teams design workflows that deliver predictable, governed outcomes—at scale.



Why agentic AI success starts with redesigning how work gets done

Operations leaders are under increasing pressure to improve efficiency, reduce costs, and deliver measurable business outcomes while managing growing complexity across people, systems, and processes.

At the same time, AI adoption is accelerating.

Yet despite significant investment, many organizations struggle to move beyond isolated successes and realize meaningful impact at scale. The issue is not the technology itself.

It is how organizations apply it.

Organizations achieving the greatest success with agentic AI are not treating it as a collection of tools. They are redesigning how work operates around it.

Rather than layering AI onto existing processes, they:

- Rethink how work should function
- Align business and IT around shared outcomes
- Design for consistency, predictability, and reduced complexity from the start

Organizations recognize that while AI creates incremental value by improving individual tasks, it creates exponential value when it transforms how work is executed across agents, humans, and systems.

The result is a shift from:

- Experimentation to execution
- Activity to outcomes
- Isolated intelligence to orchestrated work

The most successful organizations are not deploying more AI.

They are redesigning how the business runs.

58%

say predictable outcomes that reduce complexity and improve customer experience are the primary benefit of agentic AI.

70%

identify automating complex processes across systems as the most important outcome.



Leading organizations are taking a different approach

The most successful organizations do not stop at reimagining work. They re-design how that work will execute.

As organizations expand AI into real business processes, they face a new challenge: ensuring work remains consistent, governed, and aligned across systems, teams, and decisions.

Without structure:

- Processes fragment
- Decisions lose context
- Governance weakens
- Complexity grows faster than value

This is why successful organizations architect first and deploy second. They define how work should operate, then apply AI within systems designed for agentic execution.

The shift is clear:

- From isolated agents → orchestrated workflows
- From manual oversight → built-in governance
- From fragmented execution → coordinated systems of work
- From AI activity → measurable business outcomes
- From experimentation → operationalized AI at scale

This is not about adopting more AI.

96% of successful organizations rethink how work operates before deploying AI, creating the structure needed for scalable, governed execution.

EXPLORE THE FULL RESEARCH REPORT

Learn how leading organizations are scaling agentic AI and transforming operations. [→ Read the Agentic AI research report](#)

About Pega

Pega delivers the platform to reimagine, run, and evolve the processes and decisions an enterprise can't afford to get wrong. We combine AI with proven architecture to keep mission-critical operations governed, scalable, and continuously adaptable. Since 1983, the world's largest organizations have trusted Pega to turn transformation ambition into durable results. Learn more at [pega.com](https://www.pega.com).

