

Whitepaper

# Agentic AI: Redefining Intelligence, Autonomy, and Industry Impact

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## Executive Summary

The rapid advancement of artificial intelligence (AI) has ushered in a new era of autonomous systems that will transform the way we make decisions. We are aware of the capabilities of AI, with numerous testimonials in the market highlighting how the technology has contributed to overall business growth. These technological advancements have not only shown considerable promise but have also lived up to their billing. The impressive outcomes have led governments around the world to sanction special budgets for building **AI infrastructures**. First AI and machine learning, then generative AI (GenAI), the next wave of AI development is here: Agentic AI. It's a paradigm shift that emphasizes autonomy, goal-directed behavior, and adaptability.

Agentic AI is expected to reduce human intervention significantly and can make its own decisions, which traditional AI models cannot. A Gartner study predicts that by 2028, at least **15% of day-to-day** work decisions will be made autonomously through Agentic AI. Interestingly, it was 0% in 2024. Agentic AI represents a significant departure from traditional AI systems, which

are typically reactive and require explicit instructions. Instead, Agentic AI systems are proactive, capable of setting their own goals, making decisions, and adapting to changing environments.

This whitepaper explores the core concepts of Agentic AI, its potential to transform industries, and the ethical considerations that must guide its development and deployment. Furthermore, it explores the key characteristics of Agentic AI, offers real-world examples of its application, and examines the societal implications of this transformative technology.

## What is Agentic AI?

Agentic AI refers to artificial intelligence systems that exhibit a high degree of autonomy, enabling them to operate independently in dynamic and complex environments. These systems are designed to pursue specific goals, learn from their experiences, and adapt their behavior to achieve desired outcomes. Unlike traditional AI, which relies on pre-programmed rules or supervised learning, Agentic AI leverages advanced techniques such as reinforcement learning, multi-agent systems, and generative models to achieve its objectives. This evolution enables AI agents to enhance productivity and streamline workflows across industries.

Agentic AI is still in its early stages, but industry experts believe it will become a significant force in the future. Along with some early adopters, 2025 will also witness organizations preparing themselves to overcome the complexities and challenges associated with its adoption. The global [Agentic AI in the enterprise market size](#) is projected to expand from \$4 billion in 2024 to \$182.9 billion by 2034, growing at a compound annual growth rate of 46.2% from 2025 to 2034.

## What Does the Present and Future Look Like for Agentic AI?

There are already several use cases that demonstrate the early adoption of Agentic AI, with Tesla's self-driving system in its cars being a prime example. The self-driving system gathers data in real-time and continuously learns from driving experience to adjust and improve safety.

Very soon, this technology will be widely adopted in business functions such as marketing and sales operations. Imagine AI-powered customer service chatbots that can resolve complex issues and build strong customer relationships, or AI-driven marketing campaigns that automatically adapt to real-time market trends and competitor activity. By 2028, Agentic AI will be embedded in one-third of enterprise software platforms. This is no science fiction, but it will soon be reality.

It's crucial to acknowledge the potential risks associated with Agentic AI. Its decision-making autonomy could lead to unintended consequences.



Human oversight may be necessary to safeguard critical data. The balance between AI and human collaboration will be fascinating to observe.

Despite the challenges, these are exciting times. As Bill Gates put it, "agents are going to upend the software industry." We are on the cusp of one of the biggest revolutions in computing.

Possible applications and industry use cases are given in the "Applications of Agentic AI" section below.

“ AI agents will become the primary way we interact with computers in the future. They will be able to understand our needs and preferences and proactively help us with tasks and decision making.

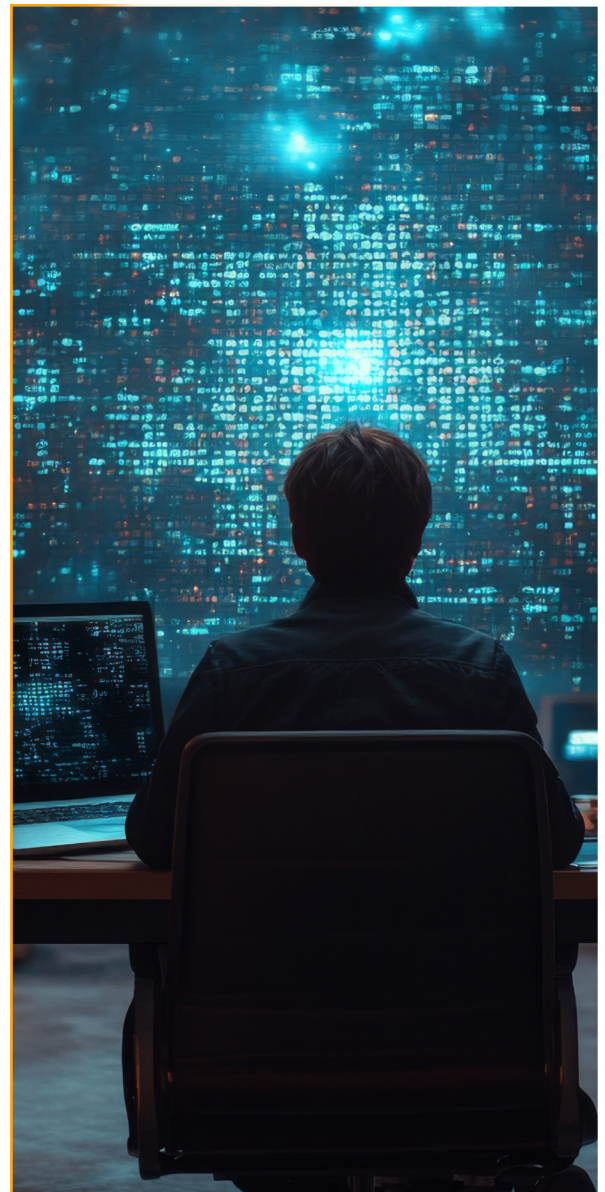
– Satya Nadella, CEO of Microsoft

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## Key Data Signals

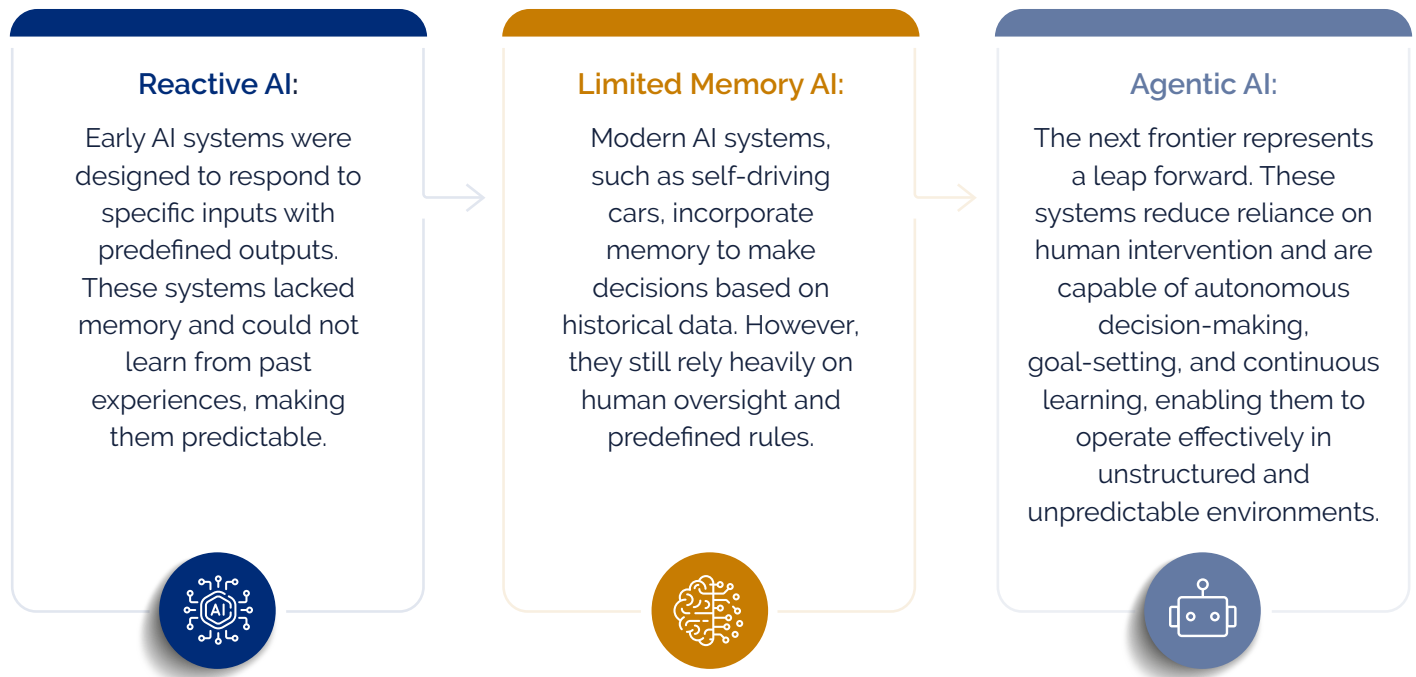
We're no longer asking if businesses will adopt Agentic AI. It's now a question of how soon, how deeply, and with what guardrails. Organizations are preparing to trust intelligent agents not just to assist, but to act. And with billions of AI agents expected to operate globally within the next year, this shift is exponential. The numbers below are not just projections, they're signals of a future that's already unfolding.

- By 2028, **15% of day-to-day work decisions** will be made autonomously by Agentic AI, up from virtually 0% in 2024.
- Around **40% of companies** are expected to rely on AI to influence or guide employee behavior by 2028.
- IBM estimates that **1 billion AI agents** will be operational across global ecosystems by the end of 2028.
- By 2029, **10% of global boards** will utilize AI for support in making key executive-level decisions.
- Gartner projects that Agentic AI will be embedded in 33% of enterprise software platforms by 2028.
- Machines are expected to handle 80% of customer service interactions worldwide, with Indian enterprises driving a significant share of this adoption.
- By 2028, **25% of enterprise cybersecurity incidents** are expected to stem from the misuse of AI agents, according to Gartner.



# The Evolution of AI From Reactive to Agentic

The evolution of AI can be traced through several stages:



## Applications of Agentic AI

### Healthcare

Agentic AI can revolutionize healthcare by enabling autonomous diagnostic systems, personalized treatment plans, and robotic surgeries. Example:

#### Personalized Medicine:

Developing individualized treatment plans based on patient data and real-time monitoring.

#### Drug Discovery:

Accelerating drug development through autonomous experimentation and analysis.

#### Robotic Surgery:

Enhancing surgical precision and minimizing invasiveness through autonomous robotic systems.

### Autonomous Vehicles

Self-driving cars are a prime example of Agentic AI in action. These vehicles utilize sensors, cameras, and AI algorithms to navigate complex environments, avoid obstacles, and safely reach their destinations.

### Smart Cities

Agentic AI can be utilized to optimize urban infrastructure, encompassing everything from traffic management to energy distribution. Autonomous systems can monitor and control city operations in real-time, improving efficiency and sustainability.

## Manufacturing

In manufacturing, Agentic AI systems can be deployed to automate production lines, predict equipment failures, and optimize supply chains. These systems can adapt to changes in demand and production conditions, ensuring smooth operations. Example:



### Predictive Maintenance:

Proactively identifying and addressing equipment failures, minimizing downtime, and optimizing production.



### Supply Chain Optimization:

Optimizing logistics, inventory management, and resource allocation for enhanced efficiency and cost-effectiveness.



### Autonomous Robotics:

Deploying robots for tasks such as assembly, inspection, and materials handling.

## Finance

Agentic AI can transform the financial industry by enabling autonomous trading systems, fraud detection, and personalized financial advice. These systems can analyze vast amounts of data, identify patterns, and make decisions in real-time. Example:



### Algorithmic Trading:

Executing trades autonomously based on market trends and real-time data analysis.



### Fraud Detection:

Identifying and preventing fraudulent activities in real-time through sophisticated anomaly detection.



### Personalized Financial Advice:

Providing tailored financial guidance and investment strategies based on individual needs and risk profiles.

## Key Characteristics of Agentic AI

### Autonomy

Agentic AI systems can operate independently, requiring minimal human intervention. They can perceive their environment, process information, and take actions to achieve their goals without constant supervision.

### Adaptability

Agentic AI systems are highly adaptable, capable of learning from their experiences and adjusting their behavior in response to changing conditions. This makes them particularly well-suited for dynamic environments.

### Collaboration

Agentic AI systems can work alongside humans and other AI agents, leveraging collective intelligence to solve complex problems. This collaborative capability is essential for applications such as smart cities and healthcare.

### Goal-Directed Behavior

These systems are designed to pursue specific objectives, whether short-term or long-term. They can prioritize tasks, allocate resources, and adjust their strategies to maximize the likelihood of success.

### Proactivity

Unlike reactive systems, Agentic AI is proactive. It can anticipate future challenges, identify opportunities, and take pre-emptive actions to achieve its goals.

# Ethical and Societal Implications

## Accountability

As Agentic AI systems become more autonomous, questions arise about accountability. Who is responsible when an autonomous system makes a mistake or causes harm? Clear guidelines and regulations are needed to address these issues.

## Transparency

The decision-making processes of Agentic AI models can be complex and opaque. Ensuring transparency and explainability is essential to build trust and facilitate human oversight.

## Security and Privacy

Autonomous systems often rely on vast amounts of data, raising concerns about data security and privacy. Robust safeguards must be implemented to protect sensitive information and prevent misuse.

## Bias and Fairness

Agentic AI systems learn from data, which can contain biases. Ensuring fairness and preventing discrimination is critical, particularly in sensitive applications such as hiring, lending, and law enforcement.

## Job Displacement

The widespread adoption of Agentic AI has the potential to disrupt labor markets, leading to job displacement in certain sectors. Policymakers and industry leaders must collaborate to mitigate these impacts through targeted reskilling and educational initiatives.

# Responsible Development and Deployment

To harness the full potential of Agentic AI while minimizing risks, it is essential to adopt a responsible approach to its development and deployment. Key principles include:



“As its name suggests, agentic AI has 'agency': the ability to act, and to choose which actions to take. Agency implies autonomy, which is the power to act and make decisions independently. When we extend these concepts to agentic AI, we can say it can act on its own to plan, execute, and achieve a goal—it becomes 'agentic.' The goals are set by humans, but the agents determine how to fulfill those goals.”

– Deloitte Center for Technology, Media & Telecommunications

## Preparing Your Enterprise for Agentic AI Adoption

For enterprises embarking on the integration of Agentic AI, a deliberate, phased strategy is crucial. This strategy, which addresses both technical and organizational readiness, is outlined in the following action plan. It details key steps to ensure a smooth and successful transition for organizations at any stage of digital maturity.

### Assess Organizational and Technical Readiness

- **Evaluate Infrastructure:** Begin with a thorough assessment of your current IT landscape to ensure it can support the computational demands and integration needs of Agentic AI. Modernized IT operations and scalable cloud platforms are often prerequisites.
- **Data Strategy:** Agentic AI relies on high-quality, accessible, and well-structured data from varied business processes. Conduct a data audit to identify gaps, define metadata standards, implement access controls, and establish robust data governance for compliance and security.
- **AI Readiness Assessment:** Formalize the evaluation of organizational readiness, including the maturity of existing automation, data management capabilities, and willingness to embrace an AI-driven culture.

### Align Vision and Stakeholders

- **Executive Sponsorship:** Active leadership is a critical element in driving alignment between AI initiatives and enterprise strategy. It's essential to secure buy-in from stakeholders across functions and establish clear lines of accountability.
- **Define Business Outcomes:** Set specific, measurable objectives tied to Agentic AI projects, focusing on areas where automation and autonomous agents can deliver the highest immediate business value (e.g., operational bottlenecks, repetitive workflows, or scaling challenges).
- **Communicate Value Proposition:** Ensure all stakeholders understand how Agentic AI will augment business operations, foster innovation, and enhance customer experiences.



## Start with High-Impact Pilots

- **Use Case Identification:** Identify high-impact, low-risk areas for initial deployment—typically within existing workflows or core business applications where immediate value is demonstrable (e.g., customer support, ticket routing, data entry).
- **Pilot Projects:** Launch pilot initiatives to validate Agentic AI's effectiveness while minimizing disruption. Use pilots to test integration challenges, gather stakeholder feedback, and fine-tune implementation parameters.

## Talent and Organizational Change Management

- **Skill Development:** Upskill existing teams and, where necessary, hire or consult with AI experts to manage, monitor, and optimize Agentic AI solutions.
- **Change Management:** Support adoption with structured training, open communication channels, and a focus on cultural change. Ensure employees are ready to collaborate with AI agents in new, dynamic workflows.
- **Maintain Human Oversight:** Establish clear escalation procedures and oversight mechanisms to ensure responsible AI operations and human-in-the-loop governance, especially in the early stages of implementation.

## Integration and Scalability

- **System Integration:** Prepare for seamless integration between Agentic AI and existing business systems, APIs, and processes. Ensure compatibility upstream and downstream to enable smooth flows of data and tasks.
- **Gradual Scale-Up:** Once pilots demonstrate value, progressively expand Agentic AI across additional departments and more complex workflows, constantly monitoring for emerging challenges and opportunities.

## Monitor, Optimize, and Govern

- **Continuous Monitoring:** Track system performance, business outcomes, and signs of model drift. Regularly update data sources and retrain AI models to adapt to evolving business needs.
- **Measure and Iterate:** Use robust metrics to measure success and embrace agile methodologies to incorporate lessons learned into subsequent phases.
- **Risk and Compliance:** Proactively address ethical considerations, regulatory compliance, and data privacy risks. Conduct routine audits to identify and mitigate potential biases or security issues.

The market for agentic AI is scaling at an unprecedented pace. According to [MarketsandMarkets](#), the Agentic AI market is projected to grow from USD 13.81 billion in 2025 to USD 140.80 billion by 2032, reflecting an extraordinary CAGR of 39.3% over this period. Forward-looking enterprises that invest early in agentic AI capabilities, coupled with organizational preparedness and robust governance, are poised to capture sustained competitive advantages as intelligent, autonomous systems become foundational to business operations.



# How Mastech Helps Customers Develop & Deploy Agentic AI

Mastech offers a comprehensive, enterprise-grade platform for implementing Agentic AI responsibly and effectively. From establishing trustworthy data foundations to deploying scalable, intelligent agents and advising strategic business leaders, Mastech's full-stack capabilities enable organizations to navigate Agentic AI transformation with confidence.

01

## Building Already Data Foundations

- **Master Data Management (MDM):** We integrate enterprise AI chatbots directly with MDM systems, providing users with conversational access to real-time, trusted data while automating cleansing and validation processes. This trustworthiness is essential for reliable Agentic AI training and decision-making, ensuring our customers feel secure in their data usage.
- **AI-Ready Data Architecture:** Their Enterprise Intelligence Hub supports advanced analytics, reinforcement learning, and natural language processing, enabling seamless evolution from data to autonomous intelligence

02

## Data Governance & Compliance for Autonomous Systems

- **Robust Governance Roadmaps:** Through comprehensive assessments, we co-create governance frameworks that ensure data accuracy, transparency, bias mitigation, and alignment with regulatory standards, critical for the responsible deployment of Agentic AI.
- **Compliant & Ethical AI:** Solutions built on platforms like IBM Cloud Pak for Data and Watson Knowledge Catalog ensure not only performance but also trustworthiness and traceability.

03

## End-to-End Data Engineering & Activation

- **End-to-End Data Lifecycle Support:** From capturing Data in Motion to transforming Data as an Asset and activating it in real-time via intelligent systems, Mastech enables data fluidity across systems and agents.
- **Predictive & Agentic Workflows:** Our expertise in data engineering and predictive analytics accelerates the creation of goal-oriented, adaptive workflows, which are core to Agentic AI systems.

04

## Agentic AI-Enabled Business Capabilities

- **Agentic CX with Quiq Integration:** Our collaboration with Quiq delivers live demonstrations of autonomous customer support workflows that reduce resolution times, optimize costs, and improve accuracy, all powered by Agentic AI.
- **Domain-Specific Applications:** A strong track record in healthcare, finance, retail, and manufacturing enables tailored Agentic AI use cases, such as intelligent diagnostics, autonomous trading, smart inventory management, and robotic workflows.

05

### • Cloud & AI Architecture Modernization

- **Scalable Cloud-First AI:** Mastech architects' cloud-native infrastructure and AI platforms that can host autonomous agents at scale, ensuring agility, resiliency, and global reach.
- **DevOps & Automation-Driven Delivery:** Utilizing tools like Ansible and Ansible Tower, we automate deployment, compliance, and continuous delivery, enabling the rapid and reliable scaling of Agentic AI agents across various environments.

06

### • Strategic Consulting & Change Enablement

- **Executive Road mapping:** We guide Csuite and business leaders in the strategic adoption of Agentic AI, from workforce readiness to ROI measurement, anchoring adoption in measurable value.
- **Accelerated Time-to-Value:** With deep domain experience and data modernization expertise, we enable clients to deploy practical Agentic AI pilots and scale rapidly without disrupting core operations.

## Conclusion

While it's true that only a few organizations have fully leveraged GenAI and are reaping its rewards, there are many organizations skeptical about its usage. According to ISG's report on the status of GenAI initiatives, only 15% of organizations have fully deployed GenAI, while 43% of organizations are running pilot projects. However, there is already considerable excitement about Agentic AI, which has the potential to be even more disruptive. By enabling autonomous, goal-directed, and adaptable systems, Agentic AI opens up new possibilities for innovation and efficiency.

It is essential to understand the risks associated with this new technology. It requires a commitment to responsible development and deployment, guided by ethical principles and societal values. As we stand on the brink of this new era, it is imperative to ensure that Agentic AI serves as a force for good, empowering humanity to tackle the challenges of the 21st century and beyond.

Mastech Digital (NYSE American: MHH) is a scientific, insights-led data company specializing in advanced data engineering and AI-ready platform design. We empower organizations to maximize their data ROI by delivering real-time insights and scalable infrastructures aligned with strategic business goals. Through a combination of Data Engineering services and superior Data & AI talent, we work with Fortune 1000 and Global 2000 companies to drive meaningful business outcomes. As a minority-owned enterprise listed on the NYSE, Mastech Digital is committed to inclusive innovation, agile delivery, and transformative client-centric solutions across the data and AI journey. Learn more at [www.mastechdigital.com](http://www.mastechdigital.com).

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