

# Business Reporter: From co-pilots to co-workers

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*Why agentic AI is redefining enterprise operating models*

LONDON, UNITED KINGDOM, April 23, 2026 /EINPresswire.com/ -- In an article published on Business Reporter, David J. Buggy, Vice President of Dynamics 365 Customer Engagement and the Power Platform at Velosio talks about how businesses can build a solid foundation for successful agentic AI deployments to avoid gaps in their processes getting amplified by the new technology. The evolution of AI in the enterprise has moved rapidly from chatbots to copilots to co-workers. While early systems focused on answering questions and assisting with tasks, agentic AI represents a fundamental shift, where software can take action, execute workflows and move work forward under human oversight.

Agentic AI operates as a coordinated system. It begins by understanding an objective, such as reducing outstanding invoices or improving pipeline hygiene, then breaks that goal into actionable steps. It retrieves relevant context from enterprise data, applies reasoning to determine the next best action and uses connected tools – via APIs, workflow platforms and integration layers – to execute tasks. It operates within defined guardrails, seeking approval where required, logging actions and continuously improving through feedback and monitoring.

This capability is being enabled by advances in model performance, increased tool connectivity and the growing maturity of enterprise integration frameworks. Together, these elements allow AI to move beyond insight generation into real operational execution. However, agentic AI also exposes longstanding organisational challenges. Fragmented data, unclear process ownership and inconsistent governance become immediately visible when systems begin to act autonomously. Rather than solving these issues, agents amplify them at scale. To succeed, organisations must approach agentic AI as a transformation programme built on four pillars: clear process design, robust data readiness, embedded governance and control and sustained organisational adoption.

To find out more about where to start your AI transformation journey, [read the article](#).

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Press

+44 20 8349 6488

[email us here](#)

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