



Building the Frontier Firm

Agentic system of work



Agentic AI is becoming the new way work gets done

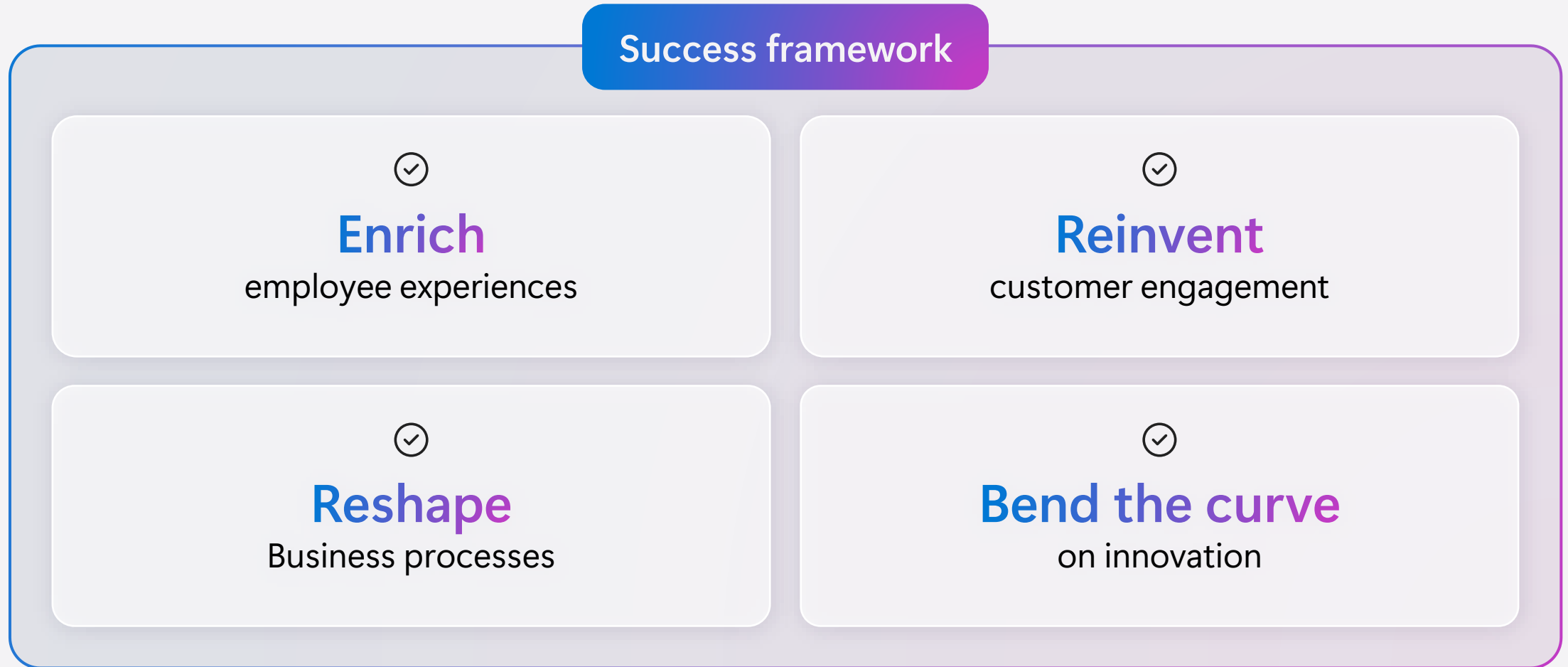
46%

of leaders surveyed report they are using AI & Agents to fully automate workflows or processes¹

1.3B

AI agents projected to be automating workflows by 2028²

Frontier Firms differentiate by taking a holistic view



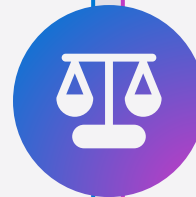
Frontier Firm or Fast Follower? Either way, the key is learning

Professor Karim Lakhani, Harvard Business School



Frontier Firm

Reinvent the organization
around AI



Fast Follower

Scale proven
patterns faster

Both arguments are reasonable—and that's exactly what makes the decision hard.
The real risk isn't moving too early or too late. It's moving without **learning**.*

What AI leaders know



**The invisible
must become
visible**

Illuminating every
corner of the workflow



**AI must be
infrastructure**

Embedded into core
processes



**The frontier
is a continuum
of practice**

Instituting structured
experimentation

**However, today's
enterprise technology
landscape is fragmented**

However, today's enterprise technology landscape is fragmented



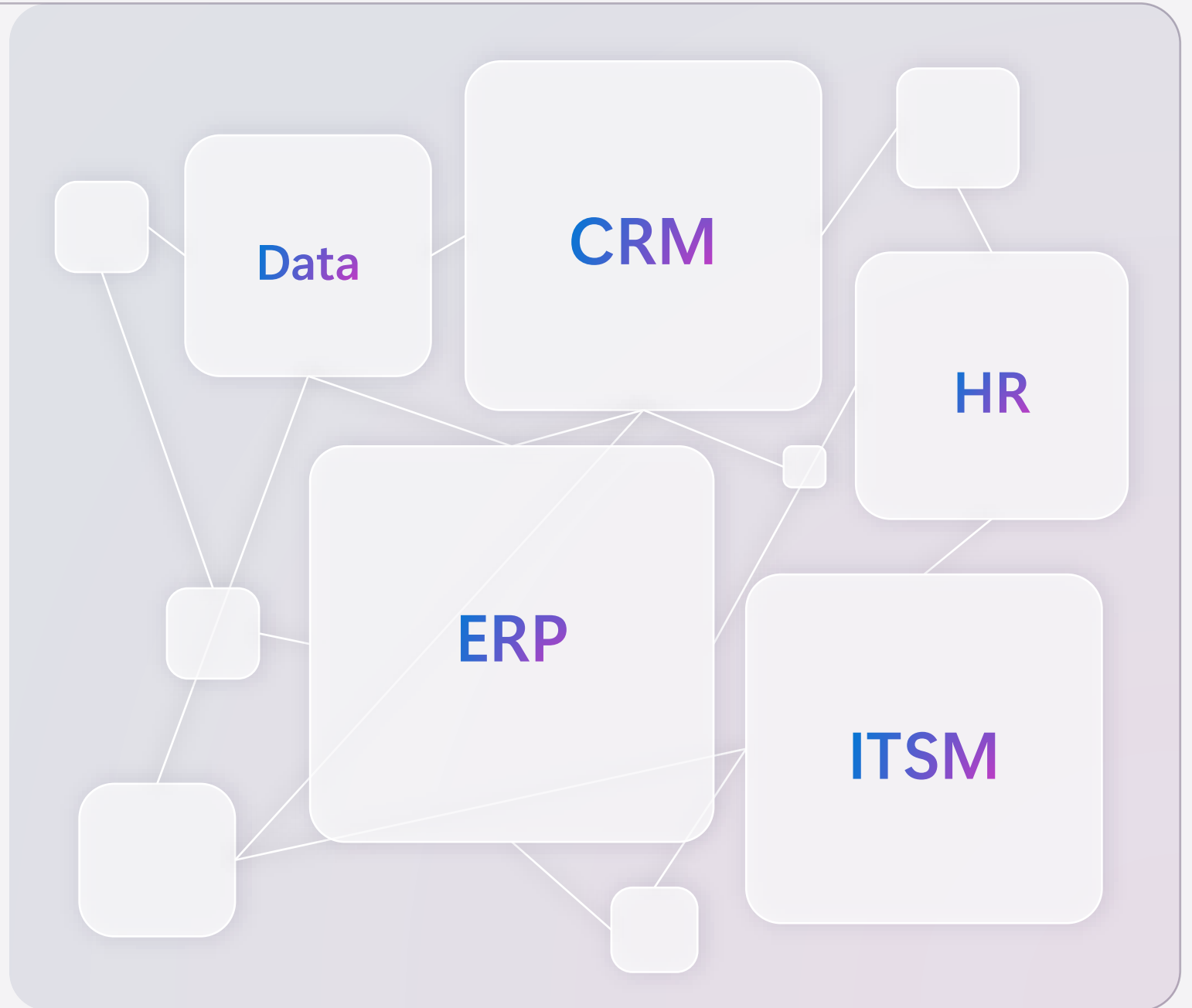
Every SaaS vendor ships its own agent—optimized to protect its stack.



Proliferation of agents, uncontrolled



Different interfaces, different guardrails, different governance



**Where Microsoft
makes the difference**

Agentic System of Work



Copilot

to transforms knowledge work



Agents

to help run the business



Agent 365

for visibility and control

Microsoft IQ

From **app-centric** workflows to
an **agent-centric** system of work

Start with the Core

Microsoft platforms built to run modern enterprises

Microsoft 365



Power Platform



Dynamics 365



Learn more: Journey to the Frontier Firm

Blueprints for the future of business functions



Frontier Sales: The agentic pipeline

Build an AI-fueled selling engine that enables humans to spend more time doing what matters most: creating relationships and trust.

[Download Guide](#)



Frontier HR: Agentic workflows, human journeys

With AI handling repetitive daily processes, business partners can be fully present for the human moments that matter most.

[Download Guide](#)



Frontier IT: Orchestrating the agentic future

Tech support and service blossom into a platform for AI-powered innovation and business value creation across the organization.

[Download Guide](#)