SCG IT INNOVATION DAY 2026

Agentic AI: Designing for Resilience, Scaling for Impact | Topic 4

Is Your Data Ready to Unlock Agentic AI Potential?

Building the Foundation for the Next Era of the Intelligent Enterprise

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Reality Check

What Reports Say on Enterprise Scale Agentic AI

AI Plans vs. Reality

86% → 21%

Accenture research highlights that while 86% of organizations plan to boost AI investment in 2026, only 21% are redesigning processes with AI at the core.

Scaled Agentic AI

~10%

Fewer than 1 in 10 enterprises that tried AI agents have scaled them to generate tangible value.

Data Roadblock

~80%

Over 8 in 10 companies cite data limitations as a principal barrier to scaling agentic AI across the enterprise.

Is Your Data

Truly Ready?

An invitation to reflect — together

THE SHIFT

From Analytics to AGENTIC AI

A natural evolution
but one that changes what we must build beneath it

THE WORLD WE HAVE KNOW

Humans ask.
Dashboards answer.

THE WORLD **NOW EMERGING**

Agents act, decide,
And orchestrate.

THE IMPLICATION

Why This Shift Changes

What Data Must Be

Agents do not consume data the way people do

SHIFT 1

Batch → **Real-Time (based on necessity)**

People can wait overnight for a report. Agents decide in the moment — they need data as events happen.

SHIFT 2

Human-Readable → **Machine-Readable**

People infer context from experience. Machines need structure — explicit meaning, relationships, and definitions.

SHIFT 3

Conversation → **Action**

People use data to decide, then act. Agents use data to act directly — within governed boundaries.

AN HONEST BASELINE

Where Most Enterprises Are Today

This is where nearly every enterprise in the region begins their journey — ours included

01

Fragmented data “within and across” business units

Each system was **built for a local purpose**, at a different time, by different teams. The result is data islands that **never intended to speak to each other**.

02

Inconsistent definitions and meaning

The same word — "customer", "order", "revenue" **— means different things in different systems.** Humans reconcile this mentally. **Agents cannot**.

03

Data optimized for human reading

PDFs, spreadsheets, dashboards. Built for people to interpret. Machines need structured context, not pictures of data.

This is not a failing. It is the starting point — for almost everyone.

THREE PATTERNS WE OBSERVE

What We See When Data Isn’t Ready

Symptoms that appear across industries when the foundation is not in place

Confidently incorrect answers

Pilots that cannot scale

Governance gaps found after deployment

THE FRAMEWORK

Four Foundations of Agentic-Ready Data

The architecture that makes agents work at enterprise scale

01

Unified Foundation

One trusted source agents can reason across

02

Real-Time Access

Data flowing as events happen

03

Machine-Readable Context

Ontology — a shared language for machines

04

Tool-Use Accessibility

Governed data and APIs where AI agents can safely call and act on

From Silos to a Unified Data Foundation

Agents cannot reason across a business they cannot see

BEFORE

Fragmented data islands

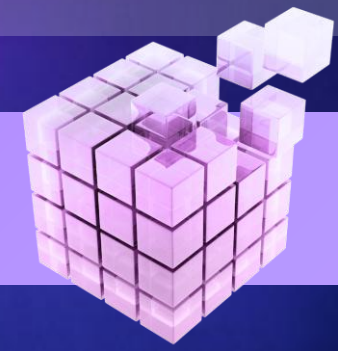
- Finance
- Sales
- Operations
- HR

AFTER

One trusted foundation

UNIFIED DATA FOUNDATION

- Finance
- Sales
- Ops
- HR



BUSINESS CONSEQUENCE

Every business question becomes answerable. Every decision becomes connected.

02 — REAL-TIME ACCESS

From Batch to Real-Time

Yesterday’s data is no longer sufficient when an agent is deciding now

BEFORE

Overnight
Batch Cycles

AFTER

Event-driven,
streaming data

WHERE THIS MATTERS IN PRACTICE

- Inventory position
- Supply chain disruption
- Customer services
- Equipment health

Ontology — the **Shared Language** Machines Understand

A common dictionary so agents know what we mean

“What is a customer?”

Different answers, same enterprise:

SALES	Anyone who signed a contract
FINANCE	Anyone who paid an invoice this year
OPERATIONS	Anyone receiving a delivery right now
MARKETING	Anyone in our database

ONTOLOGY

A shared, machine-readable definition

Every important business concept — customer, order, product, shipment, employee — is defined once, in a way machines understand consistently across the enterprise.

- Customer
- Order
- Product
- Shipment

BUSINESS CONSEQUENCE

Agents reason correctly across business units because they share the same definitions.

From Access Requests to Tool-Use

Data only creates value when an agent can safely reach it and act with explainability

BEFORE

Access through human requests

AFTER

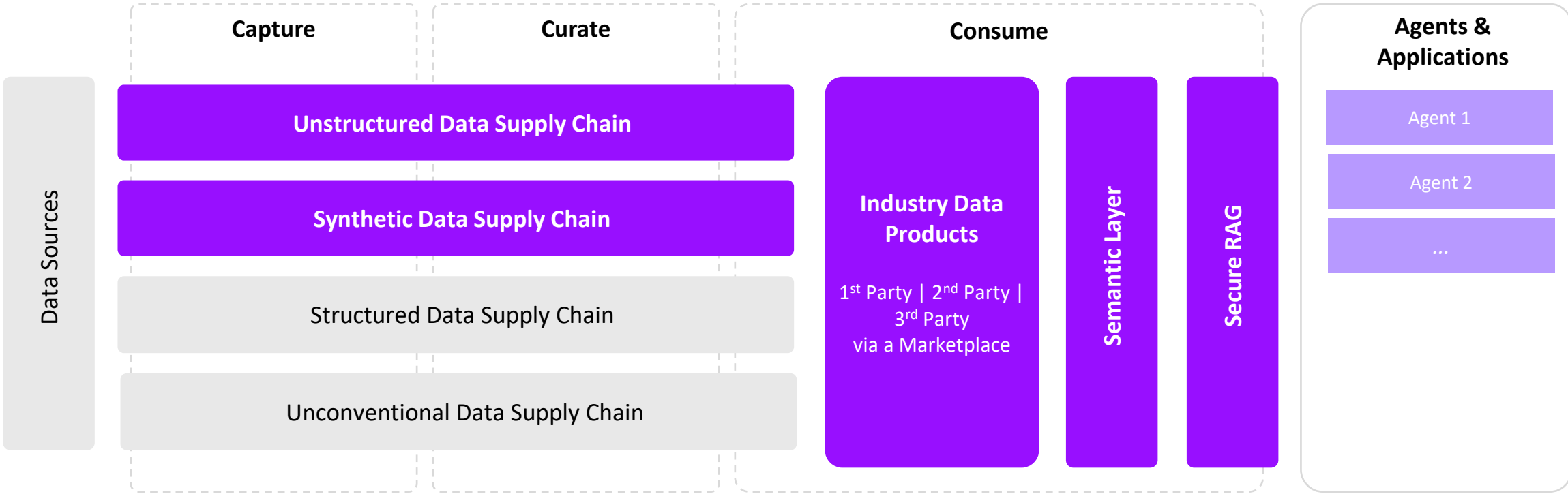
Governed APIs and tools

IMPORTANT — This is not raw database access. It is controlled, permissioned, policy-enforced, and auditable.

BUSINESS CONSEQUENCE — Agents move from answering questions to completing work.

AGENTIC AI - READY DATA FOUNDATION

Every enterprise's **data foundation** must be updated



Legend

Existing
Pre Agentic AI

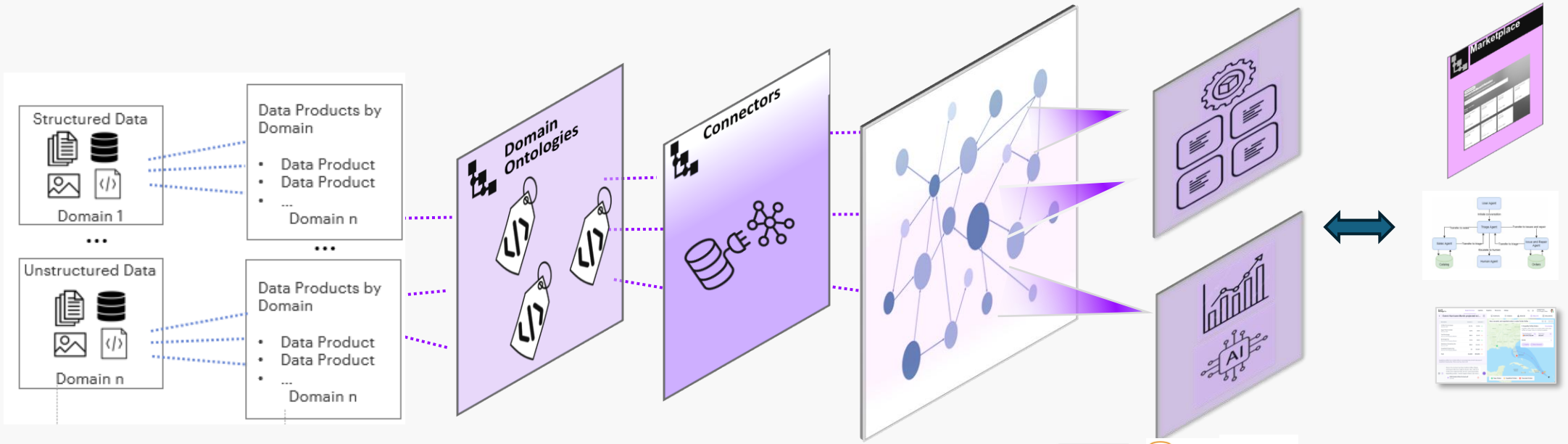
Critical New for Agentic AI

E2E SOLUTION TO TRUSTED DATA FOR AI

AI READY DATA

Deliver an integrated E2E solution to deliver access to Trusted Data for AI

1.CAPTURE Semantic Layer Creation Population w/Structured & Unstructured Data → **2.CURATE** Knowledge Refinement → **3.CONSUME** Discovery, Access, and Data Abstraction



Data Products

- Customer Data Products & Data Governance Foundation

Marketplace

Data Marketplace enables Enterprise Discovery.

Semantic Layer

- Standards-based Ontology maintenance tools with Accenture Accelerators
- Domain Ontologies & Cartridges

Federation

Connectors & Publishers for Semantic Layer Hydration & Unstructured Data Supply Chain

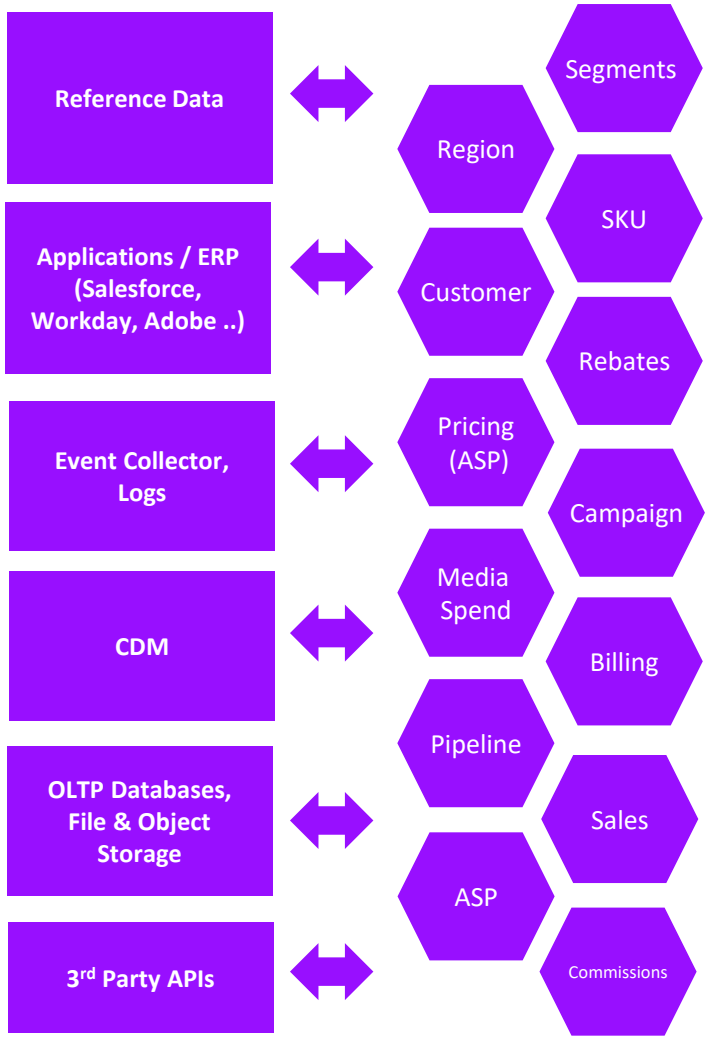
- Enterprise Grade Semantic Layer Products

Data Agents

Data agents support build, maintain, and use of data products via the semantic layer.

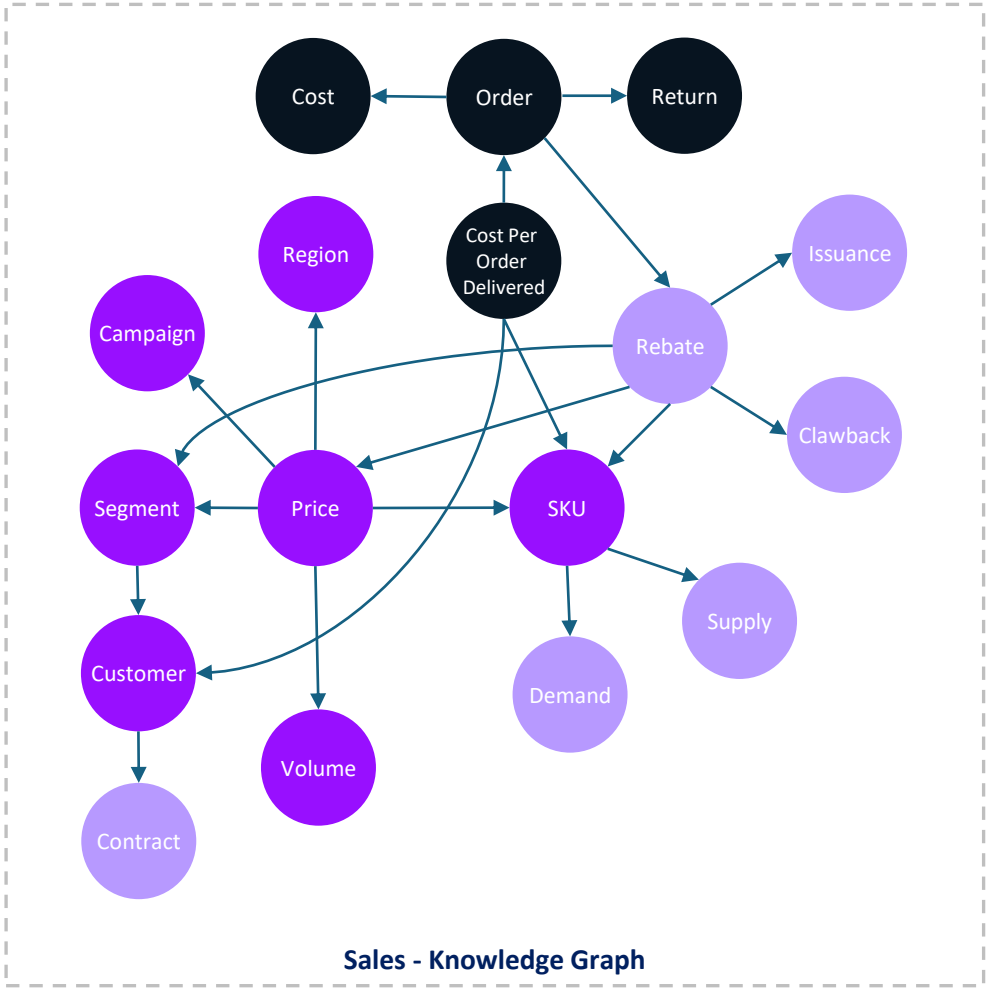
CASE STUDY-A NEW DATA FOUNDATION TO DRIVE AI

Reinvent SalesOps that brings AI, not vice versa



Data Sources

Data Products



Sales - Knowledge Graph

Semantic Layer

What is the ASP by SKU/ for Customer

How are the rebates trending/changing by SKU/ for Customer

What is our cost per order delivered

Consumption Layer

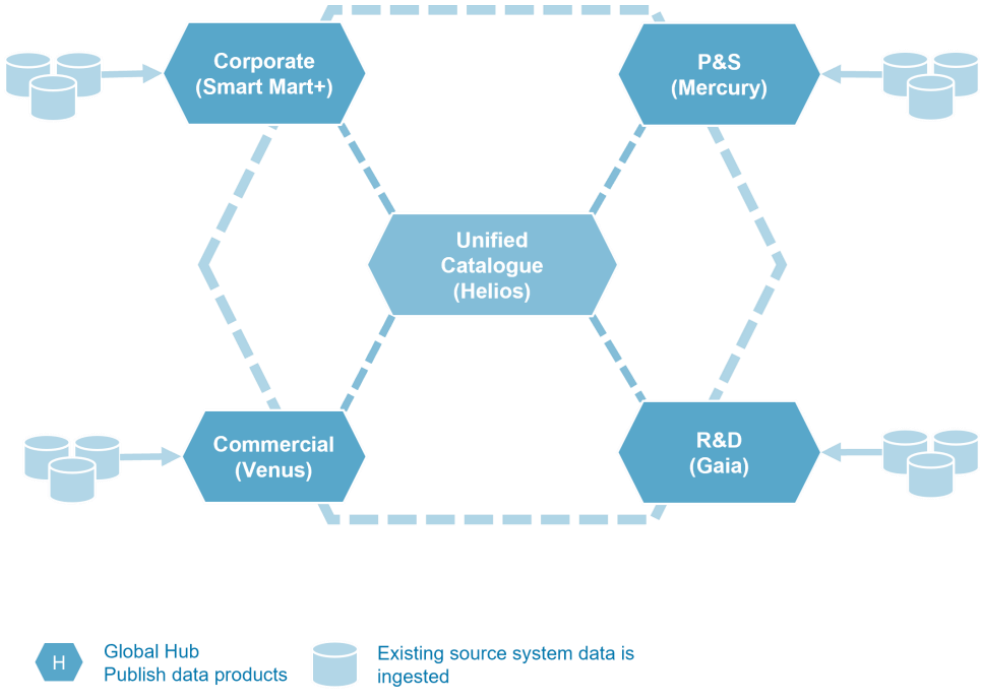
A decentralized data management **allowing cross-functional business units** to own and manage their data products

Data Mesh and Data Products for Cross BUs

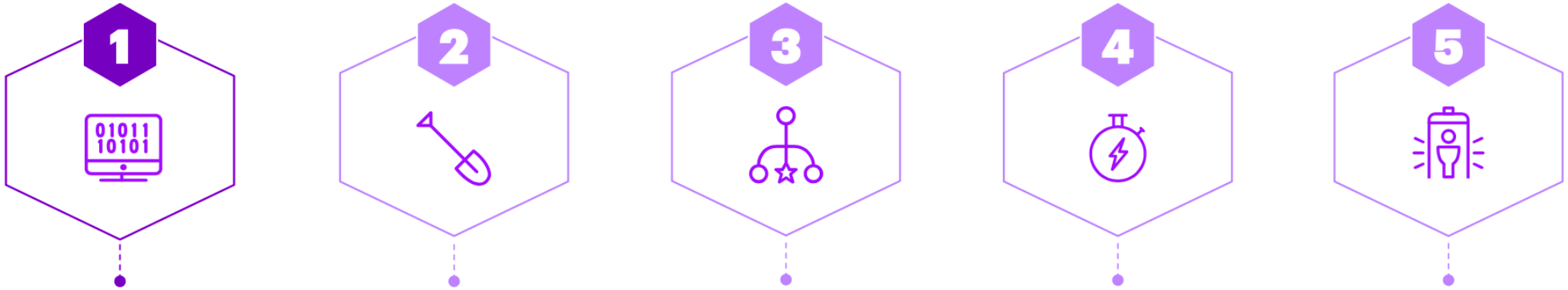
The Mesh topology allows teams to own, manage, share and use data independently

- Existing source systems remain as-is
- Source system data is ingested each Business unit hub
- Each Hub is run by the respective functional data operations team that holds specific subject matter knowledge
- All data products can be discovered from a central catalog and are accessed through the Mesh

Concept Illustration



WHY TRADITIONAL DATA GOVERNANCE DOES NOT WORK



	POLICIES ARE "ARTIFACTS," NOT "CODE"	MANUAL METADATA & LINEAGE	GOVERNANCE BLOCKS INNOVATION	POINT-IN-TIME COMPLIANCE	UNGOVERNED AI RISK
Current Model	Policies live in static documents, disconnected from platforms and execution	Metadata and lineage rely on manual updates and quickly become outdated	Centralized teams act as approval gatekeepers for access and change	Compliance is validated through periodic audits	Governance focuses on datasets, not how data and models are actually used
Scale Failure	Governance rules cannot be enforced programmatically and are bypassed in practice	AI outcomes cannot be reliably traced, explained, or audited	Governance becomes a bottleneck, driving shadow usage and workarounds	Passing an audit does not ensure ongoing compliance in dynamic data environments	AI usage, prompts, and downstream decisions operate outside governance controls

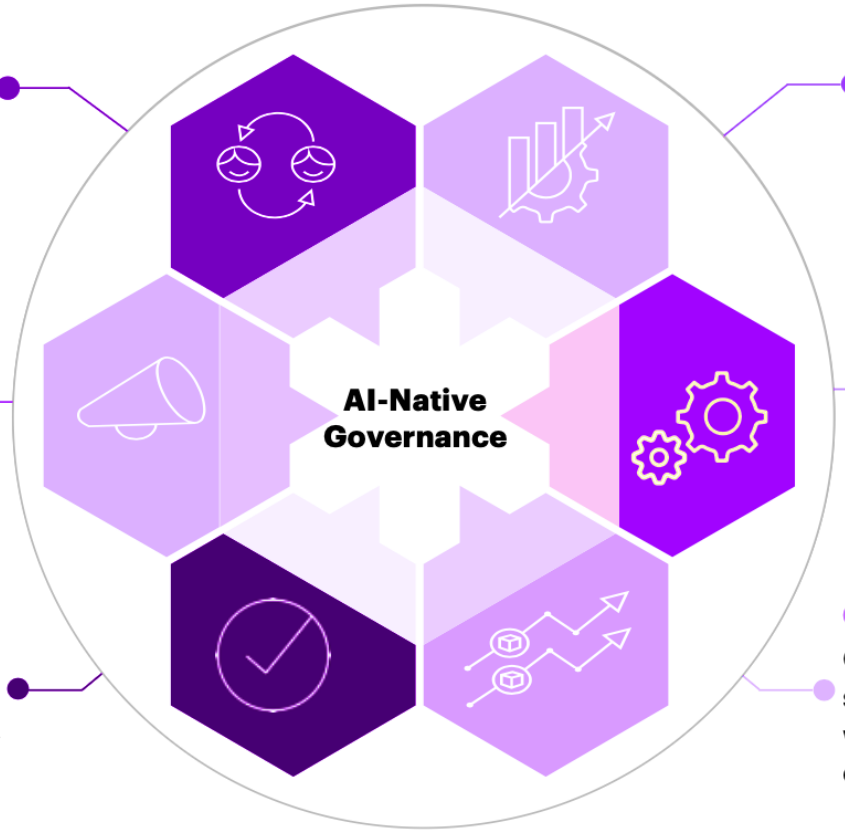
The gatekeeper model creates the illusion of control while increasing risk at scale

THE PRINCIPLES OF AI-NATIVE GOVERNANCE

Governance Must Operate at Machine Speed
AI operates at machine speed, requiring real-time, continuously adaptive governance that scales guardrails and oversight across autonomous systems

Policies Must Be Executable
Policies must shift from static documents to machine-enforceable logic with automated, real-time validation and continuous compliance evidence

Trust Must Be Measurable
In an AI-native enterprise, trust is computed through continuous quality assessment, full lineage visibility, and active bias and risk monitoring

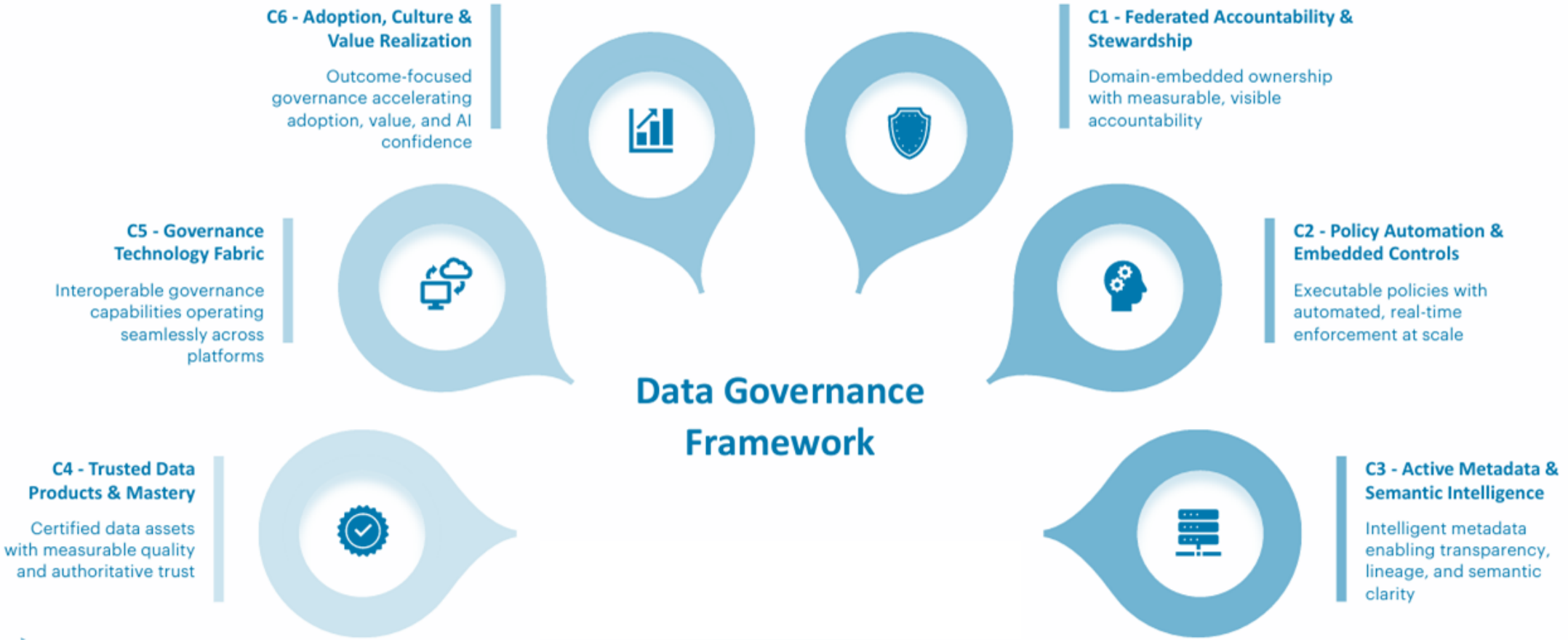


Metadata Must Be Active
Metadata must become an intelligent control plane enabling automated governance, transparency, and explainability across the enterprise

Ownership Must Be Federated
Governance must be federated—with clear domain accountability, embedded ownership, and context-aware controls operating within enterprise guardrail

Governance Must Be Embedded by Design
Governance must be architected from the start—embedded natively into platforms and workflows, invisible to users yet consistently enforceable

AUTOMATED-FIRST FRAMEWORK BY DESIGN



KEY TAKEAWAYS

Agentic AI fueled by ”Executable” Data

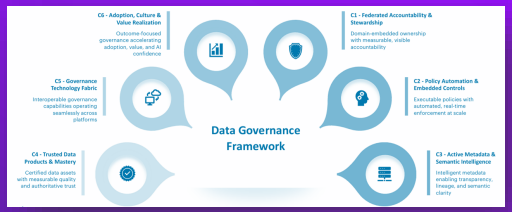
01

Agentic AI needs Unified Data Platform with capability to provide Relevance, On-time, Trusted Data with Traceability

02

Data Built for Agents shifts from visualize-then-act to Machine-readable Ontology to perform with business-driven data products

03



AI-Native Governance with Automated-First Design overtakes Traditional Data Governance for Scaling AI

WHERE TO BEGIN

A Practical Starting Point

Three moves any leader can commission in the coming quarter

01

Commission a data readiness diagnostic

An honest baseline across the four foundations. Where are we strong? Where are we thin? No consultant gloss — just clarity.

02

Select one meaningful within and/or cross BU use cases

Choose a problem worth solving that naturally requires data to flow across boundaries. Make success visible to the whole group.

03

Establish the governance foundation

Ownership, quality, and access in their always-on form — not as a project, as a way of working.

Small, deliberate steps. Not a grand program. A beginning.

Interested in exploring how these solutions can support your business?

Connect with IT One team to learn more.

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