Infosys topaz AI Next

edgeverve An Infosys company

Enabling Enterprise Transformation through **Agentic Process Automation Platforms (APAPs)**

A report by Everest Group

www.edgeverve.com

The Agentic Platform Edge

Unlocking Transformative Growth & Scale

Enterprises face a widening performance gap versus digital-native leaders that sense change early, decide faster, and execute continuously at scale. Traditional automation and point AI upgrades improve efficiency, but rarely change the operating model. To close the gap as volatility rises and time-to-market compresses, organizations need an execution engine that is intelligent, adaptive, and coordinated end to end.

Agentic Process Automation Platforms (APAPs) provide that turning point by combining deterministic execution with agentic intelligence—systems that can plan, decide, and act in context. This enables true Systems of Execution, where insight is translated into coordinated action across processes, systems, and teams in near real time.

Infosys Topaz AI Next

Powering Digital Native Performance at Enterprise Scale

Infosys Topaz AI Next is purpose built to operationalize this agentic paradigm. It's a unified orchestration and transformation platform packed with comprehensive APAP capabilities. It enables enterprises to move decisively from legacy operating models toward digital native execution—without requiring years of incremental modernization and investments.

Intelligent data integration & orchestration to harmonize structured/unstructured data, integrate core and legacy systems, and respond to real-time events.

Agentic process transformation & people augmentation via self-healing workflows that elevate humans from exception handling to outcome oversight.

Experience transformation with natural-language, low-code/no-code, intent-driven, role-aware interfaces for customers, employees, and partners.

Poly-AI, poly-cloud, poly-ecosystem compatibility to apply the right AI modality, choose the right cloud for fit, and interoperate with SAP, Salesforce, and custom stacks—without lock-in.

Enabling Enterprises to Leapfrog the Digital and AI Maturity Curve

AI Next helps enterprises accelerate their business transformation goals by compressing the path to agentic maturity. Instead of progressing sequentially through fragmented automation, analytics, and AI phases, organizations can leapfrog directly toward **outcome driven execution** achieving higher levels of performance earlier in their transformation journey.

Digital-native performance at scale: Situational execution that adapts to exceptions and change without constant redesign.

Faster transformation and time-to-value: A shorter path from intent to impact, moving from pilots to production with less fragmentation and rework.

A sustainable foundation for growth: Lower total cost of ownership, higher adaptability, and continuous learning embedded into execution.

From Automation to Agentic Advantage

Agentic execution changes how enterprises compete: processes become adaptive, decisions are embedded inside workflows, and work is coordinated across functions in real time. People shift from managing steps and exceptions to supervising outcomes, setting guardrails, and continuously improving performance.

AI Next enables this advantage by delivering digital-native outcomes through agentic orchestration across complex, cross-functional processes where traditional automation reaches its limits—helping enterprises transform faster and sustain high-performance execution as a core operating capability.

Making the Leap Before the Gap Widens

As markets evolve, the gap between digital-native leaders and traditional enterprises will widen. The strategic question is no longer whether to adopt agentic execution, but how quickly it can be institutionalized across mission-critical journeys.

Unified APAP platforms like Infosys Topaz AI Next provide a practical path to leapfrog digital and AI maturity, accelerate time-to-value, and scale resilient execution. The future belongs to enterprises that execute intelligently, adapt continuously, and grow with confidence.

Everest Group®

May 2026

Enabling Enterprise Transformation through Agentic Process Automation Platforms (APAPs)

Contents

03 Introduction

04 Evolving business priorities and consumption patterns

05 Evolution of integrated automation platforms

07 The rise of APAPs

08 Enterprise transformation using APAPs

14 Real-world use cases in action

16 Enterprise adoption and scale-up considerations

19 Conclusion

Introduction

In a world of disruption and complexity, incremental improvements are no longer enough, and enterprise transformation has become a survival imperative. Business leaders face competing demands: driving revenue growth under capital constraints, meeting fast-changing customer expectations, addressing talent disruption, and embedding resilience across the enterprise. Meeting these challenges requires transformation that is continuous, adaptive, and scalable by design.

Enterprises first turned to standalone intelligent automation solutions, such as RPA, IDP, and AI models for specific use cases, to achieve quick wins. While impactful, these point solutions created silos and lacked the scale needed for enterprise-wide transformation. Then, the rise of Intelligent Process Automation Platforms (IPAPs) helped enterprises unify fragmented tools into a single "backbone." This integration allowed organizations to scale automation, improve compliance, and gain visibility across processes. However, IPAPs do not solve everything – their predominantly deterministic design falters in dynamic, exception-heavy environments, where objectives shift and context changes in real time.

Their natural progression is Agentic Process Automation Platforms (APAPs), which embed planning, decision-making, and adaptive execution into workflows, thereby strengthening IPAPs' foundation with agentic intelligence.

In this report, we discuss:

- The limitations of legacy automation approaches and the evolution from IPAPs to APAPs
- APAPs and their role as enterprises' Systems of Execution (SoE)
- How APAPs enable transformation across technology, processes, and people
- Real-world use cases that demonstrate APAPs' impact across industries and functions
- A structured adoption roadmap spanning readiness, integration, workforce, and alignment, focused on unlocking value and measuring outcomes at scale

This Viewpoint is designed for enterprise leaders driving transformation, automation, and AI strategies, as well as IT and operations executives seeking to embed adaptability and intelligence into the enterprise core. By unpacking both the strategic significance and the practical pathways for adoption, it provides comprehensive guidance for enterprises to move from fragmented automation to an execution model built for resilience, adaptability, and growth.

Evolving business priorities and consumption patterns

Disruption is no longer episodic but continuous, making resilience a core strategic priority for enterprises. Traditional operating models, built for stability and incremental change, are increasingly misaligned with an environment defined by volatility, speed, and constant reinvention. This shift requires a fundamental rethinking of how value is created and delivered. For decades, transformation was anchored in cost reduction, with technology investments justified primarily through efficiency gains and labor arbitrage. However, this paradigm is no longer sufficient. Amid economic uncertainty, regulatory scrutiny, and evolving stakeholder expectations, enterprises are shifting toward a broader mandate centered on agility, resilience, and innovation: agility to rapidly reconfigure supply chains, launch new offerings, and adapt workforce models in real time; resilience to absorb geopolitical, financial, and environmental shocks without systemic disruption; and innovation to drive differentiated value in an increasingly commoditized digital landscape.

Everest Group's 2025 research reinforces this shift. Its Global CFO Survey shows that a majority of enterprises are channeling their transformation investments into new priorities:

58% are focusing on process optimization	**57%** are focusing on talent management	**50%** are focusing on core modernization

These findings highlight a decisive break from cost-only agendas, with technology, process, and people now at the center of enterprise transformation strategies.

These shifting priorities are redefining enterprise technology consumption. Organizations are moving away from monolithic systems and fragmented point solutions toward composable, adaptive, and outcome-driven platforms that integrate data, enhance transparency, and accelerate decision-making. This shift is also evident in enterprise architecture. While systems of record and systems of engagement remain foundational, they are no longer sufficient. Enterprises now require SoE – intelligent platforms that convert data and insights into real-time, coordinated action by sensing change, making decisions, and executing at scale. This evolution positions platforms as strategic drivers of competitiveness and sustainable growth, rather than passive infrastructure.

Evolution of integrated automation platforms

At the core of these SoE lies integrated automation. Automation has evolved from a peripheral support function to a central driver of enterprise transformation. It is no longer limited to back-office efficiency gains but is now vital in enabling organizations to scale, respond to disruption, and accelerate innovation. However, in the pursuit of quick wins, many organizations have adopted point solutions – RPA for task automation, IDP for document processing, AI models for domain-specific use cases, and process intelligence for visibility. While effective in isolation, these tools are rarely integrated into a cohesive strategy, resulting in a fragmented automation landscape that is difficult to govern, costly to scale, and constrained in its ability to deliver coordinated, end-to-end outcomes.

Exhibit 1 highlights the unintended consequences enterprises face from relying on point solutions.

Exhibit 1: Implications of enterprise reliance on point automation solutions

Source: Everest Group (2026)

Trapped value
Insights and automations remain siloed in individual functions, preventing enterprises from unlocking cross-functional or end-to-end transformation.

Integration debt
Maintaining dozens of connectors and custom integrations drains IT bandwidth and inflates long-term costs. What begins as low-code quickly becomes high-maintenance.

Governance corrosion
Multiple overlapping products or point solutions make it nearly impossible to enforce consistent controls, compliance, and risk management across the enterprise.

Rising Total Cost of Ownership (TCO) and lost opportunity
Instead of lowering costs, tool sprawl increases spend, both in financial terms and in the opportunity cost of unrealized value.

Operational drag
Workflows frequently break at the seams, as handoffs between disparate tools introduce latency and errors. Exceptions often escalate into costly manual interventions.

To address these challenges, enterprises are shifting from fragmented automation toward integrated platforms that unify automation, process intelligence, and orchestration. These platforms enable context-aware, rapid execution across functions. Driven by the need for flexibility, data-led decision-making, and faster value realization, IPAPs are advancing automation beyond task-level efficiency to enterprise-grade, value chain-wide execution with structured governance and human oversight.

Yet, IPAPs are not without limitations. Their design philosophy is largely system driven and deterministic. They excel at automating predefined processes but faltering when confronted with ambiguous or exception-heavy environments. This gap between what enterprises need and what IPAPs can deliver has set the stage for the next evolution: Agentic Process Automation Platforms (APAPs). Unlike their predecessors, APAPs move beyond unifying tools to driving outcomes, embedding autonomous, goal-oriented capabilities such as planning, decision-making, and action across workflows and systems, and introducing adaptability, collaboration, and context-driven execution as engines of continuous transformation.

Exhibit 2 shows the evolution of automation platforms – from task-focused RPA to traditional IPAPs to APAPs.

Exhibit 2: Evolution from RPA to APAP

Source: Everest Group (2026)

	RPA	IPAP	APAP
Scope of automation	Task-specific automation	End-to-end deterministic process coverage via integrated automation stack	Broader enterprise-wide process orchestration for both deterministic and probabilistic processes
Core technologies	RPA	RPA + IDP + process/task mining + API automation + orchestration + monitoring + generative AI	IPAP stack + agentic AI (reasoning, decision-making, and multiagent collaboration)
Intelligence level	Rule-based, deterministic	Data-driven with insights, but still largely deterministic	Context-aware, dynamic, capable of autonomous decision-making
Orchestration approach	Orchestration of bots	Centralized orchestration, deterministic paths	Agentic orchestration with flexible, emergent workflows

With this context, we now turn to APAPs in detail, exploring how they operationalize the next era of enterprise transformation. We examine the architecture, core capabilities, and design principles that distinguish APAPs, and how they move beyond efficiency gains to embed adaptability, intelligence, and resilience directly into the fabric of enterprise execution.

While IPAPs have established the foundation for intelligent, integrated automation, APAPs represent the next frontier. The shift is no longer about automating processes; it is about enabling systems that can pursue outcomes.

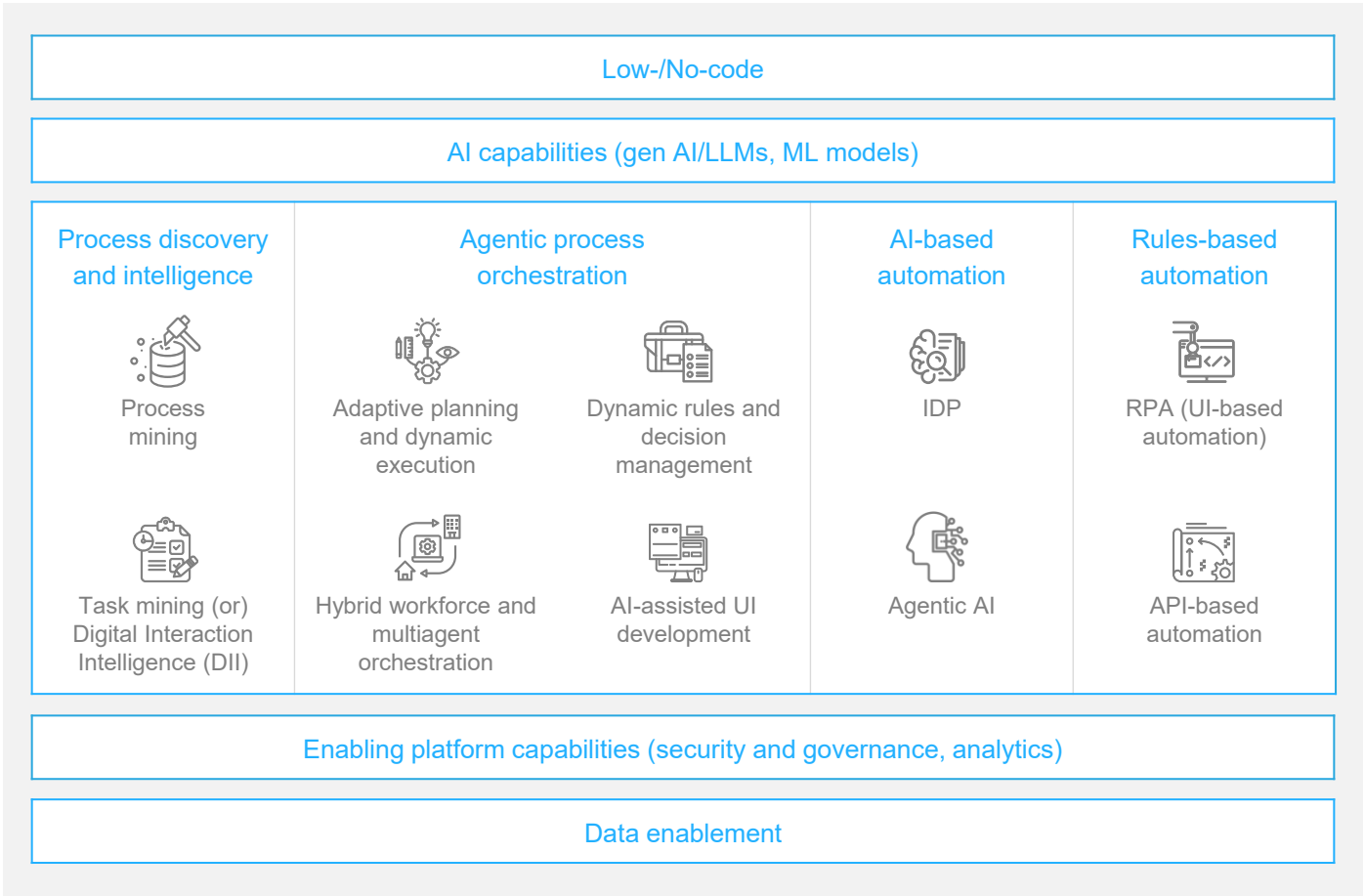
The rise of APAPs

The next wave of AI represents a fundamental shift in how technology engages with business logic and intent, with large language models and reasoning systems redefining the boundaries of automation. In this context, APAPs emerge as the natural evolution of IPAPs incorporating agentic intelligence that enables goal-driven planning, adaptive execution, and contextual decision-making where IPAPs relied on deterministic, predefined workflows.

Exhibit 3 illustrates this evolved architecture.

Exhibit 3: The APAP architecture

Source: Everest Group (2026)



APAPs combine deterministic and probabilistic intelligence by using rule-based workflows for reliability alongside LLM-powered agents for adaptive, real-time decision-making. This hybrid model retains IPAPs' governance strength while introducing agentic flexibility. For example, in claims processing, IPAPs can automate structured, rule-based

steps, whereas APAPs can interpret unstructured inputs, manage exceptions, and dynamically determine next actions. This enables context-aware, end-to-end orchestration rather than rigid, task-based execution.

As an evolution of IPAPs, APAPs preserve existing automation investments while unlocking new value: sales shifts from CRM-driven workflows to agent-led deal orchestration, finance from rule-based reconciliations to autonomous resolution, and service from scripted interactions to adaptive resolution paths.

This sentiment is also reflected by the strong market signals. A 2025 IBM survey found that 76% of executives say their organizations are already developing, executing, or scaling proof-of-concepts for intelligent workflows powered by self-sufficient AI agents. Moreover, 86% expect that by 2027, agentic AI will make process automation and workflow reinvention more effective.

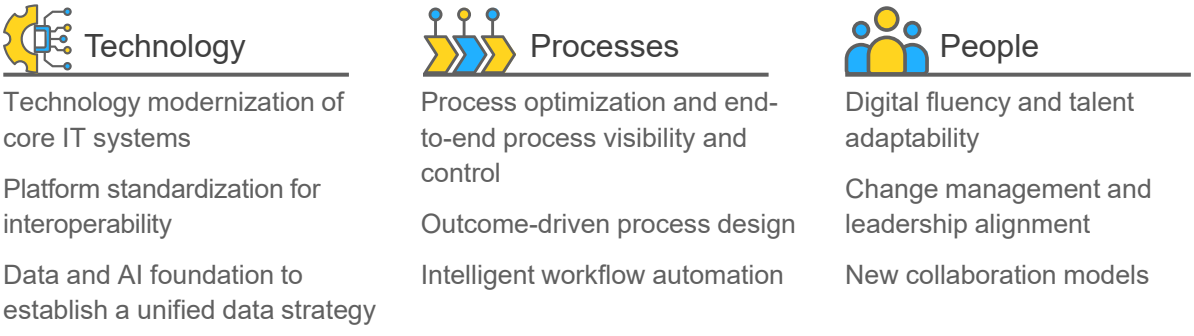
Enterprise transformation using APAPs

Enterprise transformation has shifted from one-time modernization to an ongoing strategic capability. It is about building the capacity to sense opportunities, decide intelligently, and respond with speed, not incremental upgrades, but adaptation at scale by design.

At its core, transformation reshapes three pillars in tandem: technology, processes, and people. Each ensuring change is both sustainable and future-ready. Exhibit 4 highlights the key considerations across these pillars.

Exhibit 4: Key pillars of enterprise transformation

Source: Everest Group (2026)



Technology is the backbone of enterprise transformation. Modernizing core IT systems improves scalability, security, and resilience, while platform standardization reduces fragmentation and enables smooth integration across applications. A strong data and AI

foundation, built on clear strategy and governance, helps convert data into actionable insights and supports better decision-making.

This foundation comes to life through processes, where transformation extends beyond automating individual tasks to creating connected, end-to-end workflows that are adaptable and responsive. Intelligent automation plays a key role by reducing manual effort, accelerating execution, and enabling more effective exception handling.

Ultimately, people determine the success of transformation. Employees need digital skills and adaptability, while strong leadership and effective change management are essential to ensure lasting impact. Collaboration across teams and functions further fosters an agile culture and enables organizations to fully realize the value of these changes.

While these three pillars define the what of transformation, the how is equally critical. Enterprises cannot achieve this shift with siloed tools or piecemeal strategies. They require a platform-based approach that provides intelligence, adaptability, and governance to support transformation from end to end.

While many enterprises are fully capable of driving transformation independently, experience shows that strategic ecosystem support can often accelerate results and reduce risk. Platforms may provide the digital backbone, but success also depends on how effectively organizations complement their internal strengths with selective external collaboration. A 2025 MIT study[1] on gen AI adoption found that while 95% of the pilots struggle to scale, the small minority that succeed share a consistent theme, among others: they actively leverage external providers and partners to navigate complexity and accelerate outcomes. These partners typically include:

- **Technology providers:** that deliver modern, composable platforms capable of embedding intelligence and adaptability into the enterprise core
- **Services partners:** that translate technology into business impact while ensuring governance, resilience, and performance
- **Advisory partners:** that provide a strategic lens, helping reframe operating models and align transformation initiatives with broader business priorities

Each of these partners contributes to a different but complementary layer of transformation. True transformation is co-created. It is the outcome of platforms that enable adaptability, services that operationalize change, and strategic guidance that ensures alignment with enterprise priorities. Enterprises that embrace this ecosystem-driven approach move faster, scale more effectively, and deliver value that endures.

With this foundational understanding of what enterprises must transform, let us examine how APAPs directly enable this shift across technology, process, and people.

A 2025 MIT study[1] reinforces that partnerships are one of the critical accelerators of transformation.

1 The GenAI Divide: State of AI in Business 2025

The role of APAPs in enabling transformation across the three pillars

Enterprises are adopting platform-based approaches that unify technology, processes, and people into a coherent SoE. APAPs embody this shift, providing intelligence and orchestration to turn strategy into outcomes. They are not bolt-ons but the execution layer that translates intent into coordinated action. By combining deterministic automation with probabilistic intelligence in one environment, APAPs uniquely enable transformation at scale.

Technology enablement: Activating intelligence and composability

APAPs elevate enterprise IT from modernization to execution readiness. Positioned above the digital core, they integrate legacy and modern systems into a composable execution layer. By unifying data, applying real-time intelligence, and activating automation in context, APAPs enable enterprises to modernize assets and execute digital strategies fluidly.

Processes enablement: Moving from static to situational execution

Traditional platforms automate predefined workflows, whereas APAPs enable situational execution that adapts to context and desired outcomes. Agentic capabilities can handle dynamic data, manage exceptions, and respond to evolving goals, enabling continuous optimization and real-time resolution. As a result, processes shift from linear and rule-bound to adaptive and outcome-driven.

People enablement: Unlocking human potential through platform collaboration

Transformation succeeds when people and technology work together. APAPs support this by automating routine tasks, using AI to generate insights, and allowing humans to focus on judgment, oversight, and decision-making. Employees transition to higher-value roles such as governing processes, managing exceptions, and co-creating workflows, embedding adaptability into everyday operations.

APAPs act as a unifying force that accelerates each pillar of enterprise transformation while enabling coordinated, outcome-driven value realization. They strengthen technology by making digital foundations more composable and intelligence-ready, elevate processes from static workflows to adaptive execution, and empower people through new models of human–machine collaboration. Crucially, they align these pillars, ensuring that transformation is not fragmented but instead delivers sustained, measurable impact across growth, resilience, and efficiency.

Outcome-driven value realization

Technology adoption without value realization risks becoming automation for its own sake. While past investments delivered task-level efficiencies, they often fell short of driving enterprise-wide impact. Today, leadership expects measurable outcomes across growth, resilience, and experience, not just cost savings. This is where APAPs differentiate, embedding execution intelligence into the operating fabric to shift automation from a tactical tool to a driver of tangible business value.

From capability to impact: linking APAPs to KPIs

Traditional platforms measure success in narrow terms: cycle time reduction, transaction accuracy, and FTE savings. APAPs enable new enterprise performance metrics directly linked to business outcomes.

- **Autonomy-to-outcome conversion:** Agents are measured by outcomes, not tasks, linking automation to KPIs such as customer retention, lead conversion, resolution time, and cost-to-serve. For instance, reducing exceptions improves both cash flow and service responsiveness
- **Embedded learning for continuous optimization:** Closed feedback loops enable APAPs to learn continuously, capturing RoI from reduced rework, higher first-time resolution, and fewer exceptions. Unlike static platforms, APAPs compound value by becoming more accurate with every interaction
- **Cross-functional orchestration metrics:** By spanning silos, APAPs unlock new metrics such as end-to-end process velocity, decision latency, and service consistency - translating into faster time-to-market, shorter order-to-cash cycles, and stronger SLA adherence

Exhibit 5 illustrates how APAP capabilities map directly to transformation outcomes.

The next phase of enterprise transformation will not be driven by isolated automation wins but by APAPs that continuously learn, adapt, and deliver measurable business outcomes.

Exhibit 5: Mapping APAP capabilities to transformation outcomes

Source: Everest Group (2026)

APAP capability	Linked outcome	Business impact
Autonomous, goal-driven agents 	Agents reduce exception rates and improve decision accuracy by continuously adapting actions to goal conditions in real time.	Processes become faster, leaner, and more autonomous, reducing manual oversight and increasing execution agility.
Unified data fabric and context layer 	Data latency is minimized as contextual insights flow seamlessly into agent decision-making, accelerating time-to-insight and time-to-action.	Enterprises make faster, contextually aware decisions, resulting in better responsiveness to business and customer needs.
Multiagent orchestration 	Enterprise throughput improves as agents dynamically coordinate across systems, reducing SLA violations and operational delays.	Service delivery becomes more efficient across functions, improving consistency and customer satisfaction.
Embedded learning and feedback loops 	Continuous learning enhances first-time resolution and minimizes rework, enabling the system to become more accurate and efficient over time.	Operational performance improves over time without reprogramming, enabling long-term scalability and value realization.
Human-agent collaboration interfaces 	Employees experience workload relief as agents take over repetitive tasks, boosting engagement scores and improving employee Net Promoter Scores (eNPS).	Talent is freed for higher-value work, leading to stronger retention and more sustainable digital workforce models.
Governance, compliance, and auditability 	Rules-based automation and embedded governance frameworks ensure processes run within defined boundaries while maintaining compliance and audit readiness.	Risks are minimized and regulatory obligations are met, strengthening trust and enabling secure scale.
Integration and extensibility 	Pre-built connectors, APIs, and extensible architecture allow seamless integration with legacy and modern systems.	Enterprises can maximize existing investments while enabling faster time-to-value for new initiatives.

Beyond efficiency: multi-dimensional value creation

While traditional automation programs typically max out at efficiency gains, APAPs drive multi-dimensional transformation outcomes, including:

	KPIs to measure
 **Operational efficiency:** enhancing process performance by streamlining execution, reducing manual effort, and improving throughput.	Reduced cycle time, resource utilization, degree of Straight-through Processing (STP).
 **Experience enhancement:** elevating the quality of interaction with the platform by making interactions more seamless for employees and customers.	Employee engagement score, improved Customer Satisfaction Score (CSAT), higher Net Promoter Score (NPS).
 **Cost optimization:** achieving sustainable financial benefits through lower operating expenses, higher productivity, and reduced waste.	Reduced operational cost, increased FTE savings, cost avoidance from error prevention.
 **Compliance and risk management:** embedding governance and controls into processes to ensure regulatory adherence and mitigate enterprise risks.	Improved compliance audit score, automated compliance check coverage percentage, enhanced risk-mitigation effectiveness.

In today's environment of financial scrutiny, every transformation investment must prove its worth. APAPs offer something rare: a business model that not only learns and improves over time but also pays back faster and more reliably than traditional platforms.

Because they enable closed-loop transformation, where intent, execution, and learning are embedded in a single system, APAPs turn value delivery from a project outcome into a system property. RoI is not an afterthought; it is inherent by design.

Real-world use cases in action

To bring the value dimensions to life, we explore how enterprises are using APAPs as integrated enablers of outcome-focused execution.

To bring the value dimensions to life, we examine how enterprises are deploying APAPs across a range of operational environments to transform fragmented and manually driven workflows into intelligent and outcome-oriented execution systems. APAPs help enterprises coordinate workflows in real time, bridge disconnected systems, automate complex decisions, and continuously refine execution through agentic intelligence.

Exhibit 6 highlights few use cases where APAPs can solve critical enterprise problems and deliver positive impact.

Exhibit 6: APAP use cases enabling intelligent enterprise transformation

Source: Everest Group (2026)

Use case	Problem	How APAPs deliver	Expected impact
Intelligent booking and invoicing orchestration: from manual bottlenecks to scalable accuracy	In logistics and shipping, container bookings flow through multiple channels – web, email, and phone – but manual reconciliation across these touchpoints slows turnaround, drives invoicing errors, and inflates costs. Errors in billing often lead to disputes, delayed payments, and revenue leakage, while fluctuating shipment volumes make it nearly impossible to scale operations without adding headcount	Transform booking and invoicing from a labor-heavy workflow into a continuously adaptive execution system Agents orchestrate bookings across channels, managing handoffs and preemptively flagging gaps or inconsistencies Process intelligence identifies bottlenecks and delays for proactive resolution. RPA bots handle structured tasks such as validations, invoice generation, and ERP updates Exceptions are routed intelligently to human experts, enabling STP for a majority of cases Shift the enterprise from reactive fixes to a scalable, resilient model that adapts seamlessly to demand variability	Invoicing accuracy improves by over 80% Straight-through automation expected to cover over 70% of booking volumes Operational efficiency rises by ~25%, reducing disputes and rework Improved customer experience through faster confirmations and fewer billing errors

Exhibit 6: APAP use cases enabling intelligent enterprise transformation (continued)

Source: Everest Group (2026)

Use case	Problem	How APAPs deliver	Expected impact
Cross-functional process optimization: from fragmented systems to intelligent enterprise operations	Enterprises with legacy landscapes often run fragmented processes, where customer records, financial data, and workflows sit in disconnected systems. Employees resort to swivel-chair operations – rekeying data, reconciling inconsistencies, and chasing approvals – leading to higher error rates, compliance risks, and slower cycle times for processes like order-to-cash or service resolution. The outcome is rising costs, frustrated staff, and customers left waiting for answers that should be instantaneous	Transform cross-functional operations from fragmented, siloed execution into a connected, intelligent enterprise backbone that adapts in real time Integrate disconnected systems into a unified digital workflow spanning departments and functions Autonomous agents orchestrate data retrieval, task routing, and decision handoffs across applications Intelligent Document Processing (IDP) automates data capture from legacy forms, reducing manual rekeying AI models guide contextual actions, such as case prioritization and anomaly detection A unified desktop interface simplifies work for frontline users and reduces swivel-chair effort Process intelligence continuously monitors workflows to surface friction points and recommend improvements	Over 40-45% improvement in operational efficiency and cost savings About 25% productivity gains across cross-functional teams Significant uplift in customer experience metrics, including higher NPS
HR efficiency reimagined: from fragmented systems to intelligent self-service	Large enterprises often operate with multiple, disconnected HR systems, such as payroll, leave, benefits, and compliance, that don't talk to each other. Employees end up raising tickets for even basic requests, such as leave balance checks or reimbursement status, forcing HR staff into repetitive tasks and manual lookups. The result is long query resolution cycles, inconsistent responses, and rising frustration, reducing employee satisfaction and diverting HR teams from more strategic priorities	Transform HR functions from a reactive service desk into a proactive, intelligent function that elevates employee experience and enables HR teams to focus on workforce strategy Deploys an AI-enabled HR assistant across digital channels to handle natural-language queries Integrates with multiple HR systems to execute end-to-end workflows, such as leave, claims, and reimbursements Agents perform structured actions like data lookups and policy validation for quick, consistent responses RPA bots update records automatically across applications, reducing manual effort Process intelligence tracks bottlenecks and identifies recurring issues for continuous optimization Human-in-the-loop controls validate edge cases, ensuring accuracy and compliance while training future responses	About 30% reduction in HR ticket volumes Query resolution time shrinks from days to minutes Response accuracy exceeds 90%, boosting employee satisfaction and HR productivity

Enterprise adoption and scale-up considerations

While APAP capabilities are clear, realizing their full value requires shifts in mindset, infrastructure, and governance. Their impact does not stem from deployment alone, but from disciplined, enterprise-wide adoption that extends beyond pilot initiatives. To scale sustainably, enterprises must focus on five key areas: organizational readiness, technology integration, governance, workforce enablement, and commercial alignment.

Organizational readiness: architecting autonomy within control

The main challenge in adopting agentic automation lies not in technology, but in organizational readiness. Enterprises must reconfigure operating models, align leadership, and equip the workforce to work with systems that act independently within defined boundaries. Success requires building confidence in autonomy, preparing employees for agent-driven processes, and embedding cultural as well as operational shifts.

Action priorities

- Establish human-in-the-loop frameworks that define when and how humans intervene, especially in high-risk scenarios
- Drive enterprise-wide change management through communication, stakeholder alignment, and behavior strategies to build trust in autonomous systems

Agentic adoption must be approached not as a technology upgrade but as an organizational transformation that reshapes how decisions, responsibilities, and collaboration are distributed.

Technology integration: designing for interoperability, security, and real-time execution

The APAP architecture demands more than connectivity – it demands composability, latency tolerance, and systemic intelligence across a dynamic enterprise stack. Agentic platforms must reason across data sources, invoke services in real time, and maintain secure access to mission-critical systems.

Action priorities

- Prioritize API-first, event-driven architectures that allow agents to access and act on distributed systems without latency-induced breakdowns
- Enable hybrid, multi-cloud deployments to support agents across edge, on-premises, and cloud environments with consistency and visibility
- Extend security and observability to agents with traceable actions, access logs, and permissioned identities aligned to enterprise policies

Success depends not on rebuilding IT infrastructure, but on making it agent-ready.

Governance: embedding trust, compliance, and ethics into agentic execution

Traditional automation governance, focused on compliance and exception handling, cannot scale to agentic environments. APAPs need governance models that balance autonomy with accountability, ensuring decisions and actions remain transparent, responsible, and within enterprise boundaries.

Action priorities

- Define APAP policy frameworks that codify guardrails around permissible actions, escalation logic, and compliance thresholds
- Extend auditability and observability across the platform: every decision, action, and data interaction must be logged, explainable, and reviewable
- Integrate responsible AI principles – fairness, transparency, and bias mitigation – directly into APAPs' governance layers
- Establish risk-tiered governance, differentiating between low-risk agentic execution and high-risk scenarios (where human oversight remains mandatory)

Effective governance transforms APAPs from technology innovations into enterprise-trusted operating layers, building the confidence needed for scale.

Workforce enablement: preparing talent to partner with intelligence

As agents take on structured work, the workforce must be elevated, not displaced. APAPs only reach their full potential when people know how to direct, collaborate with, and improve autonomous systems. This is not about reskilling at the margins. It is about cultivating a workforce that is agent-aware and outcome-aligned.

Action priorities

- Launch role-specific enablement programs that go beyond generic AI training, targeted at process owners, knowledge workers, and operational managers
- Promote agent stewardship roles, people accountable for supervising, tuning, and improving agent behavior over time
- Empower citizen co-creation by giving business users no-code tools to design, test, and refine agent workflows without relying on technical teams

The most successful APAP adopters will not be those with the best tech, but those with the most empowered, collaborative talent ecosystems.

Commercial models and partner ecosystems: aligning incentives to outcomes

Scaling APAPs requires more than the right platform; it demands the right ecosystem. Technology providers, service providers, model developers, and internal stakeholders must be aligned around value creation, not just service delivery.

Action priorities

- Embrace outcome-based commercial models that tie value to performance, not usage, pushing providers to own business outcomes alongside their clients
- Select partners not just for functionality but for agentic maturity, including the ability to co-innovate, support modular deployment, and integrate across ecosystems
- Architect a flexible, API-enabled partner model that allows continuous integration of new models, tools, and third-party agents without lock-in

An effective APAP ecosystem scales with your needs, adapts to new value streams, and evolves as fast as your transformation agenda.

Adopting APAPs is not about proving the concept; it is about embedding a new way of working into the enterprise fabric and requires enterprise readiness, operational flexibility, cultural change, and ecosystem orchestration.

In APAPs, value does not reside in isolated pilots or proofs-of-concept – it emerges only when enterprises embed it as the execution fabric of their operating DNAs, institutionalizing adaptability, intelligence, and scale across every function.

Conclusion

For years, enterprises chased quick wins with point solutions – RPA for tasks, IDP for documents, chatbots for interactions, analytics for visibility. These delivered isolated value but left behind costly, fragile patchworks incapable of coordinated outcomes. They solved today's problems but created tomorrow's constraints.

IPAPs represented a meaningful step forward by consolidating fragmented tools into scalable, compliant platforms. However, enterprises that view APAPs as merely IPAPs plus agentic capabilities risk missing the broader opportunity. The question is no longer how to upgrade the automation stack; it is how to fundamentally reimagine the enterprise execution model.

APAPs redefine the game by embedding agentic intelligence – systems that plan, decide, and act with autonomy – fusing IPAPs' reliability with adaptability. Through multi-agent orchestration and unified data fabrics, they transform automation into an execution fabric that shifts enterprises from reactive and siloed to adaptive and intelligent by design.

The stakes are clear. Continuing with fragmented tools leaves enterprises brittle; stopping at IPAPs risks rigidity; and treating APAPs as an incremental upgrade risks missing the opportunity for transformation altogether. Enterprises do not need to fully mature their IPAP capabilities to unlock APAP value. Those willing to take a bold approach can adopt agentic workflows as a clean-slate execution layer and position themselves as AI-first digital enterprises. Ultimately, competitive advantage will belong to those that embrace APAPs to make transformation continuous, systemic, and value-driven – extending beyond cost efficiency to resilience, agility, and growth.

Transformation cannot wait, and adaptability cannot be optional. Leaders face a choice: keep investing in tactical efficiency or adopt platforms that hardwire adaptability and reinvention into the enterprise. Those who act now will shape markets and define the future; those who delay risk being efficient but irrelevant. The moment for APAPs is here. Enterprises must seize it.

Everest Group®
With you on the journey

Everest Group is a leading research firm helping business leaders make confident decisions. We guide clients through today's market challenges and strengthen their strategies by applying contextualized problem-solving to their unique situations. This drives maximized operational and financial performance and transformative experiences. Our deep expertise and tenacious research focused on technology, business processes, and engineering through the lenses of talent, sustainability, and sourcing delivers precise and action-oriented guidance. Find further details and in-depth content at www.everestgrp.com.

This study was funded, in part, by EdgeVerve

For more information about Everest Group, please contact:

+1-214-451-3000

info@everestgrp.com

For more information about this topic please contact the author(s):

Amardeep Modi, Vice President
amardeep.modi@everestgrp.com

Yusuf Ahsan, Senior Analyst
yusuf.ahsan@everestgrp.com

Notice and Disclaimers

Want to leap into the future of today?

Get in touch to see Infosys Topaz AI Next can help you.

contact@edgeverve.com

Scan to know more

About Infosys Topaz AI Next

Infosys Topaz AI Next, enables the scaling of Applied AI across the enterprise. Built from the ground up to leverage the power of Generative AI, this unified platform bridges silos in people, processes, data, and technology to drive transformation in business operations.

www.edgeverve.com/ai-next/

About EdgeVerve

EdgeVerve Systems Limited, a wholly owned subsidiary of Infosys, is a global leader in enterprise platforms that accelerate AI-led digital transformation journey. It empowers enterprises through the power of digital platforms to innovate business models, drive operational efficiency, amplify human potential, and foster a connected ecosystem. Infosys Topaz AI Next – The Unified AI Platform, is designed to harness Generative AI and the transformative potential of Agentic AI. It eliminates silos across people, processes, data, and technology—driving business transformation and enabling enterprises to scale Applied AI seamlessly. With a strong entrepreneurial culture, EdgeVerve continues to innovate and drive impact across industries such as financial services, insurance, retail, consumer goods, life sciences, manufacturing, telecom, and utilities.

www.edgeverve.com