

YPO workshop: AI agents



...While we are waiting to start

Scan this code and complete the short form about yourself to generate ideas
to discuss in workshop group sessions



Hello. This is arcast.

We are digital architects
delivering solutions that drive
business value.

1. **Short presentation:** AI agents in the enterprise (15 mins)
2. **Workshop:** Work in groups to evaluate ideas and create actionable plans (45 mins)
3. **Regroup:** Tips on how to get started, Q&A (15 mins)
4. **Borrel** and informal discussion

What is an AI Agent?

A system that uses AI to take actions, use tools, and pursue goals - not just respond to prompts

Investment and ROI right now

- **62%** of organisations experimenting with Agentic AI
- **Highest-impact:** Customer support, supply chain, finance & operations, knowledge management, cybersecurity
- Average ROI of only **1.7x** for firms moving AI from pilot to production
- Uneven distribution: only **5%** seeing substantial ROI at scale
- **Customer support** stands out: Up to **8x** ROI (average **4x**)

<https://masterofcode.com/blog/ai-roi>

<https://writer.com/blog/enterprise-ai-adoption-2026/>

<https://www.ringly.io/blog/ai-agent-statistics-2026>

What do we see?

- **Customer facing agents** – *Self-service support*: Secure, regulatory compliant connections to customer data, knowledge bases and back-office support systems.
- **Back-office agents** – *Knowledge operations*: Connecting document and data storage with advanced reasoning and communication systems
- **Our own agents** - *Software development, Business development, Knowledge management*

Success Factors

40% of agentic AI projects will be cancelled by 2027.

80% of organisations deploy agentic AI without adequate governance

Solid foundations are key:

Agents amplify issues due to vague processes, lack of standards, poor quality of data

Governance is crucial:

Ownership, boundaries, monitoring and human oversight should not be afterthoughts


Cautionary Tales



Klarna.

Klarna customer service (2024-2026)

- Replaced 700 staff with AI agents
- Volume metrics hid satisfaction decline
- Hybrid model now in operation



Iran school strike (2026)

- Outdated data fed to targeting AI
- 100's of targets selected in short period
- Insufficient human verification

Need inspiration? Scan here:



Workshop: From Idea to Plan

- Evaluate ideas via group discussion (max 5 minutes per idea)
- Need inspiration? 3 personalised ideas are in your inbox courtesy of our research agent
- Discuss:
 - Where does AI add value, and where *shouldn't* you use it?
 - What data and systems does it need?
 - What happens when it's wrong? Who's watching?

We will moderate the discussion, make notes and can generate an action plan for you to take away

Groups

Group 1: Brian

- Jim willeS
- Robbert van Eerd
- Janine
- Dave
- Isabelle Smit
- Tristan Oudhoff
- Jesse Hendriks
- Roeland

Group 2: Rai

- Kent Visser
- Mark
- Lotte
- Eric
- No \square Fontein
- Bram Pijls
- Daniel

Group 3: Will

- Susana Visser-
Alsina Meinen
- Thirza Alise
- Dragan
- Pim
- Nicole
- Olivier
- Michel Blok

How to get started with the technology?

1

The right approach depends on:

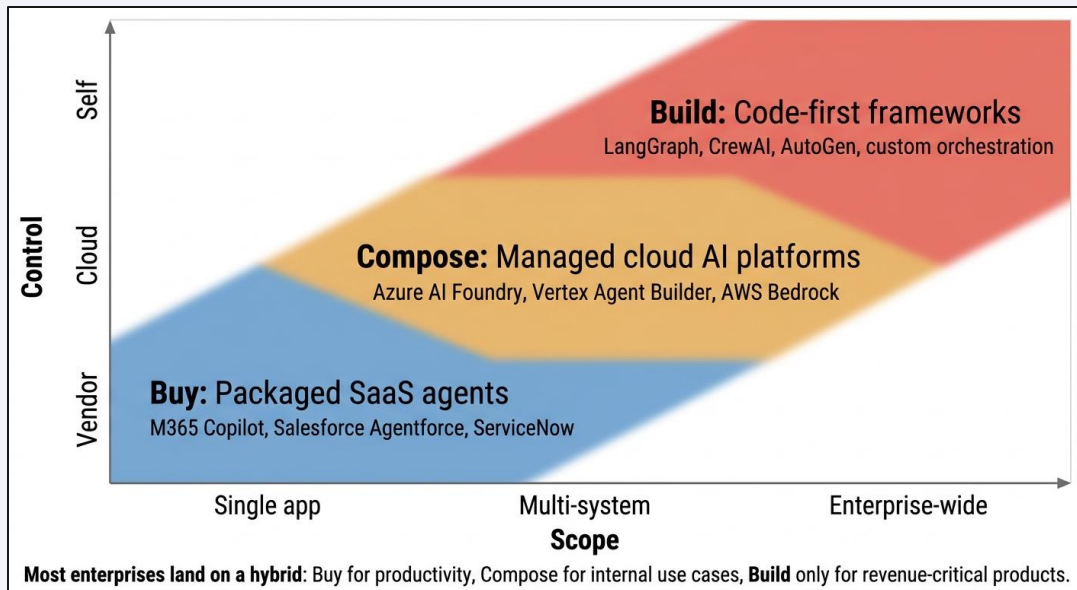
- The problem you want to solve
- The data you need and have
- How much and which systems you use
- How many people also want to make their lives easier.

2

Then, look at:

- In-house capability
- Level of control required
- Readiness of the data and tools to be integrated
- Budget
- Look first at established tooling and frameworks within your organisation

Whats right for your case?



Buy when the problem is commoditised

Compose when the problem is internal and specific

Build when the agent is the product, or the production line.

Buy when the work is commoditised and speed-to-value matters. **Example:** a 500-person law firm rolling out M365 Copilot gets immediate productivity lift without building anything.

Compose when the use case is internal and differentiated by your data. **Example:** a property management company building a tenant and operations agent on Azure AI Foundry owns the logic while the platform handles the plumbing.

Build when the agent is the product, or the production system. **Example:** an industrial manufacturer shipping a predictive maintenance agent needs full control over latency, determinism, and edge deployment because downtime directly hits P&L.

What does the future hold?



The future is here already. It's not a matter of if.

How we produce value with AI has already irreversibly changed the workplace in a big way.

The biggest risk isn't moving too slowly on AI. It's moving fast on the wrong foundation.

Every AI business case assumes you'll need fewer people. Few budget for the people you'll need more.

Moonshots or ideas previously shelved may now make economic sense.

Organisations learning now, will gain a compounding advantage.

You will need to deeply know your profession **more** instead of **less**.

We will see the rise of bespoke throw away when done applications.

Need help?

Want to start with unlocking potential value in your organisation today? Coffee is on us.

Hit. Us. Up.

Find the case studies here:

<https://www.arcastgroup.com/insights/tag/case-study>

Contact

Arcast B.V.
The Netherlands
<http://www.arcastgroup.com>

hello@arcastgroup.com
+31 20 21 49 528

