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# Agentic AI for IT Leaders: Implementation Guide

How IT leaders can scale agentic AI from pilots to production using platforms with built-in governance and enterprise integration

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# Global overview about Agentic AI

AI opens the door to significant new capabilities in enterprise software development. **The evolution comes with agentic AI: agents that can reason and act independently to complete tasks without constant human intervention.**

While much of the agentic AI discussion focuses on customer service chatbots, we see greater potential in solving IT challenges that have constrained enterprises for decades. Legacy system migration, development acceleration, and business process automation represent areas where autonomous agents can deliver measurable impact rather than incremental improvements.

**In our implementations across enterprises**, what separates successful agentic AI adoption from failed experiments comes down to three factors: the right technological foundation, sufficient business context for agents to operate effectively, and governance frameworks that enable trust at scale. Without these elements, agents either operate too narrowly to deliver value or too broadly to maintain control.

**Combining AI agents with low-code platforms provides the orchestration layer, governance controls, and enterprise system connectivity agents need to operate safely in production environments.**



# The technology leader's challenge

The stakes with agentic AI are high, as are the potential rewards. **Organizations that successfully scale AI agents gain significant competitive advantages.** However, for most enterprises, particularly in regulated sectors, agentic AI adoption will be a marathon rather than a sprint.

The primary hurdles: AI sprawl from ungoverned experimentation, talent gaps, governance frameworks that can't keep pace with autonomous systems, and difficulty quantifying ROI beyond pilots. The build-versus-buy decision adds complexity. Prebuilt agents promise speed but often create challenges of integration. Real value comes from orchestrating agents on platforms with governance and integration built in.

**Based on our implementations, here's a practical path forward:**



# Building the agentic enterprise

To build an agentic enterprise, you need a **platform that delivers speed, governance, and scale without forcing trade-offs**. The platform must provide comprehensive **agentic AI capabilities** with end-to-end control, not isolated tools that create governance gaps.

As **OutSystems Premier Partners**, we've deployed **Agent Workbench across regulated European industries** where governance is non-negotiable. However, technology alone doesn't create an agentic enterprise. Success depends on identifying use cases with clear business value, establishing governance frameworks that enable innovation, and building organizational capability to maintain agents at scale.



Our approach combines **platform capabilities with implementation expertise from deploying hundreds of solutions in banking, insurance and healthcare sectors**. Organizations building true agentic enterprises select platforms with built-in governance and approach adoption systematically rather than pursuing isolated experiments.



# Agent Workbench implementation: Key capabilities



## **Agentic AI without sprawl**

Deploy intelligent agents across your organization using a single platform with complete governance and control. This approach eliminates fragmented toolsets and additional maintenance costs that come from assembling multiple point solutions. The platform unifies data across enterprise systems to ensure agents have access to accurate, contextually relevant information while maintaining security boundaries. In our implementations, we design these systems so humans and AI collaborate on critical business outcomes rather than operating in isolation.



## **AI transformation with existing teams**

Build complex agent-augmented applications using a low-code approach that works with your current team capabilities. This eliminates the need to hire specialized AI engineers for every use case, allowing organizations to scale as their AI strategy matures. The platform provides the flexibility to pivot as business requirements change, which is essential in regulated industries where compliance frameworks and market conditions shift frequently. Our focus: delivering measurable AI-driven outcomes like increased productivity and improved customer experience, not just deploying technology.



## **Governed agents at scale**

Build, customize, and deploy complex AI agents with the security, compliance, and governance enterprise environments require. The platform enforces strict access controls and AI usage limits, ensuring agents operate safely and predictably. Full visibility into every AI-driven process comes through built-in observability and monitoring that tracks agent reasoning, response quality, and operational costs in real time. In our experience with GDPR-regulated organizations, this governance-first approach is what separates successful production deployments from abandoned pilots.

## Why Noesis?

With over 15 years as a trusted OutSystems partner, Noesis helps companies accelerate their digital transformation through enterprise-grade, low-code solutions. With a team of over 600 certified developers and more than 150 successful projects, we combine the AI-powered OutSystems platform with agile methodologies to build complex applications in just 6 weeks, when it traditionally takes 6 months. From strategy to ongoing support, we offer end-to-end delivery focused on generating real value, rapid return on investment, and competitive advantage.

## Why OutSystems?

The Noesis and OutSystems partnership dates back to the very first project developed with the low-code platform. Noesis is one of the first, and more experienced OutSystems partners worldwide, and counts with a dedicated team of more than 150 professionals, with over 230 certifications, to deliver custom made solutions in record-time, with the greatest business impact.



Talk with us and let's make the next success story

## Recognized by OutSystems





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