

FIRESIDE CHAT

Agentic impact: An industry perspective



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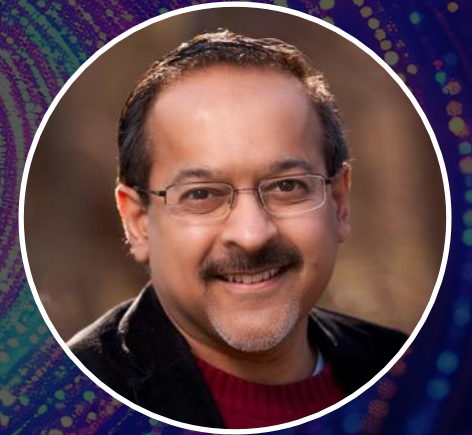
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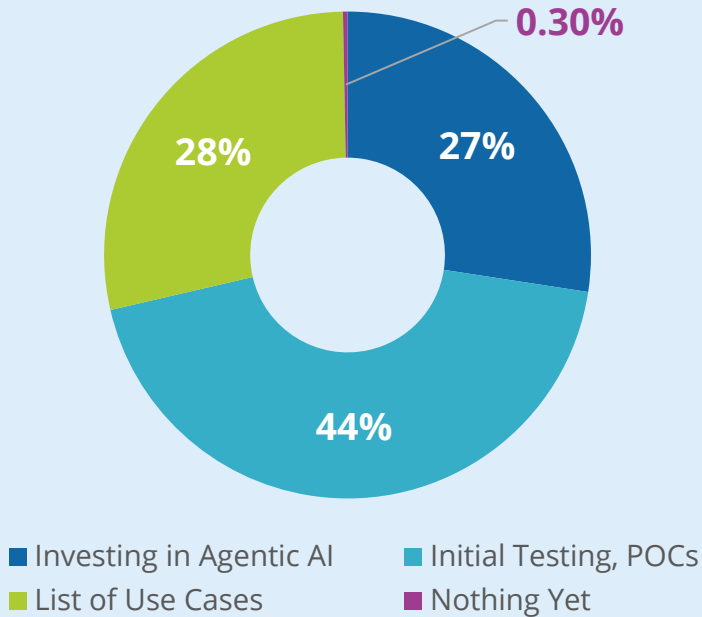
Ananda Chakravarty

Retail



Agentic AI status: Retail

Retail agentic AI adoption



Source: Future Enterprise Resiliency & Spending Survey Wave 1, IDC, February 2025, N=63

Retail AI tech maturity

AI Tech	Concept	Pilots	Applied	Mainstream
Classic RPA	✓	✓	✓	✓
Classic AI/ML	✓	✓	✓	➡
Virtual Agents	✓	✓	✓	✓
Predictive AI	✓	✓	➡	➡
Interpretive AI	✓	✓	✓	➡
Generative AI	✓	✓	➡	
AI Asst/ Advisor	✓	➡		
AI Agents	✓	➡		
AI Agent Fleet	✓			

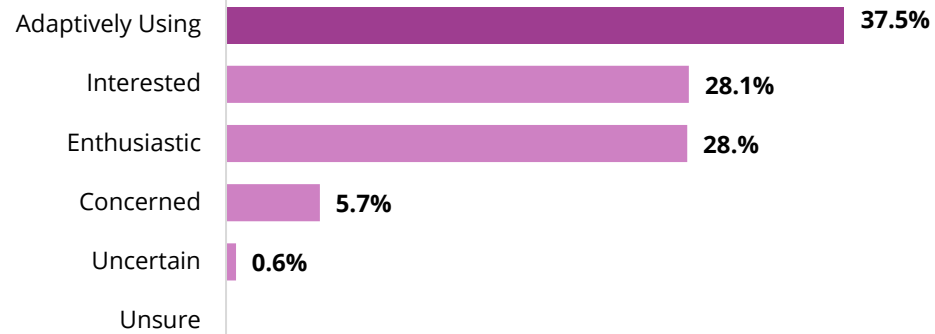
✓ Established
 ➡ Partial

“You cannot rest... your competitors are going to continue to raise the bar.”
 Mary Dillon, president & CEO, Foot Locker

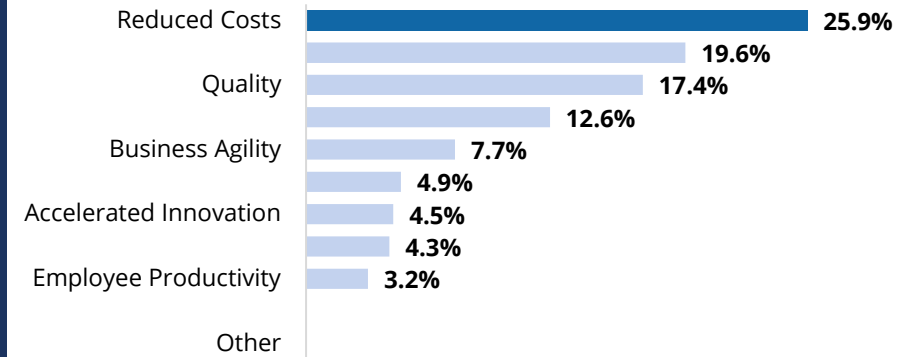


Agentic AI readiness: Retail

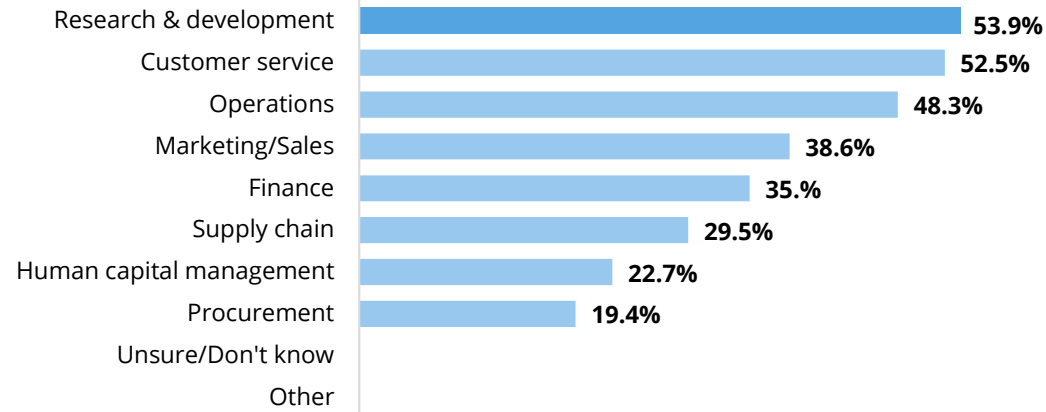
Agentic AI organizational change



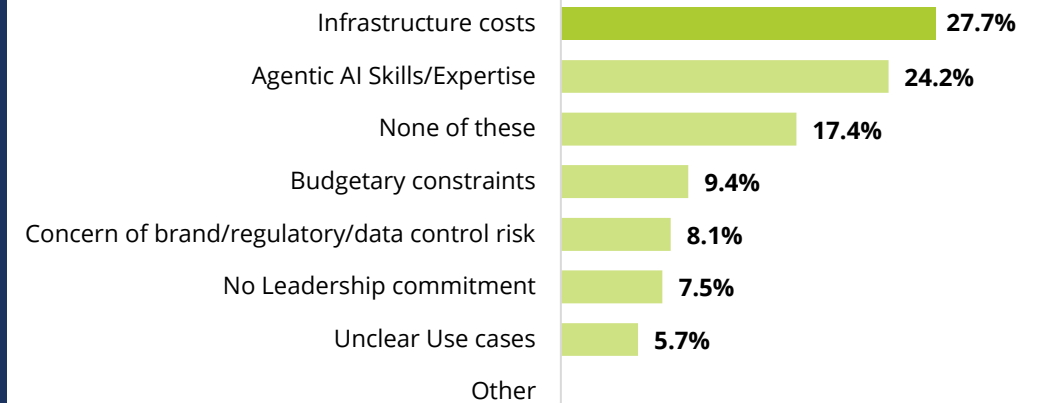
Expected benefits of agentic AI



Top impact areas for agentic AI



Expected challenges of agentic AI



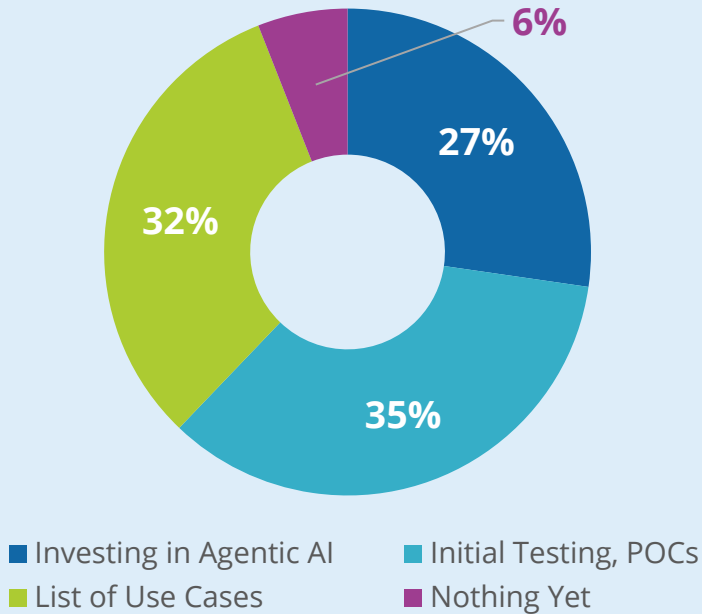
Sarah Lee

Manufacturing



Agentic AI status: Manufacturing

Manufacturing agentic AI adoption



Source: Future Enterprise Resiliency & Spending Survey Wave 1, IDC, February 2025, N=127

Manufacturing AI tech maturity

AI Tech	Concept	Pilots	Applied	Mainstream
Classic RPA	✓	✓	✓	✓
Classic AI/ML	✓	✓	✓	✓
Virtual Agents	✓	✓	✓	➡
Predictive AI	✓	✓	✓	➡
Interpretive AI	✓	✓	✓	➡
Generative AI	✓	✓	✓	➡
AI Asst/ Advisor	✓	➡		
AI Agents	➡	➡		
AI Agent Fleet	➡			

✓ Established
 ➡ Partial

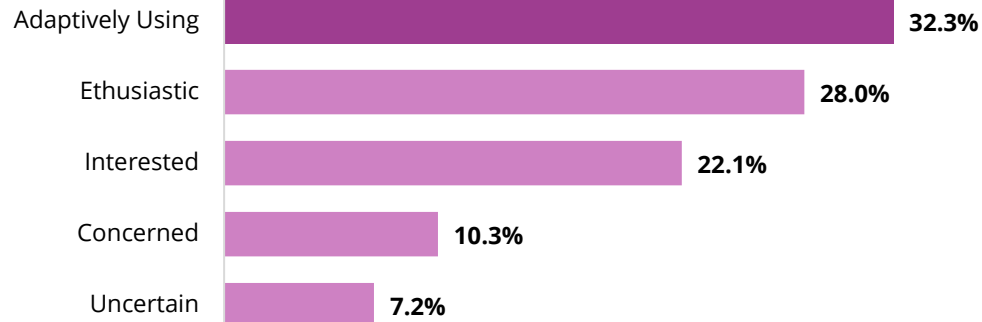
“Every single company, every single job within the company, will have AIs that are assistants to them.”

Jensen Huang, CEO, NVIDIA

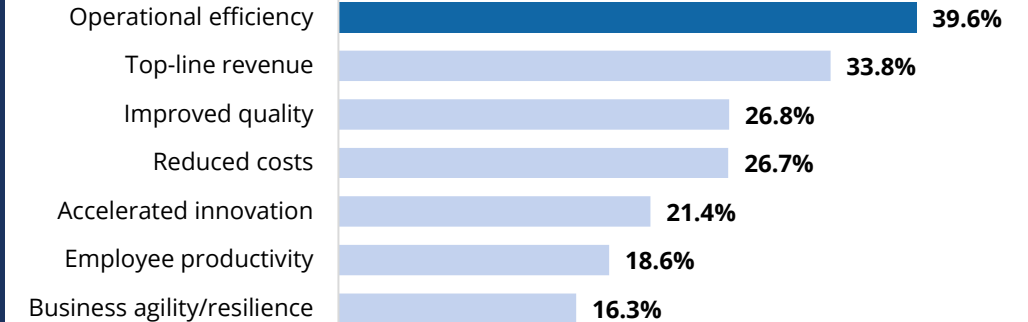


Agentic AI readiness: Manufacturing

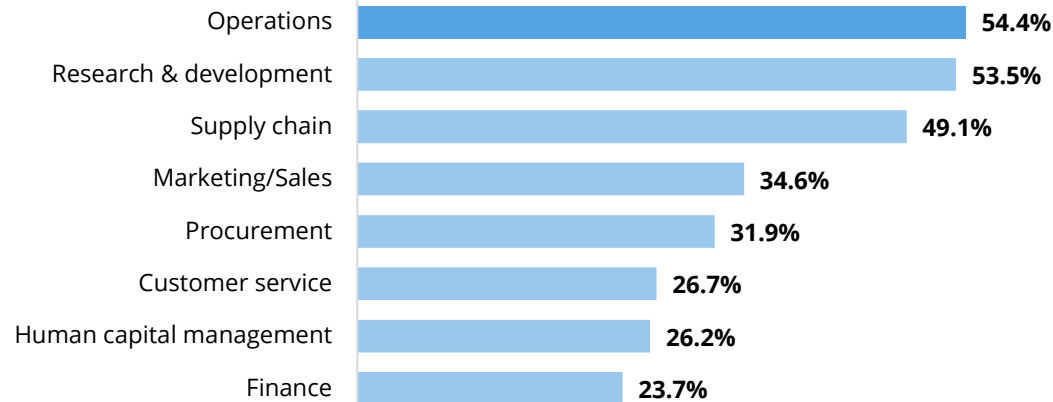
Agentic AI organizational change



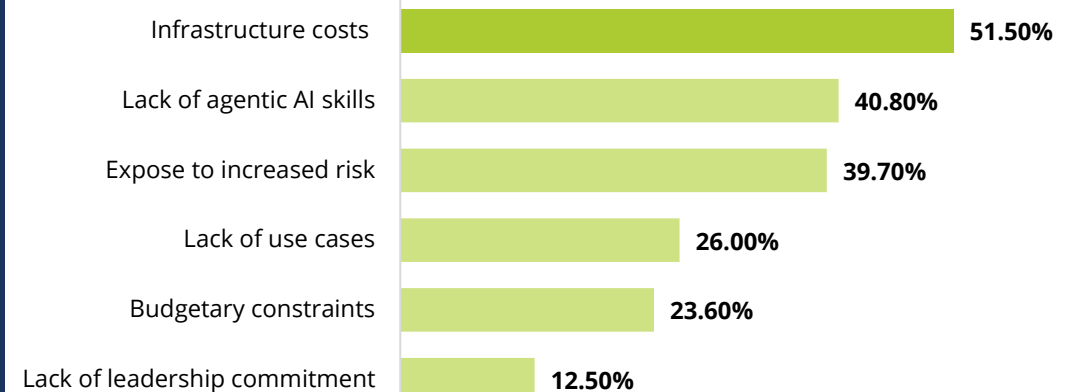
Expected benefits of agentic AI



Top impact areas for agentic AI



Expected challenges of agentic AI



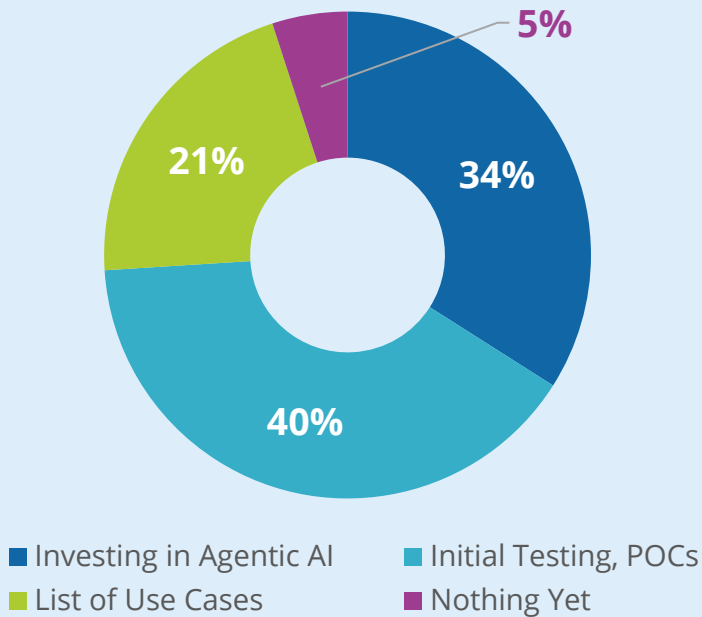
Sam Abadir

Financial Services



Agentic AI status: Financial Services

Financial Services agentic AI adoption



Source: Future Enterprise Resiliency & Spending Survey Wave 1, IDC, February 2025, N=120

Financial Services tech maturity

AI Tech	Concept	Pilots	Applied	Mainstream
Classic RPA	✓	✓	✓	✓
Classic AI/ML	✓	✓	✓	✓
Virtual Agents	✓	✓	✓	✓
Predictive AI	✓	✓	✓	✓
Interpretive AI	✓	✓	✓	✓
Generative AI	✓	✓	➡	
AI Asst/ Advisor	✓	✓	✓	✓
AI Agents	✓	✓	➡	
AI Agent Fleet	✓	✓	➡	

✓ Established ➡ Partial

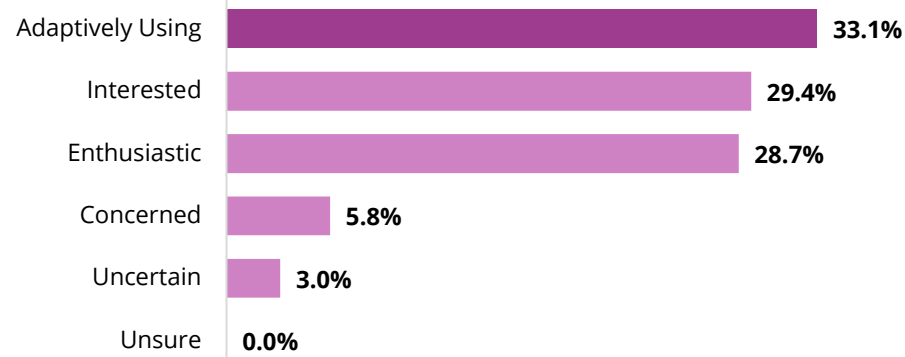
“We are convinced the consequences [of AI] will be extraordinary, possibly as transformational as...the printing press, steam engine, electricity, computing, and the Internet.”

Jamie Dimon, Chairman and CEO, JPMorganChase

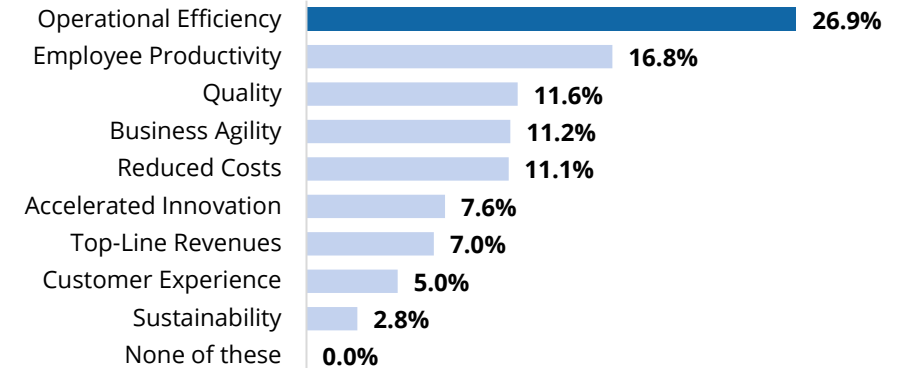


Agentic AI readiness: Financial Services

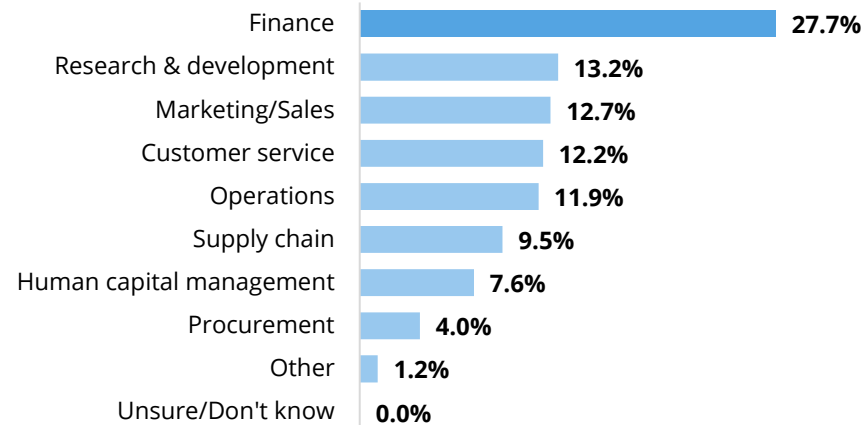
Agentic AI organizational change



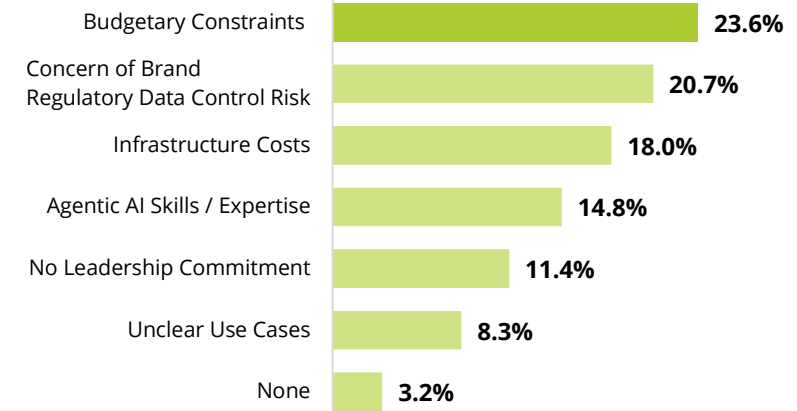
Expected benefits of agentic AI



Top impact areas for agentic AI



Expected challenges of agentic AI



Where to learn more

Retail

- [Signs Point to an Expectant Retail Agentic AI](#) (IDC US# 53271525)
- [Top Retail Generative AI Use Cases](#) (IDC US# 51474424)

Manufacturing

- [2024 Manufacturing Value Chain Budget Guides: Overall Manufacturing IT Strategy and Investments](#) (IDC #US51719324)
- [Scaling Smart Manufacturing with Cloud](#) (IDC #US53169825)

Financial Services

- [The Rise of Agentic AI and Agentic Workflow in KYC — Emerging Vendors Redefining Process Management for IT Buyers](#) (US52910825)
- [AI Agent Use Case: Mortgage Prequalification -](#) (US53229725)



For additional information

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