

# The Advancement of Agentic AI: Scaling Agentic AI Framework with Wipro and Microsoft Copilot

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Microsoft

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# Introduction

The advent of Artificial Intelligence (AI) has fundamentally transformed industries, driving operational efficiencies, enhancing decision-making, and automating tasks across various business functions. Among the latest innovations in AI is Agentic AI, a technology that enables businesses to leverage intelligent, autonomous systems that interact, collaborate, and make decisions. Agentic AI has emerged as a game-changing tool in enhancing enterprise productivity and operational optimization by combining automation with context-aware capabilities.

Wipro, in collaboration with Microsoft, is developing enterprise-focused Agentic AI solutions. Wipro helps enterprises develop scalable and adaptable AI solutions by integrating tools

such as Microsoft 365 Copilot, GitHub Copilot, Microsoft Azure OpenAI, and Microsoft Copilot Studio. These solutions can automate tasks, optimize workflows, and improve decision-making across various business functions such as HR, finance, procurement, and customer service.

The purpose of this whitepaper is to explore Agentic AI and its impact on enterprise operations, focusing on Wipro's structured approach to developing AI solutions, the adoption challenges, and the tangible benefits businesses can achieve. Through the synergy of Microsoft Copilot technologies and Wipro's AI frameworks, enterprises are empowered to move beyond basic AI capabilities and create highly intelligent systems capable of autonomously carrying out complex tasks.

## Challenges in Agentic AI Adoption and Risk Mitigation

The journey to adopting Agentic AI in an enterprise is not without its challenges. As with any disruptive technology, the successful implementation of AI solutions requires careful planning, consideration of risks, and ongoing mitigation strategies. While Agentic AI promises tremendous benefits, enterprises must address certain obstacles to ensure smooth adoption and sustained success.

One of the primary challenges faced by organizations is the incidence of data hallucinations, where AI systems may generate inaccurate or inconsistent outputs. This is particularly concerning when AI systems are used to make critical business decisions. For instance, an AI-driven system providing financial forecasts or customer insights must ensure that the data it generates is reliable and consistent. Enterprises need to establish robust data validation processes and perform continuous testing to ensure the accuracy of AI-generated outputs.

Ensuring system scalability is another key challenge. As enterprises gather more data and scale their operations, their AI systems must be able to handle the increasing volume and

complexity of that data. Early-stage solutions, such as embedded Microsoft Copilot or Microsoft Copilot Studio, may not suffice for businesses that require large-scale data processing and real-time insights. Wipro addresses this issue through Microsoft Azure AI Foundry, which provides the necessary infrastructure and tools to develop scalable, high-performance AI models. The platform allows businesses to scale their AI systems as needed, ensuring that they can handle large datasets and deliver real-time insights without compromising performance.

Furthermore, enterprise maturity plays a significant role in the adoption of Agentic AI. Many organizations are still in the early stages of AI adoption and lack the necessary infrastructure or processes to fully integrate AI into their daily operations. A phased approach to implementation, as advocated by Wipro, helps organizations transition from simpler, low-risk use-cases to more complex AI-driven solutions. This gradual approach mitigates the risk of failure and allows enterprises to build trust in technology over time.



To overcome these challenges, Wipro recommends a risk mitigation strategy that includes:

- **Iterative testing and validation:** Continuously test AI models and workflows to ensure they perform consistently and accurately.
- **Phased implementation:** Start with low-risk, simple use-cases and progressively scale to more complex solutions as the organization matures.

- **User training:** Equip employees with the knowledge and skills needed to interact effectively with AI systems, ensuring they understand both the capabilities and limitations of the technology.

Through these risk mitigation strategies, Wipro ensures that enterprises can navigate the complexities of Agentic AI adoption while maximizing the potential benefits.

## Democratization and Enhancing End-user Experience

The success of Agentic AI solutions heavily depends on the end-user experience. For AI to deliver meaningful value, it must be easy to use and intuitively integrated into the daily workflows of employees across various business functions. Wipro's approach to Agentic AI prioritizes user-friendly interfaces, low-code/no-code solutions, and a unified experience for business users.

One of the key elements of Wipro's Agentic AI CoE is its low-code/no-code platforms leveraging Copilot Studio and Intelligent Agent Builder. These platforms allow business users to design and deploy AI solutions with minimal technical expertise. For example, an HR manager could use Copilot Studio to automate the recruitment process by creating an agent that automatically screens resumes, schedules interviews, and sends follow-up emails, all without needing to write any code. This approach democratizes the power of AI without relying on IT departments or developers, enabling faster deployment and greater flexibility.

In addition to ease of use, the integration of Agentic AI into existing enterprise systems plays a critical role in enhancing the user experience. Wipro's AI solutions are designed to integrate effortlessly with

Microsoft 365, SAP, ServiceNow, and other enterprise platforms. This means that employees can interact with AI agents in a familiar environment, using tools they already know and trust. For instance, a sales manager could leverage Copilot within Microsoft Teams to access real-time data on sales performance, automate reporting, and generate personalized insights, all within the same platform they use for communication and collaboration.

By embedding Agentic AI directly into existing business tools and workflows, Wipro ensures that employees can easily adopt and benefit from AI without disrupting their daily activities. Moreover, the personalized user experience offered by Agentic AI further enhances user satisfaction. The AI adapts to individual user preferences, offering tailored recommendations and insights that are contextually relevant to their roles.

Wipro's focus on making Agentic AI solutions intuitive and user-centric ensures that businesses can drive higher levels of adoption and engagement, leading to a greater overall impact on productivity and operational efficiency.



# Efficiency and Productivity Gains

The efficiency and productivity gain that Agentic AI brings to enterprises are perhaps the most compelling reasons for adopting this technology. Agentic AI solutions empower businesses to operate at peak efficiency by automating repetitive tasks, optimizing workflows, and enabling real-time decision-making.

One of the most significant productivity improvements comes from the automation of routine tasks. For example, in an HR department, an AI-powered agent can automatically screen resumes, schedule interviews, and manage candidate communications. This frees up HR professionals to focus on more strategic activities, such as engaging with top candidates and improving employee retention. Similarly, in customer service, AI agents can handle routine inquiries, leaving human agents to tackle more complex issues, leading to faster response times and improved customer satisfaction.

Another key benefit of Agentic AI is its ability to optimize business processes. AI systems can identify inefficiencies, bottlenecks, and areas for improvement through analyzing vast amounts of data. For instance, in supply chain management, AI can optimize inventory levels, forecast demand, and recommend the best suppliers based on historical data. This leads to cost savings, improved efficiency, and better decision-making across the organization.

The real-time insights provided by Agentic AI are also invaluable. For example, sales teams can leverage AI to analyze customer data and generate personalized product recommendations, leading to increased sales and improved customer relationships. In the finance sector, AI can provide real-time updates on market conditions, enabling businesses to make more informed investment decisions.

## ROI Metrics

The ROI of Agentic AI solutions is primarily driven by the time savings and efficiency improvements they deliver. By automating time-consuming tasks and optimizing workflows, businesses can achieve the following:

- Increase employee productivity: Employees spend less time on routine tasks and can focus on higher-value activities.
- Enhance decision-making: Real-time AI insights enable faster, data-driven decision-making.

- Improve operational efficiency: Streamlining business processes leads to reduced costs and improved throughput.

As businesses scale their use of Agentic AI, the potential for efficiency gains and productivity improvements grows exponentially, making AI an indispensable tool for future business success.



# Building Scalable Agentic AI Solutions

Building scalable Agentic AI solutions requires a well-thought-out strategy and the right technological tools. Wipro's approach to developing scalable AI systems emphasizes modular and flexible design, ensuring that solutions can be expanded and adapted as the enterprise grows. This approach involves combining Microsoft Copilot technologies with robust AI development platforms such as Copilot Studio and Azure AI Foundry.

Key steps in building scalable AI solutions:

## 1. Defining objectives:

Successful AI implementation begins with understanding the specific challenges an enterprise is facing and outlining clear objectives for the AI solution. These objectives guide the development of the AI system and ensure alignment with business goals.

## 2. Leveraging embedded Copilot and Copilot Studio:

For small-scale or less complex use-cases, enterprises should start with embedded Copilot to automate basic tasks. As the organization scales, Copilot Studio can be used to create customized

workflows that address more complex business needs.

## 3. Using Azure AI Foundry for advanced models:

For larger, more complex AI applications, Azure AI Foundry provides the necessary tools and infrastructure to develop custom AI models. This platform supports enterprises in building AI that can process large datasets, integrate multiple data sources, and provide real-time insights.

## 4. Automating content and processes with Intelligent Agent Builder:

Wipro's Intelligent Agent Builder platform allows enterprises to automate routine tasks such as content generation, reporting, and data analysis. This not only enhances productivity but also ensures consistency and accuracy across business operations.

## 5. Continuous improvement:

AI systems should be designed with continuous learning in mind. Ongoing updates and improvements based on user feedback and evolving business requirements ensure that AI solutions remain relevant and effective over time.

## Wipro's approach to Agentic AI development

Wipro's approach to building Agentic AI solutions is both strategic and systematic, ensuring that each solution is tailored to meet the specific needs of the business. The company's Agentic AI CoE is designed to help enterprises navigate the complexities of adopting AI, from advisory and readiness to deployment and continuous improvement.

Key components of Wipro's approach:

## 1. Advisory and readiness:

In the early stages, Wipro works with enterprises to assess their AI readiness. This involves identifying potential use-cases, evaluating existing systems, and setting clear objectives for the AI solution.

## 2. Build and deploy:

Once readiness is established, Wipro helps

businesses build and deploy customized AI solutions. Using Copilot Studio, Azure AI Foundry, and Intelligent Agent Builder, Wipro creates tailored solutions that integrate easily with the organization's existing systems.

## 3. Governance and adoption:

Wipro ensures that AI solutions are effectively governed and adopted across the enterprise. This includes providing ongoing support, model updates, and ensuring that AI solutions continue to evolve with changing business needs.

## 4. Ongoing services:

Even after deployment, Wipro provides continuous services to ensure that AI solutions remain relevant, effective, and optimized. This ongoing support helps enterprises scale their AI solutions as their needs grow and evolve.





# Integration with enterprise applications

Integrating enterprise applications with agentic AI enables autonomous, goal-driven assistance across business functions by combining real-time system data with intelligent decision-making capabilities. This empowers users with a holistic view of operations, streamlines workflows through conversational automation, and enhances productivity by handling tasks.

Wipro's integration capability to connect Microsoft Copilot with enterprise systems like SAP empowers organizations with a holistic view of their data by seamlessly aggregating information across SAP modules like Finance, Supply Chain, HR, and even external sources. This integration enables users

to access real-time insights and make faster, more informed decisions through natural language queries, without needing deep SAP expertise. Microsoft Copilot enhances productivity by automating routine tasks such as report generation, workflow initiation, and data entry, while also embedding contextual intelligence into everyday tools like Microsoft Teams and Microsoft Outlook. Additionally, it supports predictive analytics, conversational process automation, and real-time user guidance, helping businesses streamline operations and unlock more value from their enterprise systems.

## Enterprise Ecosystem and Strategic Alignment

Wipro leverages Microsoft platforms and solutions for the development of its Agentic AI portfolio for the following reasons:

- Wipro's decision to build its Agentic AI solutions using the Microsoft platform is grounded in the strategic alignment between Wipro's technology stack and Microsoft products. Wipro has invested heavily in Microsoft technologies, positioning itself as one of the top global partners for Microsoft.
- The synergy between Wipro's internal expertise and Microsoft development platforms makes this collaboration an effective and reliable approach to AI solution development. Wipro emphasizes that Copilot Studio offers a low-code/no-code environment for rapid development and customization, making it accessible to both citizen developers and technical teams.
- Azure AI Foundry allows Wipro to create customized LLMs and integrate multiple data sources, ensuring that the AI solutions are not only scalable but also capable of handling the complex, evolving needs of businesses.
- Wipro is focused on creating multi-agent ecosystems that go beyond basic AI assistants to orchestrate multiple agents working collaboratively across business functions. The goal is to build an agentic AI platform that can grow from individual productivity to enterprise-wide orchestration, ultimately enabling business process optimization and industry-specific AI solutions.
- A strategic initiative from Microsoft to embed Copilot functionalities into every enterprise using their Windows ecosystem accelerates the transition toward agentic systems. Wipro aims to leverage embedded Copilot, which will be widely adopted across enterprises, to act as the first step for employees.
- With heavy investments in AI and Agentic systems by Microsoft, Wipro has aligned its own Agentic AI development to complement initiative by Microsoft in this space. This ensures that Wipro is building next-gen AI solutions that not only address immediate business needs but also lay the foundation for future-proof systems.



# Conclusion

Wipro's Agentic AI CoE offers businesses a comprehensive, scalable, and adaptable solution for adopting and implementing Agentic AI across various functions. Wipro utilizes Microsoft technologies and a structured development approach to help businesses build intelligent systems that automate tasks, optimize workflows, and drive efficiency.

The phased approach ensures that businesses can start with simple use-cases and progressively scale

to more complex solutions, mitigating risks and ensuring smooth adoption. The resulting efficiency and productivity gains are tangible, with businesses achieving significant improvements in operational performance, decision-making, and overall outcomes.

As AI continues to evolve, the potential applications of Agentic AI will only expand, making it an essential tool for enterprises looking to stay competitive in the fast-paced, data-driven landscape of the future.





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Gowtham Sampath is a Principal Analyst with ISG Research, responsible for authoring ISG Provider Lens™ quadrant reports for Banking Technology/Platforms, Digital Banking Services, Cybersecurity and Analytics Solutions & Services market. With 15 years of market research experience, Gowtham works on analyzing and bridging the gap between data analytics providers and businesses, addressing market opportunities and best practices.

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Hemangi brings over 10 years of experience in strategy research and consulting, with a specialization in the ICT sector. She has a strong track record of delivering high-quality projects, including comprehensive quality analysis, in-depth primary and secondary research, market entry and go-to-market strategies, competitive benchmarking, company analysis and opportunity assessments.

At ISG, Hemangi leads research efforts for service provider intelligence reports, focusing on BPO with an emphasis on customer experience and contact center services. Hemangi holds a Bachelor's degree in Commerce from Mumbai University and a Master of Science in Economics from Symbiosis International University, Pune.





## Summary Facts



### Headquarters

Company is headquartered in Bangalore, India.



### Revenue

Company is publicly held; annual revenue is estimated/reported to be \$10.5B.



### Portfolio

The company's portfolio includes consulting, technology, engineering, business process services. That cover offerings like digital transformation, cloud computing, AI, cybersecurity, data analytics, application development and maintenance, systems integration, technology infrastructure services and solutions



### Service Portfolio

The company reports 1,371 active customers and operates in 65 countries worldwide.



### Competitors

Competitors include TCS, Cognizant, Infosys, Atos and Accenture.





ISG (Nasdaq: III) is a global *AI-centered* technology research and advisory firm. A trusted partner to more than 900 clients, including 75 of the world's top 100 enterprises, ISG is a long-time leader in technology and business services sourcing that is now at the forefront of leveraging AI to help organizations achieve operational excellence and faster growth. The firm, founded in 2006, is known for its proprietary market data, in-depth knowledge of provider ecosystems, and the expertise of its 1,600 professionals worldwide working together to help clients maximize the value of their technology investments.

For more information, visit [www.isg-one.com](http://www.isg-one.com).

