

Iberdrola says it is advancing agentic AI, with nearly 500 AI agents supporting employees across operations

Iberdrola expands agentic AI to boost productivity, streamline processes, and strengthen operational excellence across the Group.

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- According to Iberdrola, the company currently has nearly 500 AI agents already implemented or in different stages of development, supporting activities across grids, generation, customer interactions, and corporate and IT functions.



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- Iberdrola says these capabilities are being introduced progressively and responsibly, with control and accountability for decisions remaining with people.

Iberdrola said it is advancing the adoption of agentic artificial intelligence to improve productivity, accelerate process execution, and reinforce the quality of its operations. According to Iberdrola, the company currently has nearly 500 AI agents, either already implemented or in different stages of development, supporting multiple activities across the Group.

In the context of its “AI Utility of the Future” strategy, Iberdrola said the combination of human expertise and artificial intelligence is a key lever in the transformation of the electricity sector, with the aim of providing an increasingly efficient, resilient, and sustainable service.

Iberdrola said its strategy focuses on using artificial intelligence to support employee talent. The company said these tools can facilitate access to knowledge, automate repetitive tasks, and provide contextual information and recommendations that help teams make decisions more quickly.

Iberdrola said this approach is especially relevant in the electricity sector, where managing critical infrastructure requires combining human experience, data analysis, and real-time responsiveness. In this context, Iberdrola said artificial intelligence supports planning, resource optimization, and access to expert knowledge for the teams that operate and maintain electric grids, renewable generation facilities, and other strategic assets.

According to Iberdrola, AI applications are already present across the Group's main activities. In grids, the company said this technology helps anticipate potential incidents, improve real-time visibility into infrastructure conditions, and support supply restoration within minutes.

In generation plants, Iberdrola said AI supports work planning, maintenance task coordination, and access to the technical knowledge required for asset management. In customer-related activities, Iberdrola said voicebots and chatbots help streamline the handling of questions, complaints, and documentation procedures, contributing to a faster and more efficient experience.

Iberdrola also said corporate areas use these capabilities to improve productivity in administrative, finance, and legal functions. In IT, the company said specialized agents help manage incidents, speed up problem resolution, and support the implementation of technological changes.

Training to scale use cases

Iberdrola said adoption is supported by training and enablement programs that help employees identify new opportunities and develop use cases aimed at addressing specific business challenges. The company said this approach integrates artificial intelligence as a day-to-day support tool and as a catalyst for innovation within the organization.

Iberdrola said it is incorporating these capabilities progressively and responsibly, while maintaining control and accountability for decisions with people. As operational complexity and the demands on critical infrastructure continue to increase, Iberdrola said agentic AI is intended to support teams and strengthen consistency in process execution across the organization.

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