

The background is a dark blue field filled with out-of-focus light spots in shades of blue, yellow, and purple. On the right side, there are several curved, glowing trails of small, bright particles, suggesting a sense of motion or a complex network.

TRACK SESSION:
Transforming technology for an AI world

Completing the agentic journey

Agenda: Transforming **technology** for an AI world

Intro: Completing the agentic transformation

Rick Villars
GVP, Worldwide Research

Capitalizing on agentic workflows to enable new work models

Amy Loomis
Research VP, Future of Work

Taming agentic fleets to unlock value

Nancy Gohring
Senior Research Director, AI

2:15 – 3:00pm: Break & IDC Solution Showcase

Delivering agentic services requires inference at scale

Rick Villars
GVP, Worldwide Research

Agentic impact: An industry perspective

Ananda Chakravarty
Research VP, Head of Retail Insights

Sam Abadir
Research Director, Risk, Financial Crime & Compliance

Sarah Lee
Research Director, Manufacturing IT Strategies

IDC Solution Showcase

Technology Solutions

- ★ AI-driven Operations, Observability & FinOps
- ★ AI-driven Sourcing with IDC TechMatch
- ★ AI-ready Infrastructure
- ★ AI Trends & Research
- ★ Data-driven Business Strategy
- ★ Data Security & Compliance
 - Deal Reviews & Pricing Benchmarks
 - Leadership & Development
 - Research & Advisory for Technology Acquisition
- ★ Understanding Buyer Sentiment

Custom Solutions

- Building & Repositioning Brands
- ★ Impactful, Adaptable Strategy Development

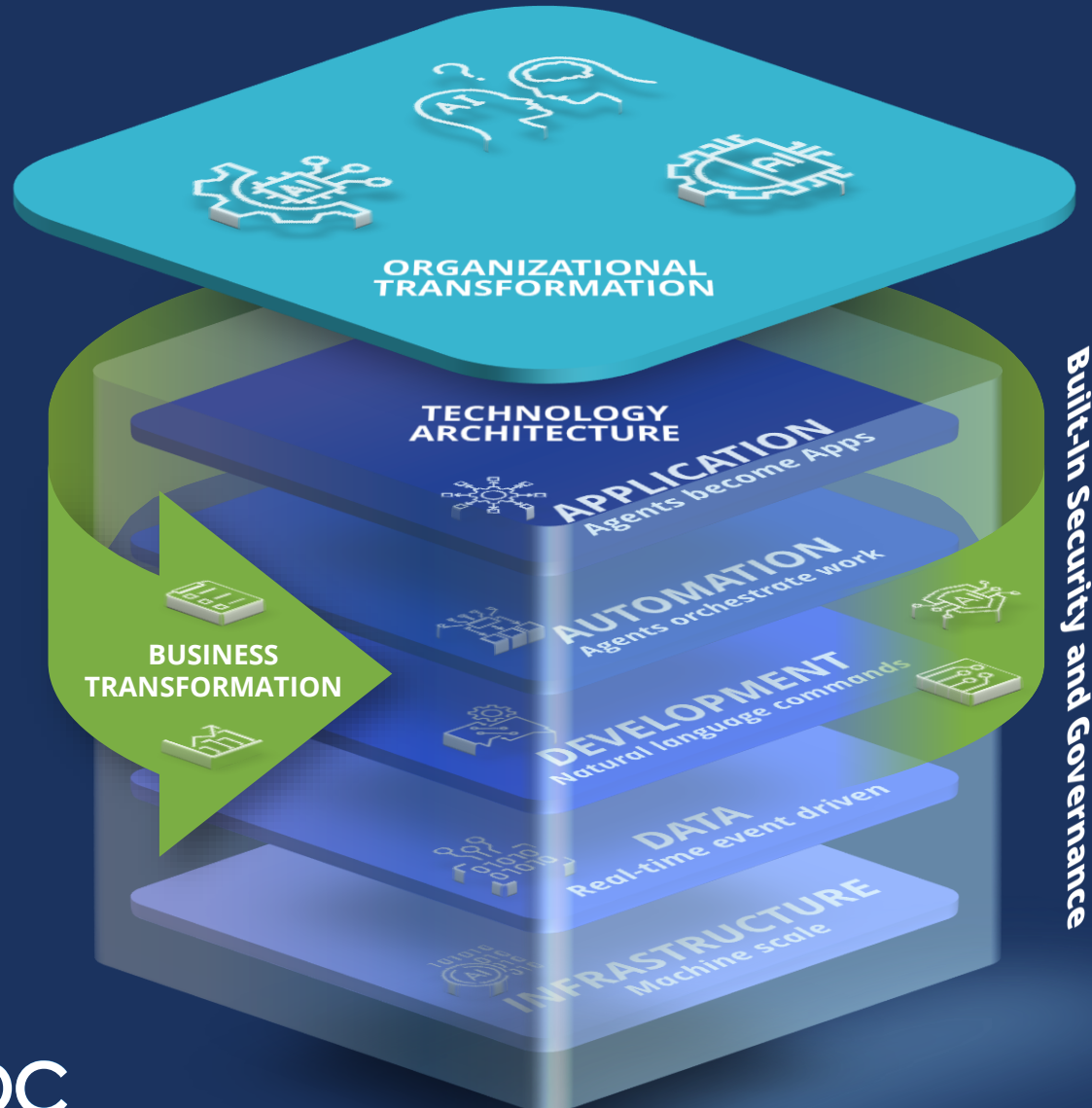
Executive Strategies

- CMO and C-Suite Strategies

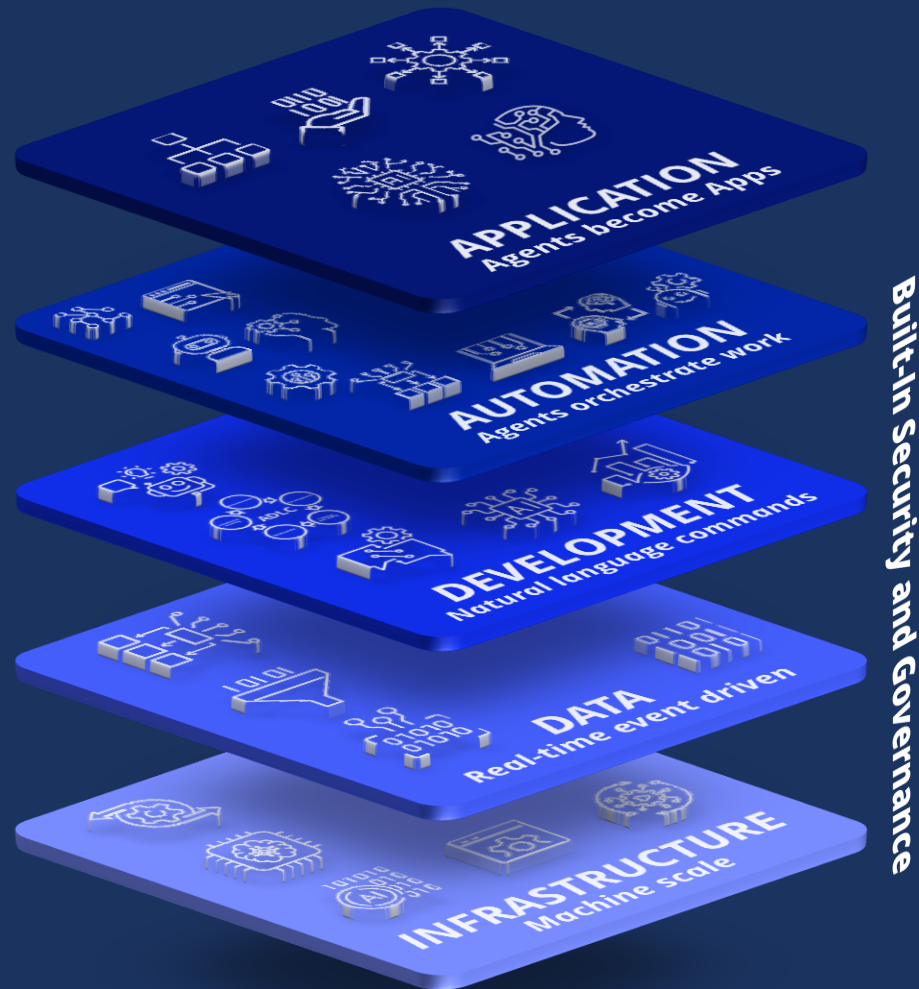
Data & Analytics

- Company Data
- Market Data
- IDC Velocity for Sales

Agentic AI playbook for innovation



Completing the agentic transformation



The “how many agents” question



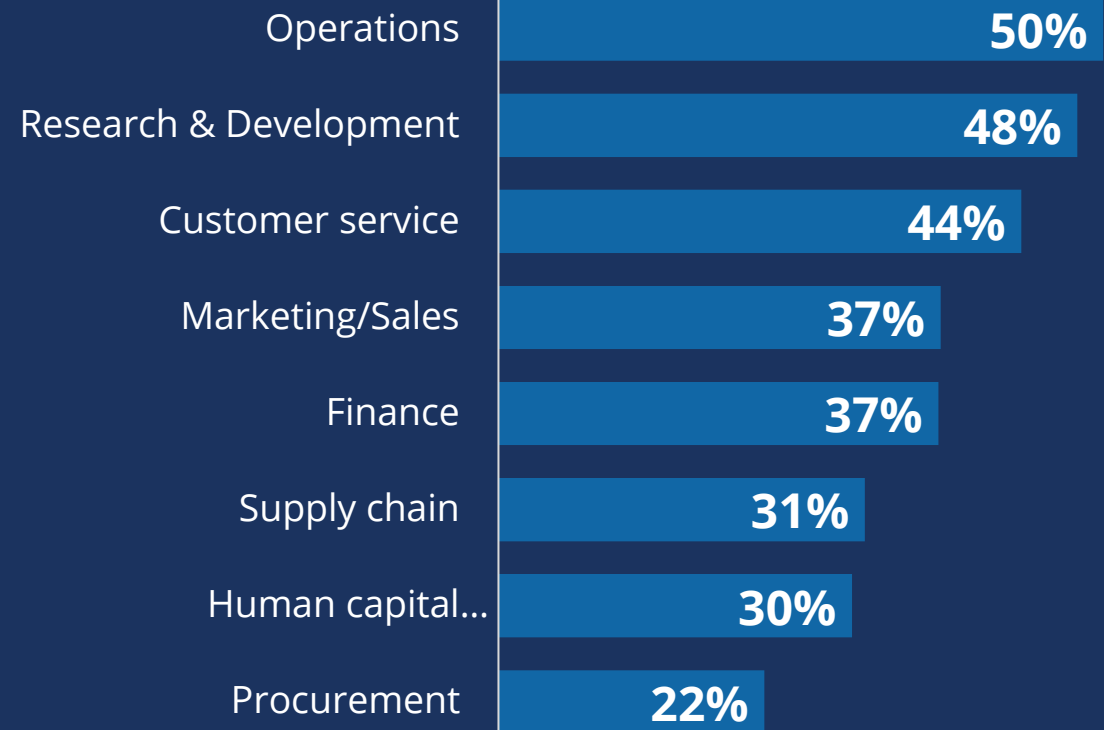
The “how many agents” question



Capitalizing on
Agentic Workflows

Business
areas
addressed

Most important business areas to integrate agentic AI into existing applications or business processes in 2025



The “how many agents” question



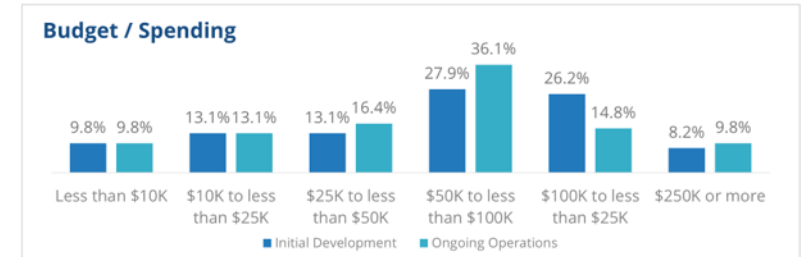
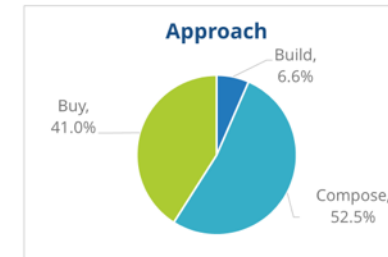
Agentic Impact on Industries

Business
areas
addressed

Use cases
addressed

Payer: Prior Authorization (PA) Process Optimization

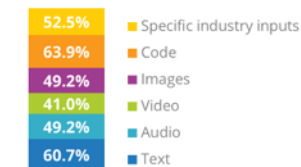
Prior authorizations is a high impact GenAI use case for payers and providers because it a time intensive and complex process requiring multi-model inputs of clinical data that can be structured and unstructured. It as source of great administrative friction for healthcare organizations and consumers.



Top Business Objectives

- 21.3%** Improved operational efficiency
- 14.8%** Faster innovation
- 11.3%** Improved business agility

Critical Input Types



Mean Spend

Initial \$99,209.87
Operational \$90,345.91
53.6% of resources applied to build or maintain this use case comes from external service providers



Source: GenAI Industry Use Case Adoption Trends Survey, March 2025 N = 61 unweighted

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The “how many agents” question



Taming Agentic Fleets



Timing and Distribution of Adoption By Level

	2025	2027	2029	2031	2033	2035	2037
Agents as Apps	0%	0%	5%	20%	35%	50%	65%
Agent Led	0%	5%	20%	40%	50%	35%	25%
Ag-Enhanced	3%	30%	40%	25%	10%	10%	5%
As/Ad-Enhanced, Ag Supplemented	17%	35%	20%	10%	5%	5%	5%
As/Ad-Enhanced	50%	20%	10%	5%	0%	0%	0%
Traditional	30%	10%	5%	0%	0%	0%	0%

Fleets
?
Custom

Legend: Assistants (As), Advisors (Ad), Agents (Ag)

The “how many agents” question



Inference at Scale



Agents = delivering the right answer
...at the right time...in the right context