

From AI Hype to Agentic Enterprise

The CIO Moment and Call2Action



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The Agentic Revolution is here



AI agents handle routine tasks so humans can focus on creativity, relationships & impact

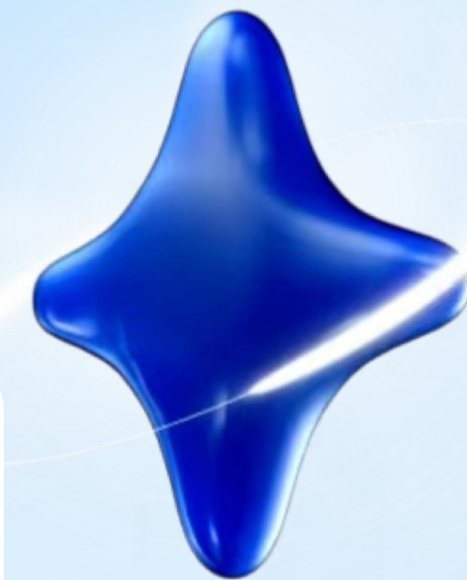
A.I. Will Transform the Global Economy
The New York Times



Your subscription renews today, but I found a cheaper plan. Can I switch?



A storm's coming. I've rebooked your flight & updated your calendar.



The game has **changed... again**



AI is no longer optional — it's operational



AI adoption jumped from 55% → 78% in two years, \$2.4T at stake by 2032

STANFORD

AI is reshaping experience, cost & risk at the same time

AI is breaking traditional operating models

Digital Labor is decoupling productivity from headcount

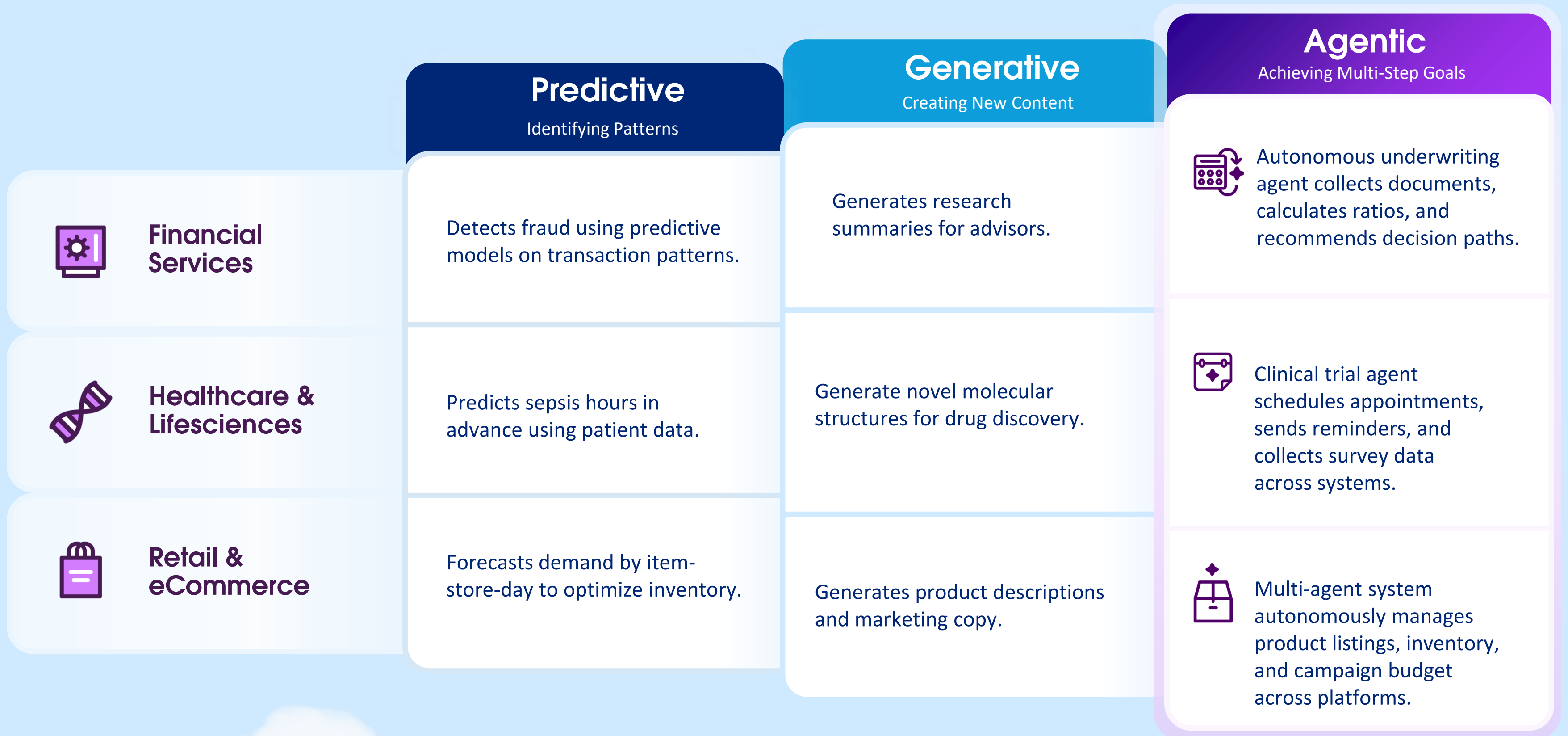


Insight #1:

We have a definition problem



AI is the smallest biggest word



Insight #2:

**We're too focused on
the pilot**

The Foundation of Agentic Enterprise



Conversational & AI-First

Natural language as the new UI
Every interaction can trigger **autonomous actions**



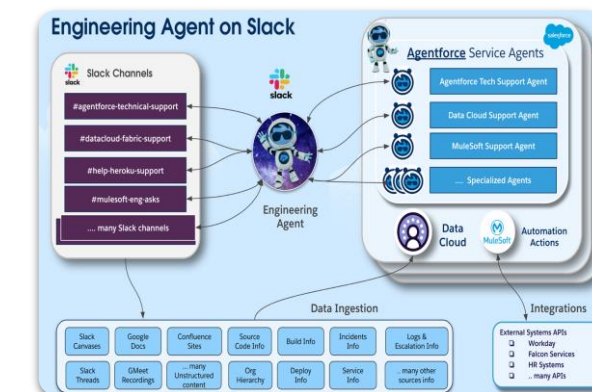
Augment Every Employee

Not just for **developers or data scientists**
Every role gets an AI agent



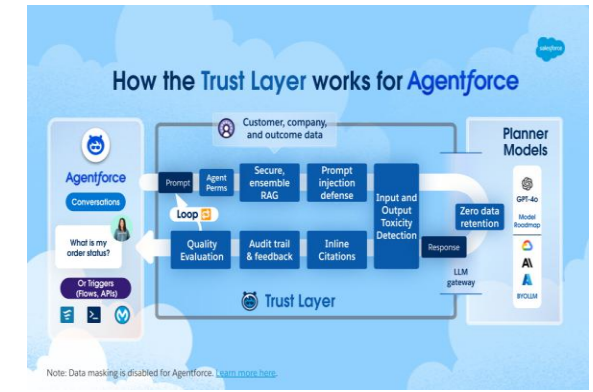
Single Source of Truth

Unified data foundation
Agents need deep context to avoid hallucination



Ease of Customization

Low-code/
no-code/
vibe-code agent building
Business teams can create and iterate



Trusted Open Ecosystem

Enterprise-grade security and governance
Works with any LLM (OpenAI, Anthropic, your own models)

Salesforce Agentic Enterprise Architecture



System of engagement



Slackbot | Canvas | Enterprise Search | Messaging & Huddles | Tableau Viz & Data Q&A

Any workspace



System of agency



Voice, Web, Mobile & Messaging | Agentforce Script | Builder | Observability | Orchestration

Any agent

MCP & A2A

System of work

Customer 360

Sales	Customer Service	Field Service	IT & HR Service	CCaaS	Mktg	Commerce	Supply Chain	Revenue Mgmt	Platform
Fin Serv	Health & Life Sciences	PubSec	Manufacturing	Consumer Goods	Comms	Nonprofit	Education	Energy & Utilities	Media

Any app



System of context



CDP | Federation | MuleSoft | Informatica | Tableau | Structured & Unstructured | Zero copy | Real-time

Any data lake or warehouse

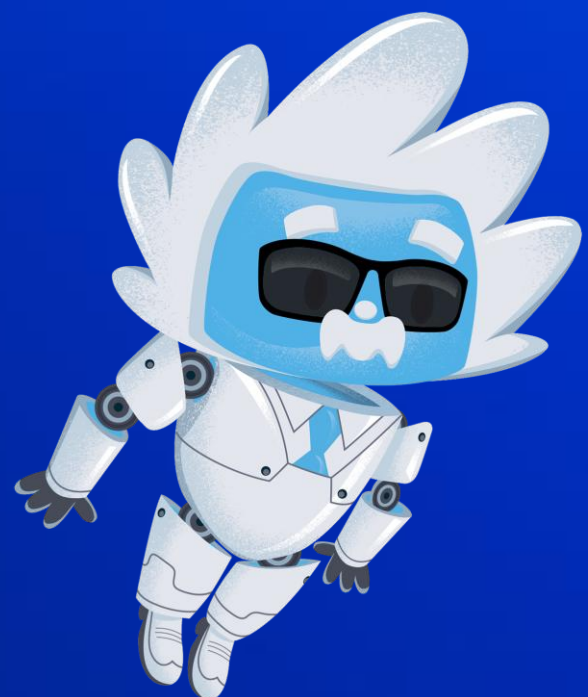


Trust layer



Open source

Insight #3: The Value is in the Workflow

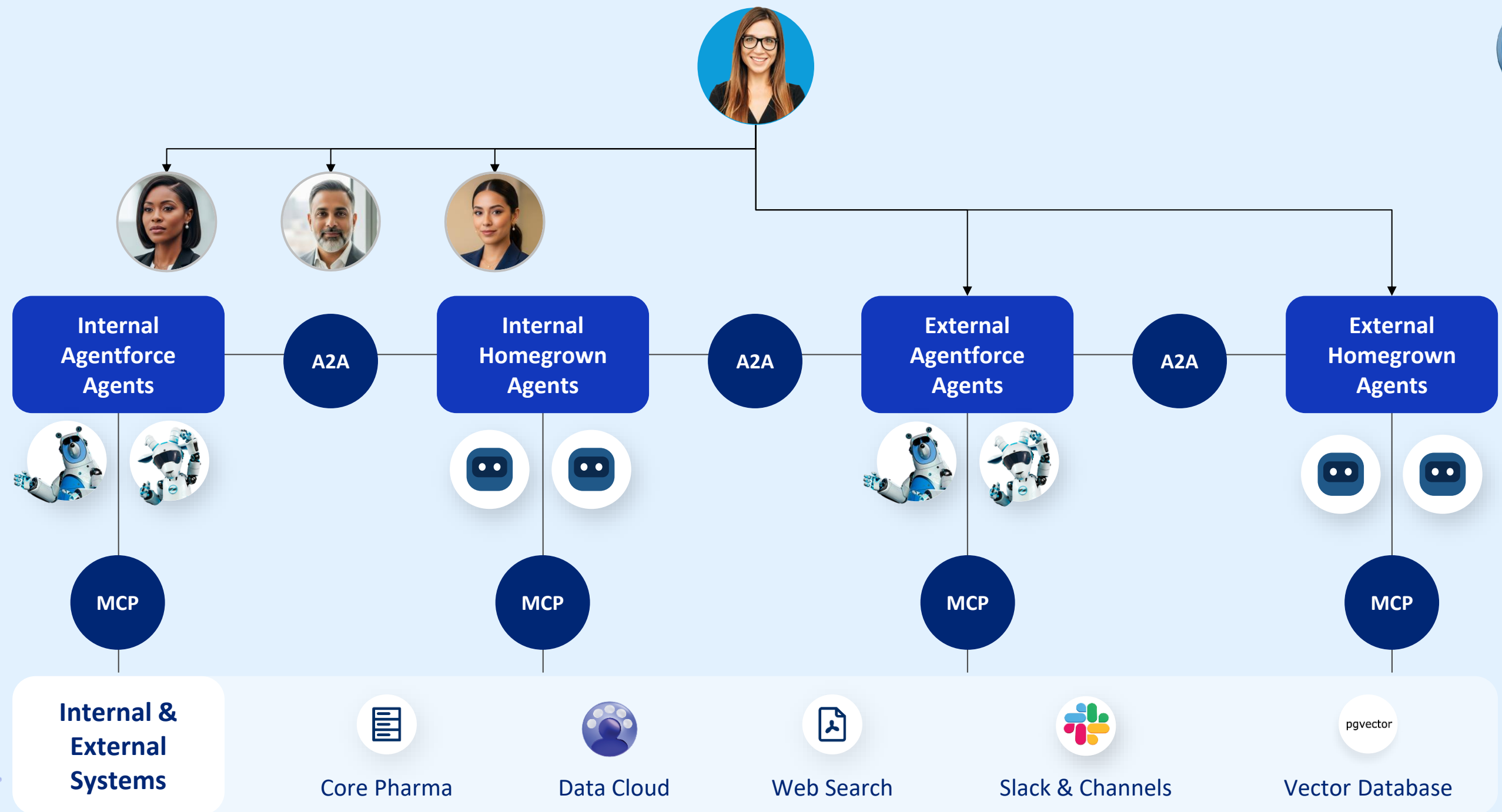
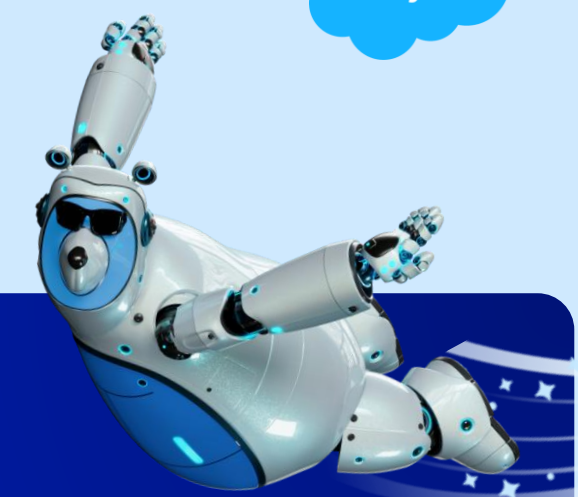


What if ...

autonomous agents could cut costs 40% and grow Revenue 15% simultaneously?



...orchestrated by Mulesoft Agent Fabric



- Mulesoft provides....**
- 1. Registry:** Catalog for registering and discovering agents
 - 2. Routing:** Engine to coordinate and route agents across systems
 - 3. Governance:** PI/gateways to secure and protect agent-to-agent and agent-to-system interactions
 - 4. Observability:** Dashboard to map agent networks and monitor performance





Insight #4: AI is a teams sport

Human-AI Collaboration Model

A dynamic partnership to unlock true value creation.

WORKFORCE
innovation



AI Augments Personal Productivity

Human as **operator**, directly commanding the AI to perform a single task.

Example: Summarize my meeting transcript into a follow-up email.

AI Accelerates Workflows

Human as **delegator**, delegating a multi-step process to the AI, providing oversight and approval.

Example: Scan my calendar next week, cross-reference it with my project deadlines, and propose a prioritized to-do list for me to approve.

AI Sparks Breakthroughs

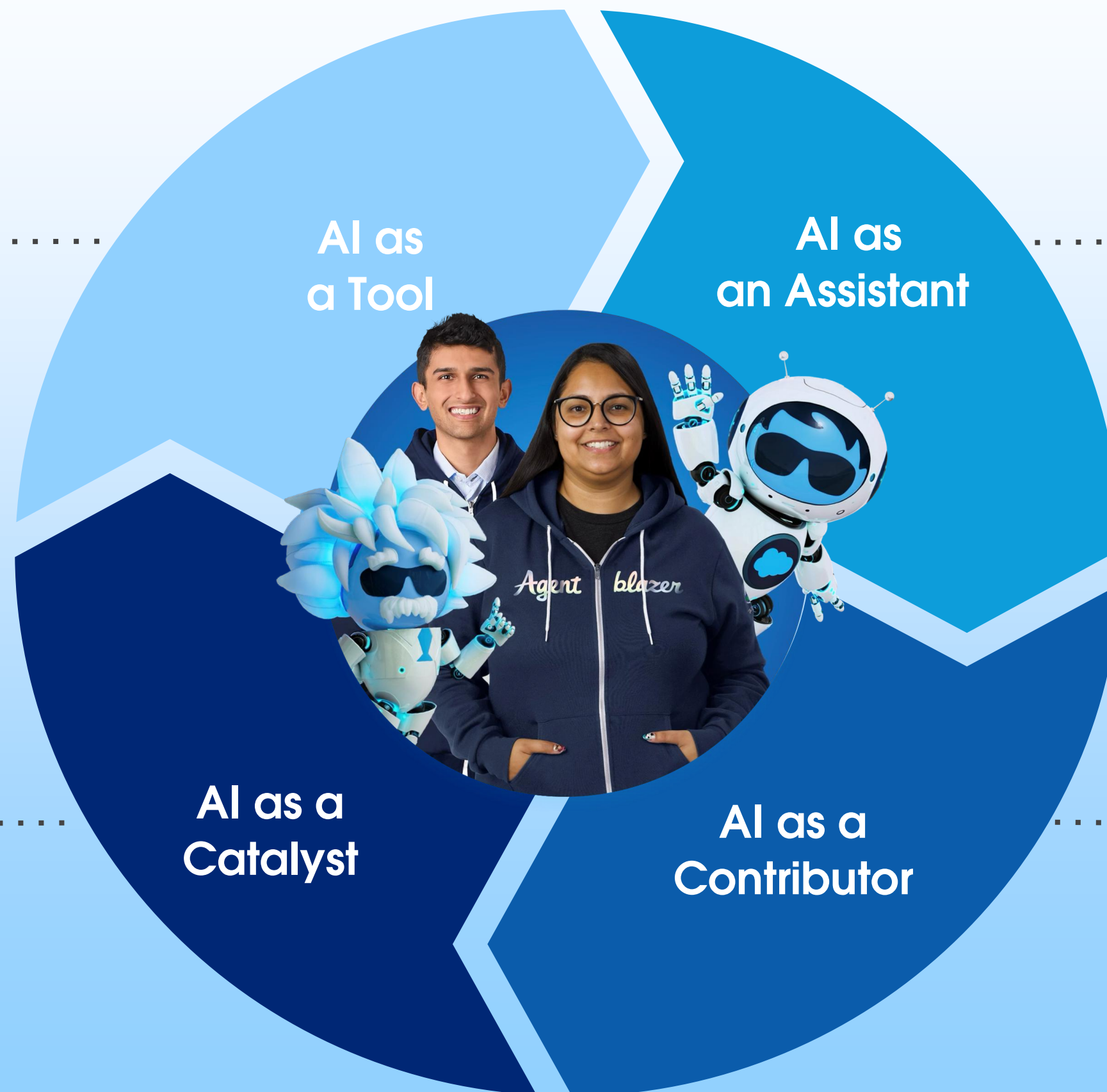
Human as **visionary**, using AI to explore new possibilities and uncover breakthroughs.

Example: Scan all public data for our top five competitors. Synthesize the data to predict their next strategic moves, and propose three counter-strategies we could develop.

AI as a Force Multiplier

Human as **partner** with AI in a fluid dialogue to solve complex problems.

Example: We have a project bottleneck. Here's the project plan and the last three status reports. Identify three potential causes and brainstorm different solutions for the team.



AI as
a Tool

AI as
an Assistant

AI as a
Catalyst

AI as a
Contributor

How we drive trust and adoption of agents



Top 5 Change Management Recommendations



Create Clarity to Reduce Resistance

Communicate a clear top-down vision: *humans for impact, agents for scale.*

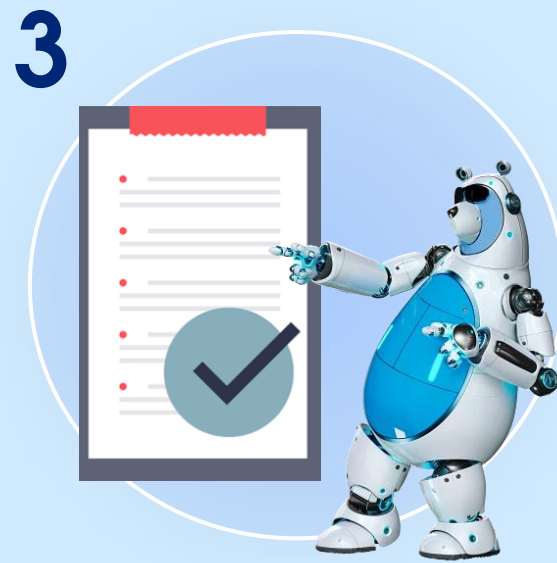
Show opportunities for employees who embrace AI.



Build Agents into the Flow of Work

Meet users where they are.

Remove tool fragmentation and simplify user experience.



Deliver Undeniable User Value Early

Prioritize use cases that give people time back for meaningful work.

Iterate quickly based on user feedback to refine experience.



Build AI Fluency and Engage Communities

Develop broad employee understanding of how AI fits into their roles.

Create communities of champions to support learning and momentum.



Drive Decisions with Data and Iteration

Use adoption analytics and feedback loops to guide improvements.

Celebrate wins and highlight impact to reinforce behavior change.

Takeaways

- 1** **Align on your AI definition and vision**
- 2** **Focus on the bigger picture and scale**
- 3** **Build for adaptability & interoperability & scale**

salesforce

Thank
you

in



Connect with us!