

UiPath 2025 Entering the Era of Agentic AI



Introduction

The promise of enterprise AI—and particularly generative AI (GenAI)—has reached an inflection point. While demand has skyrocketed in the last few years, the applications for GenAI as a standalone technology are somewhat limited.

Enter the agentic era, where AI agents, automation, and people combine to perform more complex autonomous business workflows.

UiPath surveyed more than 250 U.S. IT executives at companies with revenue over \$1 billion and held qualitative interviews with senior technology leaders regarding their interest in agentic AI. The data indicates excitement for agentic AI is palpable and early adoption is underway—though there are challenges that enterprises must consider to harness the power of the technology.

Key Findings

IT leaders find current AI tools to be limited, particularly due to the technology's:

Lack of integration with business applications



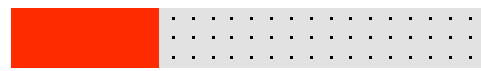
61%

Inability of AI tools to learn and adapt without human intervention



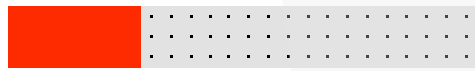
49%

Inaccurate results or hallucinations

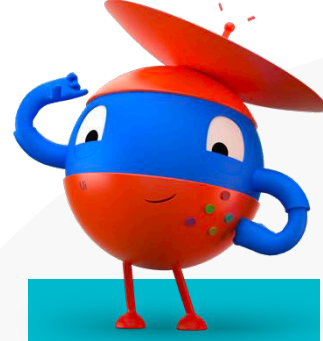


31%

Inactionable AI outputs



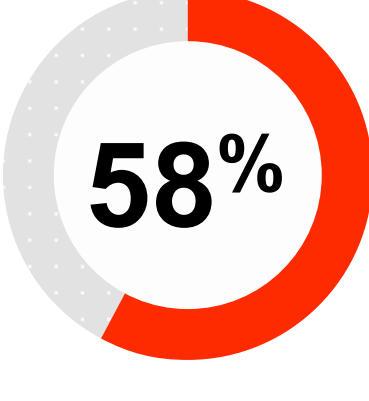
28%



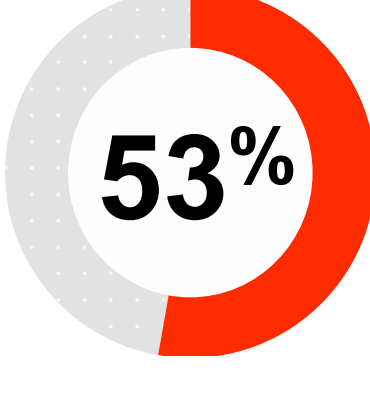
Agents are software robots that use new AI skills to accomplish more complex tasks by including abilities for task planning and autonomous decision making. Agents work behind the scenes and in collaboration with humans, robots, and other agents.

87% say interoperability between different AI technologies is essential or significant to their organization

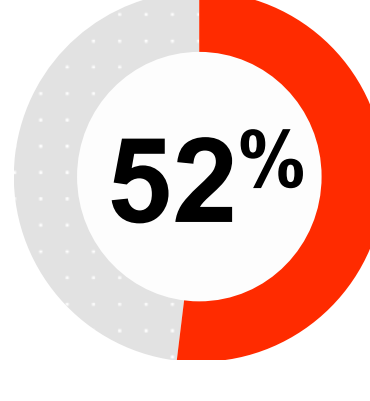
Agentic AI has the promise to break through these issues. The top perceived benefits of agentic AI include:



Improving oversight of business workflows

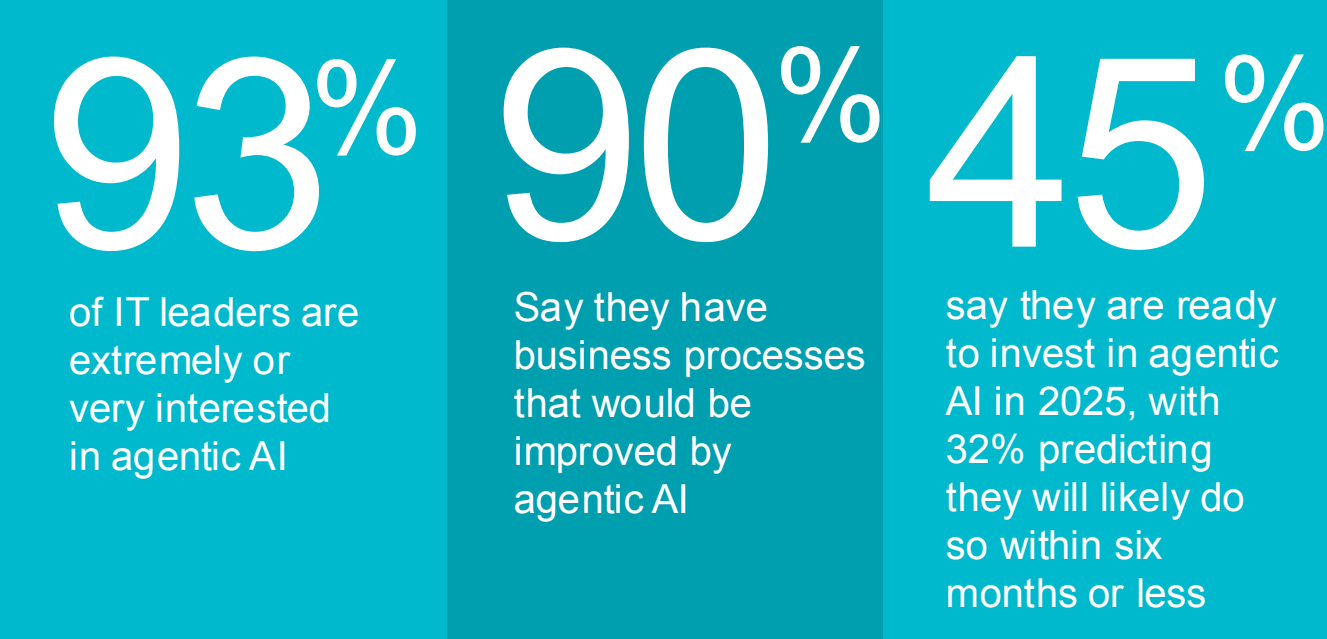


Increasing integration among applications

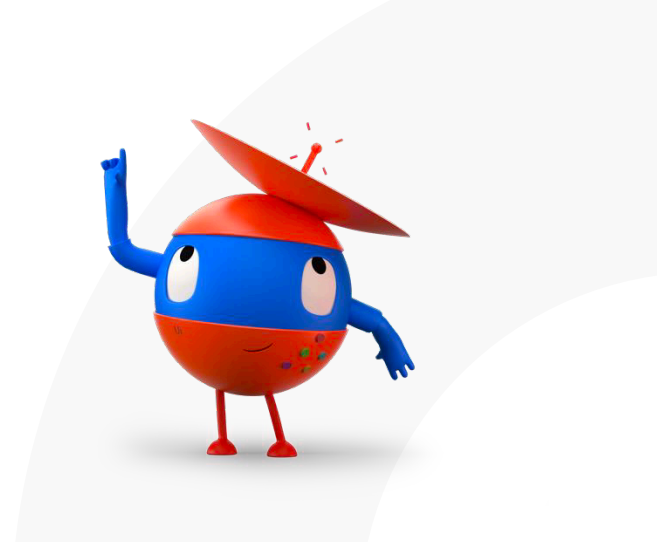


Automating complex business workflows

As a result,



With the increasing interest in agentic AI, executives are concerned about:



IT security issues **56%**

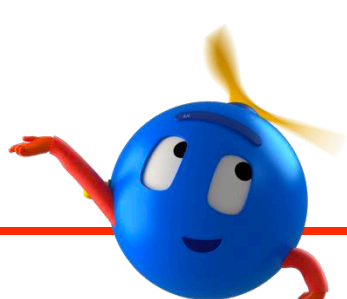
Cost of implementation **37%**

Integration with existing systems **35%**

Regulatory compliance **35%**

“I expect that RPA will orchestrate the agents. For larger scale processes—at least in a Fortune 200 company like ours—you need clear orchestration and governance, and that means a deterministic technology like RPA. The risk goes up exponentially if a probabilistic AI orchestrates a set of probabilistic agents. And the smaller the task, the better the likelihood that the agent will do it well.”

- Max Ioffe, Director of the Global Intelligent Automation Center of Excellence at Wesco Distribution



Key Considerations

While agents offer tremendous potential for businesses, enterprises must prioritize the following in their implementations to be successful:



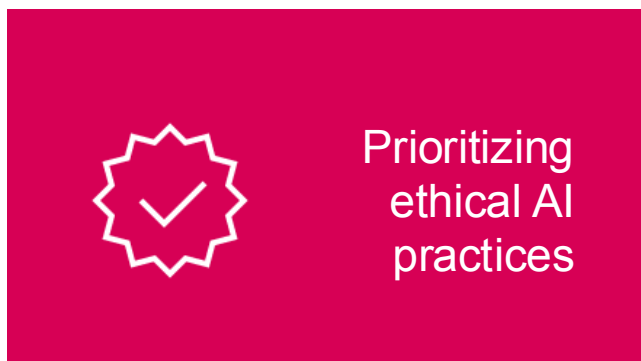
Maintaining data privacy and security



Safeguarding reliable decision making



Navigating complexity in workplace processes



Prioritizing ethical AI practices



Get in touch with us to find out more about how agentic automation will deliver on the promise of AI agents in the enterprise.

Methodology

This report describes a research project in which 252 U.S. IT executives were surveyed in October 2024. They all worked at companies above \$1B in revenue and had roles as VPs and directors of IT, and 100% said they were familiar with AI and automation. We also interviewed eight IT and AI leaders who were particularly familiar with these topics to learn more about their thinking about agentic AI.