

# InteqGroup

AGENTIC AI  
EXECUTIVE BRIEFING  
WITH **JAMES PROCTOR**



**Why Agentic AI Redefines  
Business Process  
Transformation**

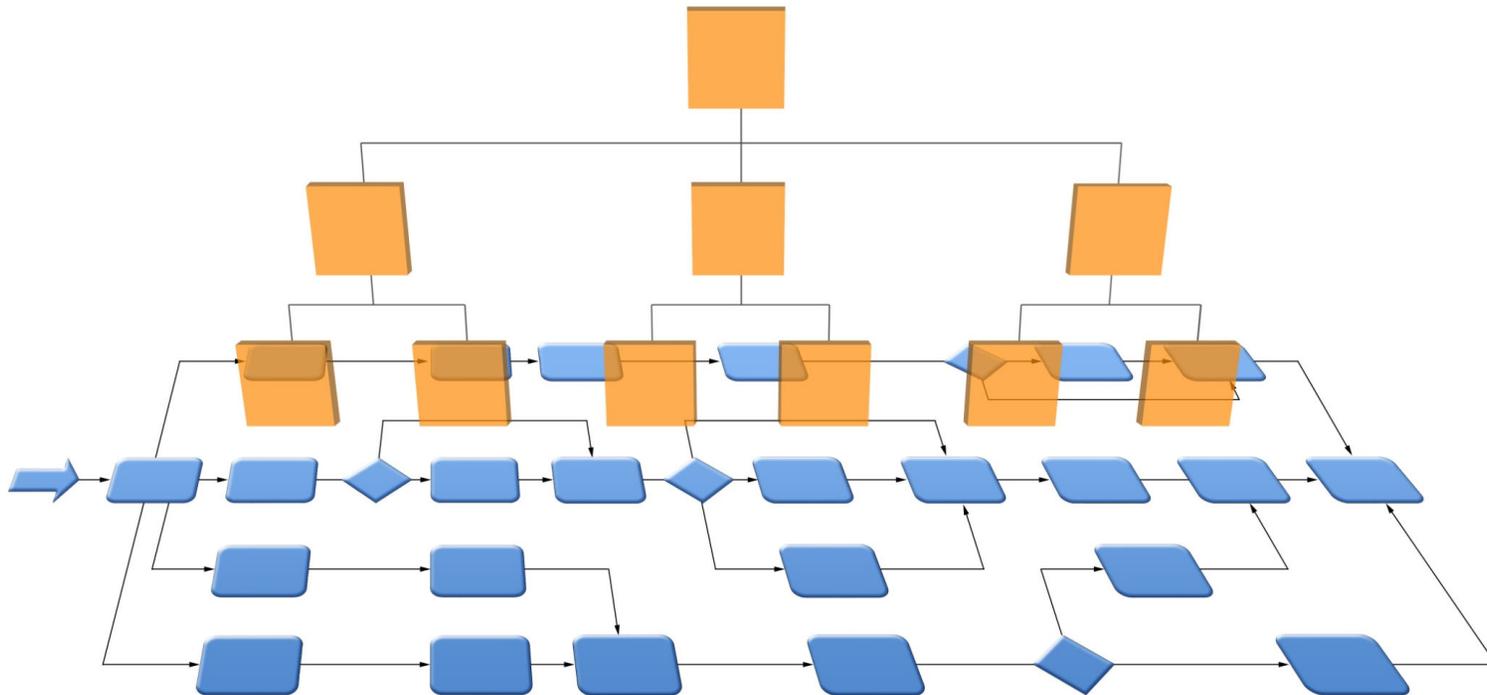


# Why Agentic AI Redefines Business Process Transformation

## Four Strategic Takeaways From This Briefing

- Where Traditional Automation Hits Its Ceiling
- Agentic AI as an Enterprise Transformation Capability, Not a Technology Project
- Decision Logic, Process Structure, and Data Confidence Must be Defined Together
- The Shift from Task-Flow to Decision-Flow Process Design

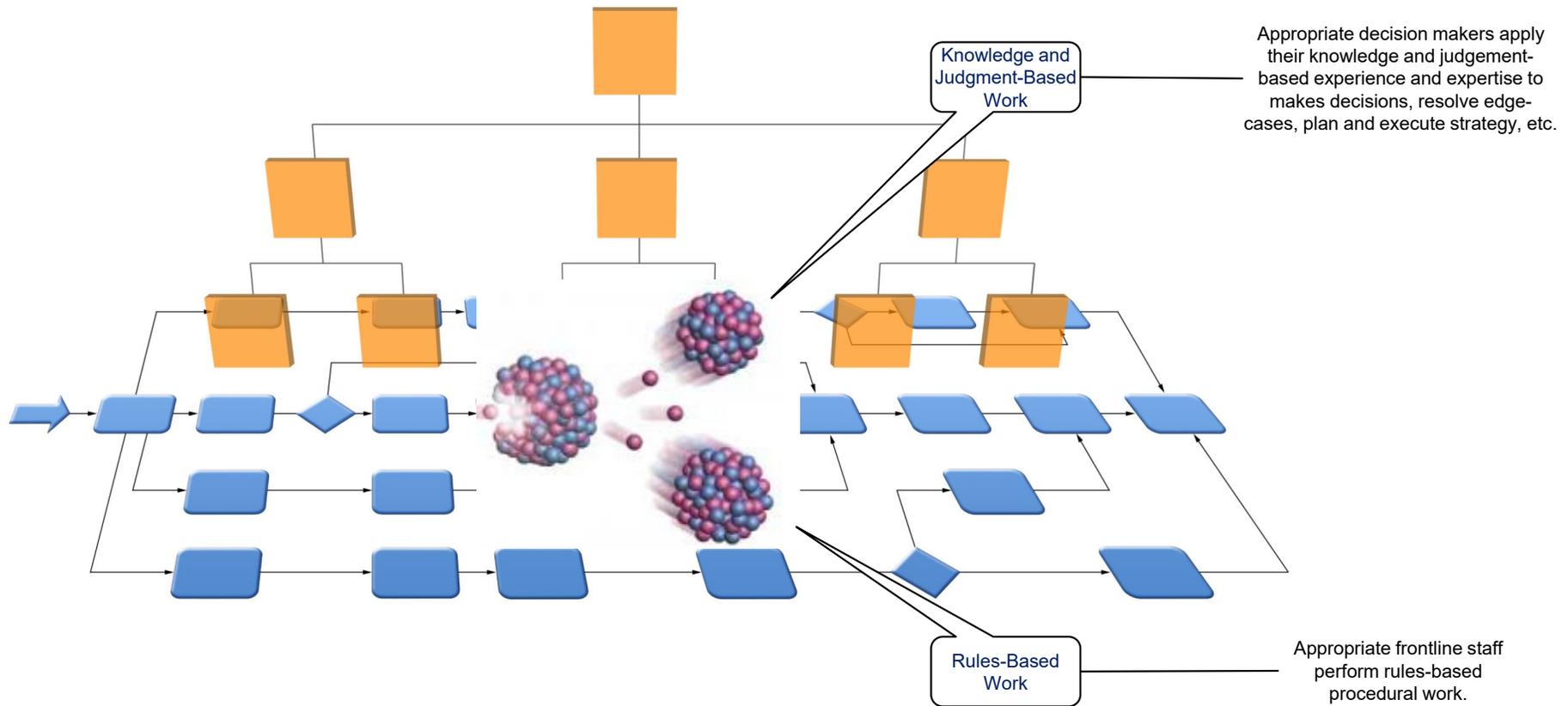
# Business Functions, Processes and Work Activities



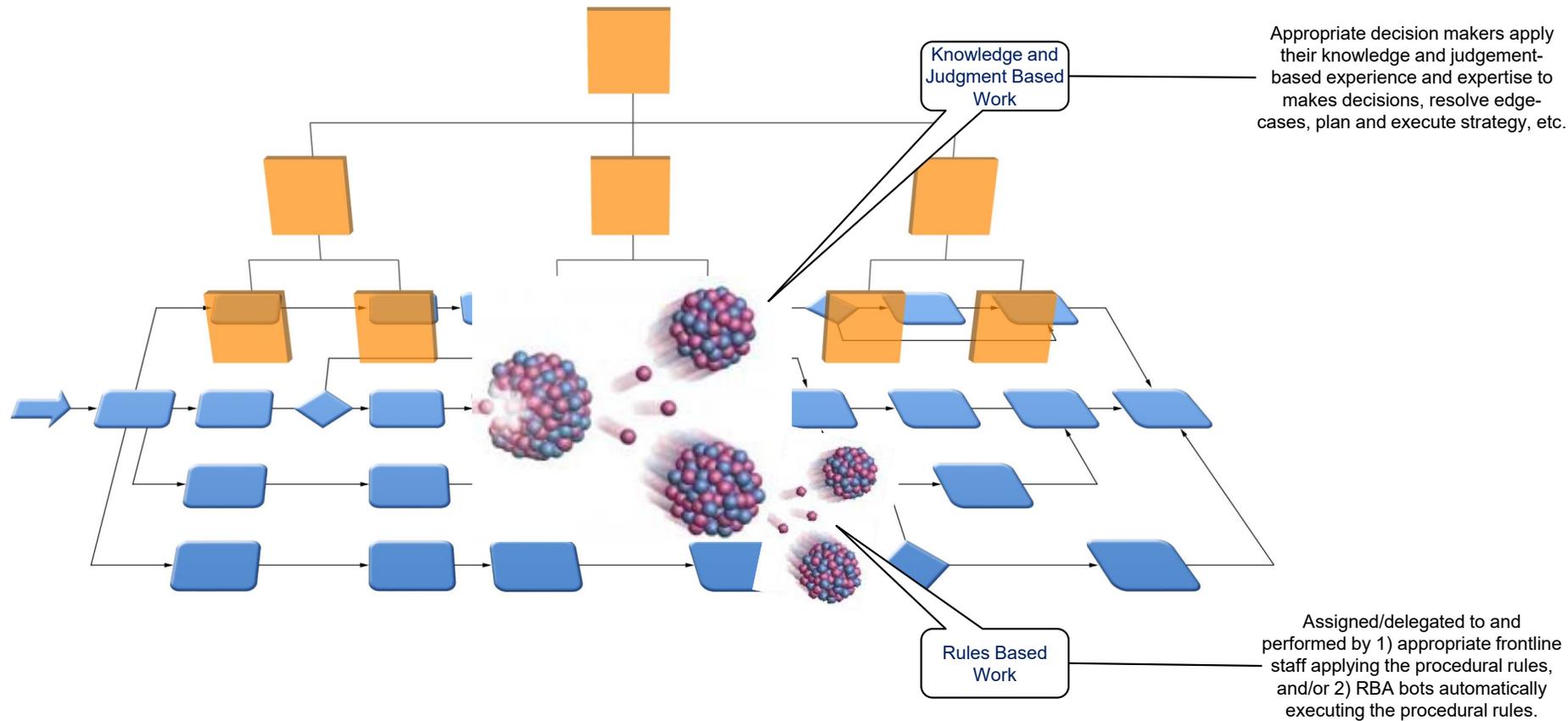
Business process work activities (the blue rectangles) include a mixture of mechanical rules-based tasks and knowledge and judgment-based tasks at various proportions.

Hands-on work activities (e.g., Create Account, Enter Order, Check Credit, Create Invoice, etc.) have a higher proportion of mechanical rules-based procedural tasks than decision related work activities (e.g., Approve/Deny Loan, Contract, Claim, etc.) that have a higher proportion of knowledge and judgment-based tasks.

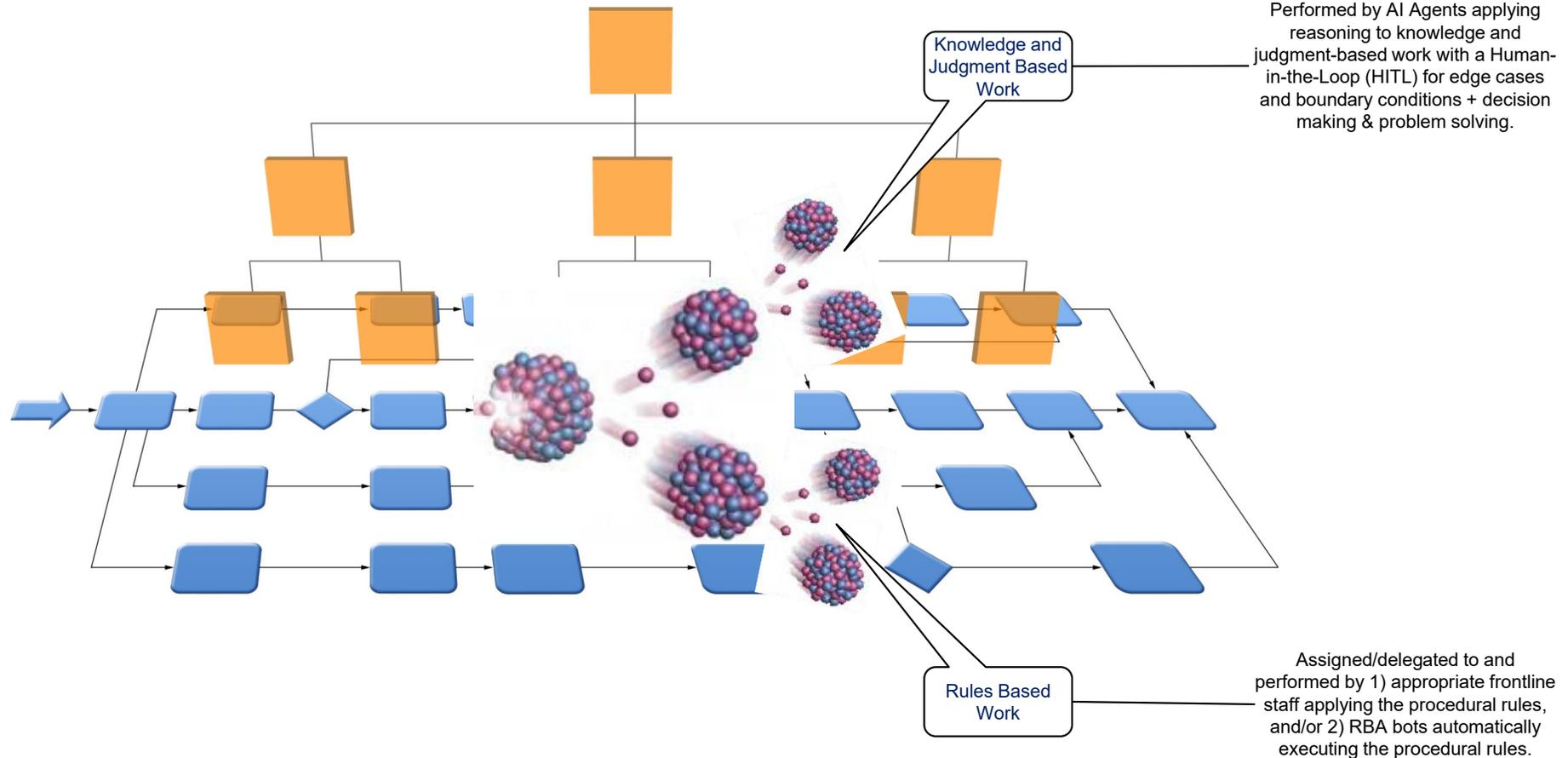
# Splitting The Atom of Work Activities



# The Impact of RPA on Splitting The Atom of Work Activities



# The Impact of Agentic AI and AI Agents On Splitting The Atom of Work Activities



## STRATEGIC TAKEAWAY 1

### Where Traditional Automation Hits Its Ceiling

Recalibrate expectations from incremental efficiency to the step-change improvements in speed, quality, and resilience that agent-enabled processes deliver.

- The Diminishing Returns of Rule-Based Automation
- The Exception Handling Tax on Enterprise Operations
- Speed Gains Are Non-Linear When Decision Latency Is Removed
- Quality Improvements Through Consistency of Judgment, Not Just Consistency of Execution
- Resilience Means Processes That Adapt Rather Than Break

## STRATEGIC TAKEAWAY 2

### Agentic AI as an Enterprise Transformation Capability, Not a Technology Project

Articulate to your leadership team why Agentic AI is an enterprise transformation capability, not a technology project - and what that distinction means for investment and sponsorship.

- Technology Projects Deliver Features; Transformation Capabilities Restructure How the Enterprise Operates
- The Investment Profile Must Reflect Organizational Change, Not Just Platform Licensing
- Sponsorship Must Come from the Business, Not from IT Alone
- Governance Must Be Designed Before Deployment, Not Retrofitted After Incidents
- The Success Metric Is Operating Model Improvement, Not Agent Deployment Count
- Scaling Requires an Enterprise Roadmap, Not a Collection of Departmental Pilots

## STRATEGIC TAKEAWAY 3

### Decision Logic, Process Structure, and Data Confidence Must Be Defined Together

Understand why these three elements must be defined together before your first agent is built - and what breaks when they're not.

- Decision Logic Is the Blueprint That Most Organizations Skip
- Process Structure Determines What an Agent Can See, Decide, and Do
- Data Confidence Is the Constraint That Determines Agent Autonomy Levels
- Decision Logic, Process Structure, and Data Confidence Are Interdependent - Defining Them in Isolation Creates Structural Gaps
- What Breaks - The Failure Cascade When These Three Elements Are Missing

## STRATEGIC TAKEAWAY 4

### The Shift from Task-Flow to Decision-Flow Process Design

Recognize the critical shift from task-flow to decision-flow process design - and why this single change determines whether AI agents can adapt dynamically or simply follow static paths.

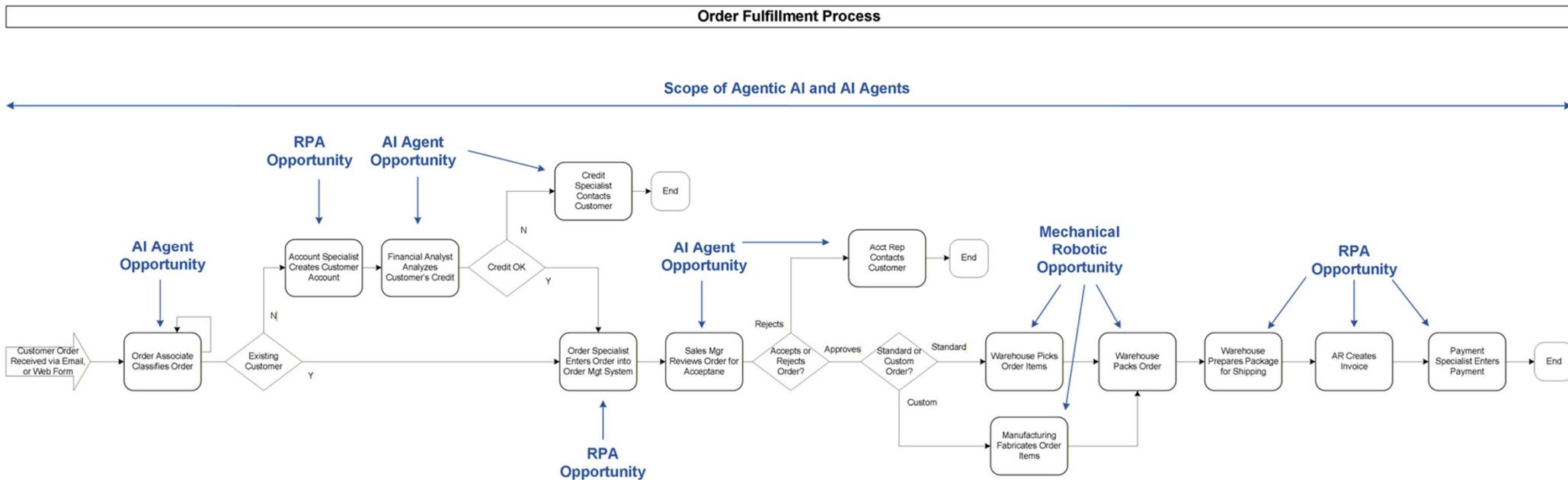
- Task-Flow Design Is the Legacy Mental Model That Constrains Agent Capability
- Decision-Flow Design Organizes Processes Around the Decisions That Create Value
- Static Paths Produce Predictable Failures in Dynamic Business Environments
- Decision-Flow Design Makes Human Oversight Strategic Rather Than Operational
- This Design Shift Is a Prerequisite, Not a Parallel Workstream

# Why Agentic AI Redefines Business Process Transformation

## Recap of The Four Strategic Takeaways From This Briefing

- Where Traditional Automation Hits Its Ceiling
- Agentic AI as an Enterprise Transformation Capability, Not a Technology Project
- Decision Logic, Process Structure, and Data Confidence Must be Defined Together
- The Shift from Task-Flow to Decision-Flow Process Design

# Evolution of Process Automation



# Why Agentic AI Redefines Business Process Transformation

## **ALL PARTICIPANTS RECEIVE (soon)**

- A link to the video recording
- The slide deck
- The full Q&A

Agentic AI Training & Consulting  
Contact: [cgalloway@inteqgroup.com](mailto:cgalloway@inteqgroup.com)

The Slide is Purposely Blank