Sify Research

AGENTIC AI DECODED PLAYBOOK

Your End-to-End Guide for Enterprise Transformation

HI, I'M DIPA,

Deep Intelligence and Process Agent

Your Enterprise AI Officer



CHAIRMAN'S FOREWORD



The Next Phase of Enterprise AI

Artificial intelligence is opening a new chapter in enterprise transformation. From enhancing decision-making and improving productivity to reimagining business processes, AI is creating new possibilities for how organizations operate and grow.

With the emergence of Agentic AI, this opportunity is expanding further, enabling systems to move beyond generating insights to executing tasks and coordinating actions across business processes.

The focus is now on translating this potential into meaningful business outcomes. This requires the right combination of infrastructure, data, security, governance, and organizational readiness to adopt and scale AI responsibly.

There is no single blueprint for this journey. Every enterprise must define its own path, guided by its business priorities, ambitions, and readiness.

This playbook brings together perspectives on the state of Agentic AI and insights from CIOs across industries. It explores where enterprises stand, the opportunities they see, and the considerations shaping their adoption journey. I hope it offers valuable perspectives to help leaders make informed choices as they move forward.

At Sify, we believe in enabling enterprises with flexibility and control to shape this journey on their own terms. Our Sovereign AI foundation brings together intelligent networks, data centers, cloud, cybersecurity, and full stack agentic managed services.

Ultimately, the value of AI will be measured not by the technology we deploy, but by the outcomes we create with it.

Raju Vegesna
Chairman and Managing Director
Sify Technologies

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THE EVOLUTION OF ENTERPRISE AI

Each wave has expanded AI's role, from better decisions to autonomous execution.

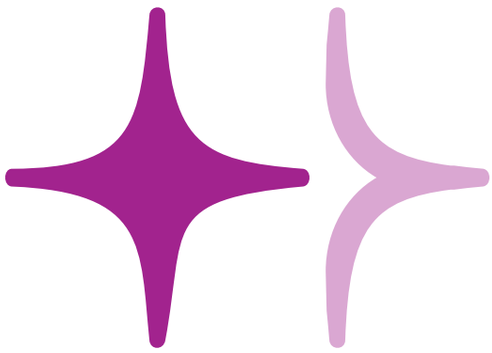
1980s

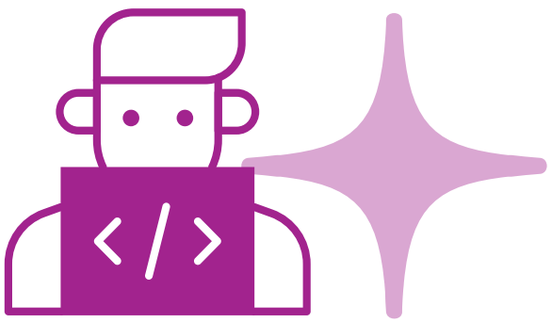
Predictive AI - AI predicts outcomes

- Demand forecasting
- Fraud detection
- Predictive maintenance

Better decisions

Ex: Predictive yield management models generate $1.4 billion in revenue by forecasting passenger demand.





2022

Generative AI - AI creates content

- Content creation
- Image generation
- Code writing

Higher productivity

Ex: Generative code assistants accelerate developer task completion speed by 55%.

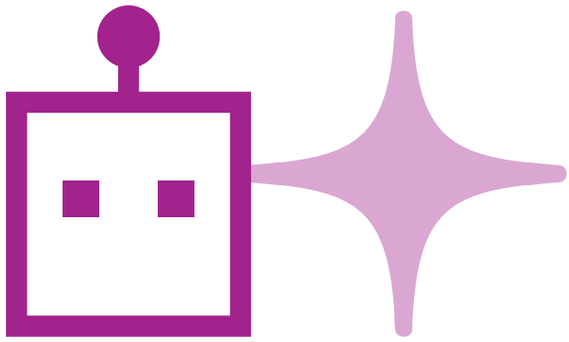
2025

Agentic AI - AI executes tasks

- Autonomous workflows
- Decision-making
- Tool use

Autonomous execution

Ex: Autonomous multi-agent orchestration cuts manual execution times by up to 70% across complex workflows.





2030

Physical AI - AI acts in the physical world

- Robotics
- Autonomous factories
- Smart infrastructure

Autonomous operations

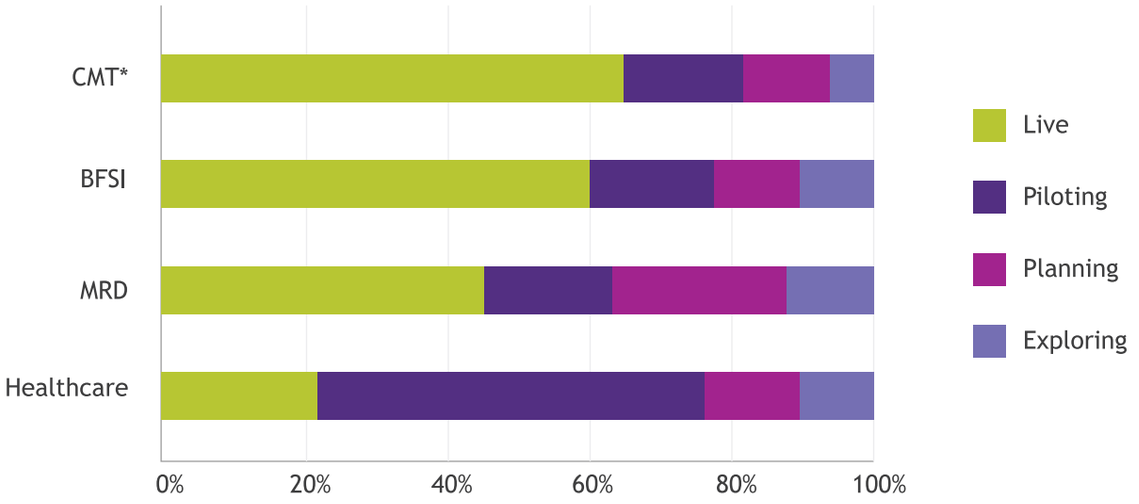
Ex: Robots powered by physical AI achieve 80 to 90% of human operational efficiency on production lines.

THE STATE OF ENTERPRISE AGENTIC AI IN INDIA

Insights from conversations with Sify's customers

Adoption by Industry

Respondents: 129



CMT: 65% of initiatives are already live, the highest across industries.

BFSI: 60% of AI initiatives are in production. The priority is scaling validated use cases across business functions.

MRD: 44% of initiatives are live, while 28% remain in planning. The sector is actively experimenting with agentic AI.

Healthcare: 57% of initiatives are in the pilot stage, against just 21% in production, highlighting a strong adoption barrier.

In pilots, enterprises ask
"Can we trust it?"

→

Once live, they ask
"Does it fit and scale?"

What our customers are saying

Trust

"It raises too many flags and the staff have started ignoring them..."

Scale

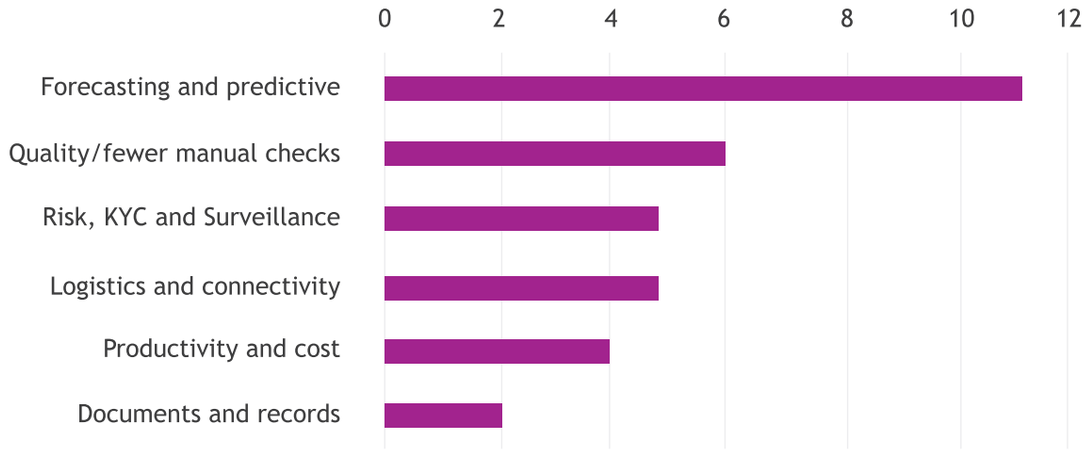
"Every new client wants their own model; that is the part that does not scale"

Partner Gap

"They need to evolve from selling connectivity to providing intelligence infrastructure"

**Communications, Media and Technology*

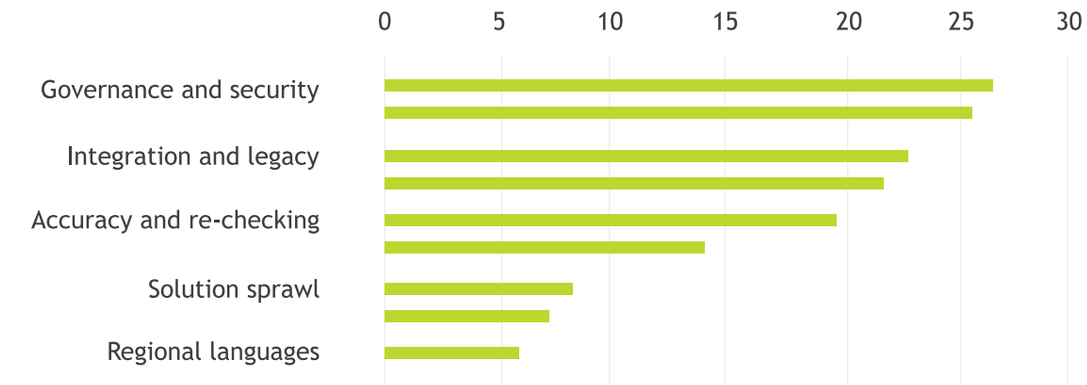
What enterprises want from Agentic AI



Executive summary

- Predictive intelligence emerges as the biggest agentic AI priority for enterprises, while back-office automation remains a low requirement.
- Mid-tier demand focuses on quality assurance, risk mitigation, and operational connectivity, valuing error reduction and oversight more than broad productivity cuts.

The biggest barriers for enterprises



Executive summary

- Governance, security, and legacy integration challenges represent the most significant enterprise barriers, heavily dominating organizational concerns.
- Tool overload and local language support sit at the very bottom of leadership's list of concerns, posing.

INSIDE AGENTIC AI:

How It Works, Why It Matters?



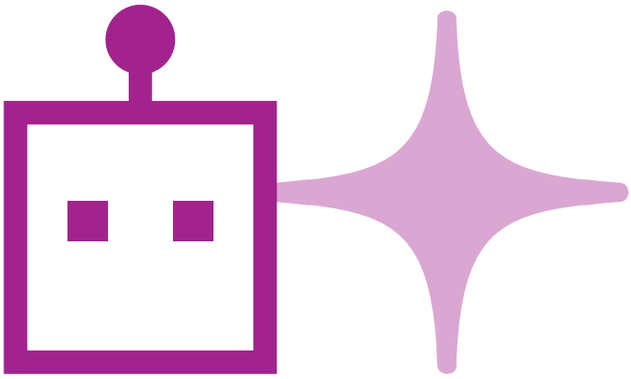
1. What is Agentic AI?

From AI that assists to AI that acts.

Agentic AI refers to AI systems that can understand goals, plan steps, use tools, take actions, and adapt to changing situations to achieve an outcome, with varying levels of human oversight.

How does it work?

- Understand the goal
- Plan the steps
- Take action
- Evaluate and adapt



2. Chatbots vs. AI Agents

Chatbots	AI agents
Answer questions	Work toward goals
Respond to prompts	Plan multiple steps
Generate information	Execute actions using tools
Guide the user	Can act on the user's behalf
Typically stop after responding	Can check results and adapt
Human drives each interaction	Humans set goals and provide oversight

3. Agentic AI: The enterprise impact

- 40% of respondents at large enterprises are scaling AI agents.
- 32% of respondents whose organizations have built software functionality in-house using AI coding agents have forgone at least one software purchase.
- 62% of organizations globally are experimenting with AI agents.

4. Where are enterprises using AI agents?

- Customer service
- Software development
- IT operations
- Research and knowledge management

WHAT TO AUTOMATE AND WHY?

Start with the work that slows your business down. Keep human judgment where it matters most.

Which processes should you automate first?

- Repetitive, high-volume work
- Structured information handling
- Coordination and monitoring
- Rule-based decisions

Five high-value AI automation use cases

- Ticket and request triage
- Document intake
- Exception detection and handling
- Policy-based approvals
- Cross-system reconciliation

First-automation scorecard. Find your first automation.

Score each candidate process against four criteria. Rate each from 1 to 5, then add the scores.

Rating Scale	1 = Low	2 = Limited	3 = Moderate	4 = High	5 = Very High

True time cost
How much total time do execution, handoffs, approvals and corrections consume?

Error cost
How much time, money, or customer trust do mistakes cost?

Repeatability
Does the process follow consistent steps and predictable rules?

Downstream impact
How many other tasks, teams, or decisions improve when this process works better?

Scoring

4—20 points Add the four ratings. Prioritize the highest-scoring process, then validate its risks and implementation effort.

How should you interpret the scores?

16—20 Assess first

10—15 Compare against alternatives

4—9 Reconsider priority

These score bands are editorial suggestions, not thresholds.

Automate, augment, or keep human-led?

Automate	Augment with AI	Keep Human-Led
Predictable tasks with clear rules and repeatable outcomes.	Tasks where AI assists, but human judgement remains important.	Decisions requiring context, accountability, and human judgement
Data extraction, routine routing, reconciliation.	Support replies, sales preparation, QA analysis.	Complex disputes, strategic choices, consequential financial or legal decisions

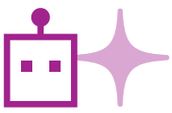
RULE-BASED ALGORITHMS VS. AI-POWERED WORKFLOWS

This guide helps decision-makers match the right approach to each system, process and business objective.

DIMENSION	RULE-BASED Deterministic workflows If X happens, do Y.	AI-POWERED LLM-based workflows Understand context. Determine the next step.
Logic	Predefined rules	Contextual reasoning
Inputs	Structured, predictable	Unstructured, variable
Decisions	Consistent, repeatable	Probabilistic, context-aware
Adaptability	Rules need updating	Handles variation more flexibly
Best suited for	Stable, well-defined tasks	Complex, ambiguous tasks
Strength	Control and predictability	Flexibility and interpretation
Watch-out	Struggles with unanticipated exceptions	Needs validation, oversight, and guardrails

Which approach fits your workflow?

- **Choose rule-based when…**
  The steps are known, inputs are structured, outcomes must be repeatable, and there is little tolerance for errors.
  Examples: payment validation, threshold alerts, fixed approval rules.
- **Choose AI-powered when…**
  Inputs vary, context matters, exceptions are frequent, or the task requires interpretation.
  Examples: document analysis, customer query interpretation, contextual triage.
- **Combine both when…**
  A process needs AI to interpret information and deterministic rules to validate, control, or execute decisions.
  Examples: AI-assisted invoice processing, customer service with rule-governed refund eligibility.



The next step: orchestrate the right intelligence

The market already offers managed services, but pilots often stop at AI-assisted managed services.

WHERE IS HUMAN AUTHORITY NEEDED?

Automate execution. Preserve human authority. Make accountability explicit.



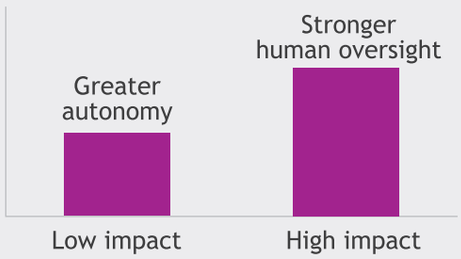
Four levels of human oversight

Autonomous Execution	Supervised Execution	Human Approval	Human-Led Decisions
AI acts independently within predefined limits. Classifying requests, summarizing documents, routing tasks between agents.	AI acts. Humans monitor and can intervene. Monitoring transactions, flagging anomalies, tracking workflow performance.	AI recommends. A human authorizes execution. Approving payments above a threshold, issuing sensitive customer communications, executing major system changes.	AI provides evidence and recommendations. Humans make the decisions Disciplinary decisions, material risk exceptions, strategic commitments.

Four factors that determine human involvement

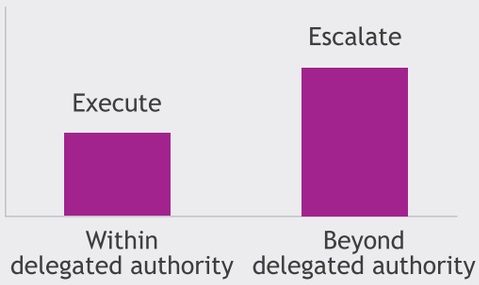
RISK

What is the potential impact of an error?



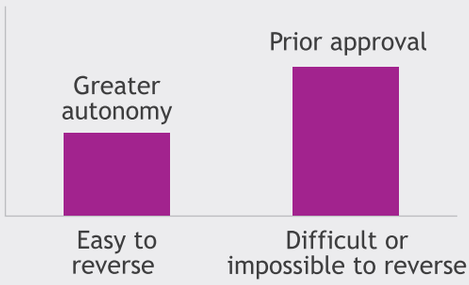
DECISION AUTHORITY

Is the agent authorized to make this decision?



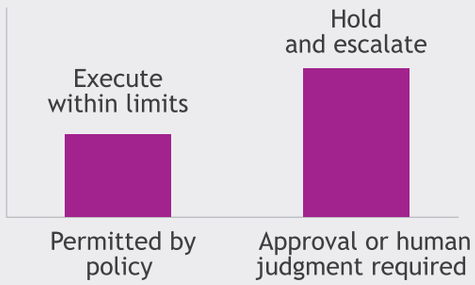
REVERSIBILITY

Can the action be undone safely and completely?



COMPLIANCE

Does a law, regulation, or internal policy require human involvement?



Rule for InfinitAIZEN's agent-to-agent orchestration

Each agent operates within its assigned permissions, approved scope, and action limits. When a task exceeds those boundaries, the workflow must pause or escalate to an authorized human.

AI ACROSS LAYERS: SIFY'S INTEGRATED ARCHITECTURE

InfinitAIZEN at the core

Enterprise AI requires an integrated architecture that connects infrastructure, data, platforms, agents and operations, with governance, enabling AI to act across the organization.

One stack with InfinitAIZEN at its core provides governed agents, workflows, and predictions on sovereign infrastructure.



INFINITAIZEN: THE ENTERPRISE AI EXECUTION PLATFORM



"Building AI is the easy part. Running it in production, with an accountable human behind every action and a record that stands up to audit, is what InfinitAIZEN is built for."

InfinitAIZEN is the operations layer for the AI era. It sits on top of your existing tools, people, and processes, turning AI decisions into outcomes.

InfinitAIZEN		Enterprise AI Execution Platform	
ORCHESTRATE: Governed execution Build and run workflows that combine deterministic logic and AI judgment, with approvals, identity, and audit built in		**FORESIGHT: Prediction** Turn operational data into predictions that drive proactive action, with models and anomaly detection.	
Workflow orchestration	Rules and policy enforcement	Anomaly detection	Predictive insights
Human approvals	Identity and audit across systems	Model training and serving	Integrated with execution
Deterministic execution	AI judgment	Multi-system orchestration	Governance by design
YOUR ENTERPRISE		**EXISTING TOOLS, PEOPLE, AND PROCESSES**	
Enterprise systems SAP, ServiceNow, Salesforce	Infrastructure On-prem, Cloud, Hybrid	Data sources Operational and Unstructured	People Engineers, Analysts, Operators	Existing agents Third-party and In-house

Business outcomes

Faster resolution
Lower MTTR

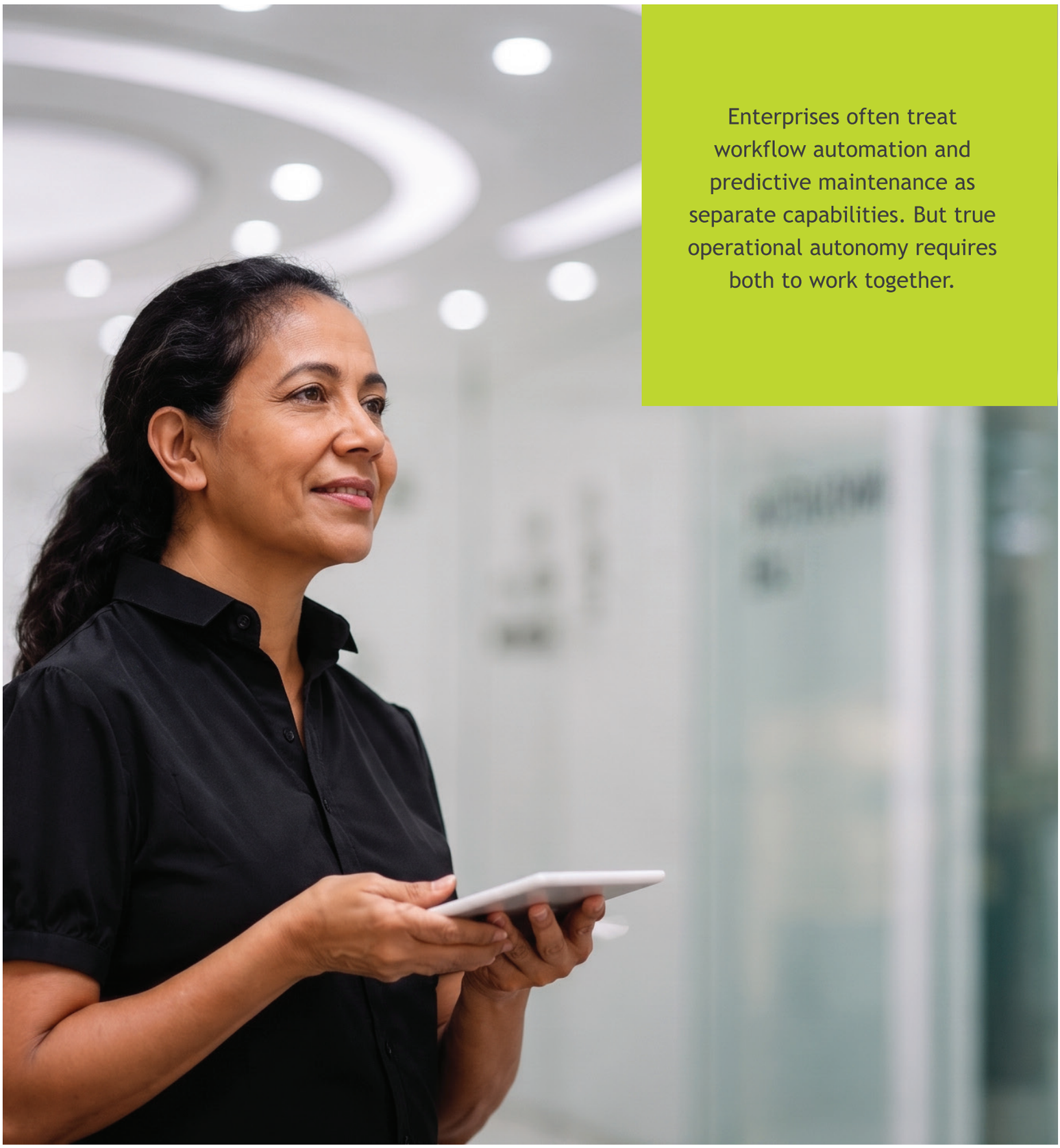
Higher productivity
Same team, more work

Lower cost
No runaway AI spend

Greater compliance
Every action attributed

Scalable operations
Consistent everywhere

FROM PREDICTION TO ACTION: BREAKING DOWN FORESIGHT AND ORCHESTRATE



Enterprises often treat workflow automation and predictive maintenance as separate capabilities. But true operational autonomy requires both to work together.

InfinitAIZEN's two engines - Foresight and Orchestrate - provide all the tools required to make autonomous operation possible.

Deployment	What the customer gets	Typical buyer
Foresight only	Feature store, model registry, AutoML, and real-time serving. Predictions deliver into whatever the customer already runs.	The team that wants ML in production - forecasting, risk scoring, anomaly, predictive maintenance.
Orchestrate only	Governed workflow and agent execution across the customer's existing systems, models, and tools.	A team that wants automation with identity, policy gates, and an audit record.
Both together	An Orchestrate workflow calls Foresight at the step where a prediction is needed, then acts on the score under the identity it is already carrying.	Operations at scale - predict, decide, act, and verify without a human in the loop for routine cases.

Foresight sees the signal before the incident and Orchestrate acts on it as a governed workflow with a named human behind the action. That is the full stack, but it is an outcome of buying both engines rather than a precondition for buying either.

Two products, one governance layer

Foresight
Predictive intelligence layer

Detect. Score. Predict.

Pre-trained. SLA-bound model. Runs standalone.

Orchestrate
Agentic intelligence engine

Build. Connect. Run.

Auditable workflows. Pre-built templates. Standard agent entry point.

Governance layer

Policy. Standards. Identity.
Versioned guardrails. Evaluated against real human authority. Preserved identities.

GOVERNED EXECUTION: KEEPING AI ACCOUNTABLE

Every agent is governed, before AI acts.

Governance is built into AI execution, helping enterprises maintain control and accountability as they scale agentic AI.

GOVERNED EXECUTION

Five controls. One accountable AI operating model.

IDENTITY	AUTHORITY	POLICY
Verify who is acting	Define what it can do	Enforce the rules

APPROVALS	AUDIT
Escalate when needed	Trace what happened

Every action carries an identity across every agent in the chain

Each action is recorded under an accountable engineer, not a service account — and that authority is carried through every hop of the chain.

Identity Propagation

InfinitAIZEN	Cloud agent	Firewall	ITSM
Marcus Webb	Marcus Webb	Marcus Webb	Marcus Webb
authorized	authorized	authorized	authorized

Where multi-agent designs break

Each system re-authenticates as itself, and the human identity is lost at the first boundary. The action is then recorded in the audit.

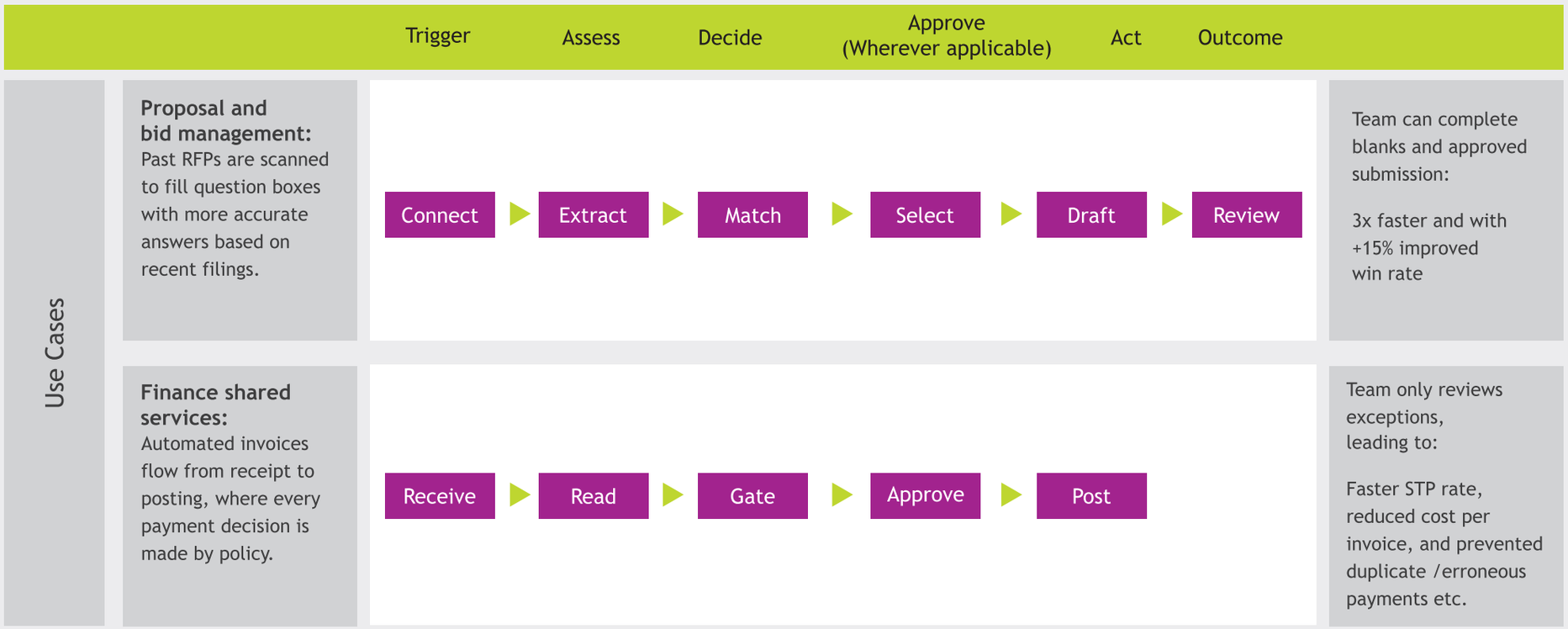
- Anything above that person's authority stops and waits for approval.
- Maker-checker-approver is in the platform, not a separately priced module.
- When the client's auditor asks who authorized it, there is a name on the record.

ONE WORKFLOW. FROM TRIGGER TO ACTION.

One trigger. Intelligent decisions. Coordinated action. Real outcomes.

From the moment a trigger occurs to the action that follows, AI connects assessment, decision-making, and execution in one seamless workflow.

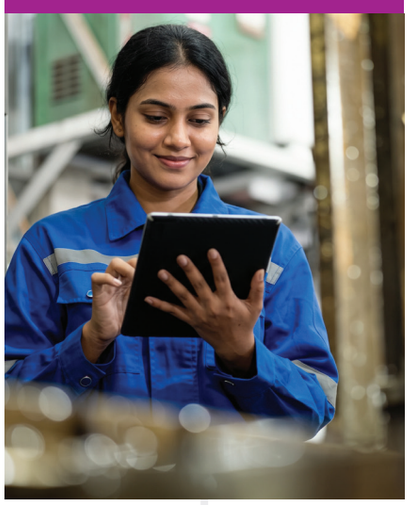
One Workflow: From Trigger to Action



FIND YOUR FIRST WORKFLOW

Answer a few quick questions to discover where AI agents could help your industry move from insight to action.

Manufacturing



Do you want to detect operational issues earlier?

- **Yes** → Would you like AI to coordinate the response?
  - **Yes** → Predictive Maintenance and Autonomous Response
  - No → Get in touch with our expert to explore AI-enabled monitoring
- No → Explore AI for workflow efficiency

BFSI

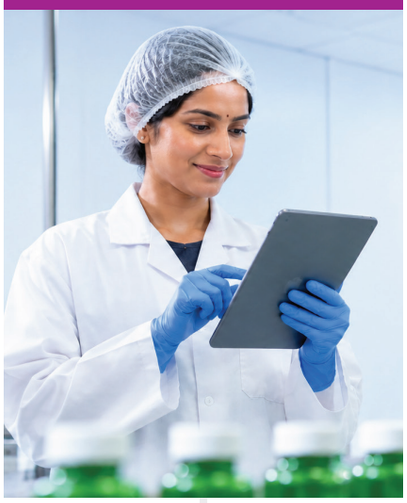


Would you like to identify potential fraud faster?

- **Yes** → Would you like AI to coordinate alerts and investigations?
  - **Yes** → Fraud Detection and Investigation Workflow
  - No → Get in touch with our expert to explore AI-enabled risk workflows
- No → Explore AI for operational efficiency

FIND YOUR FIRST WORKFLOW

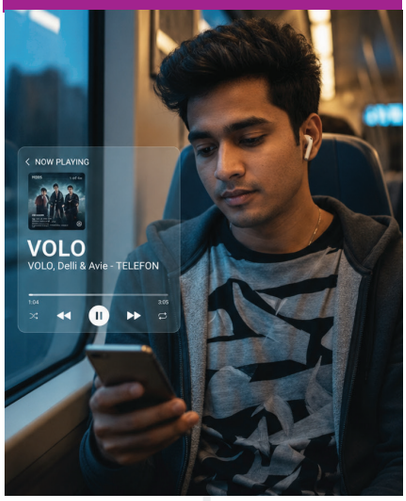
Healthcare



Would you like to reduce administrative workload?

- **Yes** → Would you like AI to coordinate tasks across care workflows?
  - **Yes** → Patient Administration and Care Coordination
  - **No** → Get in touch with our expert to explore AI-enabled workflows
- **No** → Explore AI for workflow efficiency

IT/ITES



Would you like to resolve IT issues faster?

- **Yes** → Would you like AI agents to coordinate resolution steps?
  - **Yes** → IT Service Desk and Incident Resolution
  - **No** → Get in touch with our expert to explore AI-enabled operations
- **No** → Explore AI for service desk efficiency

YOUR ENTERPRISE AI READINESS CHECK

Find the gaps in your AI journey in just five minutes.

Take Sify's InfinitAIZEN Agentic AI Assessment, a quick 10-question evaluation designed to help you understand where your enterprise stands on its AI journey.

Get an instant AI Readiness Posture Snapshot with your business's AI maturity level, readiness across key areas, priority gaps, and a recommended use case to explore.

More than a score, receive a practical roadmap to move forward:

- 30 days → Address immediate gaps
- 60 days → Strengthen key capabilities
- 90 days → Build toward enterprise-wide AI readiness

Scan the QR code to assess your readiness and discover your next steps.

Ready to move from AI ambition to action?

Sify can help you build, govern, and scale AI across your enterprise.

Connect with our experts marketing@sifycorp.com

sify

Architect

Build no-code production-ready AI agents in just 10 minutes.

Orchestrate

30% less unplanned downtime across agent-run systems.

Foresight

5x faster real-time traffic analysis, anomaly detection, and decision-making.

Govern

100% of automated actions attributed to an identified person





DIPA.

Meet the newest member of your leadership team.

Your Move.

Governed autonomy needs operating leadership. As enterprises give AI greater autonomy, the boardroom needs confidence that its actions serve business priorities and stay within approved boundaries.

She knows when to involve a human and keeps actions and outcomes reviewable, giving leaders the confidence to delegate while retaining control.

Build. Run. Govern. AI at scale.