

The Agentic Enterprise

A Leader's Guide to AI Agent Strategy

Enterprise AI Agents.
Managed for You.

Platforms provide the tools.
Mai delivers the outcomes.

ABOUT MAI

Enabling Organisations move from AI Curiosity to confident, scalable Agent Adoption

Who We Are

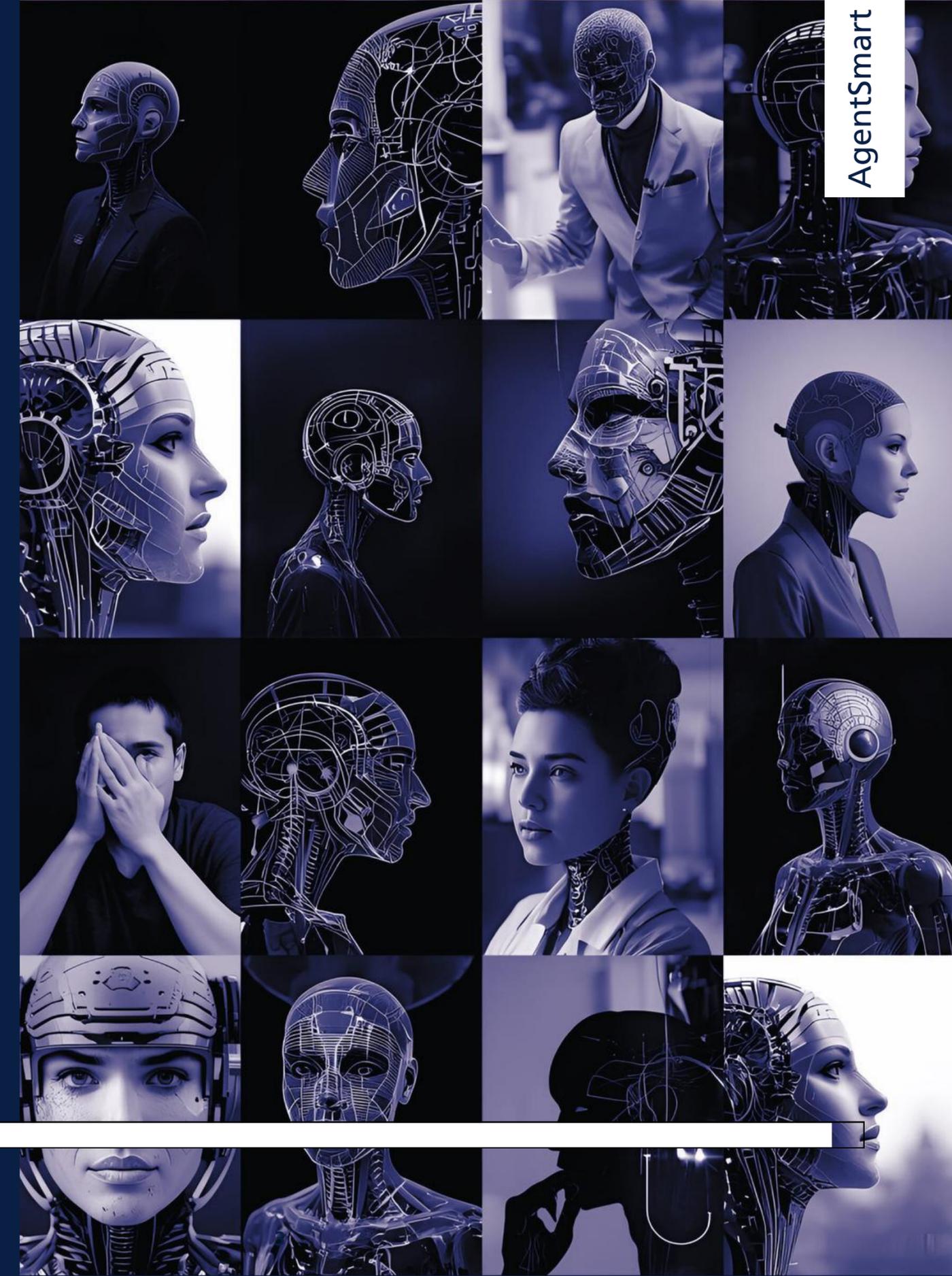
Our approach combines strategic insight, human-centered design, and deep technical expertise to identify and implement agentic solutions that create measurable operational value. We don't just build agents; we manage them as a service to ensure they deliver continuous ROI.

What we believe:

- Agents should amplify your people, not replace them.
- Agentic solutions must be responsible, transparent, and auditable to be effective.
- Success happens when strategy, design, and operational capability align.

What we do:

- Reimagine workflows with intelligent, autonomous agents.
- Build and manage AI agent strategies grounded in real business value.
- Empower your teams with the skills and confidence to collaborate with a digital workforce.
- Ensure every agent is human-centered and ethically sound.



THE EVOLUTION OF AI

From Chatbots to Autonomous Agents

1. Traditional AI

"The Calculator"

Follows pre-defined rules to analyze data and predict outcomes. Rigid and task-specific.

2. Generative AI

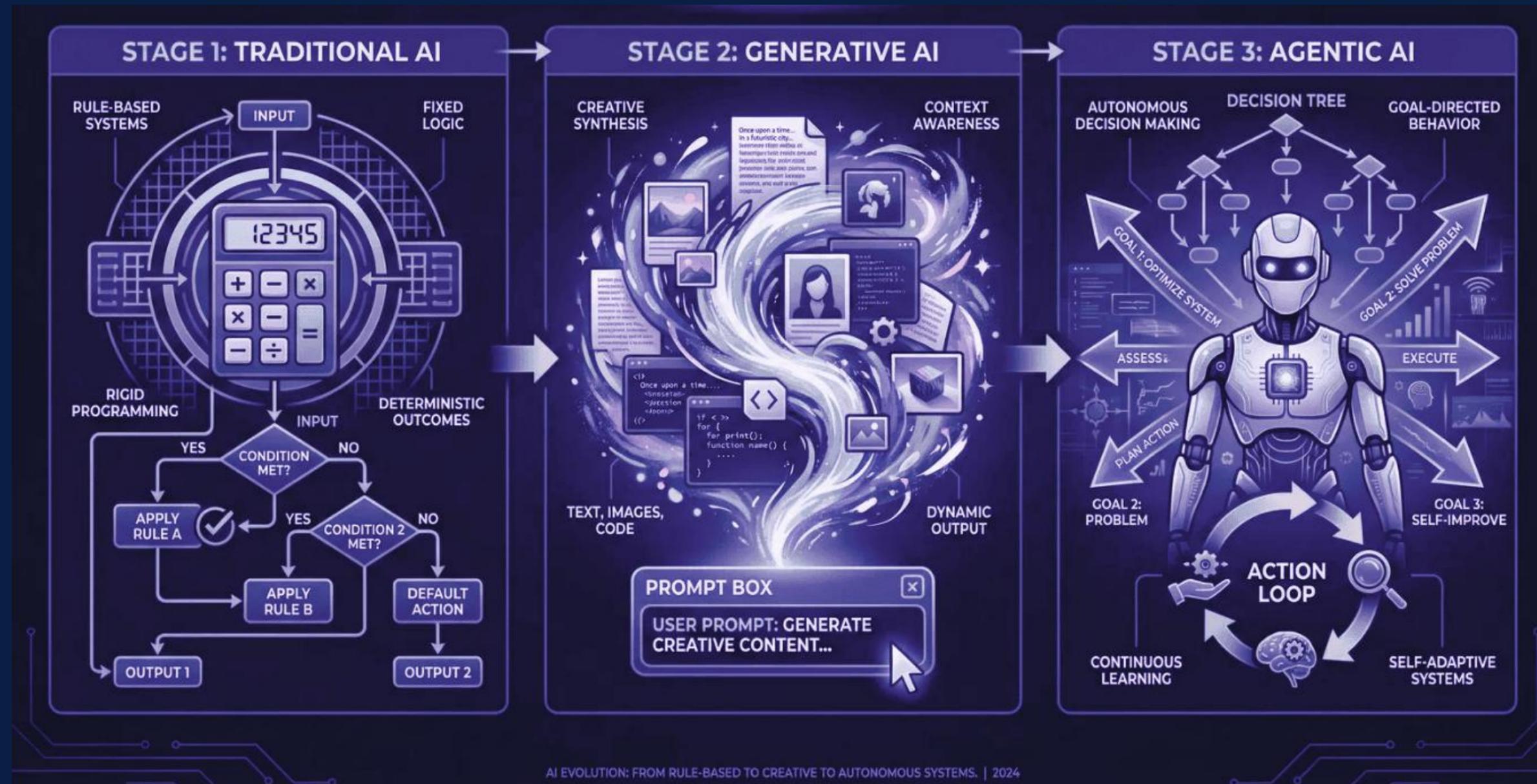
"The Creator"

Creates new content (text, images, code) based on prompts. Requires human guidance.

3. Agentic AI

"The Employee"

Pursues goals autonomously. Plans, executes, and iterates to achieve outcomes without constant supervision.



The \$45B Opportunity

The Explosive Growth of the Agentic Market

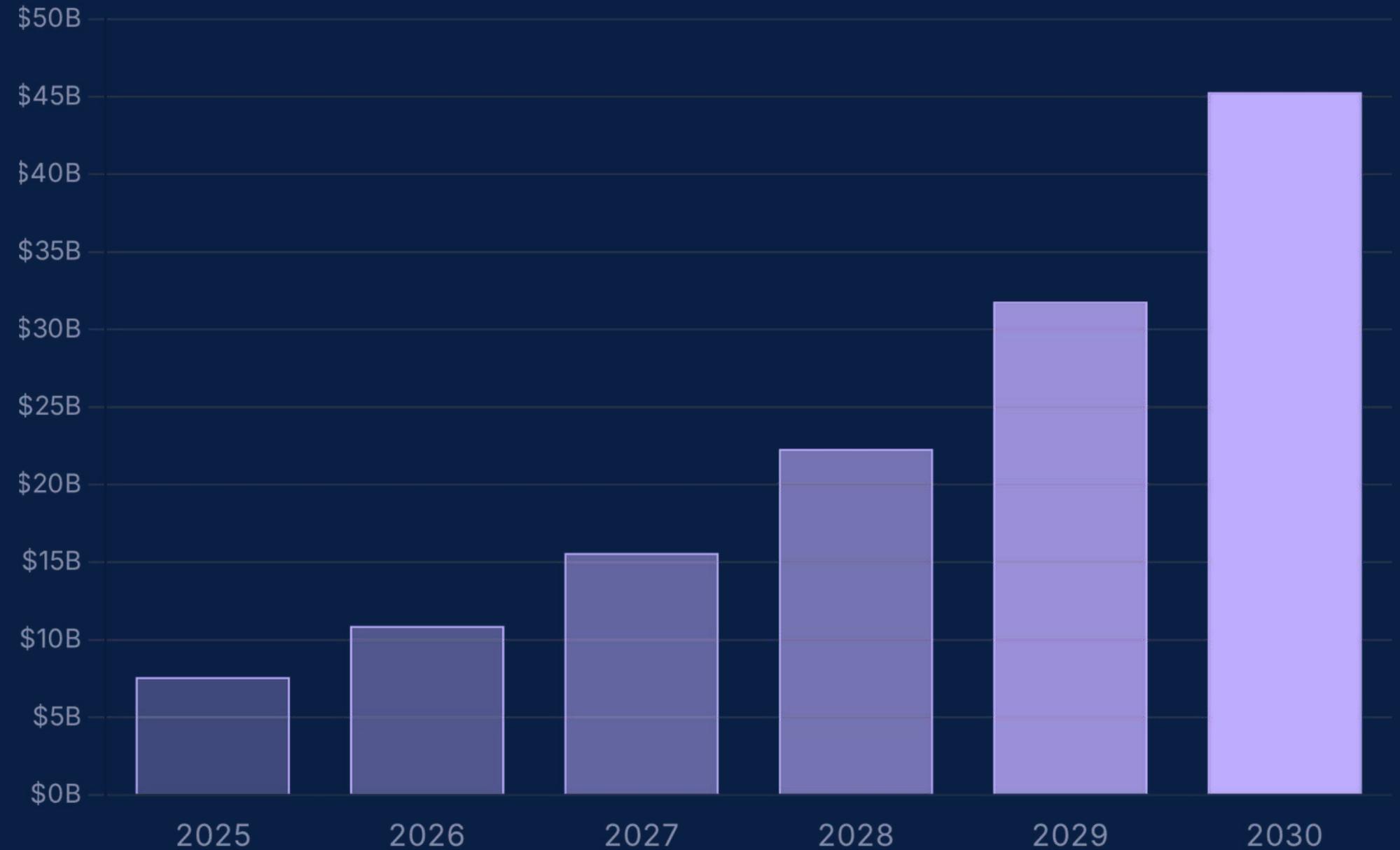
43%

Compound Annual Growth Rate (CAGR)

\$45.3B

Projected Market Size by 2030

"The 'missing middle' - Specialised, outcome-focused agents - is where the true enterprise value will be unlocked."



THE 95% PROBLEM

The Four Horsemen of Failure



Science Experiment

Treating AI as R&D rather than a product. Great demos that crumble under real-world load and edge cases.



The Context Void

Agents that lack deep integration with business data. They can converse but cannot act meaningfully.



Brittle Workflows

Assuming "happy paths" for every interaction. Agents break when users deviate from the script.



The Governance Gap

Lack of guardrails and observability. Leaders block deployment due to fear of reputational risk.

SCIENCE EXPERIMENT

CONTEXT VOID

BRITTLE WORKFLOWS

GOVERNANCE GAP



95% of AI projects fail to reach production

AI MATURITY MODEL

Moving from Isolated Tools to Enterprise Transformation

Tier 1 - The Tool (Copilots)

Human-driven assistance for specific tasks. Increases individual efficiency but doesn't change the process.

"Help me do it"

Tier 2 - The Team (Agents)

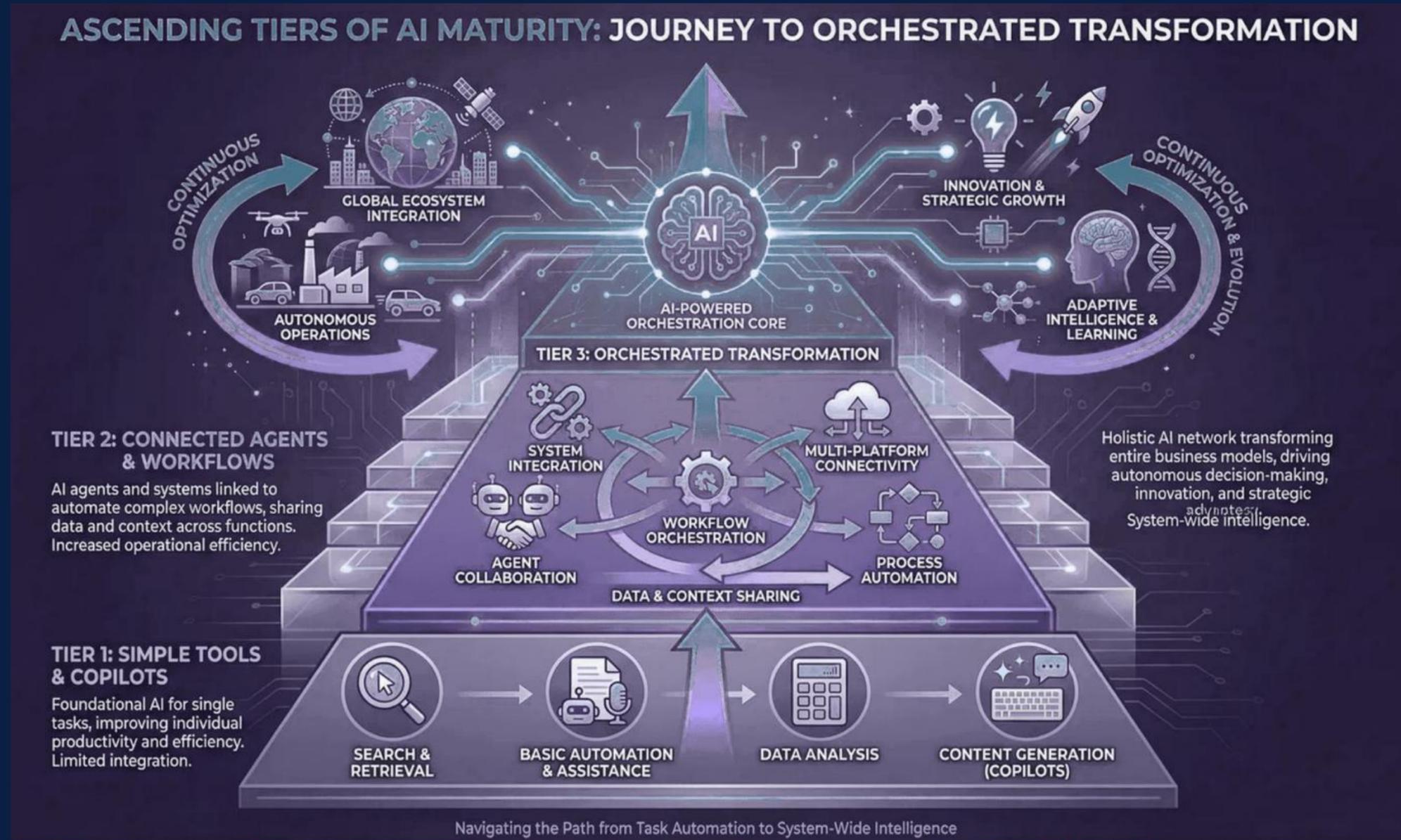
Semi-autonomous agents handling defined workflows. Focus shifts from tasks to outcomes.

"Do it for me"

Tier 3 - The Transformation

Orchestrated networks of agents reimagining business models. Strategic value creation at scale.

"Reimagine how it's done"



THE TRUST DEFICIT

The Confidence Gap in Enterprise AI



Only 27% of leaders feel ready to scale AI down from 43% last year.



Reliability Gap

"It works 80% of the time." In enterprise, 80% accuracy is 100% useless for critical workflows.



The "Black Box" Problem

Lack of explainability makes it impossible to audit decisions or ensure compliance.



Governance Void

Unclear data lineage and security protocols create unacceptable enterprise risk.

High failure rates in POCs have eroded executive confidence.

Critical Failure Rate:

95%

of projects abandoned



THE CEO'S ROADMAP

A Strategic Framework for Transformation



BUILD THE FOUNDATION

Months 0-12

Focus on high-impact pilots and data readiness. Establish governance protocols and "Human-in-the-loop" safeguards to ensure trust.



SCALE FOR VALUE

Months 12-24

Expand successful agents across functions. Integrate deeply with ERP/CRM systems and democratise access to empower the workforce.



LEAD THE TRANSFORMATION

Months 24+

Shift to autonomous operations. Innovate new business models and leverage agentic capabilities for competitive market differentiation.



PARTNER EVALUATION

5 Critical Questions to Ask Your AI Provider

1



The Context Question

"How does the agent understand our specific business context, history, and unwritten rules?"

2



The Reliability Question

"What is the specific protocol when (not if) the agent encounters an edge case or fails?"

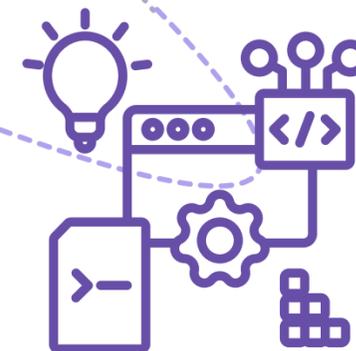
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The Accountability Question

"Do you offer SLA-backed guarantees on business outcomes, or just software uptime?"

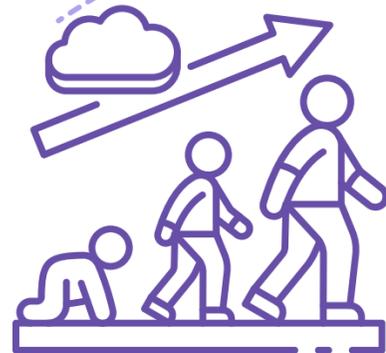
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The Integration Question

"How does this fit into our existing workflows without requiring us to rebuild everything?"

5



The Evolution Question

"Is this a static deployment, or is there a mechanism for the agent to learn and improve?"

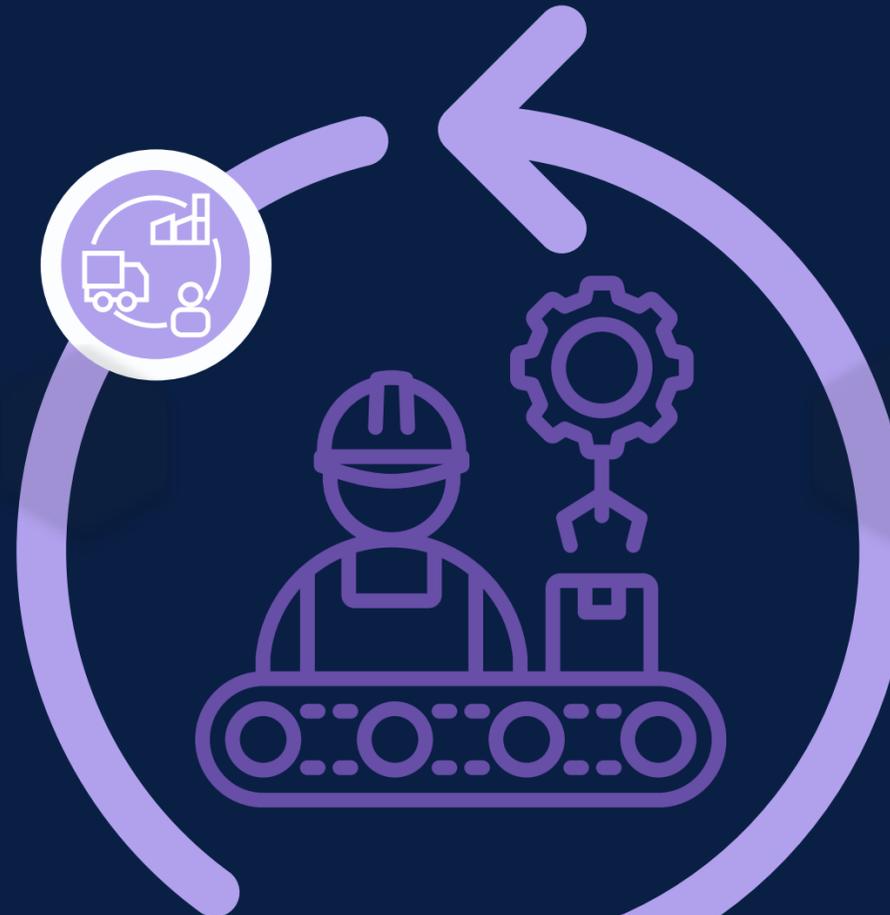
INDUSTRY SPOTLIGHT: MANUFACTURING

From Automation to Autonomy

Supply Chain Optimisation
Autonomous negotiation with suppliers and dynamic rerouting of logistics based on real-time weather and geopolitical data.
Impact: 15-20% Inventory Reduction

Predictive Maintenance
Agents analyse sensor data to predict equipment failure weeks in advance, automatically scheduling repairs and ordering parts.

Quality Control
Computer vision agents inspecting products at high speed, identifying defects invisible to the human eye and adjusting production parameters instantly.



INDUSTRY SPOTLIGHT: FINANCIAL SERVICES

Risk, Compliance & Speed

AML/KYC Compliance

Agents autonomously gather and verify customer data from global databases, flagging high-risk entities for human review while clearing standard cases instantly.
Impact: 70% Reduction in Onboarding Time

Fraud Detection

Real-time monitoring agents that learn evolving fraud patterns across the network, blocking suspicious transactions with millisecond latency.
Result: 40% Decrease in False Positives

Credit Underwriting

Analysing alternative data sources (cash flow, digital footprint) to assess creditworthiness for thin-file applicants, expanding the addressable market.
Benefit: 25% Increase in Approval Rates

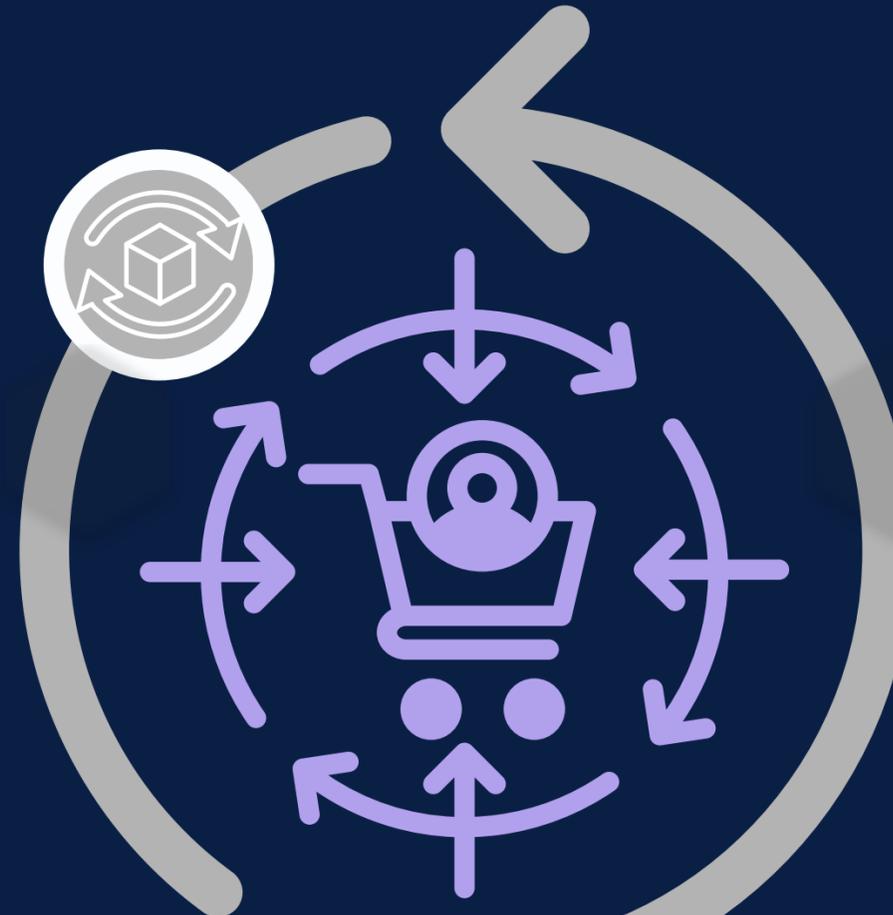


INDUSTRY SPOTLIGHT: RETAIL

Hyper-Personalisation at Scale

Inventory Management
Predictive agents forecast demand at the SKU/store level, automating replenishment orders to prevent stockouts and reduce overstock waste.
Result: 30% Reduction in Holding Costs

Dynamic Pricing
Agents adjust prices in real-time based on competitor moves, demand elasticity, and inventory levels to maximize margin without sacrificing volume.
Impact: 8-12% Margin Improvement



Personalised Shopping
AI shopping assistants that understand individual style preferences and purchase history to curate hyper-personalized product recommendations.
Benefit: 2x Conversion Rate Uplift

THE PARTNERSHIP IMPERATIVE

Build vs. Partner: The Strategic Calculation

BUILDING IN-HOUSE

Talent Scarcity

- ✗ AI engineers command £175k+ salaries and are scarce. Retention is a constant battle.

Infrastructure Overhead

- ✗ Managing vector databases, LLM hosting, and orchestration layers distracts from core business.

Slow Time-to-Value

- ✗ 6-12 months to build a platform before deploying a single agent.

PARTNERING WITH EXPERTS

Instant Expertise

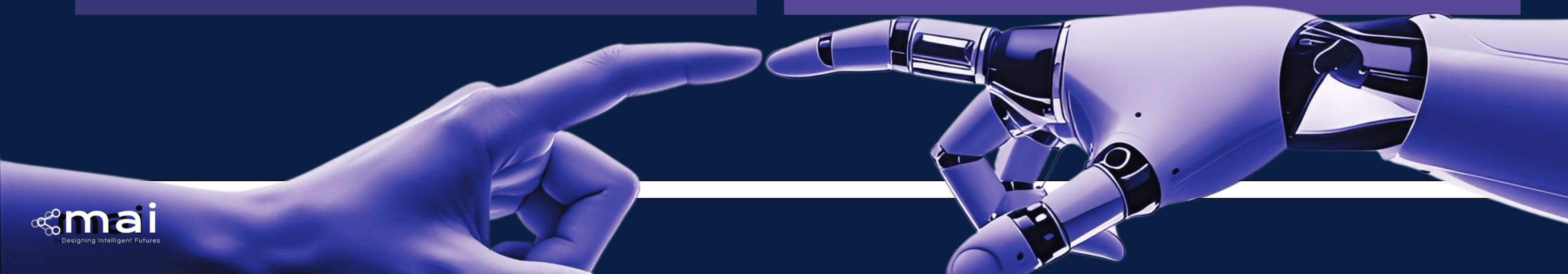
- ✓ Access to a specialized team that has deployed agents across multiple industries.

Outcome Accountability

- ✓ SLA-backed guarantees on business results, not just software uptime.

Day 1 Value

- ✓ Deploy proven agent frameworks immediately. Focus on strategy, not plumbing.



EXECUTION PLAN

From Strategy to Production in 90 Days



Discovery: Week 1-2

Identify high-impact use cases and assess data readiness. Define success metrics.



Pilot: Week 3-6

Deploy MVP agent in a controlled environment. Validate value and gather user feedback.



Harden: Week 7-10

Implement enterprise guardrails, security protocols, and integration connectors.



Scale: Week 11+

Roll out to full production. Expand to additional use cases and departments.



Optimise: Ongoing

Continuous monitoring and retraining. Evolution based on performance data.

THE FUTURE IS AGENTIC. START NOW

The question is not if you will adopt autonomous agents, but whether you will lead the transformation or follow the disruption

LET'S BUILD YOUR ROADMAP

GET IN TOUCH TO BOOK
YOUR AGENT STRATEGY
WORKSHOP



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Designing Intelligent Futures