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ARTICLE

Accelerating Agentic AI Adoption in the Age of Low-Code Automation

JULY 11, 2025 | A POARCH CREEK INDIAN COMPANY

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HOW ORGANIZATIONS CAN ACCELERATE AGENTIC AI ADOPTION IN THE AGE OF LOW-CODE AUTOMATION

Government agencies face unprecedented pressure to deliver more with less—streamlining operations, accelerating service delivery, and sustaining mission-critical performance on constrained budgets and workforce. Low-code platforms embedded with agentic artificial intelligence (AI) offer a breakthrough solution: enabling agencies to automate complex, multi-departmental processes that once required weeks of manual coordination, while reducing operational costs by up to 30%[1]. By deploying intelligent agents that reason and collaborate seamlessly across existing systems, agencies gain the agility and efficiency demanded by both leadership and citizens—without the risks and costs of large-scale IT modernization.

Agentic AI refers to AI systems that use "reasoning and iterative planning" to solve complex problems autonomously by ingesting large amounts of data from multiple sources to independently analyze problems, formulate strategies, and execute tasks[2]. Low-code platforms and commercial-off-the-shelf (COTS) products are rapidly incorporating agentic AI, allowing organizations to integrate and scale across tools and capabilities in a safe, fast, and cost-effective manner. Over 42% of companies that adopted AI reported cost reductions and 59% reported revenue increases from these initiatives[3]. Many leading low-code, automation/Robotic Process Automation (RPA) platforms are already embedding off-the-shelf agentic capabilities into their ecosystems to enable autonomy. Whether it's low-code solutions handling customer intake, RPA bots managing data entry, or backend systems running core business operations, capabilities like agent-to-agent orchestration enable AI systems across platforms to work together seamlessly, driving smarter, end-to-end automation.

Organizations looking to optimize business or mission critical operations with agentic AI should plan strategically and consider these tenets when adopting AI into their organizations responsibly and at-scale.

ALIGNING AI STRATEGY TO BUSINESS VALUE

Whether your organization is deploying a custom AI agent or pre-built AI capability, a well-defined use case with measurable impact is fundamental to the realization of business value. Many business processes stand to benefit from AI transformation but need to be balanced with a practical approach to AI investments, existing effective tooling, and realistic scoping with clear key performance indicators (KPIs). Assess the specific outcomes your organization

is trying to improve, such as partially or fully automating decision-intensive, fragmented, or overburdened processes and whether there are existing effective tools or off-the-shelf capabilities that can be leveraged rather than building from scratch. Create KPIs that align with these desired outcomes including time saved, speed to decision, or increased accuracy. Ensure these metrics can be tracked with traceability. According to ICF, the adoption of AI within a large health agency transformed the ability to analyze vast amounts of data to identify insights that previously took months to perform to mere hours[4].

REIMAGINE WORKFLOWS TO ORCHESTRATE FOR COLLABORATION

Organizations need to rethink their enterprise operations and how the flow of work is accomplished end-to-end. Prior automation strategies focused on isolated tasks in specific back-office functions of a single department. However, leveraging agentic automation helps organizations redesign cross-function workflows to achieve an optimized workflow and reduce time to complete the process. Rather than developing rigid hardcoded steps in silos, more collaborative and adaptive flows can be built that are typically triaged by several departments within an organization.

When using agentic AI, an organization must shift its focus to designing a more modular agent-to-agent orchestration that can share context, coordinate, and interoperate seamlessly. For instance, the workflow to process an invoice can span multiple teams from accounts payable, purchasing/receiving departments, and an approval hierarchy within the organization prior to making a payment. With intentional design, user feedback, and cross-department orchestration, an agent receives and classifies an incoming invoice, a second agent processes the document and verifies accuracy against existing purchase orders/delivery receipts, a third agent updates the invoice processing system that triggers standard approval process, and a fourth agent updates the enterprise resource planning (ERP) system for budgeting and forecast reporting.

According to Gartner, the shift to “hyper automation” is powered by intelligent agents working across platforms and systems[5]. Low-code platforms with built-in agentic tools and capabilities support the ability to design and orchestrate optimized dynamic workflows where tasks are delegated, escalated, or chained across agents[6]. Organizations looking to maximize the impact of their AI investments, must do the same.

DESIGN AGENTIC WORKFLOWS WITH BOUNDARIES

Whether customizing AI models or using a low-code flow designer, defining the goals, bounds of task ownership, and when an agent is to act on its own is critical to balancing autonomy, safety, trust, and accountability of the agentic system. Agents are goal-directed with ability to act using contextual background and tools but should operate in a structured design. The concept of "controlled autonomy" is a pragmatic approach to allowing agents to act independently yet employ a human-in-the-loop for escalations and exceptions[7]. Organizations should set the boundaries by clearly defining rules for escalation, exception cases that need manual approval, acceptable confidence thresholds to take action, and feedback loops to adjust behaviors as inputs change. For example, agents can access and extract data for analysis and deliver a report but cannot update the ERP system without human oversight.

This approach is aligned with National Institute of Standards and Technology (NIST) AI Risk Management Framework (RMF) which advocates for managing risks in AI systems using contextual understanding and human oversight where appropriate[8]. Designing agents to behave within the context of your operational goals, risk tolerance, and defined boundaries is one of the key components to promoting a safe and trustworthy agentic system aligned to meet your business objectives and AI investments.

ENSURE DATA AND INFRASTRUCTURE READINESS

The foundation of any AI system is accessible, secure, and structured quality data. In many leading low-code platforms and enterprise solutions, integrated tools and workflows can be leveraged to connect disparate sources of enterprise data to AI systems acting as a digital data fabric. This eases the burden of connecting and transforming data across systems into a unified open platform for AI agents and workflows to access secure data in real-time[9]. Broad data exposure on a unified platform leads to faster decision-making, increased efficiency, and more intelligent workflows. Consider your data and infrastructure readiness to adopt AI by assessing such questions around is data siloed or integrated, are systems built modularly to support integration of tools and data, and can agents leverage available interfaces or application programming interfaces (APIs) for efficient interaction of business processes and systems.

INCORPORATE RESPONSIBLE AI GOVERNANCE

Incorporating a formal governance process that monitors AI behaviors, risks, development lifecycle, incidents, and performance of AI systems is a critical pillar to ensure an organization continually assesses the accuracy and accountability of the ecosystem[10]. Many low-code and automation platforms include capabilities that enhance an organization's governance process such as auditing, event logging, role-based permissions, and testable agent

behaviors. These capabilities need to be configured, managed, and governed cross-functionally to prevent unintended consequences in safety, accuracy, security, trustworthiness, and bias. As agentic systems evolve, there is a need for robust monitoring, transparency, and risk management to mitigate AI-related risks over time such as goal drift and hallucinations to prevent the system deviating from intended objectives[8]. This includes being able to audit every action an agent takes, real-time monitoring and alerts, transparency in tracing the agent's decision and actions, and testing agent behaviors continuously in an agile cycle for compliance.

The International Organization for Standardization/International Electrotechnical Commission (ISO/IEC) 42001 standard emphasizes the need for AI management systems that align with organizational policies and ethical expectations. For agentic use cases, organizations must incorporate a robust governance process—enabling observability, explainability, security, and fail-safe control mechanisms appropriate to their industry-specific sector[10].

MANAGE CHANGE ACROSS BUSINESS AND TECHNICAL STAKEHOLDERS

The adoption of agentic AI tools and capabilities requires an organization-wide change transformation effort that includes training, upskilling, and establishing tailored operating models. Organizations should consider establishing and identifying the interrelationship between varying business/technical roles, departments, and agentic workflows. Not only is it important to embed adoption into organizational culture and operations but it is imperative to upskill teams to be competent in AI for successful implementation. Staff remain the critical driver for oversight and must learn how to supervise intelligent agents, collaborate with agentic systems across workflows, and manually intervene or override agents in edge cases or incidents.

According to Gartner's AI Maturity Model, organizations successful in AI adoption develop and train their workforce in AI fluency, manage change throughout the organization, and establish clear operating models within the organization[11].

ACCELERATE AI ADOPTION TO OUTPERFORM

The convergence of low-code platforms and agentic AI represents the most significant automation opportunity in decades—but only for organizations that approach it with strategic intent and disciplined execution. With the right expertise and a proven framework, your organization can harness this transformative technology to not only optimize operations but redefine what's possible.

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ABOUT PCI GOVERNMENT SERVICES

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PCI-GS helps customers maximize their enterprise automation and AI investments in a way that's practical, scalable, and aligned to organizational needs and budgets. To learn more, follow us on LinkedIn @pcigs or visit PCI-GS.COM.

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APPENDIX: REFERENCES

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