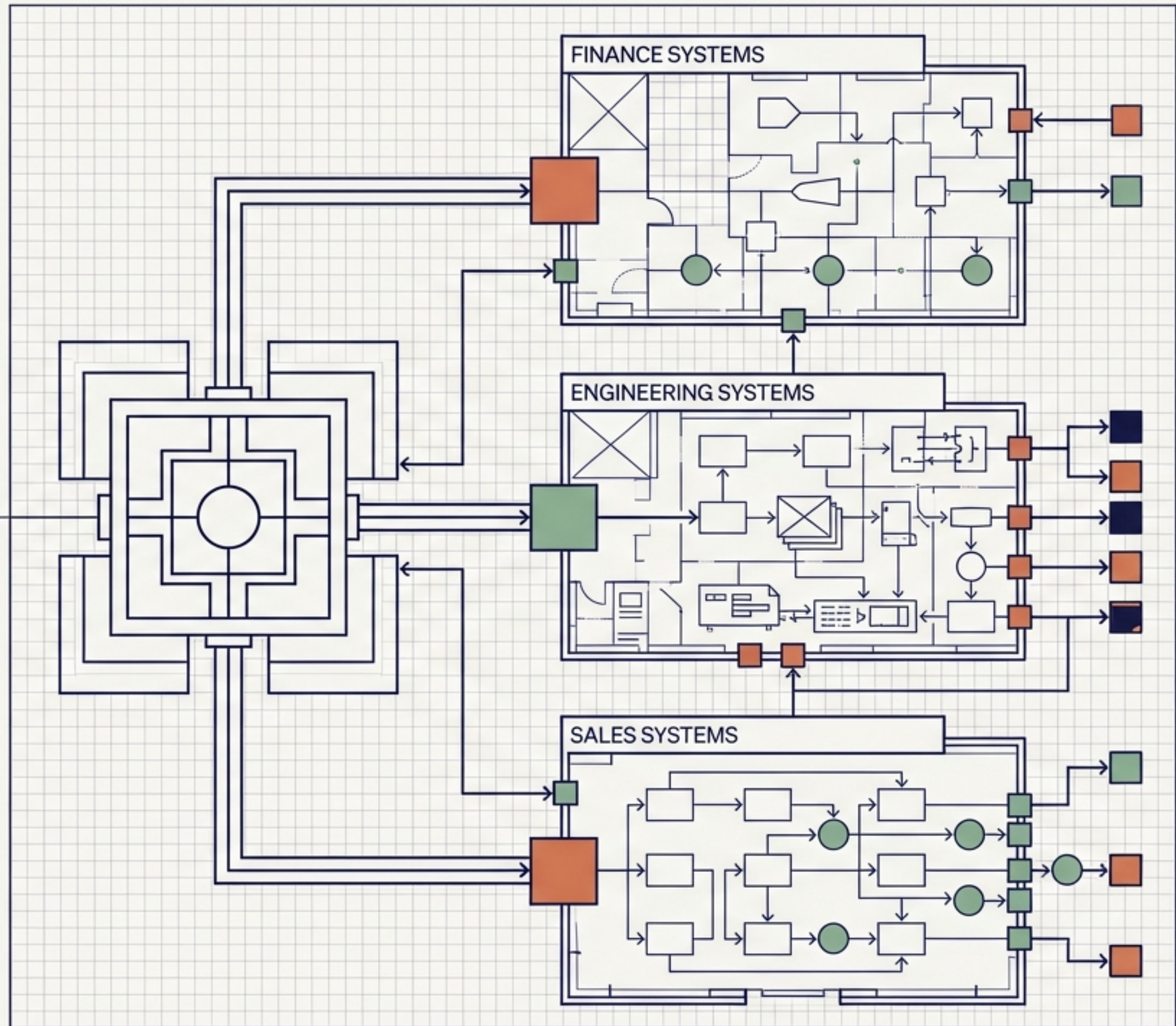


# Building the Agentic Enterprise.

A strategic playbook for scaling autonomous AI workflows beyond the chat interface.



Based on the operational frameworks of Charles Lamanna, EVP of Agents and Business Applications, Microsoft.

# The Chat Era is Over. The Agentic Era is Here.

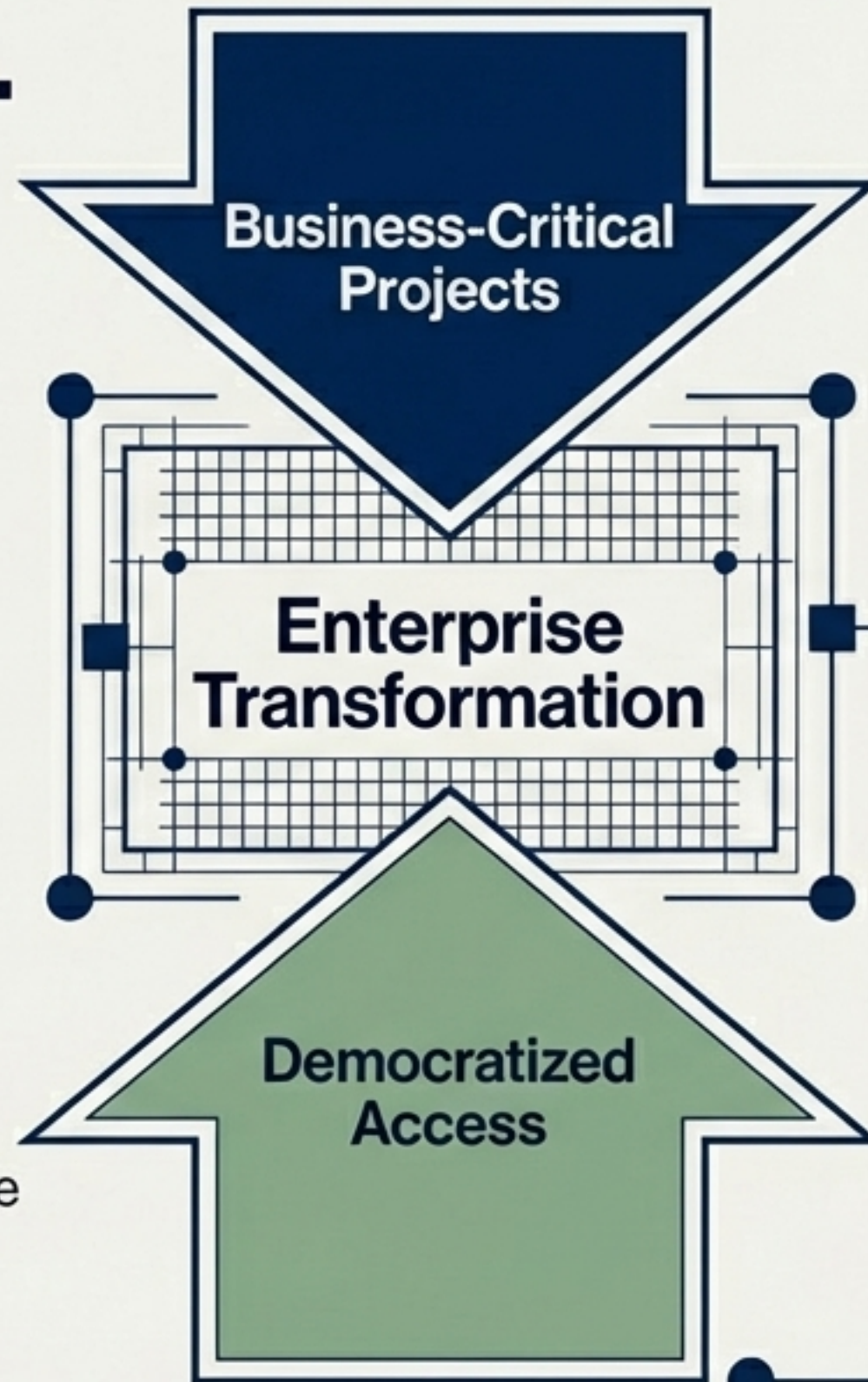
## The AI Paradigm Shift

The Chat Era	The Agentic Era
▶ <b>Core Function:</b> Information retrieval and summarization.	● <b>Core Function:</b> Action-oriented workflow execution.
▶ <b>Interface:</b> Conversational (Human prompts, AI responds).	● <b>Interface:</b> Autonomous computer-use and command-line interfaces.
▶ <b>Scope:</b> Limited, predefined skills.	■ <b>Scope:</b> Effectively infinite sub-agents generating apps and synthesizing telemetry.
▶ <b>Human Role:</b> Primary operator and executioner.	● <b>Human Role:</b> System architect and reviewer.
	<b>The Action Threshold:</b> Instead of merely drafting an email to reschedule, an AI agent seamlessly negotiated priority and declined 17 meetings in one shot—completing a multi-step calendar cleanup autonomously.

# The Pincer Move: A Dual-Vector Adoption Strategy.

The C-suite selects and tracks only a handful of massive, needle-moving initiatives (e.g., software engineering productivity, field sales efficiency, back-office finance automation).

Deploy the best, unrestricted AI tools across the entire workforce to normalize daily AI use. Do not tier access.



**Avoid the 250+ project trap.**  
Fragmented “gen AI experiments” diffuse focus and fail to deliver structural change.

# Stop Measuring Agents. Start Measuring Business.

## System Offline: Vanity Metrics

- ✗ Number of Agents Deployed
- ✗ Sub-agents inside a workflow
- ✗ Tokens consumed (as a goal)

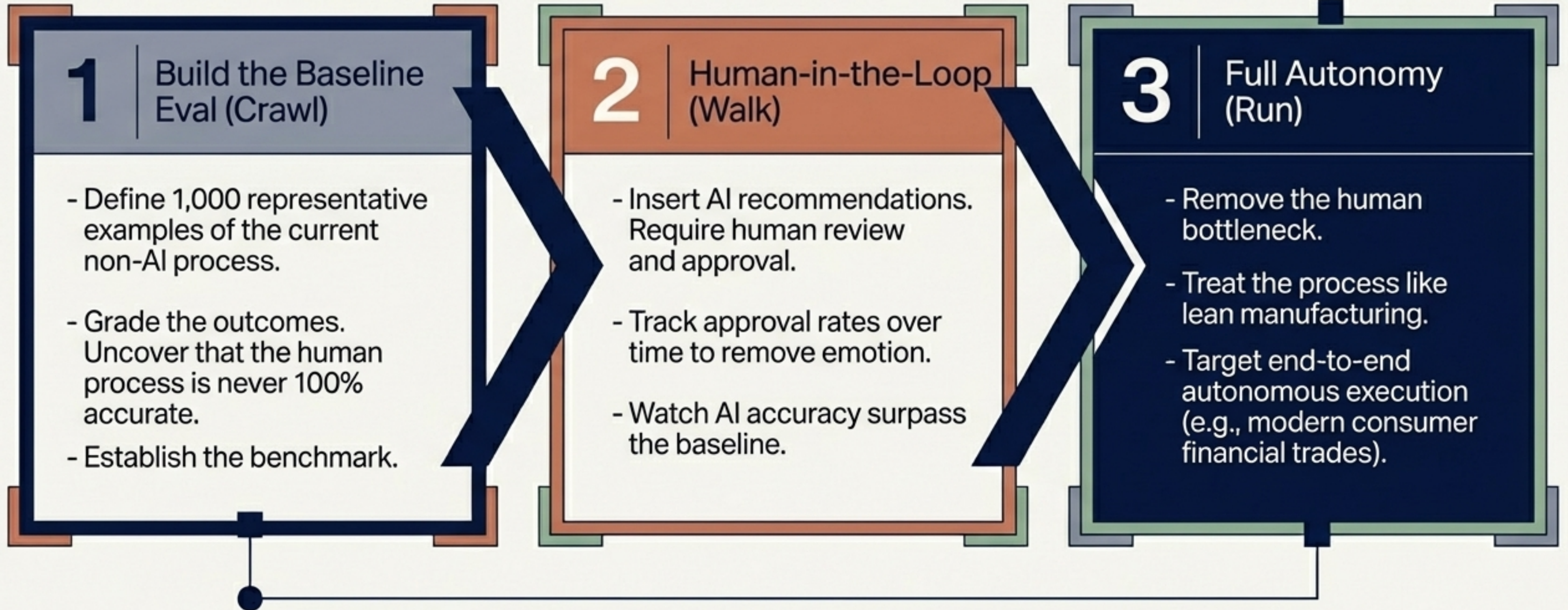
We get so excited about AI, we forget what we're doing in business.

## System Active: Impact Metrics

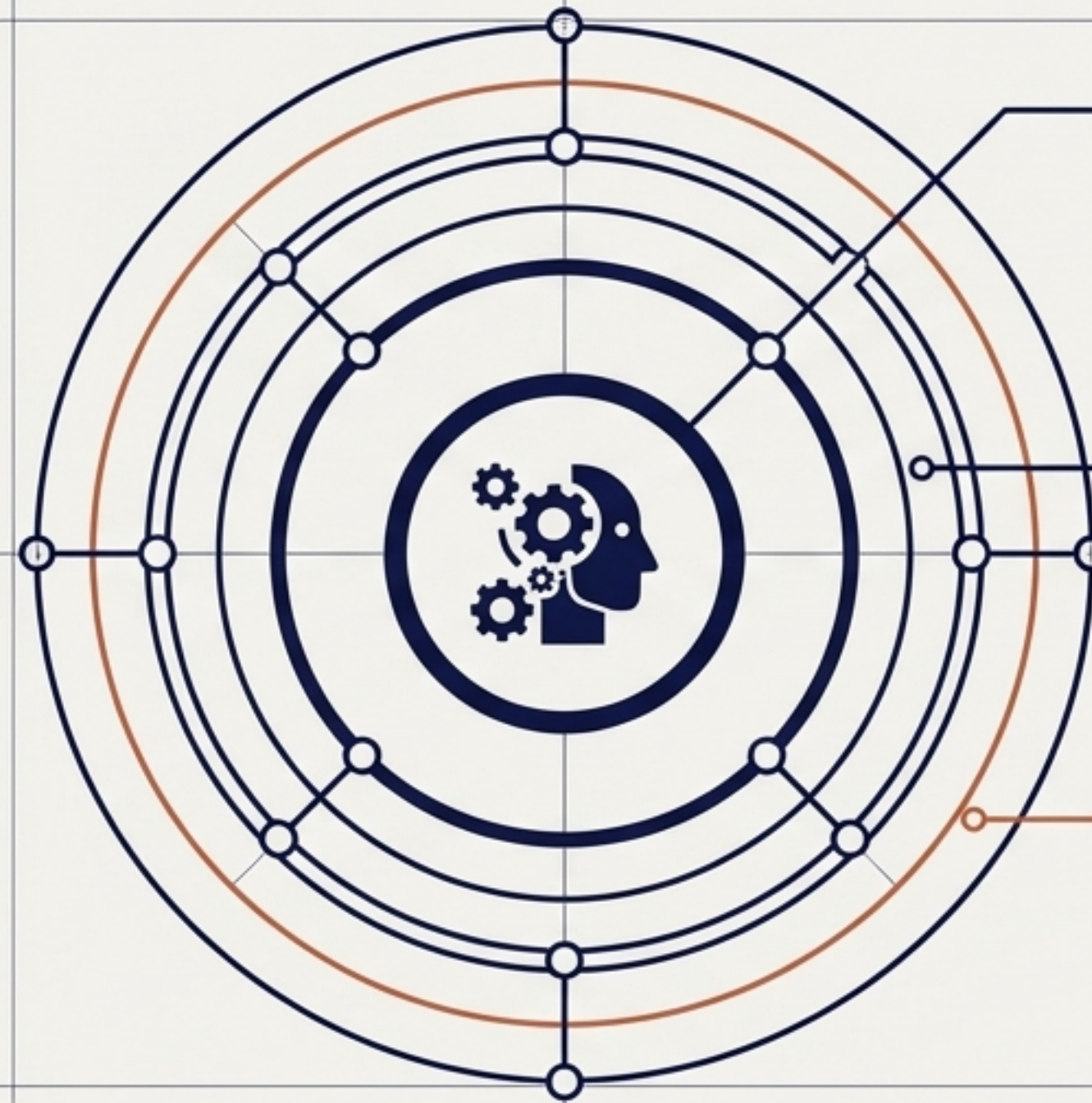
- ✓ Revenue Growth & Customer Expansion
- ✓ Customer Satisfaction & Retention
- ✓ Cost to Serve & Support Load

Dock AI into the metrics your C-suite already tracks. A major bank utilized this framework to drive hundreds of millions in savings within months.

# The Three-Step Path to Six Sigma Autonomy.



# Securing the Most Gullible Employee. Employee.



## Least Privilege

Agents are granted only the minimum data access required for a specific task, never god-level system permissions.

## Just-In-Time Permissions

Access is granted dynamically only when a workflow is triggered, instantly expiring upon completion.

## Managerial Thresholds

Hardcoded human-approval triggers for sensitive actions (e.g., escalating autonomous customer refunds over \$100 for mandatory review).

**Do not invent new security paradigms.** Standard zero-trust architectures and insider-threat protocols perfectly accrue to AI agents.

# Case Study: The Zero-Code Engineering Reality

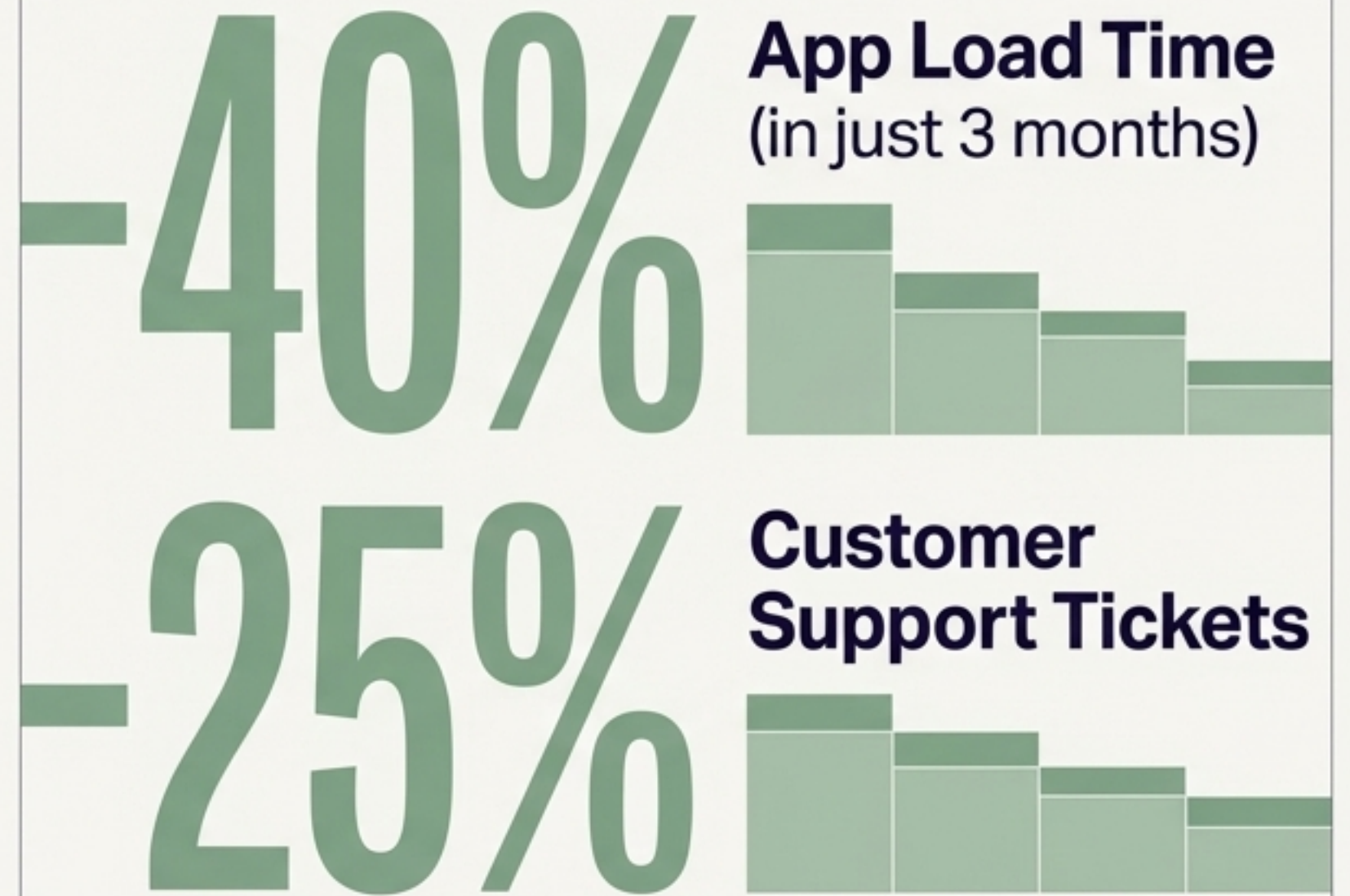
THE INPUT

**0** **Lines of Code**

Zero lines of code are written directly by humans. Engineers write specs; coding agents execute via command-line interface.

Pull requests increased 2.5x per engineer.

THE OUTCOMES (MATURE 10-YEAR-OLD COMMERCIAL PRODUCT)



Success isn't measured by the 2.5x increase in pull requests. It is measured by the exponential improvement in direct, customer-facing quality.

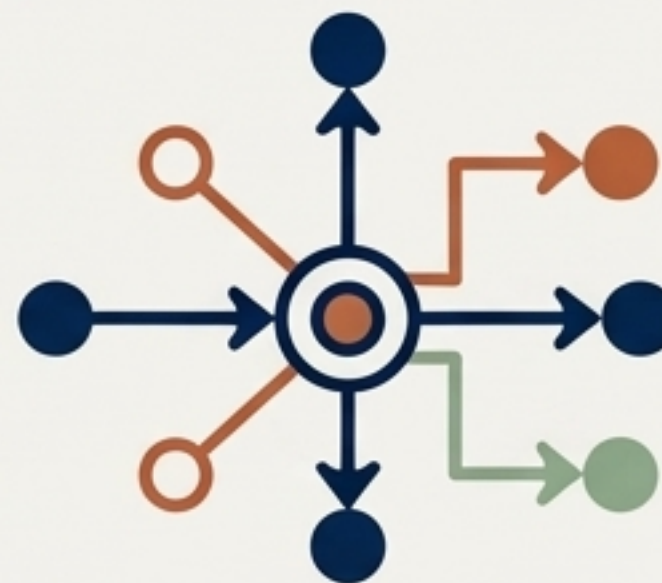
# Redesigning the Team: The Architecture Shift

## Traditional Org Design



- Large, specialized engineering teams.
- Led by Product Managers routing requirements.
- Focus on raw code-slinging in IDEs.
- Measured by output and ticket closure.

## Agentic Org Design



- **Smaller, highly senior teams** (e.g., all engineers + 1 designer).
- **Direct ingestion** of anonymized **customer feedback loops** (No PM bottleneck).
- Focus on **system architecture**, spec writing, and code review.
- Engineers overseeing 25+ pull requests via agent teams.

# The Token Budget: The New Measure of Leverage.

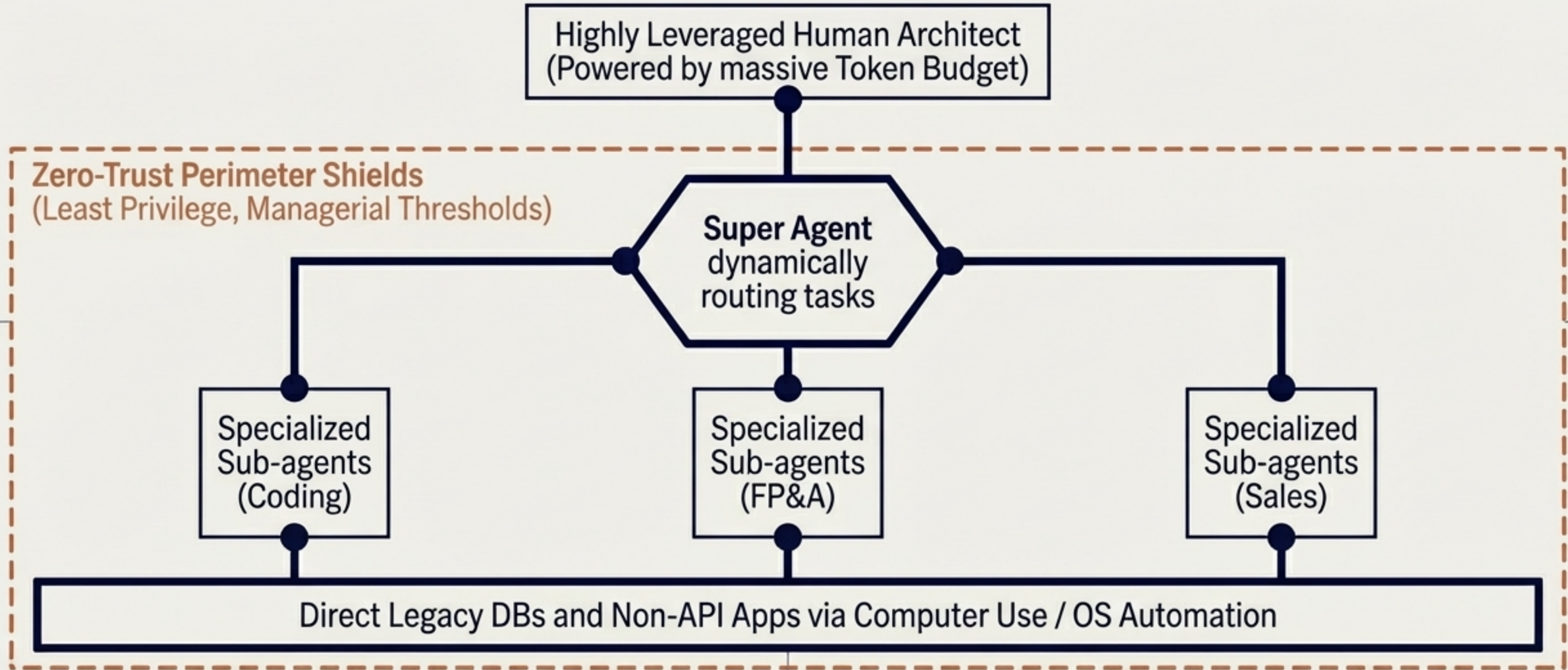
## Token Budget Per Employee.



**The Math:** Allocating \$100k a year in AI tokens to a \$500k fully-loaded engineer to make them 3x more efficient is the highest-ROI investment an enterprise can make.

**The Reality:** Hiring an engineer and heavily restricting their token budget is the modern equivalent of taking away their mouse and forcing them to use a fax machine. The top talent will simply leave.

# The 2026 Agentic Enterprise Blueprint.



Within 24 months, infinite-skill agents capable of direct OS manipulation will transition every business function from manual execution to architectural oversight.

# The Window for Transformation.

Today

12 Months Out

End of 2026

Enterprise AI permanently dislocates from consumer chat. Early adopters begin shifting organizational charts and token budgets.

Computer Use maturity. Agents reliably drive operating systems (mouse/keyboard), unlocking thousands of legacy, non-API applications for zero-code automation.

Agentic work patterns fundamentally rewire every discipline, department, and role—matching the disruption currently seen in software engineering.

**The agentic era is executing right now.  
The time to build your blueprint is today.**