Navigating Key Trends in AI and Automation

“The Problem Swap”

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1

Introduce yourself to the person next to you

1 minute

2

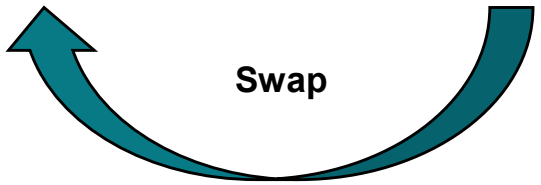
Person A describes a manual process they hate

2 minutes

3

Person B suggests one way (high-tech or low-tech) to improve/ automate it

2 minutes



Five

Agentic Automation Trends

We gathered perspectives from the world's largest automation ecosystem – including UiPath AI scientists and external analysts – to formulate a practical view of where agentic AI is headed.

10,000+
Customers

5,000+
Partners

3 Million
Community Members

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TREND # 01

SHIFTING FROM HUMAN-CENTRIC TO AGENTIC-CENTRIC OPERATING MODEL

#1 TREND

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NECESSITY AS THE MOTHER OF REINVENTION

The Agentic Operating Model



Human-Centric Workflows

Agent-Centric Coordination

78%

of C-suite executives agree that gaining maximum benefit from agentic AI requires a new operating model.

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TREND # 02

REDFINING ROI

#2 TREND

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AI ROI AT LAST

From Pilots to Payout

- **Go where the pain pays:** Target high-value, high-friction problems.
- **Reinvent, don't retrofit:** Rebuild processes around agents.
- **Redefine the Return:** Measure cycle-time compression and CX.



Moving from the 5% of successful pilots to scalable financial returns.

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TREND # 03

MANAGING AGENTIC SPRAWL

#3 TREND

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ENTER THE COMMAND CENTER

Centralized Orchestration

The Problem: Adoption has raced ahead of governance. Only 1% of firms have mature management infrastructures.



The Solution: A unified control plane for orchestration, governance, and monitoring.

By 2028, **70% of organizations** will use **centralized orchestration** platforms (Gartner).

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TREND # 04

DOUBLING-DOWN ON GOVERNANCE

#4 TREND

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GLOVES OFF, GUARDRAILS UP

Governance-as-Code



96% of IT/security leaders view AI agents as a rising risk.

Trust isn't a policy document; it's code.
Governance must be hardwired.

- Policy Engines
- Audit Frameworks
- Least-Privilege Access

It's not 'monitor and fix later.' It's 'prevent and prove right now.'

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TREND # 05

MAPPING THE WORK

#5 TREND

MAP OF WORK



Structured Knowledge

The rules of the work, written down.

Operating Knowledge

What your experienced people know.

Decision Ledger

The judgment behind every decision, and why

UiPath Cartographer

UiPath Cartographer brings process evidence (ingest documents, process diagrams, transcriptions, etc.) and guided conversation together to identify gaps, surface contradictions, define the current and future state, and prepare an approved process definition for downstream work.

Free trial until 23 November (currently available on Automation Cloud)

