

# Managing complexity and accelerating growth with Agentic AI

In an increasingly intricate operational landscape, Agentic AI is the strategic lever for performance improvement, thanks to its ability to act proactively and autonomously coordinate processes that support diverse business needs.

**Business processes are becoming increasingly complex and spread** across multiple systems, channels, and stakeholders. **Data fragmentation** makes information harder to access, while **many activities remain manual and prone to errors**. **Agentic AI** tackles these challenges by integrating and orchestrating heterogeneous data in real time and automating operational tasks to **enhance efficiency and productivity**, all while complying with security policies.

## Key trends

60%

of enterprise AI investments will be directed toward autonomous decision-making systems by 2027

1/3

of enterprise software applications will include AI agents by 2028

15%

of everyday operational decisions will be made autonomously by AI agents within the next 3 years

THE DISPLAYED DATA REPRESENT OUR PROCESSING OF DATA FROM MULTIPLE SOURCES.

Our Agentic AI offering supports clients on hyperscaler platforms or on Eng’s proprietary technology.

→ **Agent Studio is Eng's no-code platform for designing, orchestrating, and managing AI agents.**

## Agent Studio

Agent Studio enables organizations to adopt Agentic AI easily and securely. It offers **maximum flexibility in choosing the deployment environment and LLMs** to integrate.

In managed mode, we provide end-to-end support to create and manage agents, while in unmanaged mode, clients can develop them on their own.

## Key Features

- ⊕ No-code development and simplified agent orchestration
- ⊕ Interoperability (Agent2Agent and MCP protocols)
- ⊕ AI sovereignty with deployment in Private Cloud/On-Premise and native EngGPT integration
- ⊕ Option to integrate proprietary LLMs or best-of-breed LLMs from the market

## Hyperscalers’ Agentic AI Platforms

We offer an end-to-end approach that starts with defining the practical use cases and designing the solution architecture and the systems involved. We build multi-agent systems on the customer’s preferred hyperscaler platform, integrating the necessary data sources and LLMs, and deploying everything in the Public Cloud. Our proposition also includes full management and maintenance services, activated according to the customer’s needs.

## Agentic AI Use Cases

### Event Planner

Optimized planning and dynamic management of corporate resources to ensure availability and operational efficiency.

### Service Desk

End-to-end ticket management, from opening and classification to resolution, to reduce turnaround times and operational workload.

### Software Development

Requirements analysis, code generation or review, and integration into DevOps pipelines for fast delivery and high-quality code.

### HR Assistant

Support in CVs screening, interview scheduling, and onboarding management to make HR processes smoother and more effective.

## Our Approach

In Eng, we have been investing in and working in the field of artificial intelligence for **over 30 years**, and today we support clients in managing Generative and Agentic AI projects. We offer services ranging from advisory to the implementation of multi-agent systems, as well as full lifecycle management of agents, with **tailored solutions** for each industry and a **results-driven approach**. Our **R&I team** contributes to advancing the group’s technological activities, leveraging collaborations at the European level.

450+  
AI& DATA  
ANALYTICS  
PROFESSIONALS

20+  
PARTNERSHIPS  
AND ACADEMIC  
COLLABORATIONS

150+  
CLIENTS

## Our Toolbox

