Re(AI)magine Conversations

Agentic AI: From Hype to Impact

Nishitt Chandrra and Ben Sekhon

Nishitt Chandrra: Hello everyone. Welcome to another episode of Reimagined Conversations. The show where we dive into how artificial intelligence is reshaping the Enterprise. Today's episode brings you real stories from leaders and innovators who are driving meaningful change. I'm your host Nishitt, EMEA Service Lines Head for Persistent, and I'm thrilled to have you with us today.

Joining me today is Ben Sekhon. He's the UK country head at OutSystems. Ben brings a wealth of experience in helping enterprises leverage OutSystems for transformation projects, and he'll share insights on how organizations are embracing agent AI to unlock real business value.
Hi, Ben. How are you?

Ben Sekhon: Hi, Nishitt. Great to see you. I'm very well, thank you.

Nishitt Chandrra: Uh, Ben, would you like to introduce yourself?

Ben Sekhon: Yeah, sure. I'm Ben Sekhon, I'm the VP and country manager for Route Systems in the UK. I'm responsible for all of our revenue and go-to-market operations.

Nishitt Chandrra: Thank you, Ben. Moving forward, today we are diving into one of the most exciting and disruptive topics in enterprise technology. And that is everything to do with how enterprises unlock real value with Agentic AI.

Now this is not just another buzzword, agentic AI is redefining how businesses operate, innovate and deliver outcomes. And it's changing the game for organizations that want to move fast and stay competitive.

Now, AI has dominated headlines for years, right? But most enterprises are still asking the same question. How do we move from hype to tangible impact? That's where Agentic AI comes in. It's about intelligent agents that don't just predict; they act the reason, and they collaborate to drive measurable business results.

This is the next evolution of AI and it's happening now. Ben, I'd like to understand more about whether and how or what are you hearing from your clients?

Ben Sekhon: Yeah, Nishitt, so thank you for the opening remarks. I think it's a very similar story actually. We've seen automation move from scripts and RPA to intelligent automation, and now it's shifting to agentic AI.

I think AI agents that sort of understand goals, they make decisions. Take actions across multiple systems to complete multi-step workflows. In the past, we had rule-based automation. But now we're blending LLM reasoning orchestration tools, APIs, and human-in-the-loop or human oversight to handle unstructured judgment-based tasks.

This is where OutSystems can help. We're the trusted AI-powered low-code platform for building, securing and evolving enterprise applications. We enable teams to rapidly create AI-driven apps and agents that improve efficiency, revenue and customer impact, delivering mission critical software up to 10x faster.

And that's deployable speed 10x faster without compromising security governance. Or performance! All of those sort of non-functional requirements that are really important to business leaders. So Nishitt, what are you seeing in the boardroom? What's separating leaders from laggards?

Nishitt Chandrra: Thank you, Ben. Thanks for setting the stage. So well, let's build on that and talk about something which every enterprise leader is currently thinking about. How do some organizations succeed, while others struggle to move beyond pilots?

We've heard that AI is everywhere. In fact, I was reading a book which mentioned that origination of AI is not recent. It was almost there for last 50 years, right? But the speed of technology development in the last few years has been phenomenal. Today, every boardroom conversation, every tech roadmap that you see, there is AI, right?

But very few enterprises are seeing real sustained value. If you were to refer to the recently published MIT survey, almost 95% of the clients that MIT interview was also not very satisfied. Most of them are stuck in what I call as the POC track, lot of experimentations with little production impact. Basis, what we have seen from our clients and the execs that I personally meet there today, its difference comes down to the five bullet points.

One is speed to value. Are you really entering into this with a doubt whether it'll work? Or are you entering it, embracing that? Yes, the options are limited basis on what we can do.

The second one is, are we considering it only as an IT project or are we looking at it as a complete business transformation? I think GPT or General Purpose Technology, which is AI, is not limited to just it, but it can completely transform the end-to-end business.

Executive sponsorship is something which is very critical. Platform choice. And that's where our partners like OutSystems are critical. That becomes very, very critical.

And last but not the least strategic approach. Customers who lead and win are the ones who treat AI as a core capability. They don't treat that as a side project.

Right. But you know, here's the hard truth. Even if we know all of this, why is it that these are not shaping up? Right? Some of the blockers that we have seen, and this could be interesting to some of our clients who are listening today about how they can get their pilots more into production is data is the oil.

For AI to be successful, the data readiness has to be sorted. Enterprise today still struggle with fragmented data across silos, whereas agentic AI needs unified real-time data to reason and act effectively. So, please look at your data readiness, governance and compliance. This is one thing which is very, very critical right now.

Everyone is focusing on the effectiveness part, but people need to look at the governance and the compliance part as it scales. New risks, new security and even the biases might come out. So, you need to really be virtual about that.

And the last is the integration complexity. AI doesn't work in isolation. Take any business process, source to cache or any other business process. It won't be one single tool that the user is using. It'll be a whole cross-functional set of multiple tools.

So, AI doesn't live in isolation. It has to work across legacy systems, cloud environment, and modern apps. Integration, complexity should never be underestimated. Ben, what are your thoughts?

Ben Sekhon: Um, no, thank you for that. That's really insightful and I completely agree.

At OutSystems we've done some similar research and our research shows that roughly less than 10% of AI pilots are successful. And there's several key reasons for that.

So, firstly, they lack proper foundations. No platform to handle security, scalability, and governance. And just building upon what you said, we find that they often start with, let's test an agent instead of a real business problem and KPI, which just results in toy demos, rather than reliable autonomous workflows. So, in most POCs, we find just measure demo success, but not business metrics that business leaders need in order to justify an investment to move ahead.

We also see that a single LLM-driven deployment is relatively easy, but a multi-agent system with orchestration guard rails, logging and routing is really hard. And most POC skip this. They skip workflows, tools, integrations, exception handling via human-in-the-loop.

And without this, POCs can't scale beyond that sort of demo phase. We're advising customers to start with process intelligence, not just brainstorming. Identify where humans do repetitive tasks, steps that span multiple systems. Long wait times exist and there's a high cost to serve, and there's typically four characteristics that favor agentic AI.

So, unstructured data inputs like emails, inbound documents, multi-step workflows, judgment calls for approvals and classifications and large queues. And then involve business stakeholders early. Quantify the value before building, test a gen suitability on a micro level and early with enterprise constraints such as the security, compliance, and regulatory fit.

Are you seeing this too? Are you seeing this shift to embed AI in core business strategies in your initiatives?

Nishitt Chandrra: Absolutely. Bang on Ben! Technology is only half the story. The real differentiator is how organizations are taking those inputs, the possibility which AI can deliver and use that for their business benefits.

Interestingly, at Persistent, we've embraced the philosophy and built solutions that show what agentic AI can do in the real world. Let me share two examples, both powered by OutSystems and leveraging agentic principles.

First, let's talk about agent AssistX, our paradigm shifting platform for contact centre management. AssistX isn't just about automation. It's built on the principles of agentic AI, which means it doesn't just respond, it acts reasons and collaborates to deliver outcomes autonomously. Some of the things which make AssistX unique are it embeds Generative AI and LLMs directly into workflows. Which means agentic AI is calling the process directly.

Alternatively, the process itself, which has been created in OutSystems, can also invoke the Generative AI agent. It embeds cross technology orchestration, creating a seamless experience where agents, both human and AI can work together. It introduces intelligent decision-making capabilities, so the system can interpret customer intent, plan next steps and execute actions without constant human intervention. And it all keeps human-in-the-loop for validation.

At the end of the day, we as humans would be able to control the output and verify whether what the system is doing is right or not. The impact, nearly 70% productivity improvement, elimination of manual ticket creation and lightning-fast resolution that delights customer.

Now with the most interesting part, with the launch of the OutSystems Agent Workbench, we are seeing a clear signal that the industry is betting big on agentic AI. We were there at your global event recently, and we were surprised to see the possibilities which Agent Workbench brings for us as Persistent. This opens up exciting possibilities.

We are already driving innovation with accelerators and solutions across BFSI and healthcare. Leveraging this CAPA capacity to build intelligent autonomous workflows that deliver real business outcomes.

Ben Sekhon: Well, firstly, congrats Nishitt. It's great to see our sort of partners building such tailored solutions in the platform to fix real business problems.

And wow, 70% productivity gains, right? That's amazing to see. I think I'll just start by sharing a similar example.

So, actually earlier this week we wrapped a POC with a financial services organization that was around ML and KYC checks, that took just 3 days to build. And I'll repeat that; they were completely blown away that we managed to replicate and improve their a ML and KYC process in just 3 days.

It was error prone before. Now, we've embedded 4-5 agents in that process to validate many documents from various author of data sources, so that they could pay out pensions, annuities in that line of business, automate that complete flow in that customer journey, and then give a risk score to the underwriter at the end of that.

And the reason we were able to deliver that in just 3 days using OutSystems Agent Workbench is because you can design, build and manage AI agents in a secure, governed low-code environment. Orchestration, tooling, guardrails, monitoring human-in-the-loop, all out-of-the-box, that gives you real speed to go from prototype to production super-fast whilst keeping the compliance team happy with enterprise grade security, governance and DevOps.

One of the key features that we have in the platform is visual development and drag-and-drop orchestration that lets teams design agent workflows without deep coding knowledge, making complex processes and human-in-the-loop steps really easy. And this just lowers technical barriers, speeds up iteration and ensures that AI agents follow clear governance pathways that are understandable and maintainable across the organization.

And I think that's a real challenge at the moment for businesses. So, this is where we are today. And then the question is where are, I guess, or where do we think we're going? So, I think we're progressing towards more autonomous decision-making where AI agents can understand goals, they can reason and take multi-step actions across systems while keeping humans-in-the-loop.

But beyond that, we believe enterprises may embed agents directly into core processes and platforms enabling continuous optimization. Where workflows adapt themselves in real time based on outcomes and context. So, at OutSystems, so we can help democratize AI innovation by giving business units visual tools, reusable components, governed environments to build and deploy

AI-driven workflows without relying solely on centralized experts or teams. This empowers more people to solve problems, accelerates experimentation and ensures AI solutions are delivered consistently and safely across the organization.

I guess over to you now, Nishitt. How do you see this AI journey progressing? What sort of future predictions do you have?

Nishitt Chandrra: Thank you, Ben.

You've touched on some very interesting points and where this is heading. Let me share my perspective on what it'll take for enterprises to succeed in this era.

The shift to agentic AI isn't just a technology upgrade, it's an organizational transformation. We are at a turning point. Enterprise automation is no longer about rigid workflows. It's evolving into dynamic autonomous intelligence, powered by agentic AI. Think of it as moving from systems that simply react to prompts to ones that can actually think and act, and that do in real time. Agentic works through a cognitive loop, perceive, reason, act and learn.

So, these systems don't just wait for instructions. They set goals, plans, executions, and adapt in real time. This means automation becomes a persistent digital workforce. Always on, always learning and always improving. And the reason I was smiling was, you know, we are Persistent, right? We are in the centre of it, concluding what are the key takeaways.

So, it has been a brilliant discussion. Thank you, Ben.

The key takeaways that we discussed today was: Agentic is the next big leap, moving from reactive tools to proactive autonomous systems. Success depends on mindset, speed, governance and collaboration. And the future is about building intelligent, ethical and scalable ecosystems.

At Persistent, we are proud to be a strategic global partner for OutSystems, many time partner of the year, and continuing to strengthen that collaboration. Together, we've built solutions, accelerators and go-to market strategies that help enterprises unlock real value. The partnership is about being stronger together.

It's been an inspiring conversation today. Many thanks Ben for your time. Any closing comments?

Ben Sekhon: Uh, yeah. Nishitt, I just wanted to say thank you for the invitation to the podcast and more importantly, thank you for the partnership. Wow. Multi-year partner of the year! Congratulations to you and the entire team of persistent.

I really look forward to continuing the joint success with OutSystems workbench and Agentic AI and helping businesses achieve real business value realization.

Nishitt Chandrra: Thank you! Thank you so much, Ben, and to all our audience. Thanks for tuning in to Re(AI)magine Conversations. If today's episode sparked new thinking, follow the show and share it with your network.

Have a story to tell or a guest you'd love to hear from? Drop us a note at **podcast@persistent.com**. Until next time, stay curious. Stay inspired!

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About Persistent

Persistent Systems (BSE: 533179 and NSE: PERSISTENT) is a global services and solutions company delivering AI-led, platform driven Digital Engineering and Enterprise Modernization to businesses across industries. With over 26,500 employees located in 18 countries, the Company is committed to innovation and client success. Persistent offers a comprehensive suite of services, including software engineering, product development, data and analytics, CX transformation, cloud computing, and intelligent automation. The Company is part of the MSCI India Index and is included in key indices of the National Stock Exchange of India, including the Nifty Midcap 50, Nifty IT, and Nifty MidCap Liquid 15, as well as several on the BSE such as the S&P BSE 100 and S&P BSE SENSEX Next 50. Persistent is also a constituent of the Dow Jones Sustainability World Index. The Company has achieved carbon neutrality, reinforcing its commitment to sustainability and responsible business practices. Persistent has also been named one of America's Greatest Workplaces for Inclusion & Diversity 2025 by Newsweek and Plant A Insights Group. As a participant of the United Nations Global Compact, the Company is committed to aligning strategies and operations with universal principles on human rights, labor, environment, and anti-corruption, as well as take actions that advance societal goals. With 468% growth in brand value since 2020, Persistent is the fastest-growing IT services brand in 'Brand Finance India 100' 2025 Report.

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