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Agentic AI vs AI Agents



Building an Automated Organisation



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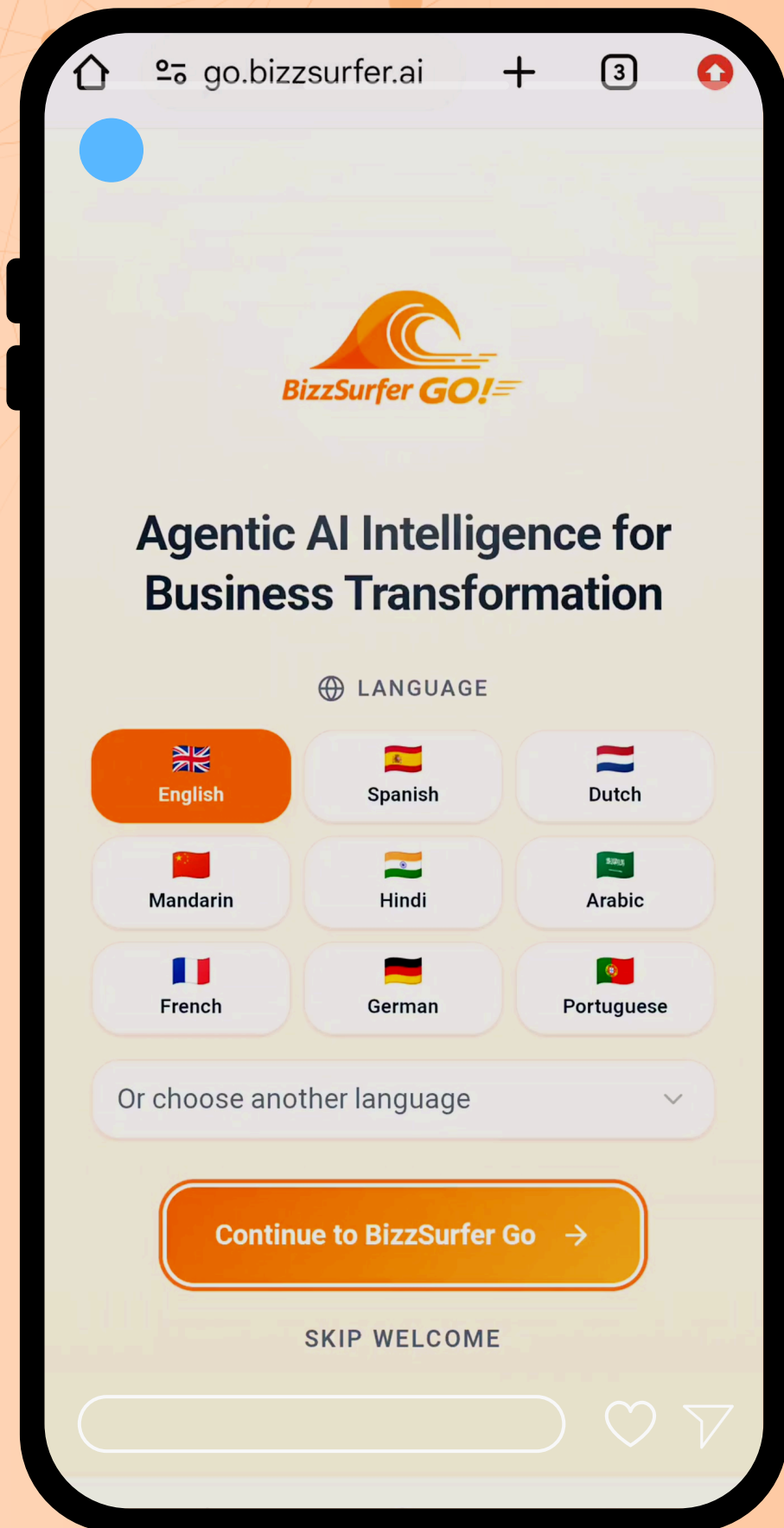
FOR TRANSFORMATION LEADERS

Agentic AI Intelligence for *Business Transformation*

Connect your enterprise systems. Let Agentic AI orchestrate decisions, adoption and execution — at the speed of the boardroom.

Talk to BizzSurfer Go! →

Join the Agentic AI launch waitlist



WELCOME

WHY THIS CONVERSATION MATTERS NOW.

Every transformation leader I speak to is being pitched “AI agents” and “Agentic AI” as if they were the same thing.

They are not. And the difference is not semantic — it is strategic.

TODAY'S AGENDA

- #1 The vocabulary problem
- #2 Two paradigms, defined
- #3 Why 70% of transformations fail
- #4 The six dimensions of transformation
- #5 How Agentic AI changes the rules
- #6 Vendor evaluation framework
- #7 Live Q&A



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DEFINITION #1

AI AGENT

A discrete software entity



A single software entity that performs a defined task — typically inside one tool or workflow.

Sophisticated in capability. Useful at the level of the individual or tailor-made for a company, not scalable. But by design — a point solution.

TYPICAL USE CASES

✓ Drafting emails from a brief prompt

✓ Classifying inbound support tickets

✓ Summarising meeting transcripts

✓ Generating first-draft reports

Operates in isolation. Improves individual productivity — not organisational outcomes.

DEFINITION # 2

Agentic AI

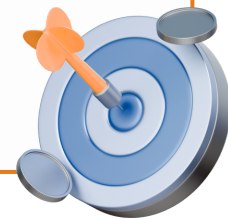
An architectural paradigm

Multiple intelligent agents that **plan, reason, coordinate** and **execute** across enterprise systems to achieve defined business outcomes.

Human oversight is embedded at every critical decision point.

CONTEXTUAL AWARENESS

Agents share a coherent understanding of the enterprise.



CROSS-SYSTEM COORDINATION

Activity is orchestrated across ERP, HRIS and operational tools.



INSTITUTIONAL GOVERNANCE

Approval gates, audit trails and role-based access — built in.





THE CORE INSIGHT

AI agents improve *productivity*

Agentic AI enables *transformation!*

One delivers gains at the level of the individual. The other rewires how the enterprise operates.

WHY THIS MATTERS

The hard truth about enterprise transformation!

70%

of enterprise transformations fail to achieve their intended outcomes.

THE ACTUAL CAUSES

- ✘ Fragmented data architecture
- ✘ Siloed transformation workstreams
- ✘ Insufficient integration between systems
- ✘ No real-time visibility across the organisation
- ✘ Change programmes that stall without coordination

The cause is FRAGMENTATION — not a lack of AI!

THE INTUITIVE TRAP

More agents do not solve **fragmentation!**

THE INTUITION

“Deploy more AI agents — one per workflow, one per team — and we'll be transformed.”

What actually happens:

- More tools generate more outputs.
- Outputs still need to be reconciled by humans.
- Coordination burden is relocated, not resolved.

THE REALITY

“Orchestration above existing systems is what unlocks transformation outcomes.”

Why it works:

- Agents share organisational context.
- Insights from one workstream inform another.
- Coordination is structurally embedded.

The relevant question is not whether a technology incorporates AI — but whether it orchestrates work across the enterprise.

THE SIX DIMENSIONS

What every transformation programme must connect!

Most organisations manage these as discrete domains. The cost is fragmentation. The cure is integration.



Processes

Map, optimise and orchestrate end-to-end workflows.



Portfolio

Visibility across every transformation initiative.



Finance

ROI tracking and cost-saving identification.



Workforce

Skills, capacity and team performance alignment.



Governance

Embedded compliance, audit trails and risk controls.



Change

Adoption, communication and behavioural orchestration.

THE ARCHITECTURE

One orchestration layer **ABOVE** your existing systems!

Built to integrate — not replace — the technology you have already invested in.

BUSINESS OUTCOMES · Strategy execution · Cost reduction · ROI · Compliance



BIZZSURFER · AGENTIC AI ORCHESTRATION LAYER

Processes

Portfolio

Finance

Workforce

Governance

Change



YOUR ENTERPRISE SYSTEMS

ERP · HRIS · CRM · Project tools · 100+ API connectors



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HOW IT WORKS

From data to decision — in four orchestrated steps.

01



Connect

Integrate live data from your HRIS, ERPs and project tools via 100+ API connectors.



02



Analyse

Agentic AI maps current processes, identifies bottlenecks and scores workforce readiness.



03



Optimise

AI generates optimised processes with curated workforce and change management advice.



04



Execute

Stakeholders review and approve. Agentic AI schedules implementation across systems.

THE GOVERNING PRINCIPLE

The technology recommends. Humans decide!

This is the principle that separates Agentic AI from simple AI agents — and the reason regulated industries can adopt it with confidence.

Future is industry AGNOSTIC!

Material decisions are routed through formal approval gates. Every recommendation, every change, every action is captured in a complete audit trail.



A prerequisite for regulated industries — and an expectation at board level.

AGENTIC AI RECOMMENDS

Process redesign · Skill match · Risk flag



STAKEHOLDER APPROVAL GATE

Review · Approve · Reject · Escalate



AGENTIC AI EXECUTES

Across systems · With audit trail

BUILT FOR REGULATED ENTERPRISES

Data sovereignty. Compliance by architecture.

For mid-market and enterprise organisations operating in regulated sectors — governance is not a feature. It is a foundation.



Data Sovereignty

Sovereign cloud, on-premise and air-gapped deployment options. Data never leaves EU jurisdiction.



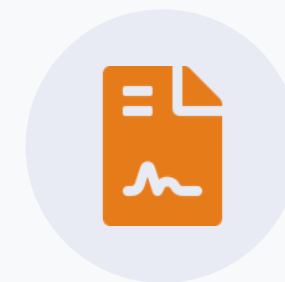
Compliance Certified

SOC 2, ISO 27001, ISO 42001 and GDPR — built into the architecture, not bolted on.



Role-Based Access

Granular permissioning across modules, processes and stakeholders — at every level of the organisation.



Complete Audit Trails

Every recommendation, decision and execution captured for regulatory and board-level scrutiny.

YOUR DIAGNOSTIC FRAMEWORK

Three questions for any AI vendor.

Use this in your next vendor meeting. The answers will tell you whether you are buying a productivity feature or transformation infrastructure.

1

INTEGRATION

Does the solution coordinate activity across multiple enterprise systems — or operate within a single workflow?

2

GOVERNANCE

Is governance structurally embedded — approval gates, audit trails, role-based access — or treated as peripheral?

3

ARCHITECTURE

Does the architecture integrate with existing infrastructure — or require displacement of systems already in place?

Three yes answers = **Agentic AI**. Anything less = an **AI agent** — regardless of the label.





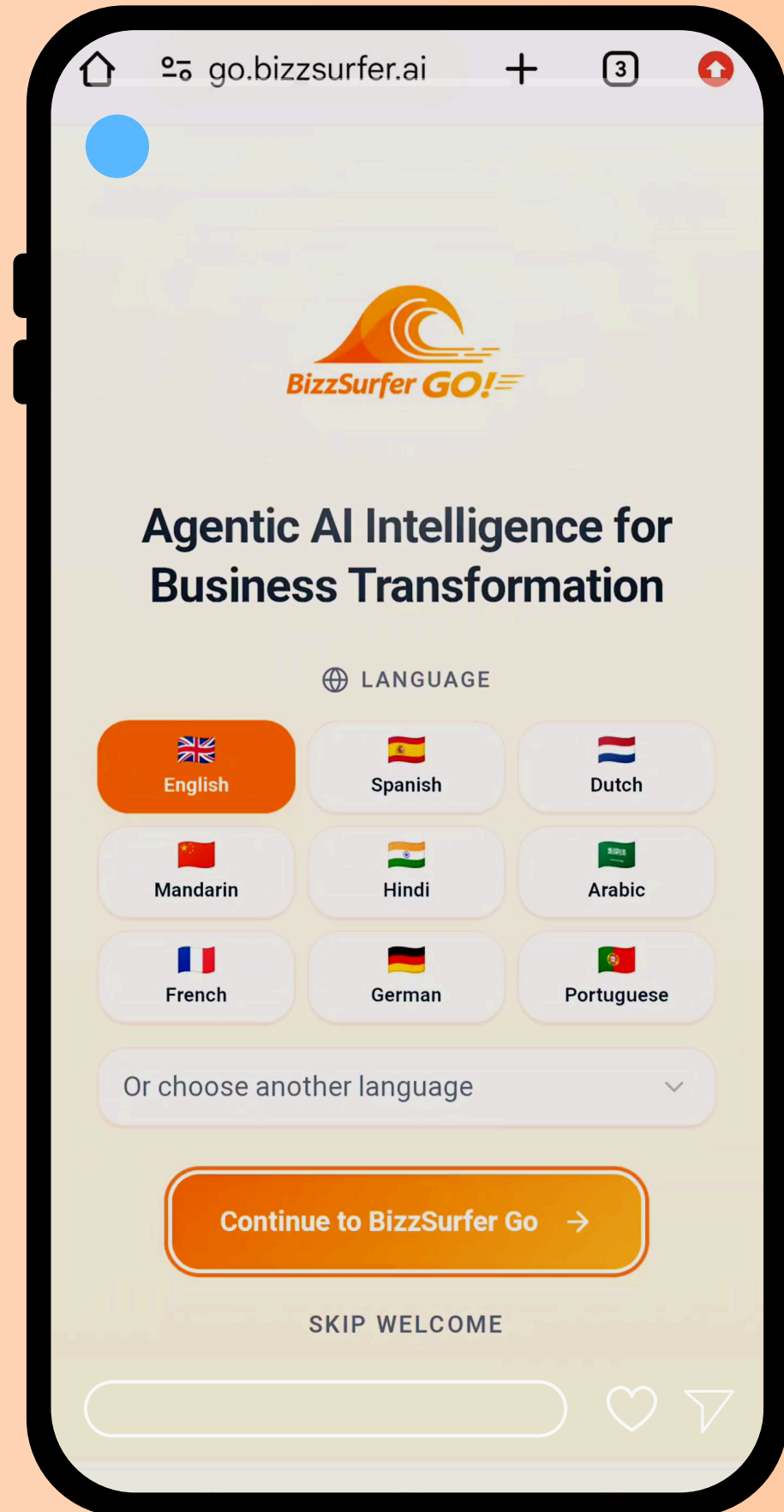
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LIVE Q&A

Your turn.

Drop your questions in the chat.



“How do I evaluate the AI vendors already in our pipeline?”



“Where should we start if we have 15+ disconnected tools?”



“How does this work for our regulated industry?”

READY TO SEE IT IN ACTION?

Connect your enterprise systems.



Let *Agentic AI* orchestrate
your transformation.



01

Book a 30-min demo

See the platform with one of our transformation specialists.

bizzsurfer.com/demo

02

Read the full analysis

The white paper behind today's framework.

bizzsurfer.com/agentic-ai

03

Connect with BizzSurfer GO!

Continue the conversation directly on LinkedIn.

linkedin.com/in/marielschaab