



## AI Agent Era: AI Is No Longer Watching, It's Executing

2026





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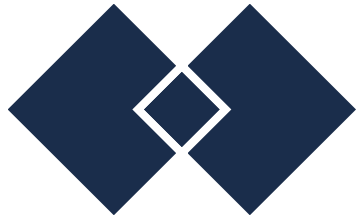
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## Executive Summary

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# Executive Summary: The AI Agent Era

AI agents are no longer experimental; they are driving enterprise-scale adoption, reshaping workflows, and creating new roles, setting the stage for the next era of human-AI collaboration



## Rise of AI Agents

Enterprises are increasingly deploying AI agents that understand context, make decisions, and execute workflows to improve efficiency

## Early Market Growth and Scaling Potential

Global AI agent market is expected to grow significantly, from:



Year	Market Size
2025	\$8B
2030	\$48B

43% CAGR

23% of firms are actively scaling agentic AI systems, signaling the early stage of adoption and significant growth potential

## Business Functions Leading Adoption

### Customer Support

Agents now handle tasks like payments and fraud checks, cutting pre/post-call operations by **30%**

### Operations

Automating workflows (inventory, data entry, reporting) reduces forecasting errors by up to **50%** with low risk

## Platforms and Workflows Evolving to Support AI Agents

Enterprises are moving from custom AI builds to ready-made platforms for faster, scalable, cost-efficient deployment

- Adopting multi-agent orchestration and industry-specific AI agents to scale, specialize, and shift to new economic models

## How Stakeholders are Responding to the AI Agent Shift



### Investors

Shifting from AI hype to valuing agents on workflow reliability and secure operations



### Enterprises

Redesigning systems and KPIs while shifting staff to oversee AI agents and govern workflows

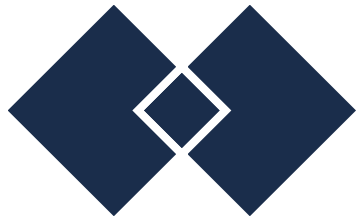


### Workforce

Evolving with upskilling and technical roles to deeply manage, oversee, and integrate AI workflows

## The Next Phase

- By 2028, **~30%** of enterprises will have AI agents as active team members
- Firms that embed AI agents into workflows and operate more agents than humans, collaborating with employees, will gain an advantage, with focus on safe, scalable operations



# Introduction to AI Agents

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# AI Agent: Introduction and Evolution


AI agents have evolved from passive, rule-based systems into active, autonomous agents, capable of managing complex workflows in real time



## AI Agents

An autonomous system that perceives context, makes decisions, and executes multi-step actions within workflows to achieve goals on behalf of a user or organization

For e.g.

 GitHub Copilot automates code suggestions and debugging

Salesforce **Agentforce** handles full CRM workflows

## Evolution of AI Agents: From Static Tool to Autonomous Actor

01

### Before AI Agents (Prior to 2010s)

- Early AI systems in the 1950s and 1960s, were rule-based and made decisions using predefined instructions
- 🚫 Limited to static tasks, unable to process real-time data or adapt to new contexts

02

### Introduction of AI Agents (2010–2020)

- Rise of DL\* (from ~2012) and NLP advances enabled agents to learn, detect patterns, make decisions, and expand language use
- 🚫 Yet, agents remained limited by weak adaptability and real-time reasoning

03

### Rise of Autonomous AI Agents (2020–Present)

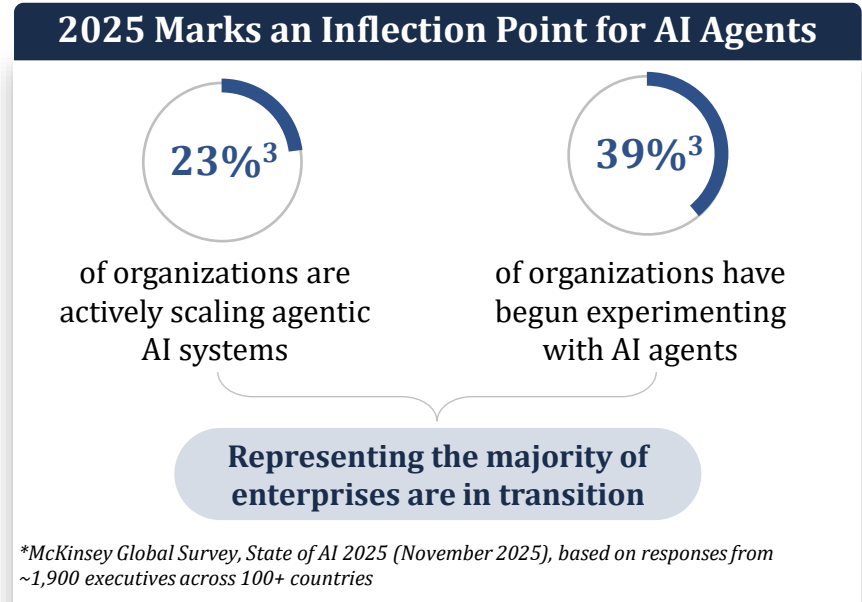
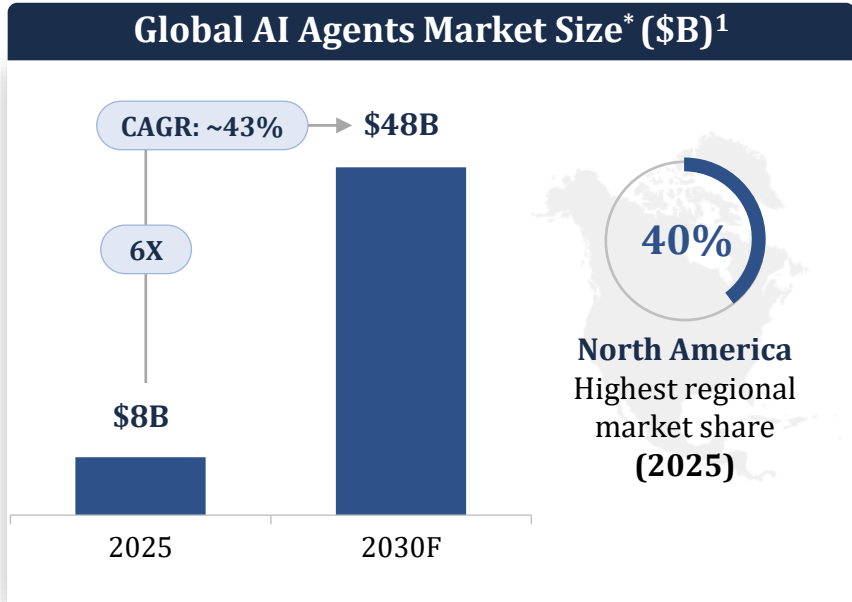
- LLMs improved reasoning, planning, and tool use, with GPT-4 models making agents practical via API execution in 2023
- **2024-'25:** AI agents entered enterprise workflows, supporting automation, customer service, IT, and vertical use cases
- **Early 2026:** Shifting from add-ons to standard enterprise features, with AgentOps becoming key for control, monitoring, and orchestration

*"AI agents enhance LLMs and other AI models by automating complex tasks. They execute multi-step plans, use tools, and interact with digital environments to operate within larger workflows."*  
- Kate Kellogg, Professor, MIT Sloan<sup>1</sup>

AI is shifting from a static tool executing predefined tasks to an autonomous agent capable of handling complex workflows

# AI Agents: Market Landscape

As agents move into enterprise use, the market is expanding rapidly, with enterprises shifting from experimentation to scaled deployment and reshaping the labor market, though adoption remains early-stage



### What This Growth Means for the Workforce

- ~8M<sup>2</sup> US workers are projected to be affected by agentic AI by 2030
- Core tasks will increasingly be automated or augmented by an AI agent

**8 Million**

### Despite this momentum, readiness remains limited

**Only 6%<sup>4</sup>** of companies fully trust AI agents to run core processes autonomously

Harvard Business Review Analytic Services survey conducted with ~603 business and technology leaders globally

**Takeaway** With adoption gaining momentum and early workforce impact emerging, AI agents remain in the early stages of enterprise integration, shifting focus to what will accelerate or constrain broader adoption

1. Finance Yahoo  
 2. ServiceNow's 2025 Workforce Skills Forecast  
 3. Mckinsey

4. Fortune

# AI Agents: What Accelerates Adoption and Slows Scaling

Enterprise adoption is being driven by strong demand for automation and AI capabilities, although security, compliance, and integration challenges continue to shape the pace of scaling

## Key Drivers of AI Agent Adoption in Enterprises

### Rising Demand for Automation

Automates repetitive, high-volume tasks to reduce costs and improve efficiency



### Enterprise-wide Scalability

Enables companies to expand AI adoption across teams, workflows, without rebuilding systems



### Advancements in AI Models and Tools

Advances in ML, NLP, and DL\* improve reasoning, planning, and handling of complex tasks



### Integration of Existing Systems and Platforms

Supports seamless deployment, helping companies adopt AI agents faster across functions



## Barriers to AI Agent Adoption

However, scaling adoption is still constrained by key risks:

### Security and Identity Risks



Agents access sensitive data, systems, and tools, making access and auditability harder to manage

- **88%<sup>1</sup>** of firms reported agent-related security incidents (2025)

**Even leading platforms are securing security<sup>2</sup>:** OpenAI acquired promptfoo to test agent behavior and detect vulnerabilities (Mar'26)

### Compliance Gaps



Adoption slows where rollout lacks full security approval

- Only **~14%<sup>1</sup>** of firms have full security approval across their agent fleet

### Guardrail Trade-offs



- Safety checks slow agents, reduce effectiveness, and require constant updates

## Takeaway

As enterprises consider AI agent drivers alongside risks, the focus is shifting to where agents can be adopted first and where value can be proven

1. Gravitee: State of AI Agent Security 2026 Report  
2. OpenAI

\*DL (Deep Learning)

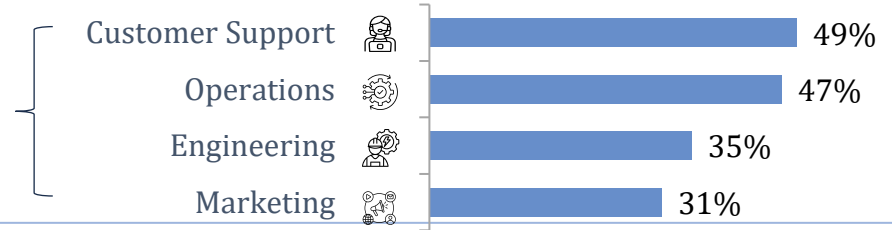
# Key Business Functions Leading in AI Agent Adoption

AI agents are being widely adopted in customer support and operations, driven by high-volume, repeatable workflows

## Business Functions Leading in AI Agent Adoption<sup>1\*</sup>

Customer support and operations lead AI agent adoption, with 49% of firms deploying agents in support and 47% in operations

\*525 U.S. C-Suite executives, presidents, owners, or partners at companies with 1,000+ employees



## Why Adoption Is Highest in These Functions

In 2023, AI bots offered replies. In 2025, AI agents are interacting with customers and completing tasks (payments and fraud checks), driving a **30%<sup>2</sup>** ↓ in pre/post-call operations

### Enterprise Examples

**zendesk** reports AI agents resolve **80%<sup>3</sup>** of customer queries, handle **5B+** issues annually

Companies report a decrease **25%+<sup>4</sup>** in **support tickets** with Einstein Bots **25%** ↓

Customer Support

Operations

AI agents are automating repetitive workflows (inventory, data entry, reporting), reducing forecasting errors by up to **50%<sup>2</sup>** with low risk

### Enterprise Examples

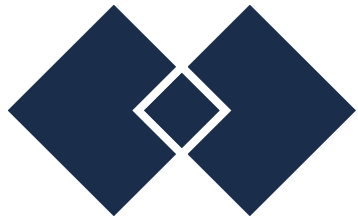
**Coca-Cola** uses **UiPath's AI agents** to automate order and supply chain workflows, improving output and reducing errors

**amazon** uses **Sequoia AI agents** in fulfillment to automate inventory, ↓ processing time by **~25%<sup>5</sup>**

Early AI agent adoption is concentrated in customer support and operations, where high-volume, repeatable workflows make value easier to prove and scale, further shaping broader enterprise deployment

1. Globenewswire  
2. IBM  
3. CompleteAI Training

4. Mindstudio  
5. Sifted



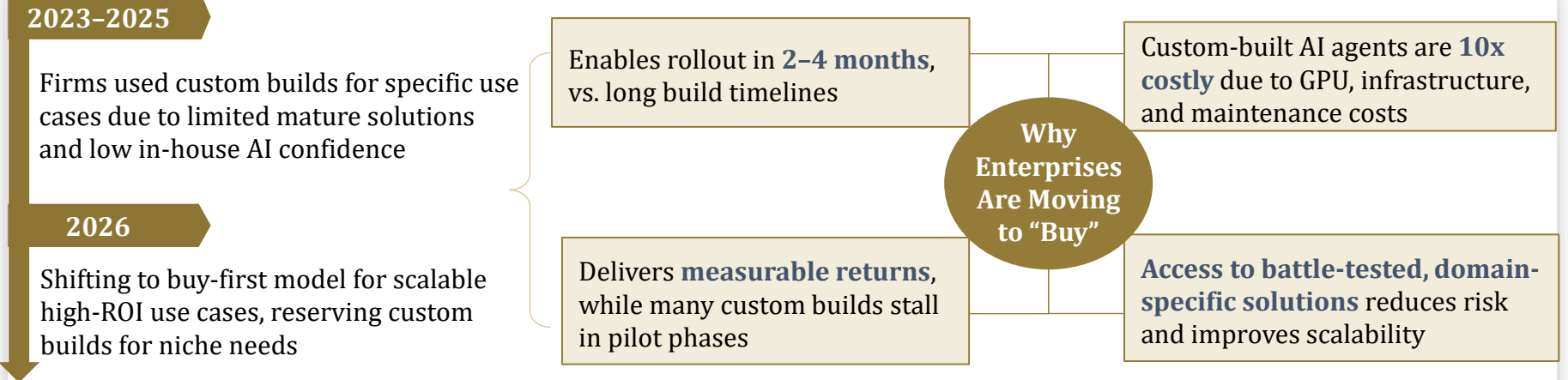
## Key Trends and Competitive Moves

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# AI Agents: Shift from Build-to-Buy Deployment Models (1/2)

As AI agents prove value in early use cases, enterprises are increasingly adopting ready-made platforms for quick deployment and better scalability

## Adoption Model Shift<sup>1</sup>: From Build to Buy



## Examples of Companies Offering Buy-First AI Agent Solutions and Pricing\*



AI for service desk automation

**\$491/month base** (50 resolutions included) and \$0.99 per additional outcome/resolution<sup>1</sup>



AI-driven agents for customer service

**~\$1.5-\$2** per automated resolution. and platform subscription (\$55-\$169/agent/month)<sup>2</sup>

1. Premium Plus

2. Salesforce

\*Pricing varies by plan, usage volume, and enterprise contract terms

This transition is pushing enterprises to focus on strategic solutions with ready-made platforms, while also adopting integrated infrastructure to power AI agents

## How Buying Behavior is Evolving Across Segments

### Mid-Market

Firms are shifting to buy-first solutions with 2–3-year contracts for stability and faster AI adoption (2–4 months)

### Enterprise Segment

Decision-makers are consolidating vendors and opting for 1-year contracts for quick AI deployment

### Emerging Segment

Early adopters prefer fewer AI agent platforms to reduce fragmentation, avoid lock-in, and maintain flexibility

**Despite the shift to pre-built solutions, some enterprises still require custom-built infrastructure to integrate AI agents into specialized workflows, enabling tailored capabilities and more complex interactions**

**E.g., Parallel Systems<sup>1</sup> provides this infrastructure, helping companies build customized solutions**

- It offers infrastructure tools (e.g., web search and research APIs) that allow AI agents to access web data and handle complex research workflows
- In Apr'26, it raised \$100M at a \$2B valuation, signaling strong investor confidence in agent infrastructure



**\$100M raised**

## Takeaway

- Companies are shifting from custom-built AI to ready-made platforms to speed deployment, cut costs, and improve ROI; however, some businesses still require specialized systems to create custom solutions that fit their unique workflows
- The focus is shifting beyond performance to how agents are adopted, managed, and scaled


1. LinkedIn

# Advancements in AI Agent Operations

To manage and operate their AI agents effectively, enterprises are turning to multi-agent orchestration and AgentOps, ensuring smooth performance and governance across business functions

## Rise of Multi-Agent Orchestration

AI agents are evolving from single-task systems to multi-agent orchestration, where specialized agents coordinate to handle complex workflows more effectively

1,445%   
enterprise inquiries on multi-agent systems (Q1'24 - Q2'25<sup>1</sup>) **Gartner**

### Recent Examples of Companies Adopting Multi-Agent Systems



Integrated **multi-agent orchestration**<sup>2</sup> via Gemini Enterprise for troubleshooting/self-service



Deployed **50+ multi-agent systems**<sup>3</sup> across industries by 2025

*"As a pioneer in enterprise multi-agent systems, we are committed to advancing agent interoperability as a key need for our clients."*

**- Babak Hodjat, CTO of AI<sup>4</sup>, Cognizant**

## Focus on Agent Governance and AgentOps\*

- As AI agents move into production, enterprises are adopting AgentOps to monitor performance, enforce guardrails, and govern agent behavior and decisions across workflows

  
40%<sup>5</sup>

of agentic AI initiatives to fail by 2027 due to lack of robust lifecycle management and governance

Highlighting the need for robust AgentOps to ensure secure, reliable AI agent operations at scale

**Gartner**

### Recent Examples of AgentOps Providers (2026)



Launched CAMS<sup>6\*\*</sup> for end-to-end AI agent governance and lifecycle control



Introduced<sup>2</sup> a production-ready agent lifecycle framework in Microsoft Foundry

1. Gartner  
2. IT Brief  
3. LinkedIn

4. Google  
5. Gartner  
6. Covasant

\*AgentOps is a set of practices for managing the full lifecycle of AI agents in production  
\*\* Covasant Agent Management Suite (CAMS)

# Verticalization of AI Agents and Shifting Software Economics

Meanwhile, the market is seeing parallel shifts with the rise of industry-specific AI agents and the adoption of new, outcome-based software pricing models, reshaping enterprise software economics

## Rise of Industry-Specific (Verticalized) AI Agents

Driven by tailored automation, industry-specific AI agents are rising rapidly, embedded in SaaS platforms to solve industry-specific challenges across healthcare, finance, and retail, outpacing general-purpose solutions

% of Enterprise Applications Integrating Task-specific AI Agents<sup>1</sup>

<5%  
2025

Gartner

40%

2026E

Some of Industry-specific Agents Launched (2025)



for healthcare



for insurance claims



Hippocratic AI

for healthcare

## Changing Software Economics: From Usage-Based to Outcome-Based


By early 2026, AI agents are driving a shift from per-seat pricing to outcome- or usage-based models, as work is no longer tied to individual users.

70<sup>2</sup>%


of software vendors will shift from pure per-seat models by 2028 (IDC)

While removing seat limits enables broader agent adoption, software spend will likely rise as costs scale with work volume/value

Software Companies Adopting Outcome-Based Pricing (2025)

 zendesk AI Agents<sup>3</sup>: \$1.50–\$2.00 per automated resolution

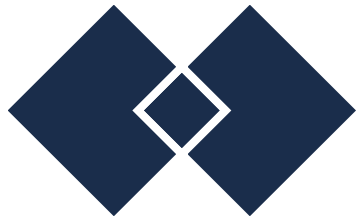
 INTERCOM Fin AI Agent<sup>4</sup>: \$0.99 per resolution

 : Introduced Flex Credits<sup>5</sup> pricing for AI agents at \$0.10 per action

The key question is whether the rise of industry-specific agents and the shift to outcome-based pricing are creating durable value or if the market is overpromising

1. Gartner  
2. IDC  
3. EEsel

4. GTM Now  
5. Salesforce



# Rise of AI Agents: Implications Across the Ecosystem

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# How AI Agent Realities Are Reshaping Investor Expectations

Despite widespread AI agent adoption, investors and enterprises are increasingly focused on whether agents can consistently deliver reliable, scalable value across real workflows

## From AI Agent Hype to Software Reliability

*“There’s the hype of imagining an AI agent could think for you, make decisions and take actions on your computer. Realistically, that’s terrifying.”<sup>1</sup>*

IBM

- Skepticism is rising as vendors rebrand basic automation as autonomous agents, a practice Gartner calls “agent washing”

**40%** of AI projects could be canceled by 2027<sup>2</sup> due to high costs, unclear value, and weak risk control  
Gartner

- As a result, investors and enterprises are shifting toward secure, governed, and auditable AI-agent systems
  - They are prioritizing production-ready, reliable systems over experimental concepts

## Toward Workflow-Specific Valuation

- Valuation is shifting from AI capability and hype to workflow impact, integration, and distribution strength
- Agents are valued less by sophistication and more by effectiveness within enterprise workflows

**“Workflow ownership and distribution drive pricing more than model sophistication”<sup>3</sup>**

- As per the Q1'26 dataset of 214 AI agent companies across 11 niches

*“By 2028, 50% of all enterprises will stop paying for assistive AI (such as copilots and smart advisors) and favor platforms that commit to workflow results.”<sup>4</sup>*

Gartner

*“Vendors that embed AI in the control plane will shape workflows. Vendors that treat AI as an add-on layer risk being abstracted.”*

Gartner - Alastair Woolcock, VP Analyst<sup>4</sup>, Gartner

Investors are shifting from AI hype to software reliability, valuing agents on how well they integrate into workflows, operate securely, and scale with clear execution boundaries

# Implications for Enterprises (1/2)

To maintain investor expectations and rising agent demands, enterprises are redesigning software to be agent-operable and adopting new KPIs to effectively monitor, control, and scale agent-driven workflows

## Rebuilding Systems and Metrics to Support AI Agents

### Shift toward Agent-Operable Enterprise Software

- Enterprises are redesigning software so agents can access data, tools, and workflows through APIs, not just human-facing interfaces
- This lets agents run continuously, operate in parallel, and automate workflows across systems



salesforce

Headless 360<sup>1</sup> makes Salesforce and Slack accessible to AI agents through APIs, MCP\* tools, and CLI\* commands

- This enables agents to access data, trigger workflows, and act across channels more independently

AI Agents will use the software **100x<sup>2</sup>** more than people and drive **10x** more activity in some workflows **100X**

### New Metrics and KPIs

- As AI agents become operational, enterprises need agent-level KPIs for reliability, control, and workflow impact
- Companies are **tracking**:

Agent uptime

Error rates

Task completion

ROI per workflow

Escalation rates

 Microsoft

Agent 365<sup>3</sup> gives enterprises telemetry, dashboards, alerts, registry, and permission controls to manage agents at scale

- It helps organizations “**observe, govern, and secure AI agents confidently**”

### Takeaway

As AI agents scale, enterprises are optimizing systems for agent access and tracking new performance metrics. The impact of AI agents is evolving human roles into more managerial responsibilities

1. Salesforce  
2. Fortune  
3. Microsoft

\*MCP refers to Model Context Protocol, and CLI refers to Command-Line Interface

# Implications for Enterprises (2/2)

As AI agents take on more responsibilities, enterprises are shifting toward human-led oversight, structured governance, and managing AI-driven tasks across business functions

## Human Becoming Manager of AI Agents

The shift is moving humans to a new role where they oversee tasks that AI agents handle, particularly routine workflow tasks



### Rise of Agent Stewards

Humans become “**Agent Bosses**,” responsible for creating, delegating, and managing agents to maximize impact

Leaders expect that within the next 5 years (2026-30)<sup>1</sup>,

41% > of workers will be training AI agents

36% > will manage them

## Where Humans Successfully Manage AI Agents

- **Repeatable Workflows:** Humans manage agents automating routine tasks

For e.g., **ClickUp**<sup>2</sup> managers delegate triage/reports to its Autopilot Agents, frees **80%** manual time for strategy



- **High-Risk Domains:** In areas like cybersecurity, humans oversee AI-driven decisions to ensure safety and accuracy

For e.g., **Google**<sup>3</sup> is shifting to a human-overseen security model, with AI monitoring threats



## Challenges in Managing Agents

**Complex workflows**

still require human judgment and frequent intervention

**Weak governance**

makes agent behavior harder to manage in sensitive workflows

**Permission risks**

reduce oversight, auditability, and accountability

The future is not “human out of the loop,” but human at the edge, who supervises agents and intervenes where judgment or accountability is required. This extends to how AI agents reshape workflows and affect job displacement versus creation

1. Microsoft 2025 Annual Work Trend Index  
2. clickup

3. Techradar

# AI Agents: Evolving Workforce Roles and Upskilling Needs

With AI agents augmenting human roles, they are creating new positions and driving a shift in required skills, emphasizing upskilling to manage and govern these agents effectively

## AI Agents Reshaping the Workforce

“In 10 years, we will hopefully have 75K employees, as small as possible, as big as necessary. They’ll be super busy. Those 75K employees will be working with 7.5M agents.”

- Jensen Huang, CEO, Nvidia<sup>1</sup>

### Emerging Job Categories

As AI agents scale, new oversight and technical roles emerge to integrate them effectively with humans and business processes

Agent Supervisors | AI Auditors | AI Prompt Architects | AgentOps Engineers | ML/AI Integration Specialists

### Big Companies Are Already Hiring For These Roles



Hiring for AI automation engineering roles<sup>2</sup>



Hiring for agentic model and system roles in AI Frontiers<sup>3</sup>



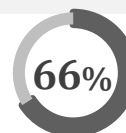
Plan to hire 1K graduates/interns for Agentforce and Headless 360<sup>5</sup>

### Upskilling as a Priority

~60% of employees will need to upskill “beyond prompt engineering” to supervise, audit, and trust autonomous agents<sup>5</sup>

Cisco, Portfolio Strategy SVP, describes this shift as both technological and cultural 

According to PwC’s 2025 Global AI Jobs Barometer<sup>5</sup>



66% faster skill change in AI-exposed roles vs. others



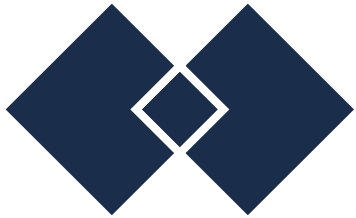
*Redesigning processes, roles, skills, culture, and metrics so people, agents, and robots create more value together*  
-McKinsey Global Institute’s Report<sup>6</sup>

### Takeaway

AI agents are unlikely to reduce workforce demand, but they are reshaping the job market by creating roles in technical, governance, and oversight areas, and making upskilling a business priority. This raises the question: what’s next for the AI agent market?

1. Fortune  
2. Gaia  
3. Salesforce  
4. Yahoo Finance: Cisco’s 2026 AI workforce report

5. PwC  
6. Mckinsey



## The Next Phase of AI Agents

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# AI Agents: Shaping the Future of Business Operations

As we look forward, businesses are likely shifting their focus from development to seamless integration within workflows, enabling human-AI collaboration and generating economic opportunities

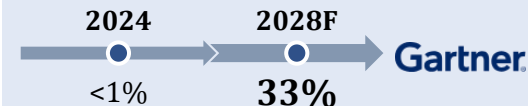
## Key Forces Shaping the Future of AI Agents

### Agentic AI Will Power AI Agents



- In 2025, **80%**<sup>1</sup> of executives believed company survival would depend on agentic AI
- This momentum will continue as agentic AI moves into enterprise software

### Enterprise Software Applications Expected to Include Agentic AI<sup>2</sup>



### Human-AI Workforce Integration



- Companies will operate with more AI agents than humans

**Jensen Huang**<sup>3</sup> envisions employees work with millions of AI agents, with each worker backed by an AI “fleet” handling tasks, automation, and support



**Agent : Human  
100:1**

**38%**<sup>4</sup>  
of organizations will have AI agents as team members within human teams by 2028



### Economic Impact of AI Agents<sup>4</sup>

AI agents are expected to generate ~**\$450B**<sup>#</sup> in economic value by 2028 through revenue growth and cost savings

### Looking Forward

Enterprise focus is shifting from building AI agents to operating them safely at scale. With the adoption of AI agents still in early stages, integration, governance, and redesign will become key to the future of work



*2026 will be the year enterprises shift their attention away from building AI agents and toward the harder, more critical work of operating them safely, at scale in real business systems.”*



– **Maryam Ashoori, VP of Product and Engineering, IBM**<sup>5</sup>

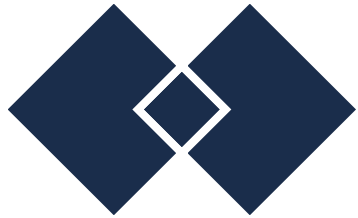
### Takeaway

**As AI agents enter the next phase, enterprise success will depend on adopting agentic AI and embedding agents into workflows. Human-AI collaboration will expand; some organizations will operate more agents than people, while AI agents unlock growth and cost savings**

1. Cisco  
2. Gartner  
3. Fortune

4. Capgemini  
5. LinkedIn



















\*Cisco/Omdia survey, Feb 2026 (N=650 executives across 6 countries)  
#Capgemini survey, N=1,500 senior executives across 14 countries




















## M&A and Financing Update

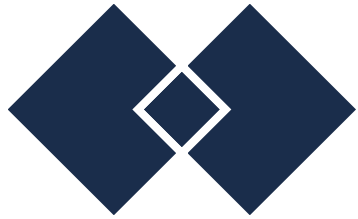
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# Recent M&A Deals

Deal Date	Target	Acquiror	Deal Value	Rationale
11-Mar-2026	 Forethought	 zendesk  GIC  ADIA <small>Artificial Intelligence Development Institute</small>	NA	This acquisition strengthens Zendesk's AI-driven "resolution platform" by adding self-improving AI agents that automate and improve customer support workflows
23-Feb-2026	 quack	 AUI	\$10.0M	This acquisition strengthens AUI's specialized customer-service agent technology and accelerate its capability in task-oriented, enterprise-grade conversational AI
07-Dec-2025	 Glean.ai	 pipe	\$2.0B	This acquisition adds AI-powered spend management to Pipe's embedded finance platform, enabling unified capital and expense visibility for SMBs
21-Nov-2025	 spindle AI	 salesforce	NA	This acquisition integrates agentic analytics and scenario intelligence, enabling AI agents to generate, simulate and optimize business decisions directly within Agentforce
04-Nov-2025	 Aisera	 AUTOMATION ANYWHERE	\$1.5B	This acquisition expands Automation Anywhere's agentic automation platform with self-service AI agents and enabling cross-functional autonomous operations
20-Oct-2025	 Metaculars	 Skan <sup>AI</sup>	NA	This acquisition strengthens Skan's agentic AI platform by integrating AI agents for workflow automation, in-app assistance and task orchestration
02-Jun-2025	 seek	 IBM	NA	This acquisition scales IBM's Watsonx AI Labs by leveraging Seek's technology to deliver mission-critical AI solutions for enterprise clients
10-Mar-2025	 Moveworks	 salesforce	\$2.9B	The acquisition combines ServiceNow's agentic AI and workflows with Moveworks' AI assistant, search and reasoning engine to advance its vision of putting AI to work

# Recent VC Investments

Deal Date	Target	Investor	Amount Raised	Rationale
28-Jan-2026	 <b>DECAGON</b>	ANDREESSEN HOROWITZ  COATUE	\$250.0M	The funding will enable Decagon to scale its AI concierge platform, accelerating global enterprise adoption and enhancing customer experience automation at scale
22-Dec-2025	 Serval	<b>SEQUOIA</b> 	\$75.0M	The funding will enable Serval to scale its AI-native automation platform beyond IT into HR, finance and legal while expanding agent capabilities and enterprise adoption
25-Nov-2025	 glean		\$150.0M	The funding will enable Glean to accelerate product expansion, scale AI platform and drive global adoption of AI agents for workplace search and workflow automation
22-Oct-2025	 UNIPHORE	 databricks   snowflake	\$260.0M	The funding will enable Uniphore to scale its Business AI Cloud by expanding its enterprise agentic AI platform, AI-data integration and scaling AI agents for automation
06-Sep-2025	 SIERRA		\$350.0M	The funding will enable Sierra to scale its AI agent platform and deploy autonomous customer support and service agents
22-Aug-2025	 Pylon	ANDREESSEN HOROWITZ <b>BCV</b>	\$31.0M	The funding will enable Pylon to expand its AI-native B2B support platform and scale automation across post-sales customer support, success and operations workflows
16-Jul-2025	 Maven <sup>AGI</sup>		\$50.0M	The funding will help Maven AGI expand its enterprise AI agent platform to unify and automate end-to-end customer experience workflows across support, sales and operations
12-Jul-2025	 LAND BASE	PICUS CAPITAL 	\$30.0M	The funding will support Landbase in expanding its GTM-1 Omni AI model to make B2B go-to-market execution faster and more efficient through automated customer acquisition













## Emerging Companies

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# Select AI Agents Companies

Company	Business Description	Capabilities	Latest financing
	<p>Developer of autonomous AI coding agents that writes, debugs and executes complex software engineering tasks</p>	<ul style="list-style-type: none"> <li>• Maker of Devin, the first AI software engineer</li> <li>• End-to-end coding, debugging &amp; deployment</li> <li>• Automates test generation &amp; execution</li> </ul>	<p>Cap Raised - <b>\$400.0M</b></p>  <p>FOUNDERS FUND</p>
	<p>Provides enterprise AI agents that search, reason and automate workflows using internal company knowledge</p>	<ul style="list-style-type: none"> <li>• Provides Enterprise AI Search &amp; Knowledge Agents</li> <li>• Orchestrates workflows across systems</li> <li>• Unifies organization's intelligence in one platform via AI automation</li> </ul>	<p>Cap Raised - <b>\$150.0M</b></p> 
	<p>Platform for building customer-facing AI agents that autonomously handle service, support and commerce interactions</p>	<ul style="list-style-type: none"> <li>• Helps businesses build better, more human CX with AI</li> <li>• Conversational AI across different channels</li> <li>• Enables agents to execute real actions - not just provide responses</li> </ul>	<p>Cap Raised - <b>\$350.0M</b></p>  
	<p>Develops enterprise AI agents for content generation, workflow automation and business-specific LLM applications</p>	<ul style="list-style-type: none"> <li>• Built for complex, multi-step workflows</li> <li>• Provides reusable playbooks to scale frequent tasks</li> <li>• Enables custom LLMs and brand-consistent AI content generation</li> </ul>	<p>Cap Raised - <b>\$200.0M</b></p>   
	<p>Customer experience platform offering AI agents that autonomously resolve queries, automate support workflows and manage omnichannel interactions</p>	<ul style="list-style-type: none"> <li>• Automates key support and business workflows using APIs</li> <li>• Helps customer and employee interactions across channels</li> <li>• Builds proactive copilot into workflows</li> </ul>	<p>Acquired - <b>\$10.2B</b></p> <p>Hellman &amp; Friedman</p> 

# Scaled AI Agents

Company	Business Description	AI Agent Offering	AI Agent Capabilities
	<p>Develops advanced generative AI models, emphasizing safety, interpretability and reliable deployment across enterprise and research applications</p>		<ul style="list-style-type: none"> <li>• Next generation AI assistant built by Anthropic</li> <li>• Performs conversational and text processing tasks</li> <li>• Handles summarization, search, creative &amp; collaborative writing, Q&amp;A and coding</li> </ul>
	<p>Builds and deploys multimodal AI models across search, cloud, advertising and productivity platforms at global scale</p>		<ul style="list-style-type: none"> <li>• Advanced LLM research by Google</li> <li>• Plans and executes tasks using web browsing, deep research and Google app integration</li> <li>• Provides built-in orchestration for multi-step agent workflows using tool/function calling</li> </ul>
	<p>Integrates generative AI into enterprise software via Copilot and Azure, enabling automation, analytics and productivity enhancements across workflows</p>		<ul style="list-style-type: none"> <li>• Microsoft's AI-powered assistant, integrating with other Microsoft apps for productivity</li> <li>• Automates repetitive tasks without any coding</li> <li>• Makes content creation, data analysis and communication more efficient and faster</li> </ul>
	<p>Develops cutting-edge generative AI models and multimodal systems for reasoning, coding and diverse real-world applications</p>	 	<ul style="list-style-type: none"> <li>• ChatGPT is a conversational AI assistant developed by OpenAI</li> <li>• Automates complex multi-step tasks using APIs, web browsing and code execution</li> <li>• OpenClaw directly connects to the systems to automate repetitive workflows</li> </ul>
	<p>Embeds AI across CRM platform, enabling data-driven insights, workflow automation and personalized customer engagement across sales and service</p>	<p>Headless 360</p>	<ul style="list-style-type: none"> <li>• API-first AI agent platform by Salesforce</li> <li>• Provides AI agents with full platform access through MCP tools and advanced coding</li> <li>• Enables native interactions across Slack, voice and WhatsApp</li> </ul>

# About Allied Advisers



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## **Allied Advisers: Investment Banking for Technology Companies and Investors**

Allied Advisers is a global technology-focused boutique advisory firm focused on investment banking for entrepreneurs and investors. The Silicon Valley-based firm, with a presence in Los Angeles, Israel, and India, serves entrepreneurs and investors of technology growth companies globally on strategic advisory including M&A and capital raises. Allied Advisers bankers have completed technology transactions globally for clients with Fortune 50 buyers and top tier Private Equity firms.