

Why Agentic AI Demands a New Leadership Mindset

(Part 1 of the “12 Questions for Leaders on Agentic AI” series)



Why GenAI Adoption Isn't Delivering ROI?

“It's not about adding copilots — it's about redesigning workflows around AI agents, resetting ownership and scaling transformation. **That's a CEO-level mandate.**”



Mass Adoption

78%
of enterprises
use GenAI



The Value Gap

- GenAI mostly used for **horizontal copilots & chatbots** — easy to deploy, hard to scale impact.
- **Vertical processes stuck** blocked by legacy workflows & fragmented ownership.
- AI transformations **still in silos**, not end-to-end or CEO-mandated.



Minimal ROI

80%
report no
material impact
on bottom-line

Why Agentic AI Is the Next Leap in Enterprise Intelligence?

twimbit

A New Generation of AI That Thinks, Plans and Executes



Autonomous
Decision



Feedback Loop



Tool Access



LLM Reasoning

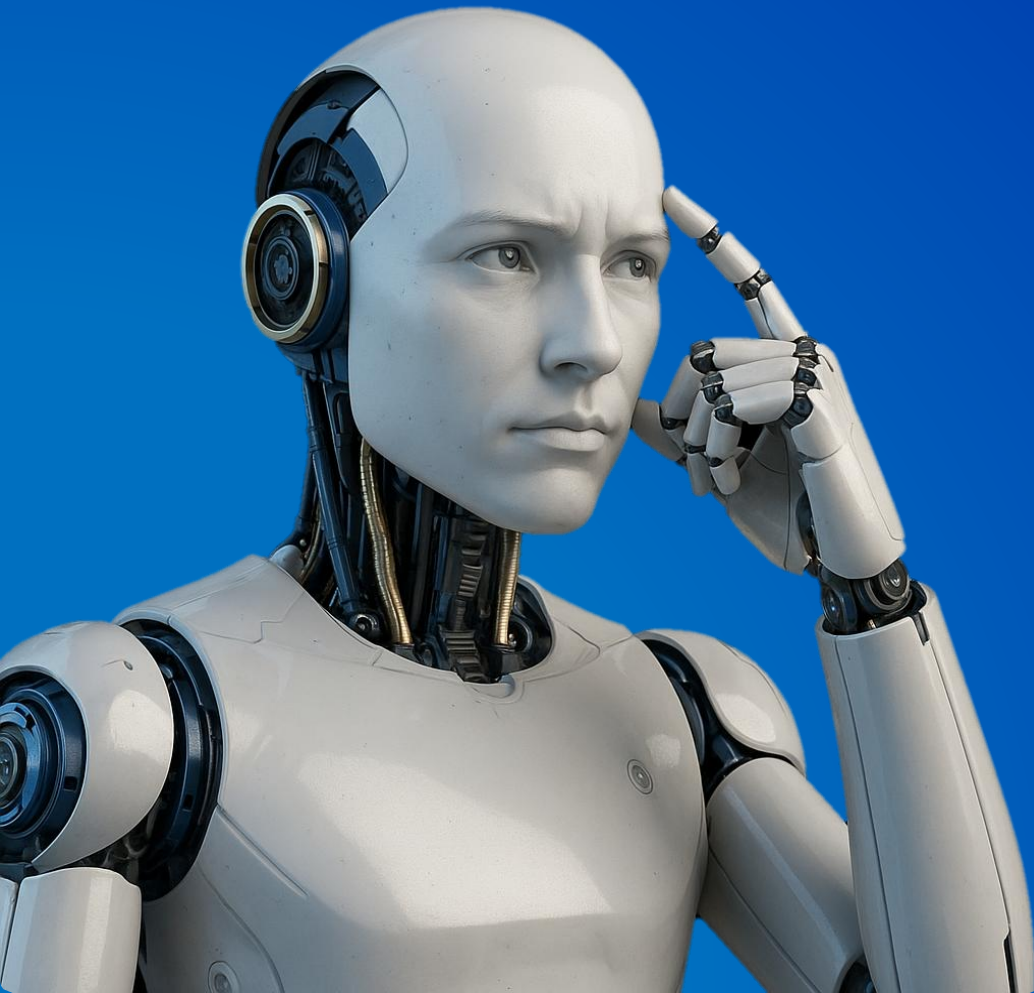


Minimal
Supervision



Enterprise Ready

beyond human limits...



How Agentic AI Is Different from Traditional and Generative AI?

	Traditional AI	Generative AI	Agentic AI
Purpose	Predict & classify	Generate content	Achieve goals, act on intent
Operational Style	Rules-based	Prompt-driven	Autonomously task-driven
Intelligence	Pre-defined logic	Contextual generation	Decision-making + planning
Learning Mode	Static training	Fine-tuned prompts	Adaptive via feedback
Output Type	Label, scores, recommendations	Text, images, code	Real-world action, task execution
Examples	Fraud detection & recommendation systems	ChatGPT, Claude, Midjourney, DALL·E	Salesforce AgentForce, Operator, Manus, Cursor

Why Most GenAI Efforts Stall — and Where Agentic AI Begins?

Agentic AI starts where most GenAI pilots stop at **scale, orchestration, and outcomes**

Stage	Description	Where GenAI Stops	Where Agentic AI Starts
Pilot Projects	Copilots, prompt tools, chatbots	✓	✓
Workflow Redesign	Align AI with business processes	✗	✓
Cross function Integration	Multi-agent systems	✗	✓
Autonomous Execution	AI acts on goals, not prompts	✗	✓
Outcome-Driven Operations	KPI impact, decision-making	✗	✓

Why Agentic AI Demands a New Enterprise Mindset?

GenAI Adoption (What Has Worked)

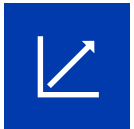
What makes it so effective for enterprises?



Single-task focus: Used mainly for content creation, summarization, coding help.



Always human-in-the-loop: Output reviewed before action



Low risk, fast ROI: Easy to plug into workflows (chatbots, copilots, assistants)



Minimal infra changes: Existing tech + basic governance was enough



No coordination or memory: Each use case lived in isolation

Agentic AI (What's Different)

Why is it more powerful, yet also more complex?



Autonomous decision-making: Agents execute without real-time human input



Multi-agent collaboration: Tasks distributed and coordinated across agents



Requires memory, planning, and tooling: State, reasoning, orchestration layers



Deep enterprise integration: Agents need access to systems (CRM, ERP, APIs)



High governance bar: Role control, auditability, trust frameworks become central

The 12 Questions That Will Define Agentic AI Leadership

A preview of what we'll unpack over the next four editions

Strategic Direction

- What competitive advantage can Agentic AI unlock for us?
- How do we align it with business outcomes and leadership vision?
- How will skills and talent in my organization need to change?

01

03

Organizational Readiness

- What are the implications on my data and technology stack?
- How do I build the right structure and culture to instill confidence in my teams to embrace Agentic AI?
- Should we build, buy, or partner to scale Agentic AI?

Business Value

- Have we defined the right outcomes and removed barriers to capture the impact of Agentic AI?
- Which domains offer the biggest opportunities beyond POCs to drive impact and build confidence?
- What is the true investment needed to implement and scale Agentic AI in my organisation

02

04

Governance & Control

- Have we defined the right principles and roles required to govern AI agents?
- How do we ensure security, auditability, and transparency?
- What expectations will stakeholders have as agents scale?

Innovating experiences
