

WHITEPAPER

# Transforming Digital Workplace (DWP) with Agentic and Generative AI



# Introduction

## The Shift Toward Autonomous DWP

In the evolving landscape of enterprise IT, a new paradigm is emerging-**Agentic AI**. Unlike traditional AI systems that rely heavily on human input, agentic AI operates autonomously, adapts to dynamic environments, and makes decisions with minimal intervention. This shift is redefining how organizations manage their **Digital Workplace (DWP)**, transforming everything from device provisioning to user support.

Digital Workplace (DWP) has traditionally relied on manual IT support, static device management, and reactive service models. However, the emergence of **Agentic AI**-AI systems capable of autonomous decision-making and adaptation-and **Generative AI**-models that create content and code-marks a paradigm shift.

These technologies are not just augmenting DWP; they are **redefining its architecture, automating its operations, and personalizing user experiences.**

Document explores how Agentic and Generative AI transform key DWP components: Microsoft 365 device management, digital experience management, and virtual device infrastructure.



# Assistance with Autonomous Collaboration

In the early 2010s, IT support was reactive. Severity issues required human intervention, and resolution quality varied based on the technician's skill and interest. Users were often left frustrated, and IT teams struggled with low CSAT scores despite high uptime.

By 2015, self-healing scripts and self-service tools emerged, but adoption was slow. Users still valued SLA metrics over experience. Fast forward to today, AI-driven support models are becoming mainstream. CIOs now prioritize Digital Experience (DEX) scores and sentiment analytics, pushing IT services toward proactive and predictive models.

## 2.1 Copilot Evolution

Agentic AI marks a transformative evolution in productivity tools, empowering Microsoft 365 Copilot to move beyond reactive assistance into proactive, autonomous execution. By leveraging deep contextual awareness, historical data, and intelligent decision-making, Copilot now performs complex tasks independently streamlining workflows and enhancing user efficiency. Agentic AI enhances Microsoft 365 Copilot by transitioning from passive assistance to autonomous workflow execution. Tasks such as:

- Scheduling meetings based on availability and context.
- Drafting and sending emails with tone and intent matching.
- Creating documents from structured or unstructured data.

These are now handled without human prompts, using contextual understanding and historical data.

## 2.2 Process Optimization

AI agents are redefining digital collaboration by intelligently observing user interactions across Teams, SharePoint, and OneDrive. Through continuous analysis of usage patterns and communication flows, these agents proactively identify inefficiencies and offer actionable recommendations - enhancing productivity and streamlining teamwork.

**AI agents monitor usage across Teams, SharePoint, and OneDrive to:**

- Identify collaboration bottlenecks.
- Recommend optimal file sharing and access configurations.
- Dynamically adjust notification and alert settings.

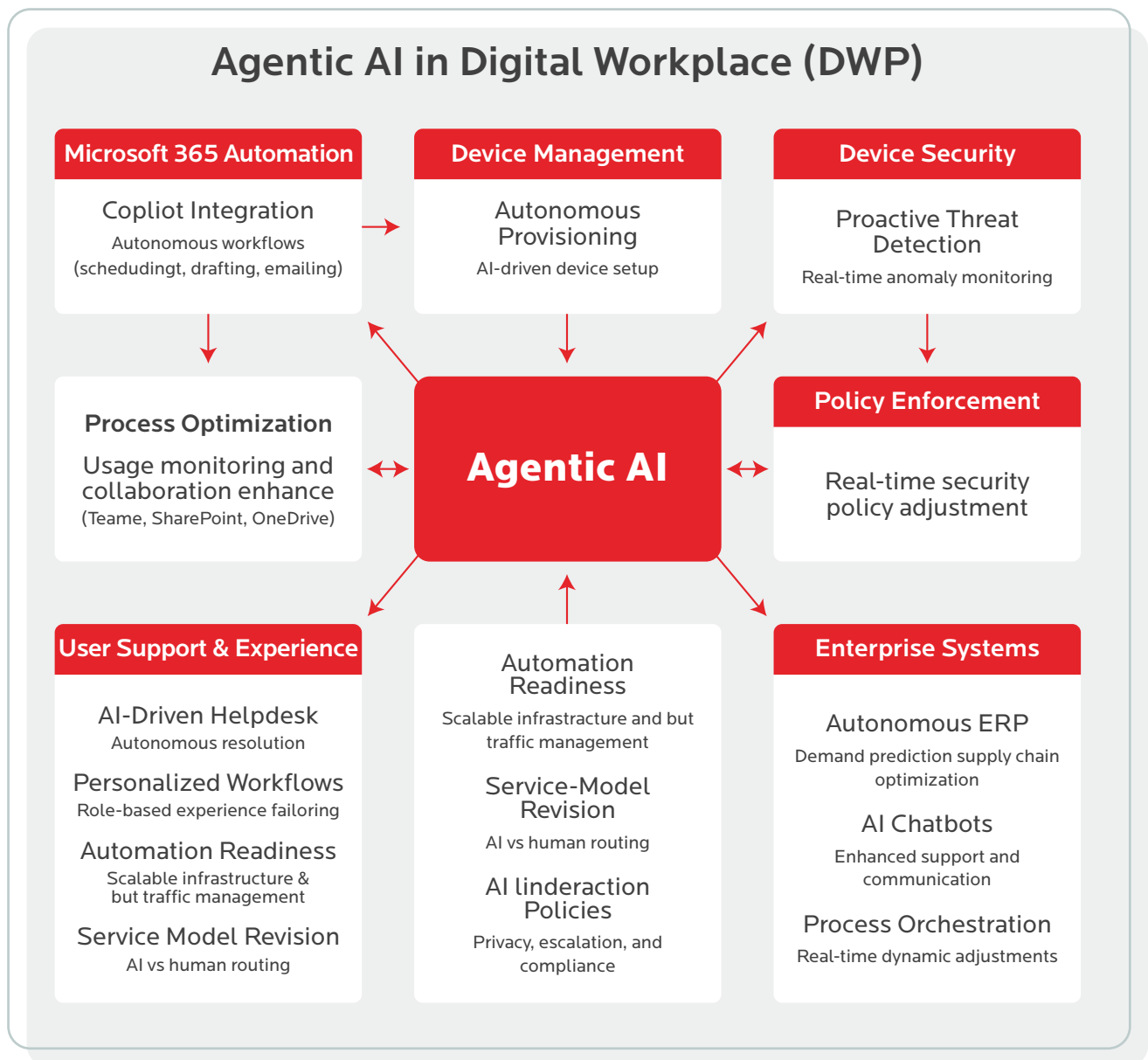
## 2.3 Digital Experience Management (DEX)

Agentic AI integrates with DEX platforms to:

- Analyze sentiment from user interactions.
- Tailor UI elements and workflows based on user roles and preferences.
- Predict and prevent friction points using telemetry and behavioral analytics.

## 2.4 Service Model Transformation

- **Dynamic Routing:** AI differentiates between human and bot interactions, optimizing support queues.
- **Interaction Policies:** Organizations must define escalation paths, privacy boundaries, and compliance rules for AI-led engagements.
- **Self-Service Optimization:** AI agents manage bot traffic and recommend content or actions proactively.



# Agentic AI in Action-Transforming the Digital Workplace

Agentic AI is ushering in a new era of intelligent enterprise operations, where automation, adaptability, and autonomy converge to redefine how work gets done. By embedding AI agents across core IT and productivity domains, organizations can unlock unprecedented efficiency, resilience, and personalization. These agents operate with contextual awareness and decision-making capabilities, enabling proactive support, seamless collaboration, and dynamic security enforcement.

The following pillars illustrate how Agentic AI is transforming the digital workplace:

## 1. Microsoft 365 Automation

- **Copilot Integration:** AI agents autonomously manage workflows-scheduling meetings, drafting documents, and responding to emails.
- **Process Optimization:** Usage patterns are monitored to optimize tools like Teams and SharePoint.

## 2. Device Management

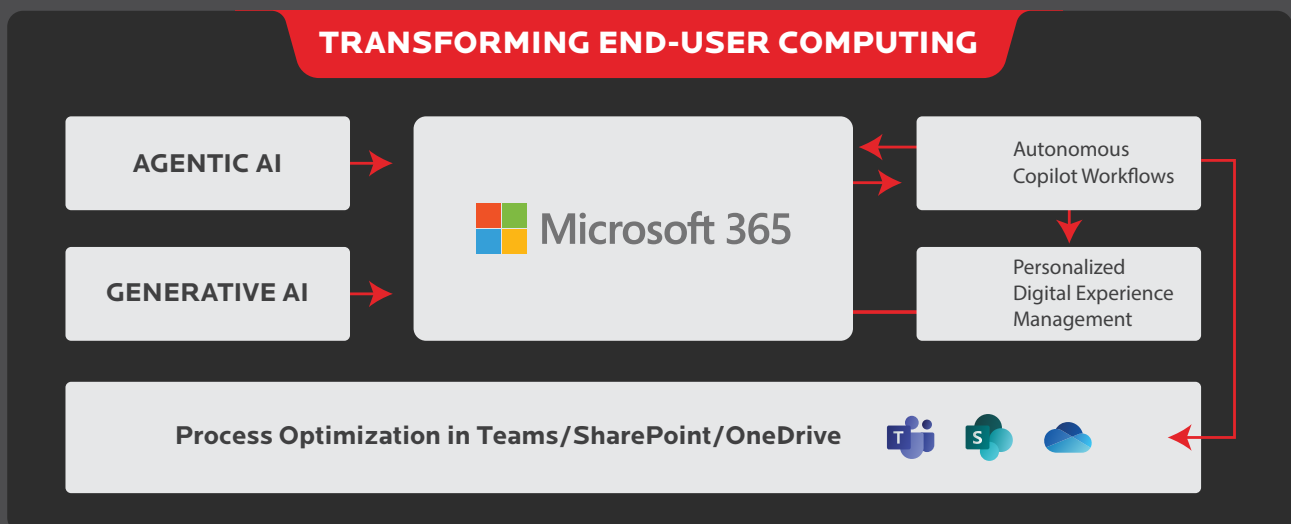
- **Autonomous Provisioning:** Devices are configured with minimal IT involvement.
- **Self-Healing Systems:** Issues like software conflicts are detected and resolved automatically.

## 3. Security & Compliance

- **Proactive Threat Detection:** Real-time anomaly monitoring and response.
- **Dynamic Policy Enforcement:** Security policies adapt based on user behavior and environment

## 4. User Support & Experience

- **AI-Driven Helpdesk:** Gartner predicts agentic AI will resolve 80% of common support issues autonomously by 2029.
- **Refence :** *Gartner Predicts Agentic AI Will Autonomously Resolve 80% of Common Customer Service Issues Without Human Intervention by 2029*
- **Personalized Workflows:** Experiences tailored to user roles and preferences.



# Device Management and Security: Toward Self-Healing Infrastructure

Agentic AI is revolutionizing endpoint and infrastructure management by embedding intelligence directly into the fabric of IT operations. Through autonomous provisioning, predictive maintenance, and dynamic security enforcement, AI agents are minimizing manual intervention while maximizing reliability, scalability, and compliance. This shift enables IT teams to focus on strategic initiatives while ensuring seamless user experiences and resilient systems. The following capabilities illustrate how Agentic AI is driving this transformation

## 3.1 Autonomous Provisioning

Using AI-driven policies, devices are:

- Configured based on user profiles.
- Enrolled into management systems with zero-touch deployment.
- Continuously updated with minimal IT intervention.

## 3.2 Self-Healing Systems

Agentic AI enables:

- Real-time anomaly detection (e.g., registry corruption, service failures).
- Automated remediation (restart services, clear cache, apply patches).
- Predictive maintenance using historical telemetry.

## 3.3 Security and Compliance

AI agents enforce:

- **Proactive Threat Detection:** Monitoring behavioral anomalies and initiating containment.
- **Dynamic Policy Enforcement:** Adjusting access controls based on risk profiles and usage patterns.

- **Auto-Quarantine:** Isolating infected devices and initiating recovery workflows.

## 3.4 Virtual Device Infrastructure (VDI/DaaS)

Platforms like Appstream /

Windows 365 / AVD are enhanced with:

- Terraform-based automation for image creation and deployment.
- Fleet scaling using predictive analytics.
- Session health monitoring and auto-remediation.

This enables secure, scalable, and policy-compliant virtual environments accessible from any device.

## AI and End User Computing

As AI becomes embedded in user-built applications, DWP risk software like Apparity plays a critical role. These tools help:

- **Identify AI-Connected DWPs:** Detect connection strings to AI models.
- **Maintain Inventories:** Track AI-enabled DWPs with added controls and documentation.
- **Mitigate Risks:** Ensure AI-generated scripts are accurate and fit for purpose.

However, limitations exist. For example, tracing the origin of copy-pasted AI-generated code is nearly impossible. Thus, Apparity must be part of a broader AI governance strategy.



# DWP Risk Management: Governance in the Age of AI

As AI becomes deeply embedded in business workflows, Digital Work Place (DWP)—user-created files that drive critical operations—are emerging as both powerful assets and potential risk vectors. When integrated with AI platforms, these DWPs can inadvertently introduce vulnerabilities such as unverified code execution, data leakage, and compliance breaches. To address these challenges, governance tools like Apparity play a pivotal role in ensuring visibility, control, and accountability. The following components outline the evolving landscape of AI-enabled DWPs and the safeguards required to manage them effectively

## 4.1 Understanding DWP Risks

DWPs—user-created files supporting critical business processes—pose risks when integrated with AI:

- Unverified code generation.
- Data leakage.
- Compliance violations.

## 4.2 Governance Functions for AI-Enabled Distributed Workflows and Processes (DWPs)

Organizations implementing AI-enabled DWPs should consider the following governance capabilities:

- **Discovery:** Mechanisms to identify workflows and processes that are integrated with AI platforms, typically through connection strings or integration points.
- **Inventory Management:** Systems to maintain a comprehensive registry of AI-enabled DWPs, including relevant metadata, documentation, and ownership details.

- **Governance Workflows:** Structured processes to ensure that sensitive DWPs undergo appropriate testing, attestation, and documentation to meet compliance and operational standards.

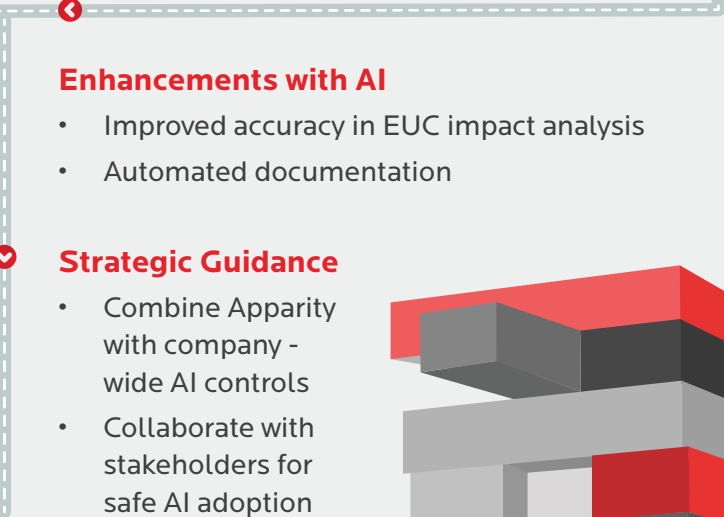
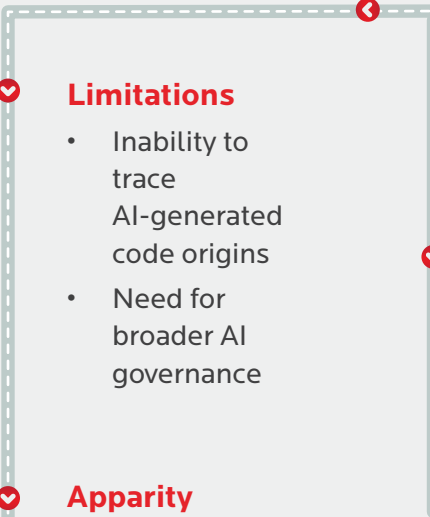
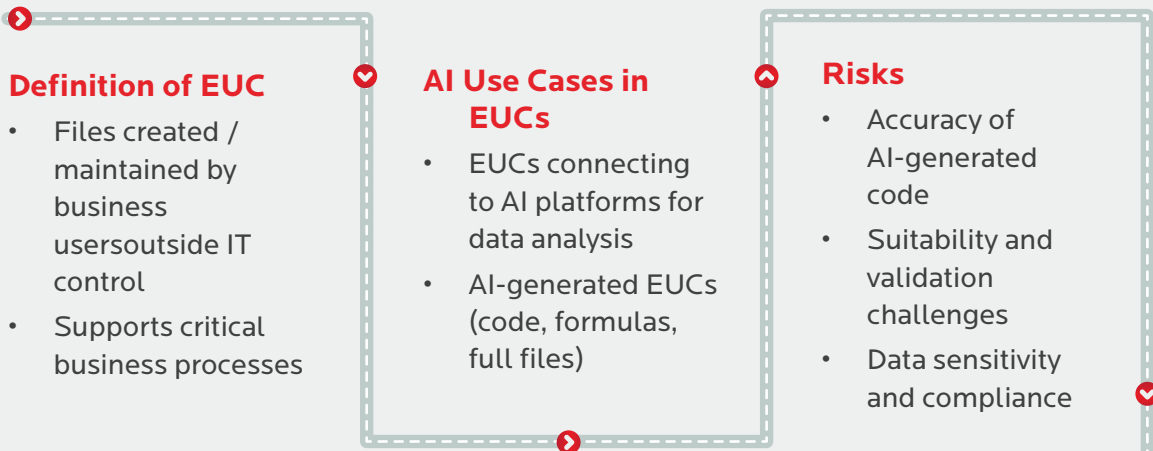
## 4.3 Limitations and Recommendations

Platforms like Appstream / Windows 365 / AVD are enhanced with:

- Cannot trace origin of AI-generated code.
- Best used within a broader AI governance framework.
- Organizations should combine Apparity with:
  - A. Role-based access controls.
  - B. Code validation pipelines.
  - C. Ethical AI usage policies.



# AI and EUC Risk Management with Apparity



# Strategic Implementation and Future Outlook

As organizations embrace Agentic AI, its role evolves from a productivity enhancer to a strategic enabler across the enterprise. To fully realize its potential, businesses must address foundational elements such as data governance, infrastructure readiness, and ethical oversight. Agentic AI not only automates routine tasks but also transforms how users interact with technology—enabling proactive support, intelligent decision-making, and continuous optimization. The following considerations and future trends outline the roadmap for successful implementation and sustained impact:

## 5.1 Key Considerations

- **Data Governance:** Ensure accuracy, accessibility, and lineage.
- **Infrastructure Readiness:** Invest in cloud-native platforms, edge computing, and scalable storage.
- **Security & Privacy:** Implement zero-trust models, encryption, and audit trails.
- **Workforce Enablement:** Train users to collaborate with AI and understand its boundaries.
- **Ethical Oversight:** Address bias, accountability, and job displacement.

## 5.2 Future of DWP Support

- **Proactive Support:** AI detects and resolves issues before users report them.
- **Human-AI Collaboration:** AI handles routine tasks; humans focus on strategic decisions.
- **Continuous Optimization:** AI agents learn from interactions to improve workflows and user satisfaction.

## The Future of Agentic AI in DWP

Agentic AI is not just a tool—it's a strategic enabler. Its impact spans:

- **Productivity:** Automating repetitive tasks and adapting workflows.
- **Collaboration:** Facilitating seamless data sharing and task coordination.
- **Decision-Making:** Offering real-time insights and predictive analytics.
- **Specific Use Cases:** From IT service management to HR onboarding and customer support.

## Key Considerations for Implementation

- **Data Governance:** High-quality data and clear governance are essential.
- **Infrastructure Investment:** Robust systems and skilled talent are required.
- **Security & Ethics:** Privacy, compliance, and ethical oversight must be prioritized.
- **Workforce Adaptation:** Training and cultural shifts are necessary to embrace

## Outcomes of Using Agentic AI-Based Tools

### 1. Productivity Improvements

- Time saved per user per week due to autonomous scheduling, email drafting, and document creation.
- Increase in task completion rates or reduction in context-switching.

### 2. DEX Impact

- Improvement in Digital Experience (DEX) scores post-Agentic AI deployment.
- Reduction in user-reported friction points.

### 3. Security Enhancements:

- Threats detected and remediated autonomously.
- Reduction in policy violations due to dynamic enforcement.

### 4. Device Management:

- Devices provisioned with zero-touch.
- Issues resolved via self-healing mechanisms.

## Conclusion:

Agentic and Generative AI are not just tools—they are architectural shifts in how DWP is designed, delivered, and experienced. From autonomous provisioning to predictive support, these technologies offer unprecedented efficiency, personalization, and resilience.

Organizations that embrace this transformation will not only reduce operational costs but also unlock new levels of productivity and innovation.

# Author



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Yashaswi K C is a Senior Architect specializing in Infrastructure and Digital Workplace solutions. With deep expertise in enterprise-wide architecture design, transformation leadership, and seamless technology integration, Yashaswi focuses on EUC automation, modern workplace strategies, and proactive risk mitigation. As a trusted advisor, Yashaswi drives architectural solutions for new deals and major transformations, shaping future-ready digital experiences. Yashaswi leads solutioning for RFPs, ensures design assurance, and fosters innovation through automation and best practices. Collaborating closely with stakeholders, Yashaswi defines strategic roadmaps, mitigates risks, and enables delivery excellence.

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