



Agentic AI

An Automated Approach to Digital Employee Experience

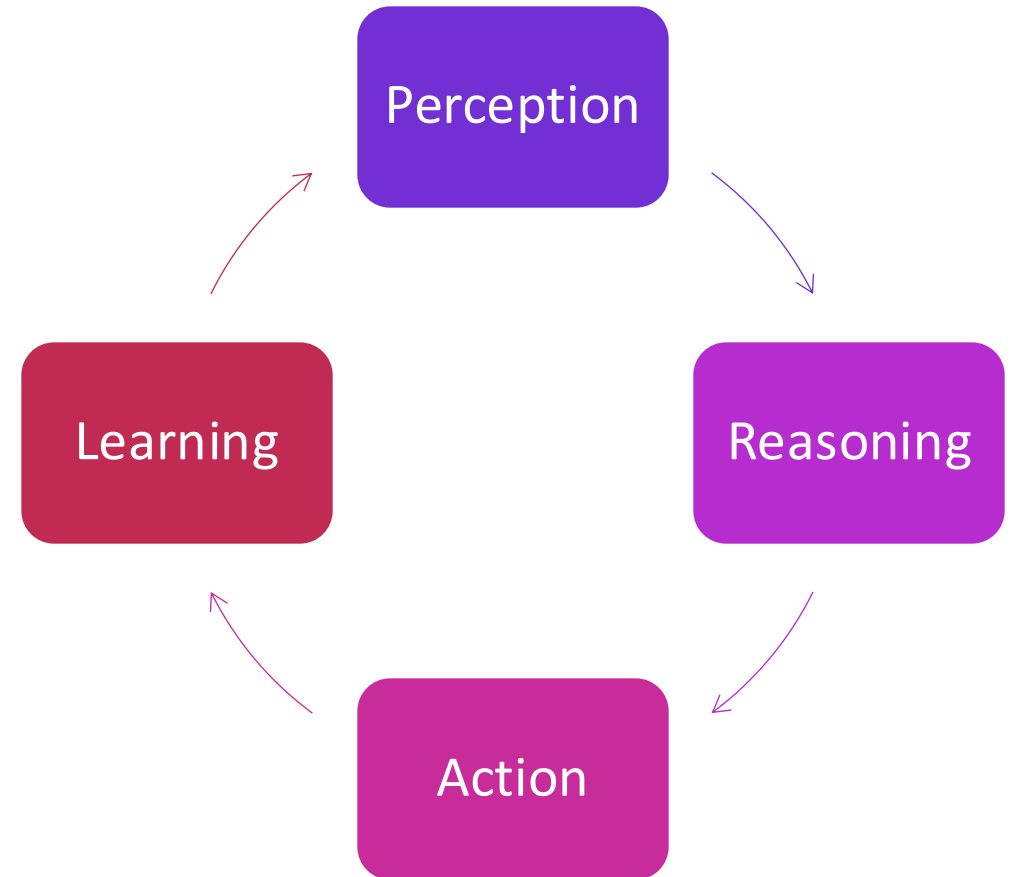
Agentic AI

“Today’s AI models perform tasks such as generating text, but these are ‘prompted’ — the AI isn’t acting by itself. That is about to change with agentic AI, or AI with agency. By 2028, 33% of enterprise software applications will include agentic AI, up from less than 1% in 2024, enabling 15% of day-to-day work decisions to be made autonomously.” – Gartner (2024)

Agentic AI

Agentic AI refers to intelligent systems that possess agency

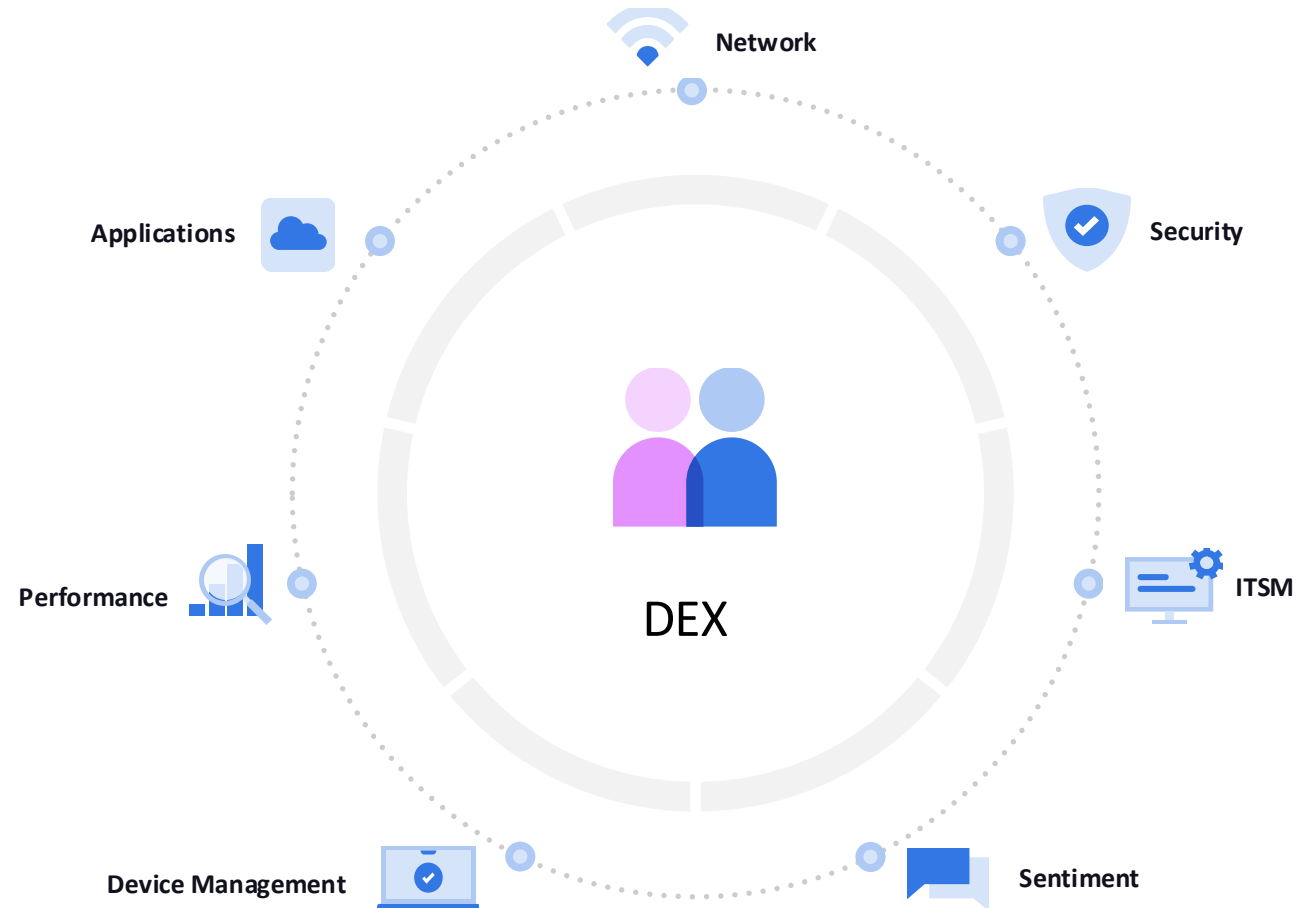
— the ability to perceive their environment, make decisions, and act independently to achieve specific goals



Agentic AI Applications



Digital Employee Experience (DEX)



The Key Pillars of Great DEX



Observability

Holistic, actionable
Insights.

Gain a holistic view of all
assets and issues.

Understand the state of
your digital landscape
with comprehensive
insights.



Remediation

Real-time.
Fix-Once.

Address and rectify
immediate issues swiftly.

Maintaining compliance,
security and availability.



Automation

Predictive.
At the Edge.

For recurring issues,
automation ensures
seamless service delivery.

It's not just about fixing
problems but preempting
them.



Validation

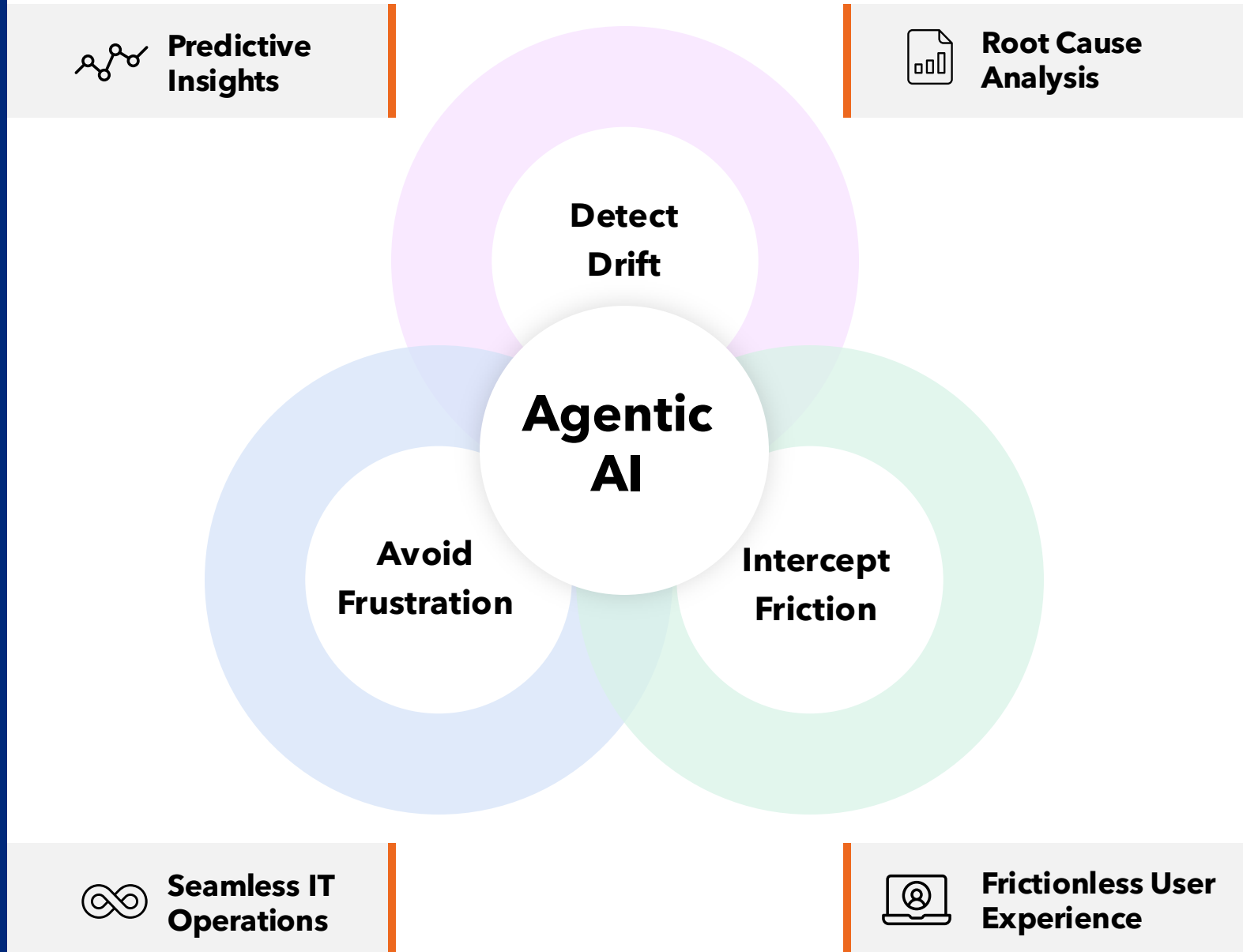
User-centric DEX
Measurement.

Measure user sentiment.

Ensure your strategies
are user-centric,
addressing the most
pressing concerns.

Agentic AI and DEX

The intelligence and remediation must shift to the edge, intercepting drift and friction before resulting in frustration.



Agentic AI: Delivering value for global brands



Problems



Autonomous DEX



Value



Frustrated Employees
Fixes required on site visits
Lack of visibility

Remediation Automation
ServiceNow Integration

75k service desk calls eliminated
Saved 67,000 hours/year



JOHN DEERE

Wasteful Spending
Poor service delivery

Device Refresh
Remediation Automation

\$5m CAPEX deferred
\$4m revenue impact critical
system uptime

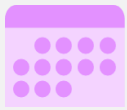


Manual reactive approach
High field support costs

Remediation Automation
Content Distribution

\$1m in cost avoidance
400 hours/month saved in support

Digital Friction Is at an Inflection Point



3 Hours per Month

per employee wasted to digital friction

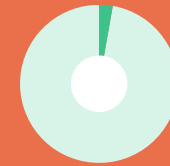
Gartner



85% of employees

of employees report decreased productivity due to IT-related disruptions

(Enhancing Digital Workplace Experience)



3% of CIOs

say they have complete visibility into the factors that affect digital employee experience

1E Research



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