ActOne Group

Agentic AI & Orchestration for Mid-Sized Companies

A Practical Whitepaper on Capturing ROI
Fast with Aria Orchestration Solutions

Executive Summary

Mid-market CEOs face enterprise-level expectations with leaner budgets and teams. Agentic AI—software that can plan, decide, and act toward goals—and process orchestration can close that gap. The opportunity is real and measurable: independent research shows generative AI can add trillions in economic value globally and lift frontline productivity, while responsible governance keeps risks in check. Aria Orchestration Solutions (Aria) combines agentic AI with human oversight and rapid integration to deliver outcomes in weeks, not years.

What you'll take away:

A CEO-level definition of agentic AI and orchestration	Proven external evidence on ROI, productivity, and adoption	A 90-day roadmap to pilot, measure, and scale	Governance guardrails aligned to NIST guidance	A short list of high-impact use cases for mid-market firms

What "Agentic AI" and Orchestration Mean —Without the Hype

Agentic AI refers to autonomous or semi-autonomous software agents that perceive context, plan tasks, invoke tools and systems, and adapt to achieve defined business goals. Orchestration coordinates these agents, people, data, and systems end-to-end across a workflow—so the whole process (not just point tasks) delivers value.

Aria's approach: pair agentic AI with strategic human oversight and an orchestration layer that integrates with your existing stack. The result is faster execution with control, auditability, and scale.

Why Now: The External Evidence CEOs Need

Independent studies point to material benefits that mid-market leaders can capture:

- **Economic impact:** McKinsey estimates generative AI could add ~$2.6–$4.4T annually to the global economy, increasing the overall impact of AI by 15–40%.

- **Proven productivity:** A large-scale NBER study of 5,179 customer support agents found a 14% average productivity lift from a generative-AI assistant, with 34% gains for less-experienced workers.

- **Adoption momentum:** IBM reports ~42% of enterprise-scale companies have already deployed AI, with another ~40% exploring or experimenting— evidence that competitive baselines are rising.

- **Orchestration ROI:** Forrester's Total Economic Impact (TEI) analysis of an enterprise process-orchestration platform reported a 408% ROI for a composite organization, highlighting value when end-to-end processes are automated—not just tasks.

Where Mid-Market CEOs Should Start (Proven Use Cases)

- **Invoice-to-Cash:** Automated matching, exception handling, dunning workflows, and cash-forecast updates.

- **Tier-1 Support:** Automated triage and resolution, with escalation and knowledge updates orchestrated across systems.

- **Vendor Onboarding & Compliance:** Document intake, validation, approvals, and ongoing monitoring.

- **Sales Ops:** Pricing/quote assembly, approvals, and contract packaging with embedded policy checks.

The Aria Difference (Built for Mid-Market Reality)

- **AI + Human Oversight:** Strategic checkpoints where accuracy, compliance, or brand risk matter.

- **End-to-End Orchestration:** Coordinate people, systems, and data flows across the full process.

- **Rapid Integration:** 200+ connectors; no rip-and-replace.

- **Fast Time-to-Value:** Typical implementations in 4–6 weeks; first outcomes in under 90 days.

- **Enterprise-Grade Controls:** Audit trails, role-based access, and governance-by-design.

A 90-Day Plan to Pilot, Prove, and Scale

Month 0–1
Prioritize & Design

- Identify 1–2 high-volume workflows with clear KPIs (cost per transaction, cycle time, SLA, error rate).
- Map the current process and target state; define human-in-the-loop gates and policies.
- Establish success criteria and guardrails (data access, approval roles, escalation paths).

Month 2
Build & Pilot

- Connect systems via pre-built connectors; configure agent behaviors and exception handling.
- Launch pilot with a limited user group; instrument dashboards for speed, quality, and compliance.

Month 3
Prove & Scale

- Compare pre-/post-pilot KPIs; document ROI and qualitative wins (employee/patient/customer experience).
- Expand to adjacent steps; add automations where governance outcomes are met; enable change management.

CFO-Ready Measurement: What to Track

Hard KPIs

Cycle time (e.g., hours to resolve, days sales outstanding)

Cost per transaction (labor minutes per case)

First-contact resolution / straight-through processing rate

Error/exception rate and rework cost

Soft but Strategic KPIs

Employee NPS / burnout indicators

Customer CSAT/NPS and SLA attainment

Compliance audit pass rate / incident rate

Governance-by-Design: Align to NIST AI RMF

Adopt a governance model aligned to NIST's AI Risk Management Framework: Govern, Map, Measure, Manage. In practice: approval gates for high-risk decisions, auditable logs, role-based permissions, ongoing monitoring, and clear human override paths. Aria embeds these controls directly in the workflow so speed never outruns accountability.

Build vs. Partner: A CEO Decision Framework

Build internally when:	Partner when:
you have a mature platform team, strong integration capability, and spare capacity for governance and LLM ops.	you need time-to-value in weeks, orchestration expertise, pre-built connectors, and baked-in governance to reduce risk and cost.

Next Step for CEOs: A Low-Risk, High-Signal Pilot

Pick one workflow, one KPI, and a 90-day window. Use Aria to instrument, orchestrate, and govern the flow—then decide based on the data. The goal is not a perfect platform on day one; it's compounding wins without accumulating risk.

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