

Agentic AI Adoption Surges, But Organizational Readiness Key to Scaling Value, Experts Say

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The rapid evolution of Artificial Intelligence, particularly Agentic AI, is capturing significant attention, as evidenced by the recent Agentforce World Tour in Sydney, which drew over 8,000 attendees. Agentic AI, featuring autonomous agents capable of complex task completion, is witnessing a surge in adoption, with a recent Deloitte survey indicating that a quarter of businesses are trialling it within three months of release. However, experts emphasize that organizational readiness, not just technological advancement, will dictate the speed and scale of AI implementation.

Deloitte's Stu Scotis, National Leader for Generative AI in Australia, highlighted three critical takeaways from the Agentforce event: trust, technology choices, and organizational readiness.

Trust and Regulatory Compliance: Scotis stressed the importance of building a robust plan for Trustworthy AI, encompassing regulatory compliance, security, and privacy. While regulatory uncertainty persists in Australia, businesses must proactively address these concerns. Deloitte's "State of GenAI in the Enterprise" report reveals that regulatory compliance is a top challenge for 42% of surveyed businesses, surpassing concerns about talent and skills. However, many leaders are not acting swiftly enough, with Deloitte's "AI at a Crossroads" report finding that over 90% of organizations can improve their AI governance.

Technology Choices and Data: The increasing complexity of GenAI technology necessitates careful consideration of model choices, training, monitoring, and data availability. Scotis advised businesses to prioritize flexibility and open architectures to adapt to rapid technological advancements and avoid vendor lock-in. Developing clear guiding principles for technology choices is crucial for sustainable value creation.

Organizational Readiness: Scotis emphasized that the speed of AI adoption is ultimately determined by organizational capacity, not technological speed. AI agents, functioning as digital workers, require businesses to view their implementation as a comprehensive transformation project. Stakeholder buy-in and process adaptation are essential. Risk appetite also plays a critical role, as lower risk tolerance can

limit deployment scale and value.

“2025 is poised to be a pivotal year for AI, especially Agentic AI,” Scotis stated. “To gain a competitive edge, businesses must move beyond mere experimentation and develop a holistic plan that addresses organizational barriers, unlocking the full potential of AI.”