

# AI Platforms For AI Agents: 8 Non-negotiable AI Platform Capabilities

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WORK

# AI PLATFORMS

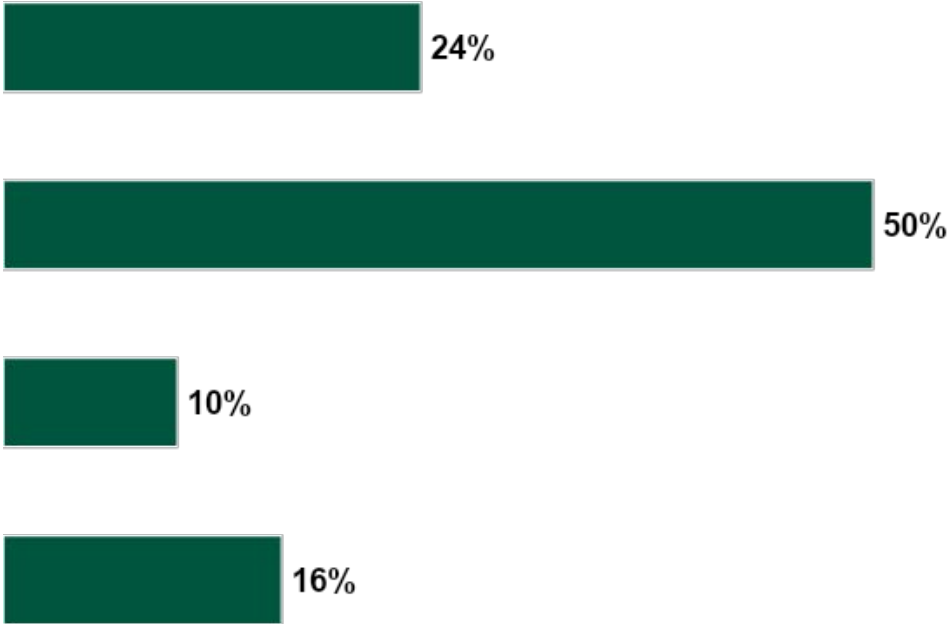
# Forrester definition AI PLATFORMS:

*Software that provides enterprise AI practitioners with integrated capabilities spanning the AI development lifecycle from data management to inferencing to create composable application components, AI agents, and/or complete applications that use any AI technologies including foundation models, predictive models, and agent frameworks.*

Enterprises need AI PLATFORMS to rapidly build the next-generation layer of enterprise applications.

# Forrester surveyed AI decision-makers that have Agentic AI initiatives.

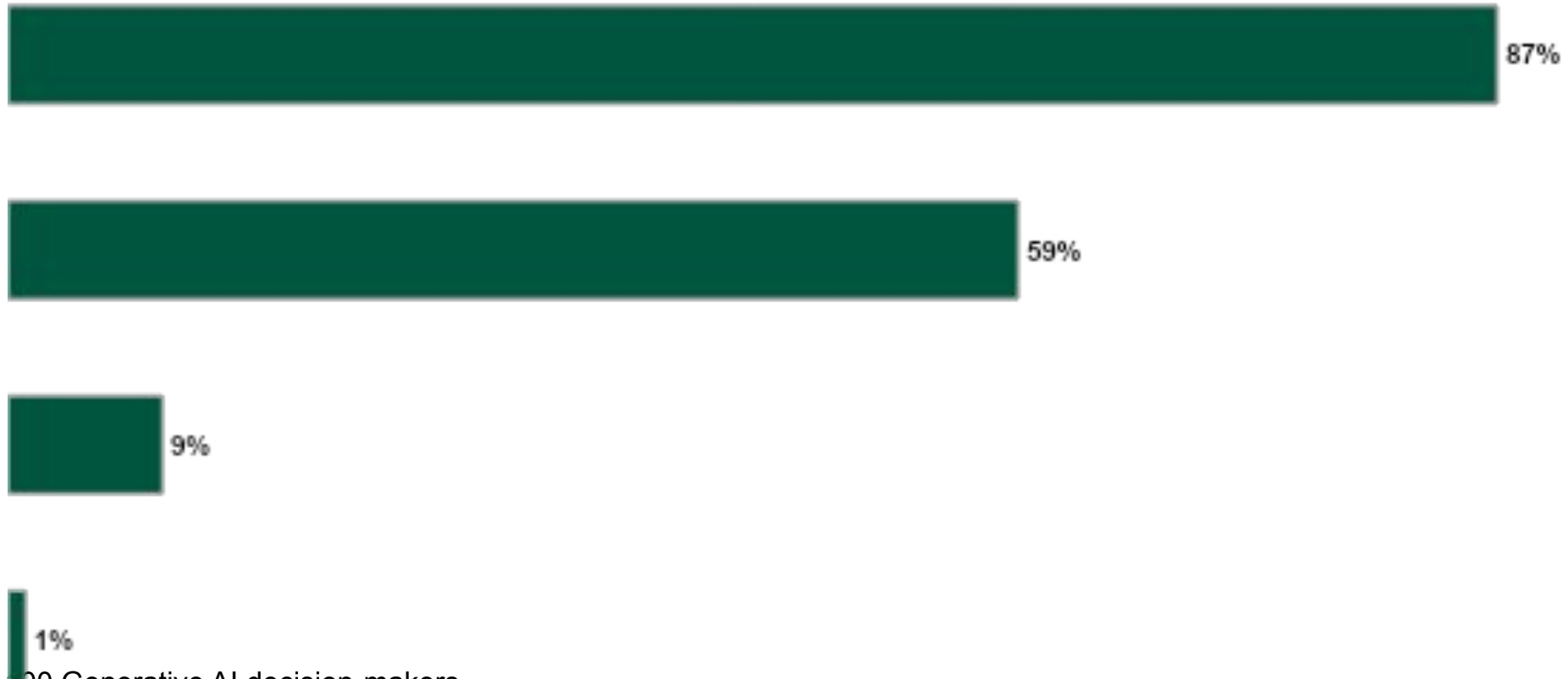
“What stage is your organization currently at with agentic AI?”



**Base:** 100 Generative AI decision-makers  
**Source:** Forrester’s Q4 2025 AI Pulse Survey

# Professional developers lead agentic AI development, but businesspeople are in the mix too.

“Which of the following approaches does your organization take for developing agentic systems in-house?”



**Base:** 100 Generative AI decision-makers  
**Source:** Forrester’s Q4 2025 AI Pulse Survey

# Success is inevitable because AI agents focus on well defined work versus generic genAI.

“How successful or unsuccessful has the implementation of agentic AI been at your organization to date? (Not successful vs. Successful)?”



**Base:** 100 Generative AI decision-makers

**Source:** Forrester's Q4 2025 AI Pulse Survey

# Productivity and automation will lead to cost advantage, market flexibility, and customer experience.

“Which of the following do you perceive to be benefits of your organization using agentic AI?”



**Base:** 100 Generative AI decision-makers

**Source:** Forrester’s Q4 2025 AI Pulse Survey

# MCP servers deployed is a proxy for agentic development.

“How many MCP (Model Context Protocol) servers has your organization deployed?”



**Base:** 100 Generative AI decision-makers  
**Source:** Forrester’s Q4 2025 AI Pulse Survey

AI AGENTS need both DECISION INTELLIGENCE  
and ACTION INTELLIGENCE.



# DECISION INTELLIGENCE

# Forrester definition DECISION INTELLIGENCE:

*The practical discipline in which organizations design and continuously optimize business decisions by combining different types of decision logic — data, analytics, rules, AI models, optimization, and human expertise — to deliver better, faster, and more trusted business outcomes.*

# ACTION INTELLIGENCE

# Forrester definition ACTION INTELLIGENCE:

*The methods needed to interact with both internal and external systems to change the digital and/or physical world – using or creating agent tools, APIs, and/or other systems interfaces.*

AI PLATFORM is a chest of power tools for AI development. The “prompt” is one of those powerful tools but grossly insufficient.





# 1. Lifecycle

## Full Lifecycle Tooling for Agents

Purpose-built tools to design, develop, and deploy sophisticated AI agents for both technical and business developers.

# 2. Agents

## People Assistants and Workflow Automations

Purpose-built tools to design, develop, and deploy sophisticated AI agents for both technical and business developers.

# 3. Context

## Real-Time Context & Enterprise Actions

Delivers instant context and customer intelligence while enabling real-time actions through seamless integration with enterprise systems, APIs, and data pipelines.

# 4. Models

## LLM Support & Custom Model Training

Built-in support for large language models combined with the ability to train, fine-tune, and deploy your own method-specific and/or domain-specific models.

# 5. Blended

## Analytics & Human Decision Logic

Embeds advanced analytics and human decision logic to ensure agents stay within policy guardrails, compliance, and remain tightly focused on key business goals.

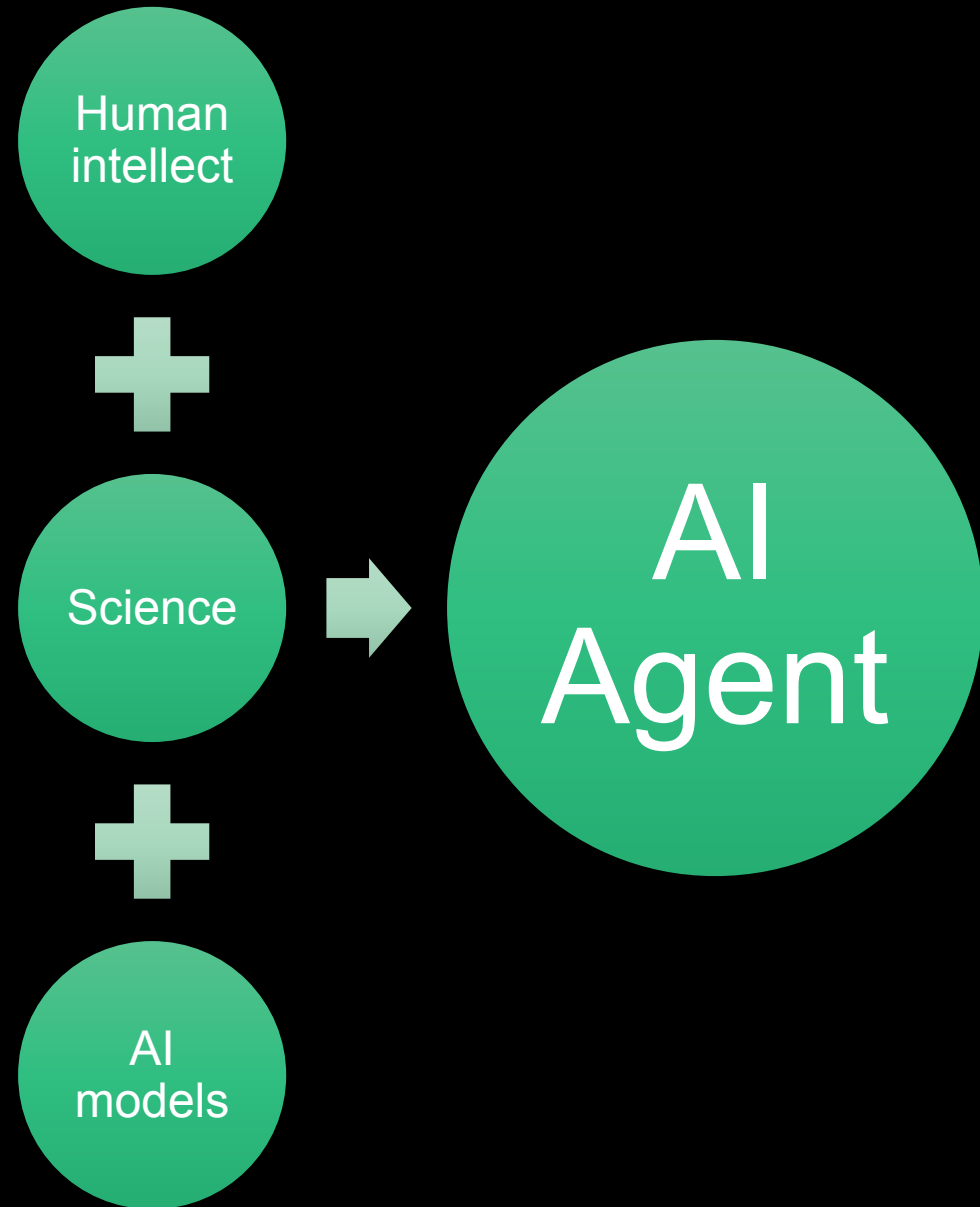
A first-person perspective from the driver's seat of a car on a multi-lane highway. The driver's hands are on a leather steering wheel. The dashboard and center console are visible. In the background, other cars are driving on the road under a cloudy sky. The text "The key to harnessing AI for business is BLENDED INTELLIGENCE." is overlaid on the left side of the image in a white serif font.

The key to harnessing AI for business is  
**BLENDED INTELLIGENCE.**

# BLENDED INTELLIGENCE

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Blended Intelligence combines human decision logic from business experts, scientific methods, with AI models.



# AI AGENTS

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AI agents use any or all techniques and technologies that optimize for business outcomes.

- Data
- Analytics
- Mathematical programming
- Scores
- Machine learning models
- Business rules
- Compliance rules
- Human business expert decision logic
- LLMs
- Other decisioning agents

# 6. Experts

## Cohesive user experience

Platform tools must be designed for business experts, data engineers, data scientists, researchers, developers, and ops pros.

A first-person perspective from the driver's seat of a car on a multi-lane highway. The driver's hands are on a dark leather steering wheel. The dashboard and center console are visible, including a speedometer and various control buttons. In the background, several other cars are driving on the road under a cloudy sky. The overall lighting is warm, suggesting late afternoon or early morning.

BUSINESS EXPERTS don't necessarily have to be “in the loop” but they always have to be in control.

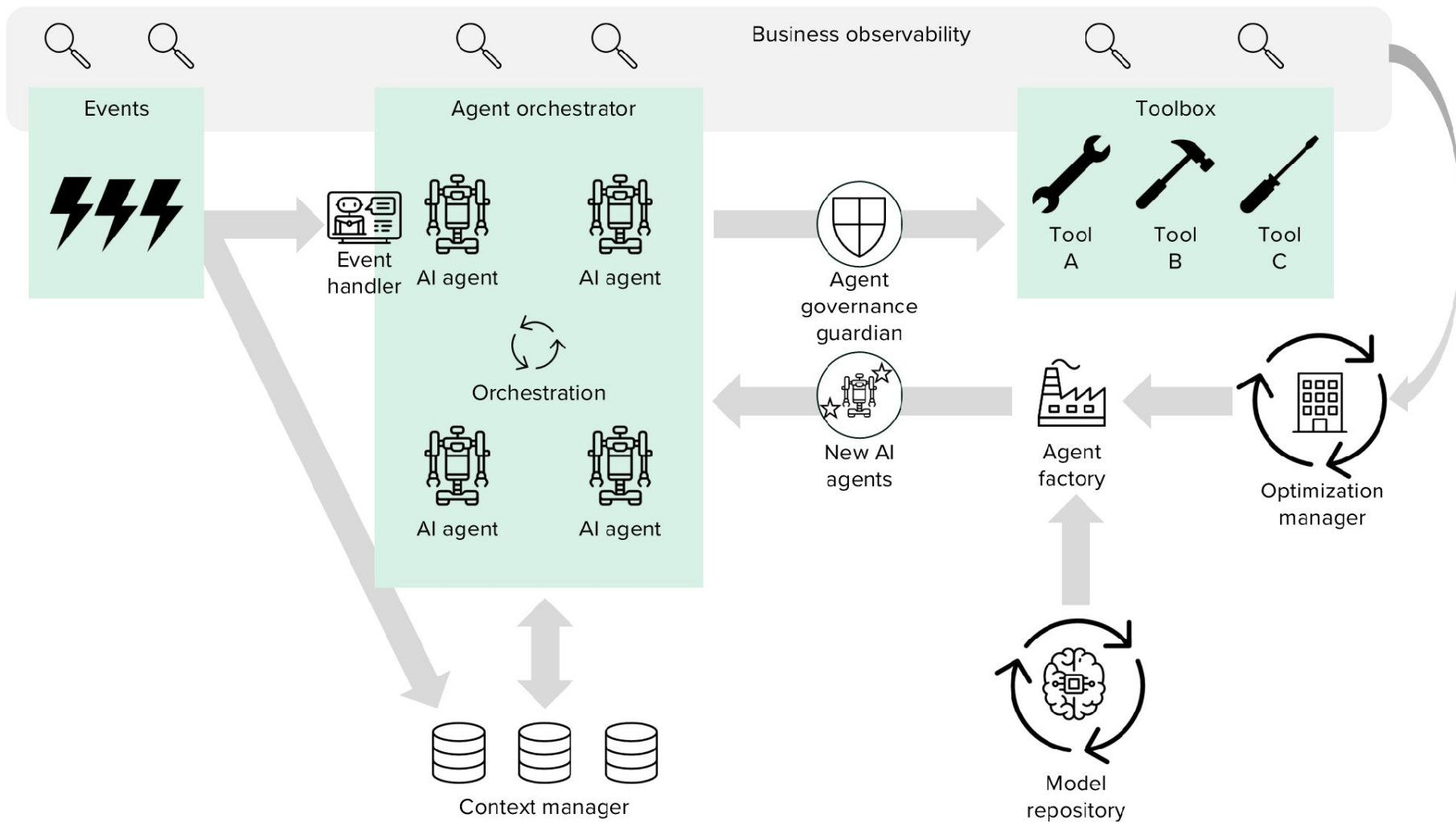
AI development is collaborative.



# 7. Scale

## Scalability, Performance & Governance

Delivers the scalability, performance, security, and governance required for production autonomous agents at scale.



# 8. Innovation

## Open innovation velocity

How quickly the platform vendor continuously leverages the latest AI innovations both proprietary and open source.



8+1. Outcome

## Production optimization loop

Enables a closed-loop optimization engine that continuously monitors KPIs to refine agent configurations, in situ, to optimize business outcomes.

8+1 Non-negotiable  
capabilities for an AI  
Platform.

- Lifecycle
- Agents
- Context
- Models
- Blended
- Experts
- Scale
- Innovation
- Outcomes



AI PLATFORMS that excel at these capabilities accelerate AI solutions development.

# Thank you

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