# Businesses embrace agentic AI amid integration challenges



Businesses globally are increasingly embracing **agentic AI**, significantly enhancing their capabilities to deliver value quickly by leveraging digital labour across various lines of business. A report released by MuleSoft and Deloitte Digital, titled the **2025 Connectivity Benchmark Report**, reveals that an overwhelming **93% of IT leaders** intend to introduce **autonomous AI agents** within the next two years, with nearly half of them having already implemented such technology.

This report, which encompasses insights from **1,050 IT leaders worldwide**, indicates the challenges many enterprises face with data integration. Currently, respondents report using an average of **897 applications**, with **45%** indicating they utilise more than **1,000 applications**. This fragmentation hinders IT teams from creating a unified experience. The report identifies that only **29% of enterprise applications** are integrated, which restricts effective information sharing across businesses.

The growing push towards AI integration is accompanied by an anticipated **86% increase in IT workloads** over the next year, as **IT leaders** are tasked with not only maintaining existing systems but also governing enterprise-wide automations. Furthermore, **66% of respondents** noted that they still do not provide an integrated user experience across their various channels, despite the rise in enterprise-wide automation.

Integration challenges persist as a prominent obstacle to the effective implementation of AI agents. Almost **95% of IT leaders** identified integration as a significant hurdle, although **APIs** are seen as a potential facilitator in overcoming these obstacles. The report highlights that **55% of IT leaders believe** that APIs have positively impacted their IT infrastructure, while **45% acknowledge** their role in enhancing user experiences.

The report outlines major takeaways crucial for Chief Information Officers (CIOs) and IT leaders, including the expectation that **IT budgets will grow** by **85%** in 2025, reflecting the increasing demand for AI. Additionally, it notes that **25% of IT budgets** are being allocated to data infrastructure and management, contrasting sharply with just **5% dedicated to AI** itself.

Anticipated increases in workload will require IT teams to deliver an average of **18% more projects**, which is leading to expectations of a **61.9% rise in staffing budgets**. Moreover, the report states that the percentage of projects not delivered on time has climbed to **29%**, indicating a potential challenge as demand increases.

Integration remains a central concern, with **83% of organisations** highlighting it as a major barrier to modernising legacy systems. Moreover, the struggle to provide seamless end-user experiences is underscored by the fact that **97% of IT leaders** report difficulties in this area, primarily due to disconnected data.

The need for improved integration is further emphasized, with **71% of customer engagements occurring** in a digital format, making the seamless integration of applications paramount for success. Most organisations (74%) contend with overly interdependent IT systems, exacerbated by a lack of data mobility as a leading challenge.

In terms of automation, central IT teams govern **70% of automation initiatives**, with a striking **98% of IT leaders** identifying a need for enhanced automation within their organisations. More than half (65%) of organisations have initiated strategies to empower non-technical users through **low-code and no-code solutions**.

The report reflects a landscape where grounded strategies for integrating AI and automation are essential for fostering productivity and enhancing user experience, all while addressing the critical challenges posed by legacy systems and entrenched data silos.

Source: [Noah Wire Services](https://www.noahwire.com)

## References

* <https://blogs.mulesoft.com/news/connectivity-benchmark-report/> - This URL supports the claims about the 2025 Connectivity Benchmark Report, including the adoption of AI and integration challenges faced by enterprises.
* <https://www.salesforce.com/blog/mulesoft-connectivity-benchmark-2025/?bc=OTH> - This URL provides insights from the 2025 MuleSoft Connectivity Benchmark Report, focusing on AI, integration, and API challenges in digital transformation.
* <https://www.uipath.com/resources/automation-analyst-reports/agentic-ai-research-report> - This URL offers information on the UiPath 2025 Agentic AI Research Report, highlighting interest in agentic AI among IT executives.
* <https://www.noahwire.com> - This is the source URL mentioned in the article, though it does not provide specific details on the report itself.
* <https://www.mulesoft.com/resources/whitepapers/2025-connectivity-benchmark-report> - This URL would likely provide access to the full report, though it is not explicitly mentioned in the search results.
* <https://www.deloitte.com/us/en/pages/consulting/articles/digital-transformation.html> - While not directly related to the report, this URL discusses digital transformation, a broader context relevant to the article.
* <https://www.gartner.com/en/newsroom/press-releases/2023-02-01-gartner-says-ai-will-be-used-in-most-new-enterprise> - This URL provides general insights into AI adoption trends, though it is not specific to the report mentioned.
* <https://www.forbes.com/sites/forbestechcouncil/2023/02/15/the-future-of-ai-in-enterprise/?sh=5c9e5b6e6f4c> - This URL discusses the future of AI in enterprises, aligning with the article's themes of AI integration and challenges.
* <https://www.mckinsey.com/industries/technology-media-and-telecommunications/our-insights/the-state-of-ai-in-2023> - This URL offers insights into the state of AI, which can support broader claims about AI adoption and challenges.