

Autonomous business

Are we ready to let AI make decisions?

5 key principles and 6 foundations for understanding and building AI-enabled self-managing organisations.





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5 key principles for understanding and building
AI-enabled self-managing organisations.



Does trees **talk** to each other?

*“Could it be that forests are,
in a way, autonomous?”*





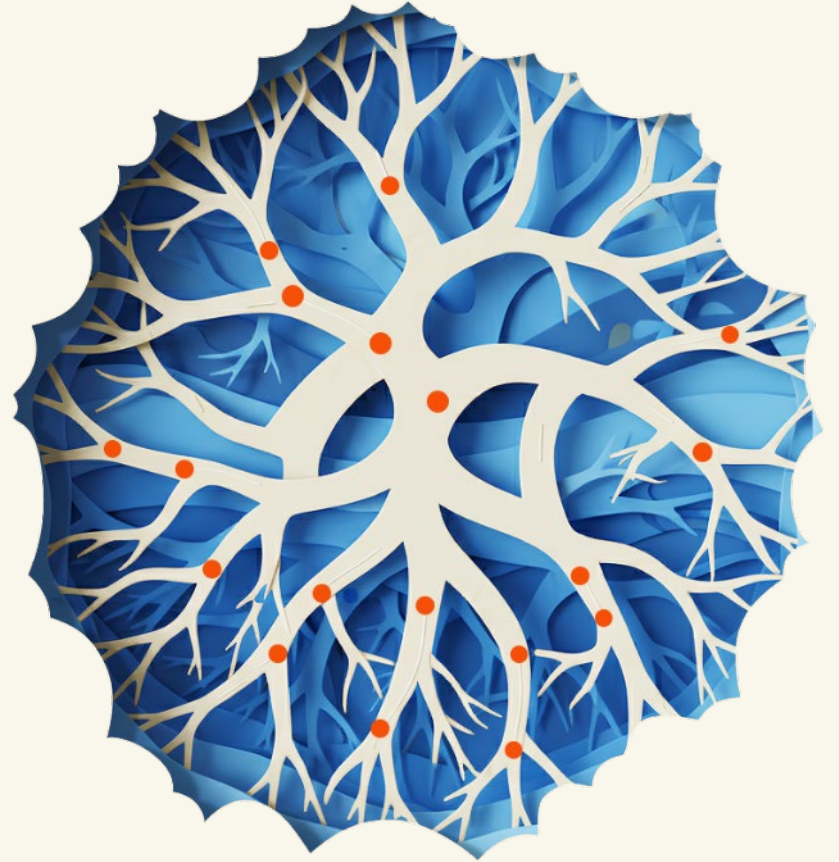
Forests are a **silent network**

*“Now we know trees are
deeply connected*”

INTO THE

Wood wide web

*“An underground fungal network links trees—sharing resources and signals to keep forests **resilient**”*



We also need to
design our
invisible network





CHANGE IS NOT OPTIONAL

Complexity has outgrown human control

*“Organizations still rely on sequential
human decisions in environments that
require parallel, real-time intelligence*



50%

generative AI
initiatives

are abandoned after proof of concept

Source: Gartner, “Why
Generative AI Projects Fail,”
2024.

40%



critical processes will be governed by AI

By 2027, AI agents will augment or automate many business decisions, fundamentally reshaping how critical processes are governed.

Source: Gartner, "AI Agents Will Drive Half of Business Decisions by 2027."

Some Critical Processes Increasingly Governed by AI

- Recruitment & Candidate Screening
- Workforce Scheduling & Capacity Planning
- Inventory Replenishment
- Dynamic Pricing
- Credit Scoring & Risk Assessment
- Fraud Detection

and many
more...

WE LIVE TRANSFORMATION EVERY DAY

Imagine managing AI adoption for 200k employees

*“AI doesn’t replace people,
it amplifies talent*

*“Design as the cornerstone for
transformation*

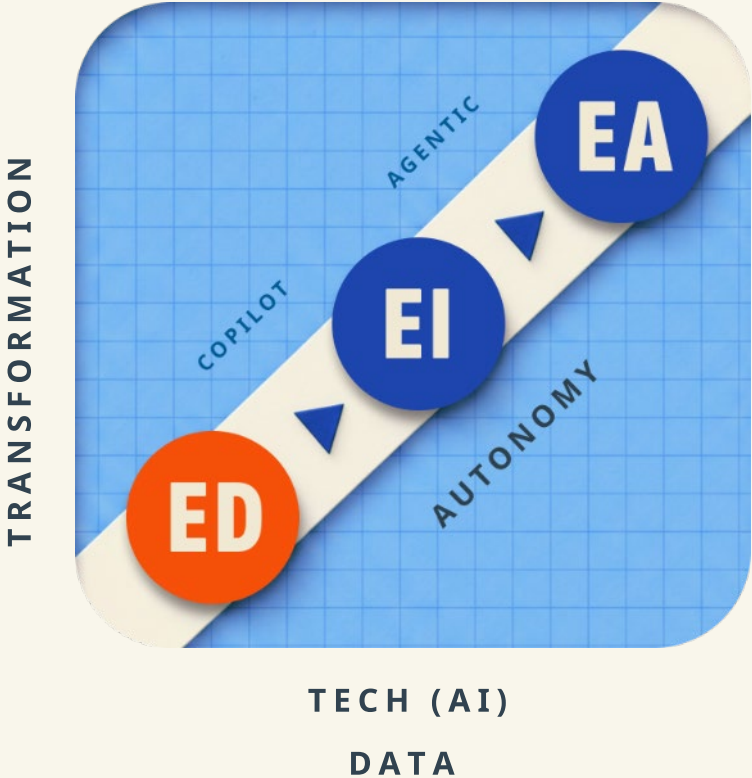


HOW DO WE PREPARE?

THE FIRST TRANSFORMATION

Digital Enterprise

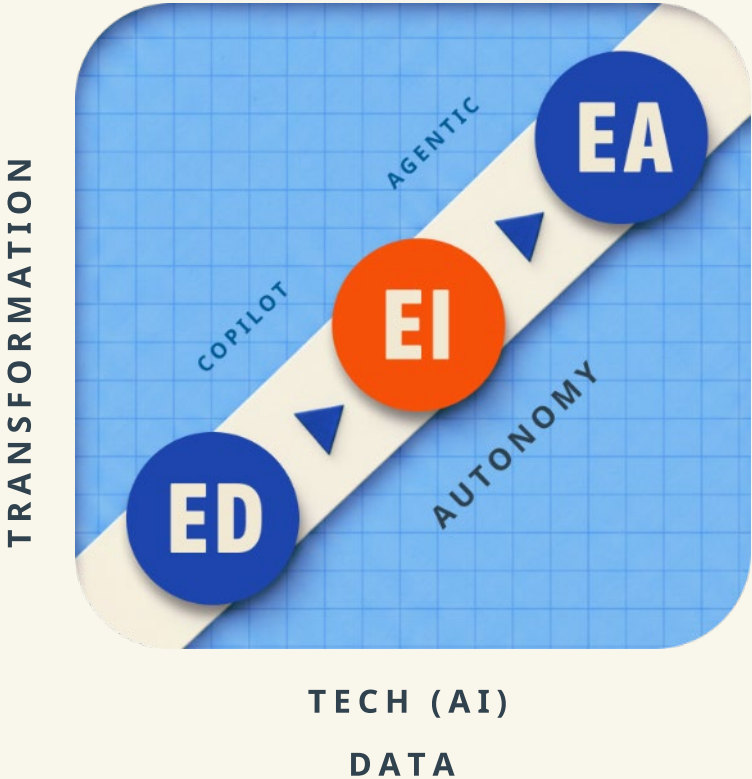
“Digitizing for efficiency”



FROM DIGITAL TO INTELLIGENT

Intelligent Enterprise

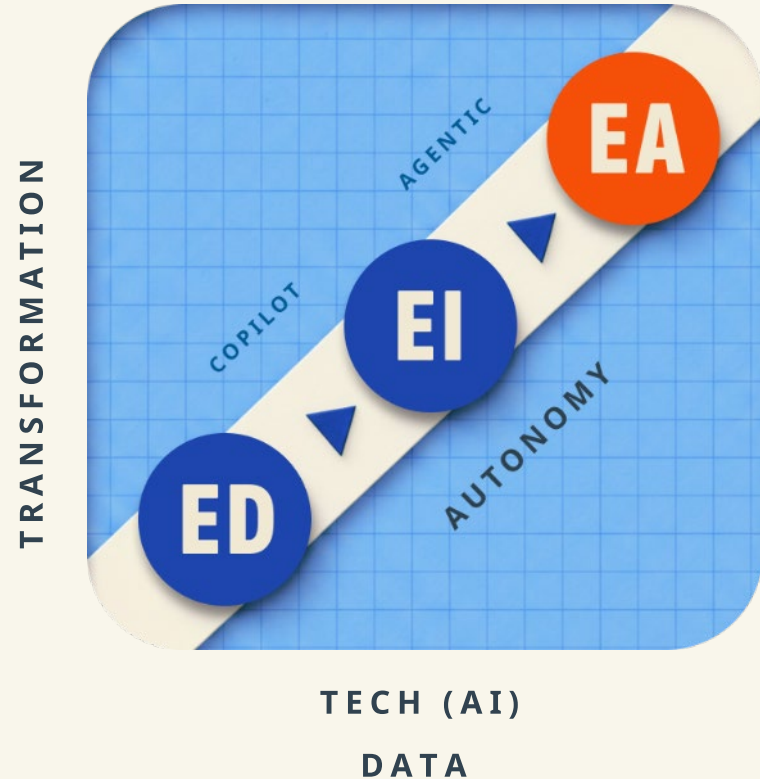
“AI elevates decision-making and augments people

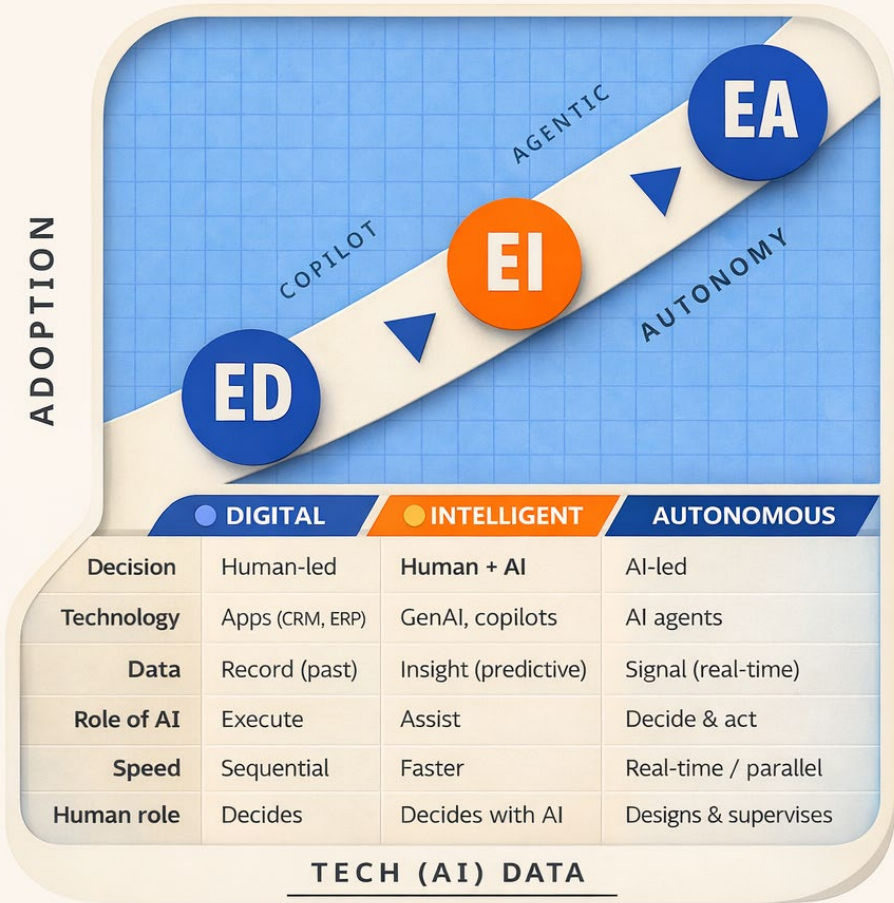


THE STRUCTURAL TRANSFORMATION

Autonomous Enterprise

“Reimagining the design to operate autonomously. Enterprises that act, decide and evolve”





Road to Autonomous business

AI shifts from assisting decisions to leading, acting in real time while humans supervise.



**Five capabilities of
an autonomous enterprise**

DHL

Autonomous operations

“DHL’s autonomous robots that reconfigure warehouses based on demand patterns



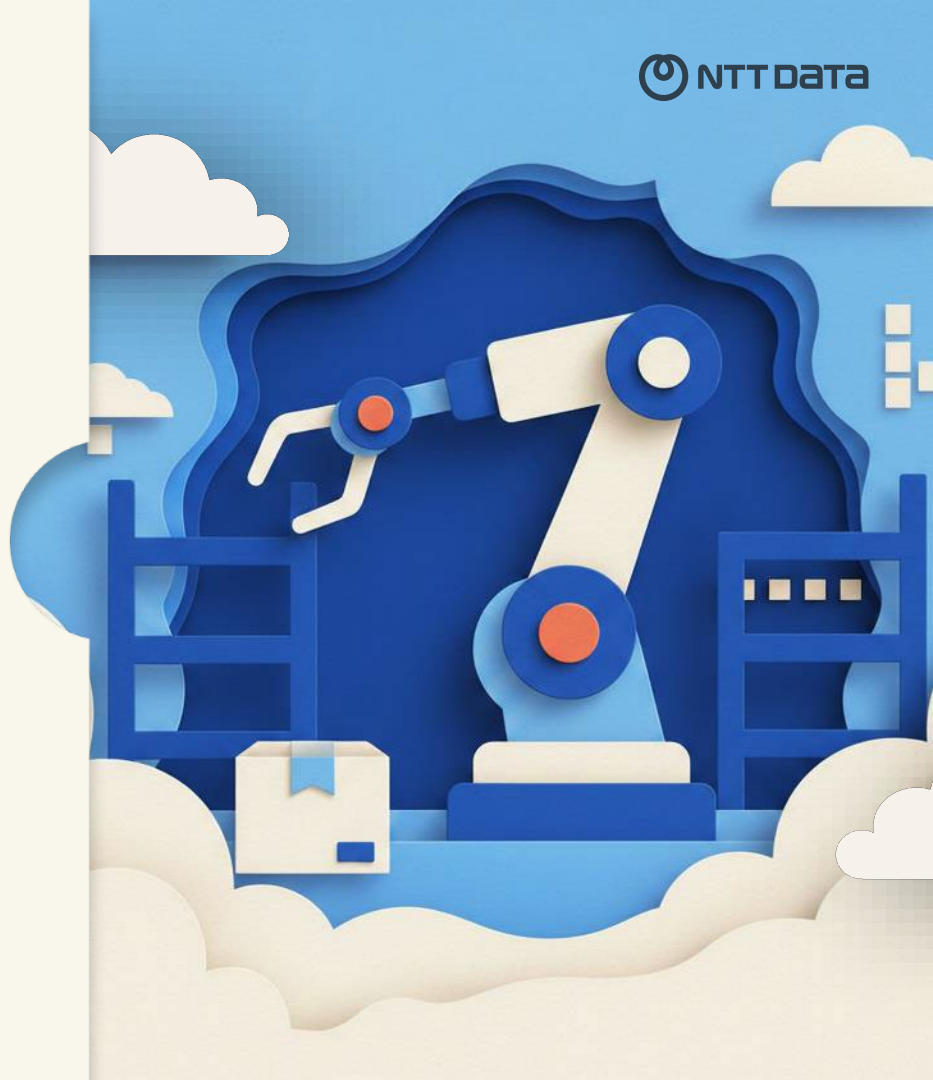
Where to start

Identify high-friction operational processes and design them from the ground up for autonomy.



Challenge

Integrating legacy systems while ensuring coherence without losing operational traceability.



BBVA

Augmented humans

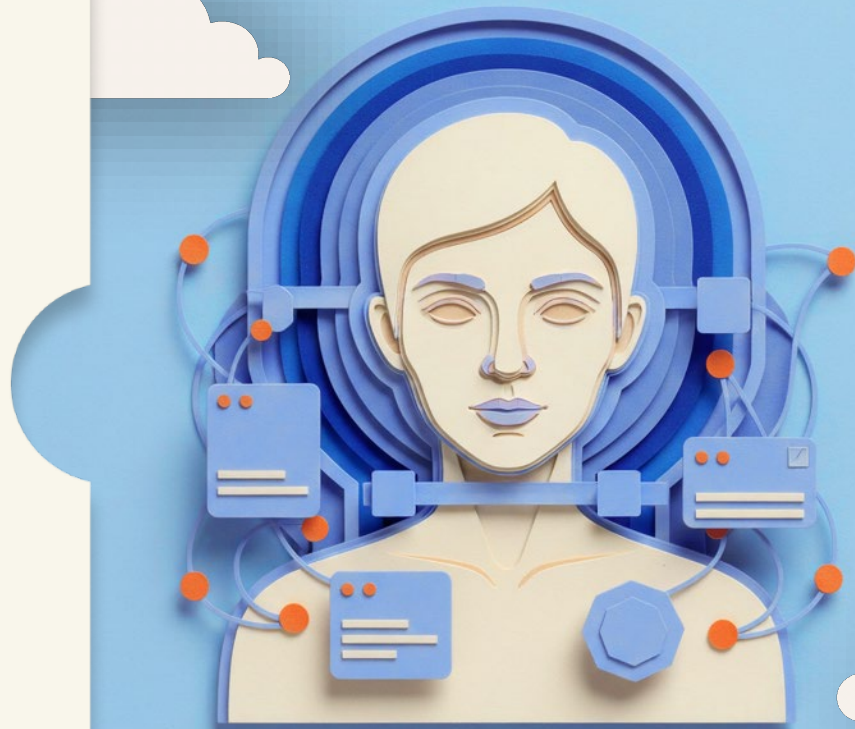
“At BBVA, risk analysts use AI to simulate scenarios and reduce bias in credit decisions.



Where to start
Design complex AI Agents to augment high-impact decisions.



Challenge
Overcome cultural resistance and build trust in algorithmic systems.



MANGO

Self-adaptative products

“Mango is automatically and generatively adapting its communication and advertising to tailor and personalize the channels”



Where to start

Don't just personalize.
Design the experience to learn
and adapt in real time.



Challenge

Ensure privacy, transparency, and
trust in the use of personal data.



AMAZON

Machine customers

“Amazon Business uses automated replenishment systems that purchase based on stock levels and usage forecasts.”

Where to Start

There are operational processes suited for automation, we need to design them for machine-to-machine interaction. Ensure your channels and catalogs are built for APIs, not just human interfaces.



Challenge

Redesign the experience so it can be interpreted by machines without losing human value.



UBER

Programmable economy

“Rides run as auto transactions; AI predicts demand, sets prices, and matches drivers creating a self-optimizing economic system.”



Where to Start

Human approval can slow down value exchange if we don't design the rules that allow it to move autonomously.



Challenge

Establish regulatory frameworks and build trust within decentralized environments.







Adopt without losing the essence

“This is not about adding AI,
this is about becoming AI-native.”

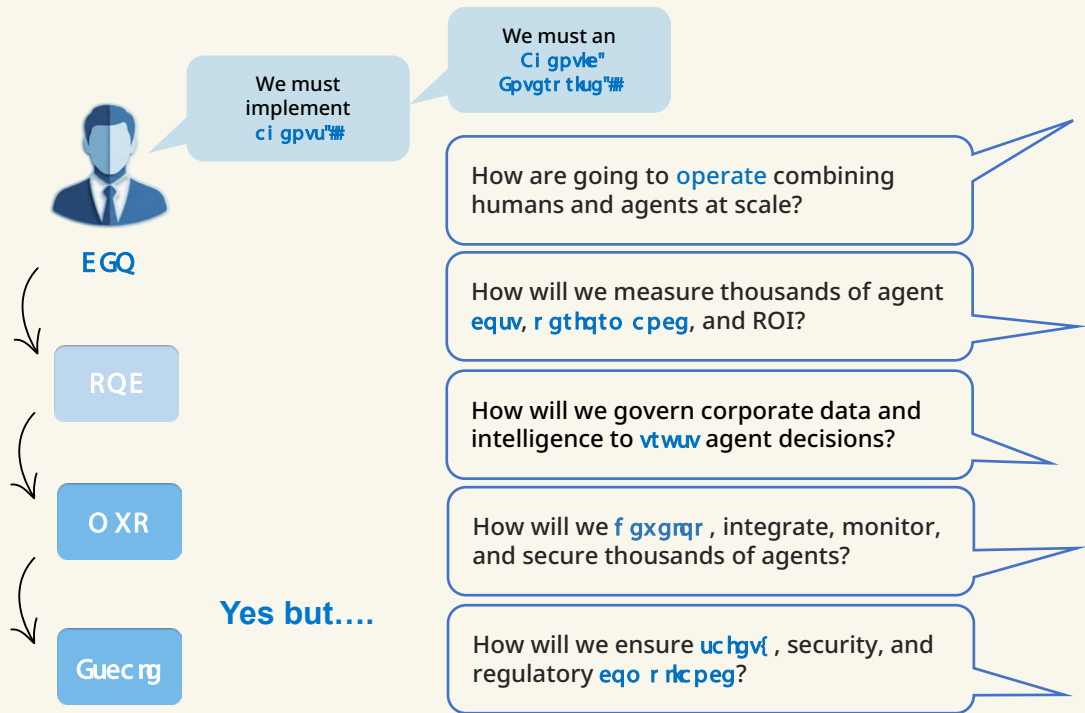
From Digital Functions to Agentic Capabilities

	MARKETING & SALES	CUSTOMER SERVICE	PRODUCTS	BUSINESS OPERATIONS	FINANCE & RISK	PEOPLE & TALENT	TECH & SECURITY
DIGITAL	Broad campaigns, periodic optimization and sales teams doing the heavy lifting.	Reactive service built on queues, tickets and scripted responses.	Roadmaps shaped by periodic research, historical data and slow feedback loops.	Digital operations still need people to push the process forward.	Control-heavy processes with human review, delayed intervention and limited responsiveness.	Transactional HR focused on recruiting, onboarding and periodic talent processes	Technology supports the business through systems, projects and operational controls.
AGENTIC	Real-time intent detection, hyper-personalized engagement and autonomous next best action that accelerates conversion.	Always-on, proactive service that anticipates needs, resolves faster and adapts to each customer in context.	Continuously sensing products that learn from signals, adapt in real time and evolve with the customer.	Agentic operations become self-driving: fewer handoffs, smaller teams, faster execution and better KPIs across the board.	Continuous sensing and governed action that predicts, decides and protects the business in real time.	A living talent layer that supports each employee with personalized growth, wellbeing and timely interventions.	Technology becomes the intelligent backbone that gives agents context, trust, resilience and scale.



The next steps for the massive scaling of agents raises questions from various stakeholders

Following initial Agentic implementations, companies must ready themselves for scaling these agentic capabilities enterprise wide; however, the forthcoming phase appears to be filled with numerous questions, uncertainties, and challenges.



WHAT AN ENTREPRISE NEEDS TO BECOME AGENTIC

Six foundationals

Context, platform and operating model are essential, but not enough on their own.

1.

Context fabric

Trusted data, enterprise memory, signals in real time and a shared semantic layer.

2.

Agent platform

Models, tools, orchestration, integrations, monitoring and evaluation in production.

3.

Operating model

Workflows redesigned for autonomy, decision rights, escalations and exception handling.

4.

Trust & governance

Identity, permissions, policy controls, auditability, AI security and risk management.

5.

Workforce & change

New roles, human-agent collaboration, enablement and adoption at scale.

6.

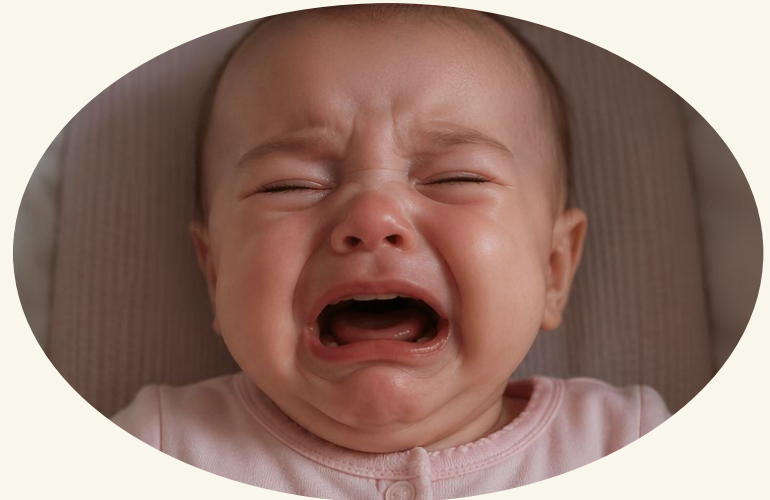
Value & learning loop

Business KPIs, feedback loops and continuous improvement from pilot to capability.

Agentic does not emerge from one model. It emerges when these six foundations work as one system.

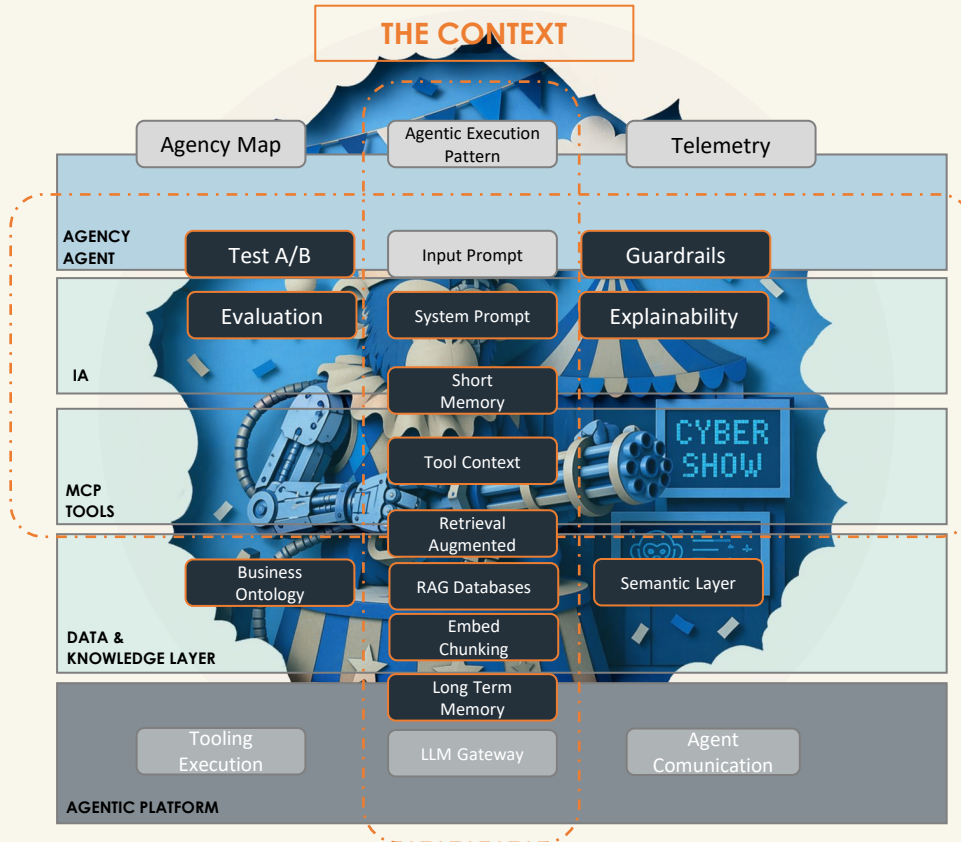
THE CONTEXT

the key to agentic execution



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the key to agentic execution

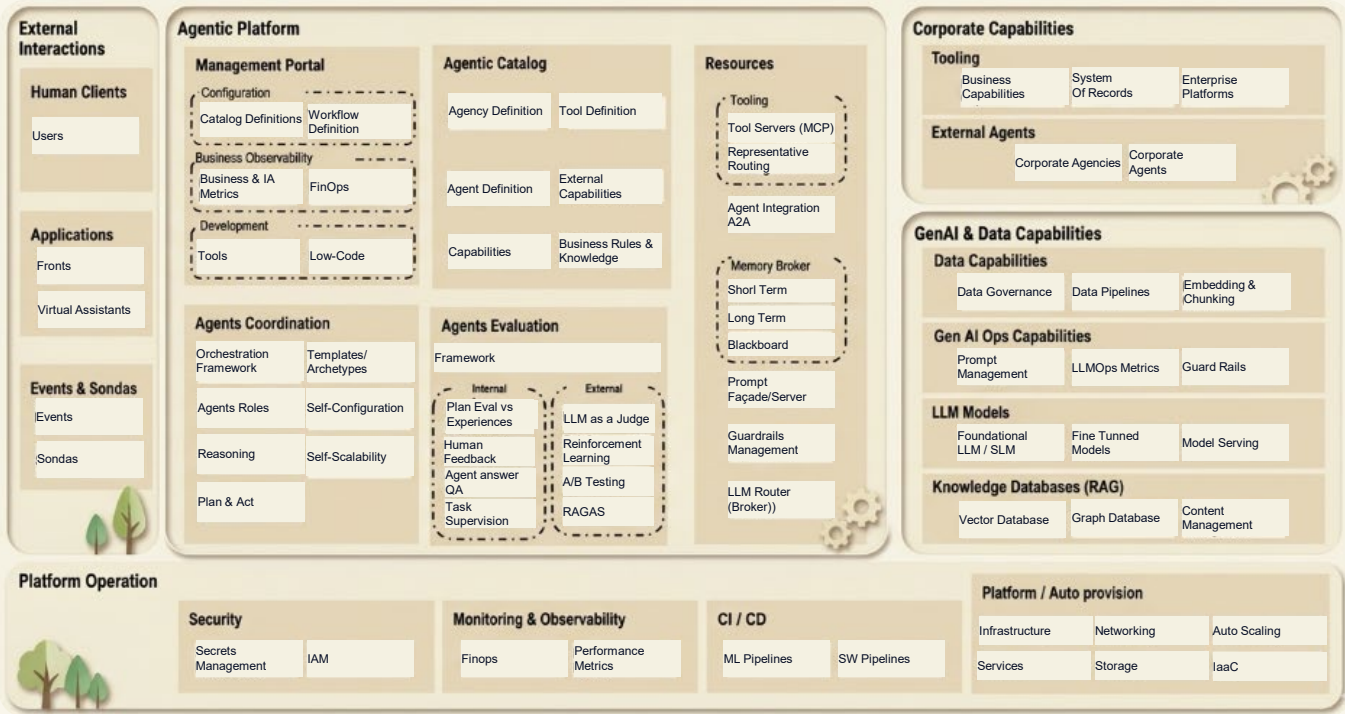


“The Context is a complete Architecture, that provide...

1. Behavior
How the agents acts
2. Reasoning
How it makes decisions with judgment
3. Action
How it operates in the real world
4. Understanding
How it understands the business
5. Memory
How it remembers and learns

AGENTIC PLATFORM

Reference architecture



This framework diagram illustrates a corporate multi-agent platform, organizing corporate capabilities across external customer interfaces, agent management, GenAI infrastructure, and platform components, designed to orchestrate intelligent agents with robust governance, evaluation mechanisms, and integration capabilities for enterprise deployment.

Non-negotiables

Limits

**Human
Control**

**Trusted by
Design**

NOW WHAT?

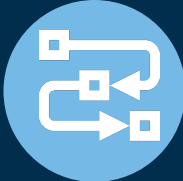


Fig pg"mgf "r t qeguu
Detect and define key processes to relay autonomously.



Gpi ci g"vj g"r r v h q t o
Curated Data, a clear government and the right capacities.



Vj g"tk j v"ur qpuqtuj k r
Sponsored by C-level recalibrating strategy IA oriented

Enjoy the nature



Road to Autonomous business

Are we ready to let AI make decisions?





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in



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