

# What Agentic AI taught us.

Part 1

What is Agentic AI  
and why does it matter?



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# What is Agentic AI?

## Traditional AI...

Traditional AI excels at performing single, well-defined tasks based on user input or pre-trained knowledge. Think of models that classify images, extract data from invoices, or answer questions based on a document.

## ... Versus Agentic AI.

Agentic AI takes this further by giving AI the autonomy to take initiative, plan, and interact with external systems, to achieve a goal. **These systems don't just respond, they act.**

## The differences between Traditional AI, Generative AI and Agentic AI

	Traditional AI	Generative AI	Agentic AI
Purpose	Automates repetitive, rule-based tasks.	Creates content based on prompts.	Reaches goals through decision-making and action.
Learning	Relies on fixed rules and updates.	Learns from large datasets.	Adapts through experience and feedback.
Autonomy	Fully dependent on pre-coded logic.	Needs guidance to operate.	Acts with minimal human input.



# Why does it matter?

## 1. From smart to autonomous

Agentic AI enables systems that don't wait for instructions, but proactively solve problems, look up missing information, and adapt their behaviour based on feedback. This opens the door to fully automated and optimized workflows. It also allows multiple agents to collaborate, each with their own role, working together to solve complex tasks.

## 2. It changes how we build systems

Instead of coding for every exception, we now design agents that simulate reasoning and planning to make context-aware decisions in complex, real-world environments. These systems don't follow rigid scripts, they adapt based on goals, feedback, and new information.

## 3. It's more human-friendly

Agentic systems work with goals written in natural language, allowing users to describe what they want, and developers to guide agent behaviour without hardcoding rules.

## 4. It unlocks new use cases

From customer support agents that escalate only when needed, to systems that automate research, summarise lengthy documents, or coordinate tasks across teams, the possibilities are growing fast.





## Who is Agentic AI for?



- **Decision-makers** looking to boost efficiency, reduce manual work, or unlock new digital services. Agentic AI makes it possible to rethink internal workflows, customer interactions, and business operations.
- **Technical teams** who want to build scalable, intelligent systems that go beyond prototypes. Agentic AI offers the frameworks to create production-ready, end-to-end solutions, designed to be deployed, maintained, and delivered to real customers. With fewer hard-coded rules and more autonomy, these systems adapt, evolve, and support practical use in real-world scenarios.
- **Innovation leads and product owners** exploring how AI can take the next step beyond prediction or automation. Agentic AI enables the shift from static tools to dynamic, goal-driven digital assistants.

## Why now?

Recent innovations provide the components needed to build agentic systems that are secure, scalable, and ready for production.

At Ixor, we see Agentic AI as the next logical step in making technology more useful, more proactive, and ultimately, more impactful.

## What can Ixor do?

At Ixor, we have already brought several Agentic AI projects into production, and are currently working on more.

**This gives us a strong foundation of real-world experience, not just theoretical knowledge.**

Our teams understand what works, where the pitfalls are, and how to translate the promise of Agentic AI into practical, scalable solutions.

Whether you're exploring the potential or ready to start building, we can help you move forward with clarity and confidence.

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For any questions about Agentic AI, contact **Jan Pieter Cootjans**, our in-house expert.

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In part 2 we will talk about  
Agentic AI en Privacy (Autonomy vs.  
Accountability). So stay tuned!