

# Agentic AI Services

A comparative analysis of service providers  
assessing innovation, scale and governance  
in agentic AI services



Introduction	03	Contacts for this Study	11
About the Study		Advisor Involvement	
Quadrants Research	05	Advisor Involvement – Program	12
Definition	06	Description	12
Quadrants by Regions	07	Advisory Team	12
Schedule	08		
Client Feedback Nominations	09	Invited Companies	13
Methodology & Team	10	About our Company & Research	16

Agentic AI is the ability to take autonomous actions across multiple processes or systems based on an understanding of the environment and desired outcomes. In 2026, agentic AI is rapidly evolving from experimental pilots to enterprise-priority initiatives and a foundational layer for next-generation digital and autonomous operations. Unlike traditional AI systems that follow predefined workflows, agentic AI can autonomously plan, reason, orchestrate tools and collaborate across systems to achieve complex objectives with minimal human intervention.

Enterprises are moving beyond isolated PoCs to use cases that support multi-agent ecosystems, process orchestration and adaptive workflow automation. Advances in long-context models, multimodal capabilities and distributed agent architectures are enabling scalable deployment across customer operations, IT, finance, supply chain and knowledge-intensive functions.

Meanwhile, organizations are prioritizing production-grade readiness, focusing on observability, governance, security, cost optimization and integration with legacy systems. In the future, as agent autonomy increases, so will the need for explainability, accountability frameworks and human-in-the-loop controls to ensure compliance and risk mitigation.

Leading service providers are differentiating through robust orchestration frameworks, scalable memory architectures, FinOps optimization and industry-specific accelerators that translate experimentation into measurable outcomes. This study evaluates how providers enable enterprises to operationalize agentic AI responsibly, scale autonomously across distributed environments and drive sustainable competitive advantage.



# Agentic AI Services 2026

## Service Segments

## Cornerstones



The study analyzes market trends, provider capabilities and competitive dynamics shaping **agentic AI and autonomous systems'** evolution.

Simplified Illustration Source: ISG 2026

**Agentic AI Development and Deployment Services**

**The ISG Provider Lens® Agentic AI study offers the following to business and IT decision-makers:**

- Transparency on the strengths and weaknesses of relevant providers
- A differentiated positioning of providers by segments on their competitive strengths and portfolio attractiveness
- Focus on the global markets, covering regional nuances

Our study serves as an important decision-making basis for positioning, key relationships and go-to-market considerations. ISG advisors and enterprise clients also use information from these reports to evaluate their current vendor relationships and potential engagements.



### Definition

This quadrant evaluates providers of agentic AI solutions that autonomously plan, execute and optimize complex multistep tasks with minimal human intervention. These solutions transcend rule-based automation to enable goal-driven, enterprise-wide orchestration using advanced reasoning, contextual memory and multimodal intelligence.

Agentic AI systems use multi-agent coordination, distributed execution and persistent memory to manage end-to-end processes. They interpret objectives, decompose tasks, invoke enterprise tools and APIs, collaborate with humans or other agents and adapt in real time based on feedback. Providers use long-context processing, retrieval-augmented generation (RAG) frameworks and reinforcement learning to enhance reliability and scalability.

Providers use governance frameworks, guardrails, observability and human-in-the-loop controls to address risk, compliance and cost optimization. By merging autonomy with enterprise-wide oversight, agentic AI enables scalable, outcome-driven transformation.

### Eligibility Criteria

1. Demonstrate the ability to **architect and operationalize** enterprise-grade agentic AI solutions
2. Showcase **production-ready deployments** (beyond PoCs) featuring **multi-agent orchestration, tool and API integration, autonomous planning and adaptive workflows**
3. Exhibit **scalable agent architectures** with distributed execution, **long-context memory and secure tool and API integration**
4. Implement **secure tool use and access controls**, including permissions, auditability and safe execution boundaries
5. Embed **human-in-the-loop oversight, approval checkpoints, real-time monitoring, explainability and policy-based controls** for decision-making
6. Establish **robust governance frameworks**, covering bias mitigation, transparency, auditability, security and regulatory compliance
7. Adopt **LLMOps and AgentOps practices**, including model evaluation, guardrails, observability, prompt and version management and FinOps
8. Integrate **multimodal, structured and unstructured data** using RAG, knowledge graphs, state and memory strategy, and contextual memory frameworks
9. Exhibit **industry-specific accelerators, frameworks and client case studies** across functions
10. Showcase **partner ecosystem coverage** with hyperscalers, model providers, ISVs and others to drive innovation and scale



## Quadrants by Region

As a part of this ISG Provider Lens® quadrant study, we are introducing the following one quadrant on Agentic AI Services 2026.

Quadrant	Global
Agentic AI Development and Deployment Services	✓



The research phase falls in the period between April and May 2026, during which survey, evaluation, analysis and validation will take place. The results will be presented to the media in September 2026.

<b>Milestones</b>	<b>Beginning</b>	<b>End</b>
Survey Launch	April 2, 2026	
Survey Phase	April 3, 2026	May 22, 2026
Sneak Preview	August 2026	August 2026
Press Release & Publication	September 2026	

Please refer to the [ISG Provider Lens® 2026](#) research agenda to view and download the list of other studies conducted by ISG Provider Lens.

#### **Access to Online Portal**

You can view/download the questionnaire from [here](#) using the credentials you have already created or refer to instructions provided in the invitation email to generate a new password. We look forward to your participation!

#### **Buyers Guide**

ISG Software Research, formerly “Ventana Research,” offers market insights by evaluating technology providers and products through its Buyers Guides. The findings are drawn from the research-based analysis of product and customer experience categories, ranking and rating software providers and products to help facilitate informed decision-making and selection processes for technology.

In the course of the Agentic AI Services IPL launch, we want to take advantage of the opportunity to draw your attention to related research and insights that ISG Research will publish in 2026. For more information, refer to the [Buyers Guide research schedule](#).

#### **Research Production Disclaimer:**

ISG collects data for the purposes of writing research and creating provider/vendor profiles. The profiles and supporting data are used by ISG advisors to make recommendations and inform their clients of the experience and qualifications of any applicable provider/vendor for outsourcing the work identified by clients. This data is collected as part of the ISG FutureSource™ process and the Candidate Provider Qualification (CPQ) process. ISG may choose to only utilize this collected data pertaining to certain countries or regions for the education and purposes of its advisors and not produce ISG Provider Lens® reports. These decisions will be made based on the level and completeness of the information received directly from providers/vendors and the availability of experienced analysts for those countries or regions. Submitted information may also be used for individual research projects or for briefing notes that will be written by the lead analysts.



### ISG Star of Excellence™ – Call for nominations

The Star of Excellence™ is an independent recognition of excellent service delivery based on the concept of “Voice of the Customer.”

The Star of Excellence™ is a program, designed by ISG, to collect client feedback about service providers’ success in demonstrating the highest standards of client service excellence and customer centricity.

The global survey is all about services that are associated with IPL studies. In consequence, all ISG Analysts will be continuously provided with information on the customer experience of all relevant service providers. This information comes on top of existing first-hand advisor feedback that IPL leverages in context of its practitioner-led consulting approach.

Providers are invited to [nominate](#) their clients to participate. Once the nomination has been submitted, ISG sends out a mail confirmation to both sides. It is self-evident that ISG anonymizes all customer data and does not share it with third parties.

It is our vision that the Star of Excellence™ will be recognized as the leading industry recognition for client service excellence and serve as the benchmark for measuring client sentiments.

To ensure your selected clients complete the feedback for your nominated engagement please use the Client nomination section on the Star of Excellence™ [website](#).

We have set up an email where you can direct any questions or provide comments. This email will be checked daily, please allow up to 24 hours for a reply.

Here is the email address:

[star@cx.isg-one.com](mailto:star@cx.isg-one.com)



**ISG Star of Excellence**



## Methodology & Team

The ISG Provider Lens® 2026 – Agentic AI Services research study analyzes the relevant service providers in the global market, based on a multi-phased research and analysis process, and positions these providers based on the ISG Research methodology.

**Study Sponsor:**

Namratha Dharshan

**Lead Author:**

Gowtham Kumar Sampath and Hemangi Patel

**Editor:**

Upasana Hembram

**Research Analyst:**

Saravanan MS

**Data Analyst:**

Rajesh Chillappagari

**Consultant Advisors:**

Loren Absher, Olga Kupriyanova and Ryan Hamze

**Project Manager:**

Sukanya Nair and Sibin Varghese

Information Services Group Inc. is solely responsible for the content of this report. Unless otherwise cited, all content, including illustrations, research, conclusions, assertions and positions contained in this report were developed by, and are the sole property of Information Services Group Inc.

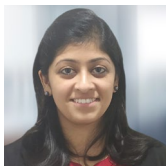
The research and analysis presented in this study will include data from the ISG Provider Lens® program, ongoing ISG Research programs, interviews with ISG advisors, briefings with service providers and analysis of publicly available market information from multiple sources. ISG recognizes the time lapse and possible market developments between research and publishing, in terms of mergers and acquisitions, and acknowledges that those changes will not reflect in the reports for this study.

All revenue references are in U.S. dollars (\$US) unless noted.



## Contacts For This Study

### Study Sponsor



**Namratha  
Dharshan**

**Chief Business  
Leader**



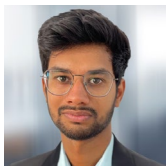
**Gowtham Kumar  
Sampath**

**Assistant Director  
and Principal  
Analyst – Global**



**Hemangi  
Patel**

**Senior Manager  
and Principal  
Analyst – Global**



**Saravanan  
MS**

**Research  
Analyst**



**Rajesh  
Chillappagari**

**Data  
Specialist**



**Sibin  
Varghese**

**Senior Program  
Manager**



**Sukanya  
Nair**

**Senior Project  
Manager**



### ISG Provider Lens® Advisors Involvement Program

ISG Provider Lens offers market assessments incorporating practitioner insights, reflecting regional focus and independent research. ISG ensures advisor involvement in each study to cover the appropriate market details aligned to the respective service lines/technology trends, service provider presence and enterprise context.

In each region, ISG has expert thought leaders and respected advisors who know the provider portfolios and offerings as well as enterprise requirements and market trends. On average, three consultant advisors participate as part of each study's quality and consistency review process.

The consultant advisors ensure each study reflects ISG advisors' experience in the field, which complements the primary and secondary research the analysts conduct. ISG advisors participate in each study as part of the consultant advisors' group and contribute at different levels depending on their availability and expertise.

The consultant advisors:

- Help define and validate quadrants and questionnaires,
- Advise on service provider inclusion, participate in briefing calls,
- Give their perspectives on service provider ratings and review report

## ISG Advisors to this study



Loren  
Absher

**Director**



Ryan  
Hamze

**Director**



Olga  
Kupriyanova

**Director**



## Invited Companies

**If your company is listed on this page or you feel your company should be listed, please contact ISG to ensure we have the correct contact person(s) to actively participate in this research.**

\* Rated in previous iteration

66Degrees

Aays Insight

Accenture\*

Accion Labs\*

adesso SE

Agilisium

AI/R Company

Alexander Thamm

All for One Group

Analytics8

Ancoris

Apexon\*

Apex Systems

Aptus Data Labs

Ascendion\*

Atos\*

Aventra Group

b.telligent

Bell Integration

Birlasoft\*

BJSS

Brillio\*

C5i

Capgemini\*

CGI

Ciberspring

Coforge\*

Cognizant\*

Computacenter

Customertimes

Cyient

doubleSlash

DXC Technology\*

Egen.ai

Encora

Ensono

EPAM Systems

EXL\*

EY

Factspan

Firstsource\*

Fractal Analytics

Fujitsu

Genpact\*

GlobalLogic

Guidehouse

Grazitti Interactive

Happiest Minds\*

HCLTech\*

Hexaware\*

HPE

HTC Global Services\*

IBM\*

IGT Solutions

Impetus Technologies

InData Labs

Indium Software

Infogain

Infosys\*

InfoVision



## Invited Companies

**If your company is listed on this page or you feel your company should be listed, please contact ISG to ensure we have the correct contact person(s) to actively participate in this research.**

\* Rated in previous iteration

Innova Solutions*	Microland*	pmOne	Skopia
Innover Digital	Mindsprint	Publicis Sapient	Softtek
ITC Infotech*	Movate	PwC	Softweb solutions
it-novum	Mphasis	Pythian	Sopra Steria
Jade Global	MSRcosmos	Qualitest	STATWORX
Konecta	Mu Sigma	Quantiphi	Stefanini
KPMG	Navikenz	Quinnox	Straive
Kyndryl	Neosoft	Rackspace Technology*	Sutherland*
Latentview Analytics	Network Science	Randstad Digital	TCS*
Leeway Hertz	N-iX	Reply	Tech Mahindra*
Lingaro Group	NTT DATA*	Sagility Health	Tech Mango
LOWCODEMINDS	OPITZ CONSULTING	Seedtag	Teleperformance
LTM*	Orange Business	Sedin Technologies/Datakulture	ThirdEye Data
Marlabs	Orion Innovation	Shellkodon	Tietoevry
Mastek	Persistent Systems*	Sigmoid	Tiger Analytics



## Invited Companies

**If your company is listed on this page or you feel your company should be listed, please contact ISG to ensure we have the correct contact person(s) to actively participate in this research.**

\* Rated in previous iteration

Tredence	Xebia
Trianz	Xoriant
Trigent*	Xplain Data GmbH
T-Systems	Yash Technologies
Unisys*	Zensar Technologies*
Unit8	ZS
UnityOne	
UST	
Version 1	
Virtusa*	
Visionet	
Wavestone	
Wipro*	
WNS Analytics	



## **\*ISG** Provider Lens®

The ISG Provider Lens® Quadrant research series is the only service provider evaluation of its kind to combine empirical, data-driven research and market analysis with the real-world experience and observations of ISG's global advisory team. Enterprises will find a wealth of detailed data and market analysis to help guide their selection of appropriate sourcing partners, while ISG advisors use the reports to validate their own market knowledge and make recommendations to ISG's enterprise clients. The research currently covers providers offering their services across multiple geographies globally.

For more information about ISG Provider Lens® research, please visit this [webpage](#).

## **\*ISG** Research™

ISG Research™ provides subscription research, advisory consulting and executive event services focused on market trends and disruptive technologies driving change in business computing. ISG Research™ delivers guidance that helps businesses accelerate growth and create more value.

ISG offers research specifically about providers to state and local governments (including counties, cities) as well as higher education institutions. Visit: [Public Sector](#).

For more information about ISG Research™ subscriptions, please email [contact@isg-one.com](mailto:contact@isg-one.com), call +1.203.454.3900, or visit [research.isg-one.com](http://research.isg-one.com).

## **\*ISG**

ISG (Nasdaq: III) is a global AI-centered technology research and advisory firm. A trusted partner to more than 900 clients, including 75 of the world's top 100 enterprises, ISG is a long-time leader in technology and business services sourcing that is now at the forefront of leveraging AI to help organizations achieve operational excellence and faster growth.

The firm, founded in 2006, is known for its proprietary market data, in-depth knowledge of provider ecosystems, and the expertise of its 1,600 professionals worldwide working together to help clients maximize the value of their technology investments.

For more information, visit [isg-one.com](http://isg-one.com).





**APRIL, 2026**



**BROCHURE: AGENTIC AI SERVICES**