

Platform

Solutions

Resources

Company

Free prototype

Contact us

Home > Blog > **Agentic AI Statistics in 2026: Adoption Rates, ROI Estimates, and Market Trends**

September 26, 2025 • 12 min read

Agentic AI Statistics in 2026: Adoption Rates, ROI Estimates, and Market Trends



Alla Slesarenko

Agentic AI

Enterprise AI

Blog

Agentic AI in 2026: Adoption Rates, ROI Estimates & Market Trends



What is Agentic AI &
Why Does It Matter?
Agentic AI, Global
Market Snapshot
beyond 2026

Looking at the agentic AI statistics, it's pretty clear where this is heading — intelligent automation, better ROI (Return on investment) than expectations, and a shift from small productivity gains to large-scale AI transformation. What's really happening is that organizations aren't dabbling with AI anymore; they're going all-in on digital



transformation, and agentic AI is at the core of this shift, changing everything from how teams work together to how processes are executed, and how we even think about interacting with technology in the workplace.

Gartner projects that by the end of 2026, 40% of enterprise applications will include task-specific AI agents. Looking further ahead, in a best-case scenario, agentic AI could generate nearly 30% of enterprise application software revenue by 2035 — surpassing an impressive \$450 billion. [1] At the same time, year-over-year spending on artificial intelligence is expected to grow by 31.9% between 2025 and 2029, according to IDC. This surge, fueled by the rise of agentic AI-enabled applications and systems designed to manage fleets of AI agents, is projected to push AI investments to \$1.3 trillion by 2029. [2]

“An important takeaway from this forecast is the clear alignment between the growth in (AI) spending and IT leaders’ trust that effective use of AI can boost future business success. Application and Services providers that are behind in putting AI into their products and not extending them with agents are risking market share losses to companies that made the decision to put AI at the center of their product development roadmap.” — Rick Villars, Group Vice President, Worldwide Research at IDC

Considering the strong interest organizations have in investing in agentic AI and transforming business operations to enhance employee and customer experiences, now is the time to dive deeper into agentic AI, exploring agentic AI adoption stats and emerging agentic AI trends.

Experience a free AI agent prototype for your use case

[Free prototype](#)

What is Agentic AI & Why Does It Matter?

Figure 1: Evolution of Agentic AI

Agentic AI is the next step up from those simple chatbots we're used to — we're talking about digital agents that can act independently, make decisions, and handle complex tasks without humans constantly overseeing them. The big difference is that, unlike traditional AI systems that respond to prompts, agentic AI takes initiative, adapts when things change, and works toward specific goals across your entire organization.

AI agent orchestration is where things get really interesting. It's about having multiple specialized agents working together like musicians in an orchestra, each playing their part but all coordinated to create something bigger. This means enterprises can deploy whole teams of AI agents, with some handling customer service, others crunching data, and others optimizing supply chains or managing finances — all while ensuring everything stays in sync across the business.

The timing for all this couldn't be better. With customer expectations growing and the need for businesses to operate around the clock, agentic AI offers organizations a path to scale up their intelligence and reap the corresponding benefits.

Figure 2: Agentic AI in Different Business Functions

Agentic AI, Global Market Snapshot Beyond 2026

We're living through one of the biggest shifts in enterprise IT history. From intelligent customer service to entire industries reimagining their operations around AI agents, the AI statistics show that agentic AI isn't just another tech trend — it's the foundation of how businesses will operate in the near future.

What makes these AI stats particularly insightful isn't just their scale, but how quickly executives are moving from "wait and see" to "all-in," with budgets, timelines, and entire strategic plans being rewritten around agentic AI capabilities.

Figure 3: Current State of Agentic AI and Expectations

- Agentic AI will autonomously resolve 80% of common customer service issues without human intervention by 2029 (Source: [Gartner](#)).
- 93% of leaders believe that those who successfully scale AI agents in the next 12 months will gain an edge over industry peers (Source: [Rise of Agentic AI report](#), [Capgemini](#)).
- By 2028, 33% of enterprise software applications will include agentic AI, enabling 15% of day-to-day work decisions to be made autonomously (Source: [Gartner](#)).
- 100% of industries are expanding their usage of AI (even industries less obviously exposed to AI, such as mining and construction), indicating that business leaders see value in AI investments (Source: [The Fearless Future: 2025 Global AI Jobs Barometer by PwC](#)).
- Guardian agents will capture 10-15% of the agentic AI market by 2030 (Source: [Gartner](#))
- 93% of IT leaders report intentions to introduce autonomous agents within the next 2 years, and nearly half have already implemented (Source: [2025 Connectivity Benchmark report](#), [MuleSoft](#) and [Deloitte Digital](#)).
- More than 80% of organizations believe “AI agents are the new enterprise apps, triggering a reconsideration of our investments in packaged apps” (Source: [IDC’s Future Enterprise Resiliency & Spending \(FERS\) Survey](#)).
- 89% of surveyed CIOs consider agent-based AI a strategic priority, with demand growing for solutions that enhance automation, decision-making, and enterprise orchestration (Source: [Futurum Group](#)).
- 50% of enterprises using Generative AI will deploy autonomous AI agents by 2027, doubling from 25% in 2025 (Source: [Deloitte](#)).

- In a May 2025 survey of 300 senior executives, 88% say their team or business function plans to increase AI-related budgets in the next 12 months due to agentic AI (Source: [PwC](#)).

Want to learn best practices for AI agent implementations?

[Download Strategy Guide](#)

Industry-Specific Agentic AI Stats 2026

The real story of growing interest in agentic AI unfolds when you look at how different industries are putting these systems to work. From healthcare providers cutting diagnostic errors to retailers boosting their profits, each industry vertical is finding its own ways to harness autonomous AI.

What's particularly impressive is how quickly these implementations are moving from experimental pilots to full-scale deployments that are fundamentally changing how industries operate. Let's take a detailed look at AI statistics and implementations across the industries.

Agentic AI Stats in Healthcare 2026

- The healthcare industry already has a high usage of AI agents (68%). In fact, 84% of survey respondents feel comfortable with AI making end-to-end autonomous decisions for specific processes in their organization (Source: [KPMG](#)).
- AI applications in healthcare can generate up to \$150 billion in annual savings for the industry by 2026 (Source: [Accenture](#)).
- Four in ten healthcare executives already use AI for inpatient monitoring and to provide early warnings about patient health issues. This area is expected to see full implementation of agentic AI within the next three years (Source: [IBM](#)).
- AI-powered imaging solutions are expected to prevent up to 2.5 million diagnostic errors annually (Source: [Frost & Sullivan](#)).

Use Case: AtlantiCare in Atlantic City, New Jersey, rolled out a new agentic AI-powered clinical assistant designed to ease administrative burdens with features, such as ambient note generation. Among the 50 providers who tested it, the organization saw an impressive 80% adoption rate. Those who used the AI agent saw a 42% reduction in documentation time, saving approximately 66 minutes per day. [3]

Agentic AI Statistics in Banking, Insurance, and Financial Services

- Financial services firms project investments across banking, insurance, capital markets and payments businesses expected to reach \$97 billion by 2027 (Source: [World Economic Forum in collaboration with Accenture](#)).

- 70% of financial services executives believe AI will directly contribute to revenue growth in the coming years (Source: [World Economic Forum in collaboration with Accenture](#)).
- Enterprises that have deployed at least one AI use case are exploring an additional 10 AI initiatives, and 56% of finance functions plan to increase their AI investments by at least 10% in the next two years (Source: [Gartner](#)).

Use Case: Bradesco, an 82-year-old Latin American bank, is focusing on agentic AI use cases that help prevent fraud and serve as personal concierges for customers. These AI initiatives have boosted efficiency, freeing up 17% of employee capacity and cutting lead times by 22%. [4]

Retail and E-Commerce Agentic AI Stats

- 41% of organizations say they are already investing in AI agents, recognizing their value in case management and service operations where flexibility and responsiveness are critical (Source: [IDC](#)).
- By 2028, AI-powered agents will handle 20% of interactions at digital storefronts designed for humans (Source: [Gartner](#)).
- More than half of high-income millennials and one in four baby boomers have used or plan to use AI for online shopping (Source: [PwC](#)).

Use Case: A [Forbes-recognized retailer](#) partnered with OneReach.ai to implement an AI-driven communication strategy. The transformation included deploying AI agents to handle phone calls, integrating SMS for outbound marketing, and building a new customer contact center.

As a result, the company saw a 9.7% increase in new sales calls and improved its annual gross profit by \$77 million. Calls to stores dropped by 47%, while customer satisfaction rose, reflected in an NPS score of 65. To support this transformation, the retailer also rolled out 350 individual production releases across store locations nationwide.

Agentic AI Stats in Manufacturing Industry

- The global AI in manufacturing market size is anticipated to reach around \$230.95 billion by 2034, expanding at a CAGR of 44.20% between 2024 and 2034 (Source: [Precedence Research](#)).
- 89% of executives aim to implement AI in their production, and 69% of manufacturers have already started their journey and implemented at least one use case (Source: [SAP](#)).

Use Case: Amazon, operating the world's largest robotics fleet, has shown how AI can boost performance in fulfillment centers. By coordinating these autonomous systems, their facilities have achieved 25% faster delivery, created 30% more-skilled roles, and increased overall efficiency by 25%. [5]

Agentic AI Statistics in Supply Chain and Logistics

- By 2030, 50% of cross-functional supply chain management (SCM) solutions will use intelligent agents to autonomously execute decisions in the ecosystem (Source: [Gartner](#)).
- 62% of supply chain leaders recognize that AI agents embedded into operational workflows accelerate speed to action, hastening decision-making, recommendations, and communications (Source: [IBM](#)).
- Organizations with higher AI investment in supply chain operations report revenue growth 61% greater than their peers (Source: [IBM](#)).
- AI-powered innovations could reduce logistics costs by 15%, optimize inventory levels by 35%, and boost service levels by 65% (Source: [Microsoft](#)).

Use Case: SPAR Austria, a leading food retailer with over 1,500 stores is using AI to reduce food waste by optimizing ordering and supply chain management. The retailer developed a solution that analyzes sales data, weather, promotions, and seasonality to generate precise product forecasts. Trialed in the fruit and vegetable section, the system achieves over 90% prediction accuracy, ensuring the right products are available at the right stores at the right time. [6]

IT and Telecommunications Industry Agentic AI Statistics

- 53% of US businesses deploying AI agents report using them in IT and cybersecurity (Source: [PwC](#)).
- 97% of telecom specialists are adopting or assessing AI in their operations, and 49% are actively using it (Source: [NVIDIA](#)).
- Agentic AI is set to dominate IT budget expansion over the next five years, exceeding 26% of global IT spending and reaching \$1.3 trillion by 2029 (Source: [IDC](#)).

Use Case: A leading European telecommunications provider partnered with OneReach.ai to build an AI agent for seamless user authentication and service management. The new agentic AI solution allowed customers to authenticate using their account credentials, significantly reducing human agent involvement while maintaining high security standards.

Figure 4: AI agent implementation resulted in significant improvements across multiple regions for the period Jan 2024–Oct 2024

Agentic AI Stats in Legal Services

- 87% of legal professionals predict AI will significantly impact the profession within five years (Source: [Thomson Reuters](#)).
- Global legal technology spending will reach \$50 billion by 2027, fuelled by Agentic AI, automation, analytics, and secure cloud services (Source: [Gartner](#)).
- 51% of AI executives say their organization's legal function has experienced a significant (transformative or high) impact from AI (Source: [KPMG](#)).

Use Case: BakerHostetler, an American law firm, adopted an AI-powered legal research tool to optimize legal research through natural language processing (NLP). The tool cut down research-related hours by 60%, reduced time spent on case searches, and improved accuracy. Attorneys gained more time for client-facing work, boosting their productivity and strategic focus. [7]

Automotive Industry

- Over half (56%) of car owners and lessees believe AI agents will simplify car maintenance (Source: [Salesforce](#)).
- By 2030, highly autonomous AI-powered vehicles could account for 10 to 15 percent of new car sales (Source: [McKinsey](#)).
- 61% of consumers want AI agents to recommend the best car, 63% to help them optimize with in-car navigation based on their personal preferences, and 70% would use an AI agent to diagnose and address car issues in real time (Source: [Salesforce](#)).

Use Case: Ford, an American multinational automobile manufacturer, is leveraging AI agents to accelerate vehicle design and engineering, reducing processes that once took hours to just seconds. Traditionally, designers sculpt clay models before engineers run lengthy stress tests and simulations. By integrating AI agents, sketches can be

transformed into 3D renderings, stress analyses can be automated, and tasks can be chained together — from design to testing — creating a faster, agentic workflow. [8]

Key AI agent use cases

[Download Strategy Guide for Automation](#)

ROI Benchmarks: Measuring the Business Impact

Here's the thing about enterprise AI agents — they don't just deliver value once and call it a day. As these systems learn, adapt, and scale up, the returns keep multiplying, creating this snowball effect that gets more impressive over time – accelerated innovation, smarter decision-making, and better experiences for employees and customers. In many cases, organizations see ROI that hits 5x-10x per dollar invested, which makes AI agents a no-brainer strategic investment.

- More than half (61%) of CFOs say AI agents — digital labor capable of performing tasks autonomously — are changing how they evaluate ROI, measuring the success of technology investments beyond traditional metrics to encompass a broader range of business outcomes (Source: Salesforce).
- 88% of executives are seeing early returns on their AI investments (Source: PwC).

Table 1: Measurable Benefits of Implementing AI Agents

Benefits	Typical Impact per \$1 Spent	Example Metrics/ Outcomes
Cost Reduction	\$1-\$4 saved per \$1 spent	80% lower Tier-1 support costs, 20-35% lower operational costs
Productivity Gain	20-30% more output for same spend	25%+ improvement in clinical/ admin efficiency, 30% higher productivity
Revenue Growth	10-30% increase in sales/ conversions	14% higher online sales, 5x boost in sales conversions
Employee Satisfaction	Not always directly quantifiable	72% more likely to feel “very productive” at work
Scalability	High scalability with non-linear costs	Handle more queries, transactions, or customers without extra hiring
Accuracy/ Error Reduction	Fewer costly mistakes	90%+ accuracy in data extraction, reduced compliance fines

Calculating the ROI from AI agents means looking at the hard numbers and the intangible benefits. Organizations usually use the following formula for calculating ROI:

**Where Net Benefit equals the sum of Tangible Savings and Intangible Value*

Tangible Savings are the direct cost cuts you can actually put a dollar amount on — things such as lower labor costs, fewer mistakes, faster processing, and reduced operational expenses. You can track these through metrics, such as reduced headcount, speeding up cycle times, and slashing error rates.

Intangible Value covers the benefits that are harder to quantify but just as important — improved customer satisfaction, happier employees, better agility, and faster time-to-market. While these might not hit your bottom line immediately, they're huge drivers of long-term growth and keeping ahead of the competition.

When you add up these factors and divide by what you initially spent on the AI technology — including software, integration, training, and ongoing maintenance — you get a complete picture of your ROI. This approach helps make the business case for AI agents by capturing everything they actually do for your organization.

Enterprise AI Agent Maturity Model: Where Does Your Organization Stand?

Think of the [Enterprise AI Agent Maturity Model](#) as your roadmap for understanding exactly where you are in your Agentic AI journey and where you're headed next. This framework breaks down six levels of AI agent maturity. Each level includes real examples of what's possible and the actual business value you can expect. It's designed to take you from simple rule-based automation (Level 0) to Organizational AGI (OAGI) that can think and adapt across your entire organization (Level 5).

Figure 5: Enterprise AI Agent Maturity Levels

- **Level 0 — Basic Automation:** Works with simple, predefined rules – no thinking or learning involved.
- **Level 1 — Contextual Intelligence:** Can understand what users are asking for, pull up relevant information, and make suggestions.
- **Level 2 — Basic Orchestration:** Takes action on its own within a specific business domain.
- **Level 3 — Complex Orchestration:** Manages workflows that span multiple departments or business areas.
- **Level 4 — Multi-Agent Orchestration:** Multiple AI agents work together dynamically across different platforms and business domains.
- **Level 5 — Organizational Artificial General Intelligence (OAGI):** Self-learning ecosystems that can adapt and evolve across your entire organization.

Agentic AI is at the Core of an Autonomous Enterprise

Autonomous AI agents are quickly changing the way work gets done. Across different industries and functions, more teams are deploying AI agents at scale and seeing measurable outcomes, such as improved efficiency and higher overall customer and employee satisfaction.

How quickly and strategically you implement agentic AI in your business operations depends on selecting the right agent platform, governance frameworks, security protocols, and change management.

Related Questions About Agentic AI

1. What's the difference between regular AI and agentic AI?

Regular AI waits for you to ask it something and then responds. Agentic AI is like having a digital employee that takes initiative — it can make decisions, handle complex tasks independently, and work toward specific goals without constant supervision.

2. What kind of ROI can my organization expect from AI agents?

Organizations are seeing 5x-10x returns on their AI agent investments, with some specific examples like a 42% reduction in documentation time for healthcare providers and a \$77 million boost in annual gross profit for retailers. About 88% of executives report seeing early returns on their AI investments.

3. Which industries are seeing the biggest impact?

Healthcare is leading the charge with 68% already using AI agents, followed closely by financial services and retail. But here's what's interesting — 100% of industries are expanding their AI usage. Every industry is finding ways to make AI agents work for them.

4. How do I know if my organization is ready for agentic AI?

Most organizations fall somewhere on a six-level maturity scale, from basic automation (Level 0) to full organizational AI (Level 5). If you're already using simple chatbots or automated workflows, you're probably ready for Level 1 or 2 — contextual intelligence and basic orchestration. The key is starting where you are and building up systematically.

Alla Slesarenko

As Content Marketing Manager at OneReach.ai, Alla conducts in-depth primary and secondary research for creating a wide range of thought leadership assets focused on Agentic AI Automation and Orchestration. Her main objective is to help organizations with practical and actionable thought leadership and insights to identify the areas where Agentic AI can be leveraged for realizing strategic benefits. She collaborates with product management, marketing, sales, and industry thought leaders to deliver a 360-degree coverage of thought leadership and actionable insights on Agentic AI Automation and Orchestration.

Share article



Subscribe and receive updates on what's the latest and greatest in the world of Agentic AI, Automation, and OneReach.ai

Enter email...

Subscribe

This site is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply.

Related Blog Posts

Agent Lifecycle Management: Managing and Scaling AI Agents in the Enterprise

Agentic AI

AI Agents

Enterprise AI

Orchestration

MCP vs. A2A: The Protocols Powering Multi-Agent Collaboration

Agentic AI

Enterprise AI

Integration

Orchestration

What's Shaping the Enterprise AI Agents in 2026: Top Use Cases, ROI, and Impact

Agentic AI

AI Agents

Enterprise AI

Use Cases

Platform Overview	Telecommunications
Tools & Capabilities	Healthcare
Architecture	Public Sector
Safety & Security	Logistics and Transportation
Generative Studio X and GPTs	Technology
	IT Service Desk
	Finance
	Banking
	Insurance
	Legal
	HR
	Retail

Resources Company

Whitepapers	About us
Case Studies	Press
Blog	Careers
Webinars	
Analyst Recognitions	
Age of Invisible Machines book	
Invisible Machines Podcast	
Research Fellowship	

