avanade

Do what matters

Open the door to AI and agentic innovation with low-code

Unlocking the AI opportunity for midsized organizations with low-code technology

The future of innovation

Accelerating innovation and unlocking process efficiency are critical for businesses to keep pace with a fast-moving market. But many organizations are being held back by inflexible, legacy technology and overstretched IT resources. Low-code tools empower organizations to elevate their digital competencies and accelerate their journey to AI impact to better support teams and drive the business value needed to both survive and thrive in a competitive landscape.

Enter the new era of agentic AI

As AI capabilities advance, a new wave of systems is emerging: Agentic AI - digital assistants that can autonomously carry out complex tasks while keeping humans in the loop. These agentic AI solutions can:

Unleash innovation

Freeing your teams from repetitive tasks to focus on creative, strategic work

Enhance decision-making

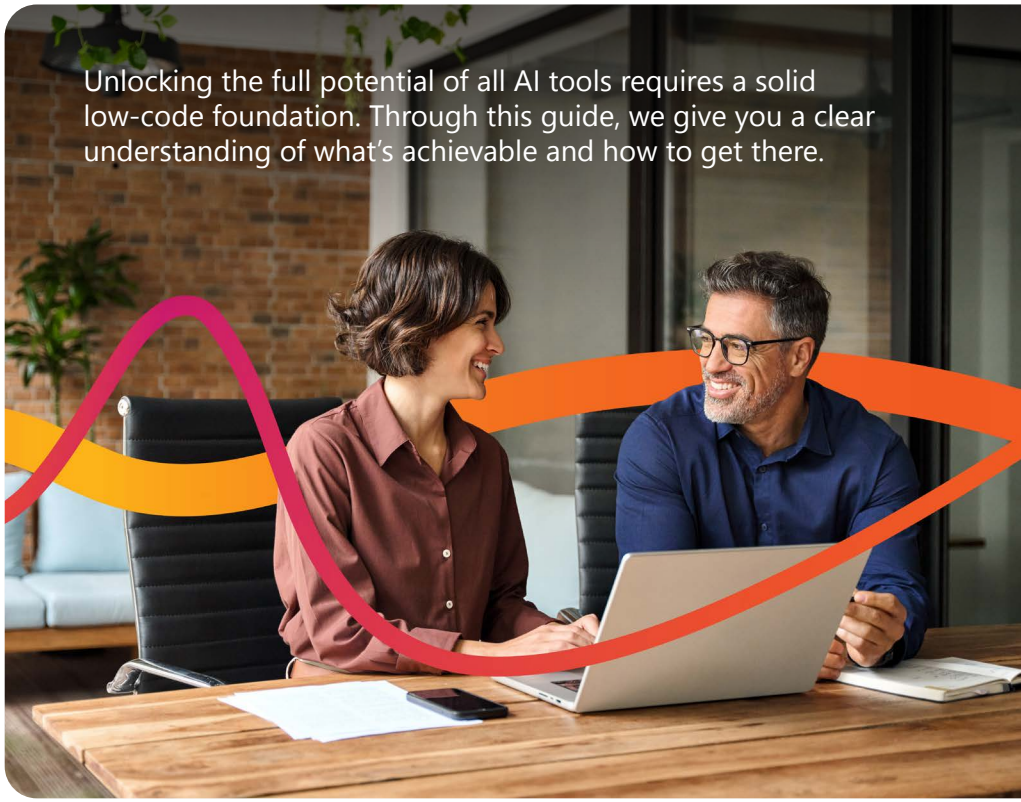
Leveraging real-time data analysis and predictive insights

Optimize operations

Streamlining end-to-end processes with intelligent automation

Foster collaboration

Bridging the gap between human expertise and AI capabilities



Transforming investment into impact

AI solutions are being rapidly expanded across sectors from manufacturing to retail, financial services to healthcare. A recent McKinsey Global Survey found that **78%** of organizations use AI in at least one business function. However, despite recognizing the need for AI tools, many are not achieving the maximum return on their technology investments.

Why? Because they're failing to recognize low-code as an essential foundation for successful process transformation and innovation with AI. And it will be pivotal for success as we look to a future with new agentic AI.

87%
agree low code is the catalyst for accelerating the business impact of AI[1]

By 2029,
agentic AI will autonomously resolve 80% of common customer service issues without human intervention, leading to a 30% reduction in operational costs

Gartner 2025

15%
of day-to-day work decisions will be made autonomously through agentic AI by 2028

Up from zero
in 2024

Gartner, Top Strategic Technology Trends for 2025: Agentic AI

Early adopters of agentic AI stand to gain significant operational advantages and will be best placed to meet changing customer expectations for AI agent-enhanced experiences.

avanade

[1] Avanade Trendlines research, 2024

Aligning human value with technological innovation

Unlocking innovation and AI at speed

Low-code reduces the burden on developers, enabling all employees to innovate and experiment with seamlessly connected data, integrations and scalable access to AI.

Through it, teams access high-value solutions without the bottleneck of IT resource, empowering them to move from idea to execution faster, accelerating time to market and reducing costs.

Maximizing value and accelerating delivery

Low-code works alongside existing systems, helping teams get more value from current technology investments without needing to rip and replace.

It allows business users to build solutions, strengthening collaboration with IT, and reducing reliance on overburdened technical teams. The outcome is faster problem resolution, higher ROI on IT spend and reduced shadow IT.

Driving efficiency and agility affordably

Low-code simplifies and centralizes processes, reducing manual errors and freeing up time for higher-value work.

By enabling automated, integrated workflows, businesses can eliminate redundant tasks and accelerate innovation without heavy costs or reliance on IT. The result: greater efficiency, reduced risk and a stronger bottom line.

Agentic AI explained

Agentic AI represents the next evolution of artificial intelligence, moving beyond passive responses to take meaningful, outcome-driven actions. Unlike traditional AI, which automates repetitive tasks based on user prompts, or generative AI, which creates content using large language models and vast datasets, agentic AI is designed to anticipate needs and act autonomously within human-defined goals.

Think of it as the shift from a helpful assistant waiting for instructions to a proactive teammate working toward shared objectives. At its simplest, agentic AI starts with Assistive Agents, semi-autonomous tools triggered by human input to complete specific actions, such as scheduling meetings or sending emails. While these agents still rely on human oversight, more advanced Autonomous Agents take a broader role, managing complex workflows while keeping users in control of strategic decisions.

This structured, agent-based approach opens new possibilities for efficiency, allowing businesses to scale smarter, faster and with greater confidence in AI's operational value.

avanade

avanade

The art of the possible with multi-agentic architecture

With AI agents, the art of the possible truly expands when a structured, multi-agentic architecture is in place.

The architecture unifies three key agent types, each playing a distinct role while working in seamless coordination. Imagine the make-up of a soccer team:

Utility Agents are like the players on a pitch, executing foundational tasks with speed and accuracy

Super Agents act as the coach that shapes the strategies, directing how the Utility Agents' tasks are carried out

Orchestrator Agents are the referee in the match, overseeing the entire system, ensuring compliance with human-defined rules and managing task flow. In some cases, they will bypass the Super Agents to interact directly with Utility Agents

This structured collaboration enables greater efficiency, adaptability and scalability across even the most complex business workflows.

Where can agentic AI change the game in your business?

By democratizing access to agentic AI, low-code platforms such as Microsoft Power Platform enable businesses to realize four powerful benefits.

Unleashed innovation

Agentic systems learn, adapt and collaborate, laying the groundwork for continuous innovation. By enabling organizations to move beyond pilots and experimentation, they make it possible to scale generative AI across the organization.

Optimized operations

Agentic AI automates routine tasks to optimize even the most complex workflows. By streamlining operations, it enhances efficiency and drives significant cost savings. Its capacity to manage complexity and process multi-modal data makes it a powerful tool.

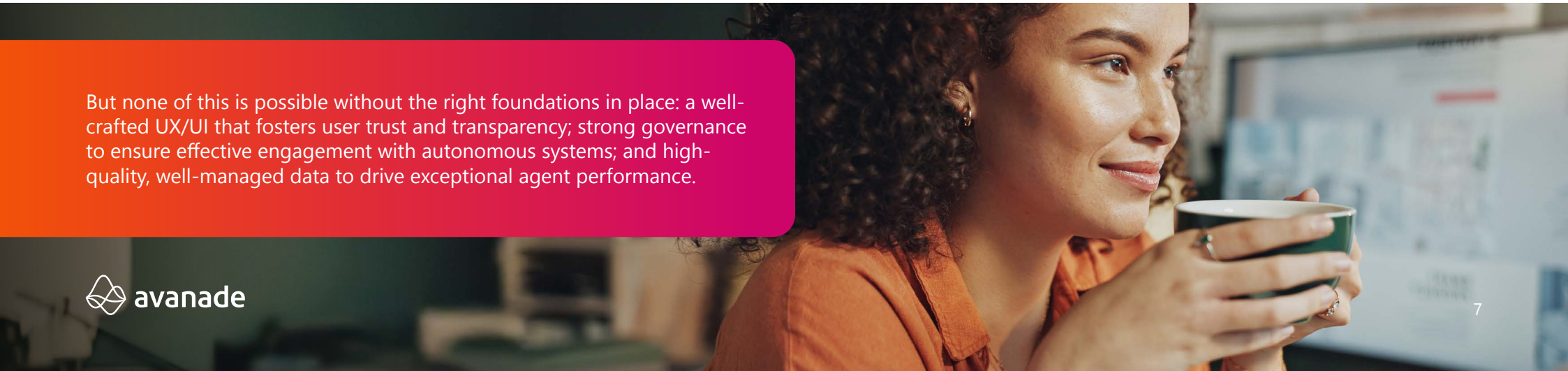
Enhanced decision-making

AI agents with vast knowledge and advanced reasoning empower organizations to make data-driven decisions with greater confidence. By efficiently processing massive data volumes, they enable informed choices while helping to reduce risk.

Increased collaboration

Agentic ecosystems enable seamless collaboration between humans and AI, leveraging the strengths of both to achieve shared goals. This synergy drives collective intelligence and unlocks greater potential across teams and technologies.

But none of this is possible without the right foundations in place: a well-crafted UX/UI that fosters user trust and transparency; strong governance to ensure effective engagement with autonomous systems; and high-quality, well-managed data to drive exceptional agent performance.



Real-world applications of agentic AI

Whether it's empowering sales teams or fast-tracking customer queries with intelligent automation, the possibilities with agentic AI are vast. To bring its capabilities to life, here's how we helped a mid-market retail chain implement agentic AI for end-to-end supply chain optimization.

Our client's challenge

- Operating in 200+ locations across multiple countries
- A complex, multi-node supply chain
- Unpredictable demand shifts and manual planning
- Millions lost annually in over or under stocking

Avanade's agentic AI solution

- **Hierarchical Agent Framework** to create an autonomous, self-optimizing system
- **Predictive Agents** for analyzing patterns, trends, events and market conditions
- **Optimization Agents** that adjust inventory levels, reorder points and shipping routes
- **Communication Agents** providing proactive updates to stores and customers

The real business impact

59% reduction in stockouts

43% decrease in overstock carrying costs

91% forecast accuracy improvement (up from 74%)

4.5x increase in planner productivity

13% reduction in logistics costs

12% reduction in CO_2 emissions

Empowering every organization with agentic AI

Agentic AI isn't just for large enterprise organizations, and doesn't necessarily require huge budgets or specialist teams. Microsoft's pay-as-you-go-model makes it accessible to midsize businesses with as few as 10 users.

There are three pathways to implementation, with Microsoft Power Platform the primary route to success. Its low-code foundation lets you start quickly with Microsoft Copilot Studio, then seamlessly scale to the full capabilities and impact of Azure AI Foundry when the time is right for your business. With low-code and pro-code blends, business users and technologists with less technical expertise can accelerate application development and AI adoption, while data scientists and developers are empowered and enabled to build complex, agentic AI workflows.

Pathway 1: Microsoft 365 Copilot
(Microsoft Office integration)

Best for:

Immediate deployment, knowledge work enhancement and leveraging existing Microsoft 365 investment

Use cases:

Document analysis, content generation, meeting summaries, data insights and enterprise search

Pathway 2: Microsoft Power Platform
(Low-Code/No-Code Approach)

Best for:

Business users and technologists, rapid prototyping and departmental solutions, and data scientists and developers

Use cases:

Customer service chatbots, internal help desks, document processing and approval workflows

Pathway 3: Azure AI Foundry
(Fusion development: No-code/Low-code and Pro-code)

Best for:

Custom solutions, complex integration and developer-led projects, and wider organizational teams

Use cases:

Complex business process automation, advanced analytics and custom AI models

Governance: A critical success factor

Agentic AI is powerful and full of opportunities. But to fully harness its capabilities, robust, enterprise-grade governance procedures are vital to achieve the desired business outcomes. These guardrails prevent issues from arising before they have a chance to scale across your organization.

Data quality

Successful agent implementation depends directly on the quality of data—poor data results in poor recommendations and outcomes. Prioritizing data governance ensures clean, accessible and secure data for the agents to work from.

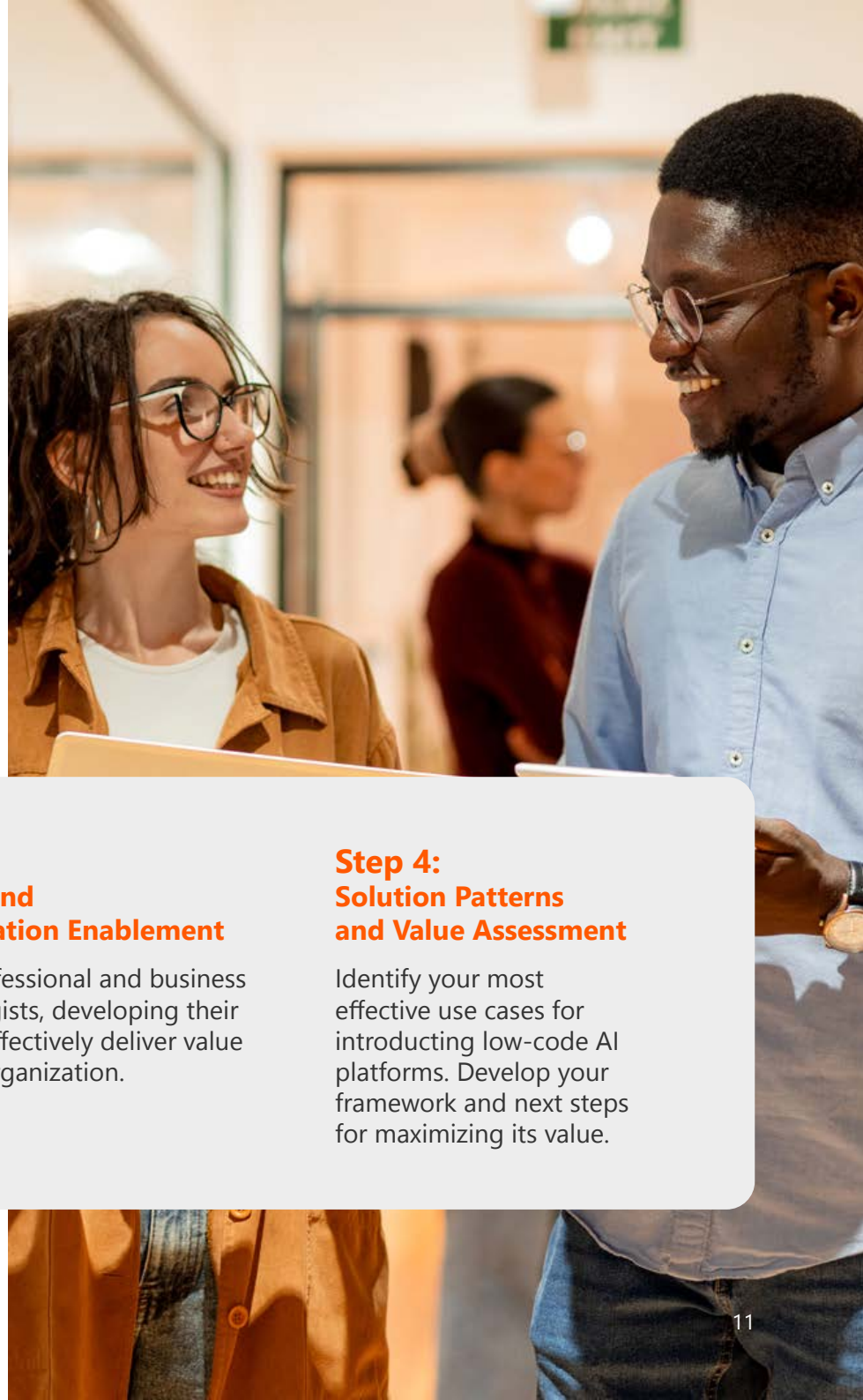
Security

All organizations have sensitive information that shouldn't be accessible to every employee. Without proper role-based security in place, agentic AI systems risk exposing confidential data to unauthorized users.

Avanade's Low-code Governance with AI Evaluation: Laying the foundations for agentic AI impact

Getting started with agentic AI is easier than you think – all you need is the right partner to help you create a blueprint for success.

Avanade's Low-code Governance with AI Evaluation helps you establish the governance and operational strategy needed to implement and scale agentic AI with confidence. Over just two weeks, we identify key impact areas, define a high-level governance strategy, and deliver an actionable roadmap for deployment, adoption and growth.



Step 1:
Strategic Alignment

Workshop to understand your strategic objective for Low-code/ No-code and AI, and alignment with your value measurement goals

Step 2:
Governance and Operating Model

Join an Operating Model workshop, aimed to identify key stakeholders and processes, and aligning your strategy to them.

Step 3:
People and Organization Enablement

Grow professional and business technologists, developing their skills to effectively deliver value to your organization.

Step 4:
Solution Patterns and Value Assessment

Identify your most effective use cases for introducting low-code AI platforms. Develop your framework and next steps for maximizing its value.

avanade

Shape your future with low-code and AI

Avanade helps clients accelerate growth and unlock business potential by leveraging low-code, automation, AI and agents. We empower organizations to become more efficient, agile and innovative, enabling faster market entry, business user technology solutions and stronger IT-business relationships, despite growing demands on IT and limited resources.

Contact us to bring the benefits of low-code and AI to your organization.

Contact us

Avanade is the world's leading expert on Microsoft. Trusted by over 5,000 clients worldwide, we deliver AI-driven solutions that unlock the full potential of people and technology, optimize operations, foster innovation and drive growth.As Microsoft's Global SI Partner we combine global scale with local expertise in AI, cloud, data analytics, cybersecurity, and ERP to design solutions that prioritize people and drive meaningful impact.We champion diversity, inclusion, and sustainability, ensuring our work benefits society and business. Learn more at **www.avanade.com**

©2025 Avanade Inc. All rights reserved. The Avanade name and logo are registered trademarks in the U.S. and other countries. Other brand and product names are trademarks of their respective owners.

Do what matters