

Lower operational costs with **agentic AI**



WHY NOW Organizations that now move agentic AI into production are building an **operational cost advantage** that will be hard to catch up with in two years.

EXECUTIVE SUMMARY

Agentic AI is fundamentally different from the AI applications that most companies and people have come to know over recent years. Where classical AI answers a question, agentic AI **autonomously executes tasks** — multiple steps, using existing systems, toward a concrete end result. For organizations with repetitive core processes, this offers a direct route to **20-50% productivity gains**. This document explains what agentic AI is, what the business case is, how we implement it, and what risks to consider.

01 · THE CONCEPT

From generative to **agentic AI**

The AI systems most organizations know today — ChatGPT, Microsoft Copilot or Google Gemini, for example — are reactive. They answer a question, generate text based on a prompt, or summarize documents. They wait for input and deliver output. **Agentic AI does something fundamentally different:** it receives a goal and determines for itself which steps are needed to reach it.

CLASSICAL AI

Reactive, one-to-one

- Waits for a specific question or instruction
- Executes one task per interaction
- Requires human direction between steps
- Operates isolated from business systems

AGENTIC AI

Proactive, goal-driven

- Receives a goal; determines its own steps
- Executes multi-step processes with decision points
- Operates autonomously, with human oversight where needed
- Integrates with CRM, ERP, calendar and other systems

A concrete example: classical AI can summarize an email. Our agentic AI systems receive a customer inquiry by email, consult customer history in the CRM, check inventory in the ERP, generate a quote based on pricing rules, and automatically prepare it for approval. Only when a deviation occurs that requires human judgment (e.g. a discount outside standard policy) does the agent escalate to a person.

02 · THE BUSINESS CASE

What the numbers show

Companies face mounting pressure to reduce costs without compromising on quality. Smarter processes lower costs and improve quality at the same time.

+33%

Productivity gains median among organizations scaling AI across multiple business functions

-30%

Operational costs at organizations deploying agentic AI vs traditional automation

40%

Enterprise applications will contain task-specific AI agents by end of 2026 — up from 5% end of 2025

In most organizations, **20-30% of employee time** goes to tasks that agentic AI can now handle independently: invoice processing, email handling, planning, first-line customer contact.

03 · WHAT WE BUILD

Two propositions, one approach

Upsider focuses on two application areas where agentic AI delivers the greatest return for most organizations: making core processes agentic and autonomous AI chatbots. From process analysis to fully working AI applications — we define the highest-impact use cases together with the client, and build them ourselves.

Making core processes agentic

Operational processes where volume is high and rules are relatively stable lend themselves best to agentic automation. Together with the client, we identify which processes take the most time and have the clearest rules — and build AI agents that take over the work. Employees move from doers to reviewers, and capacity is freed up for other work.

USE CASE Sales · Quote agent

QUOTE AGENT · LIVE TRACE

Voice call → Quote ready

- 14:32:18 → Voice call with customer transcribed — requirements, deadline and budget extracted

- 14:32:22 → Quote generated, priced and validated against margin policy

- 14:32:26 → Cover email drafted in style of previous correspondence

- 14:32:29 ◆ Prepared for account manager review — 12% discount outside standard policy

Example · agent executes steps autonomously, escalates on deviation

IMPACT Up to 50% time savings, lower error rates, scalability without expanding headcount.

Autonomous AI chatbots

Conversational interfaces that don't just answer questions, but actually carry out tasks — scheduling appointments in the calendar, giving product advice based on customer questions, generating quotes, providing status updates. Integrated with existing systems, available 24/7, with handover to a human where needed.

USE CASE Customer Service · Appointment agent

DENTAL PRACTICE · APPOINTMENT AGENT

Friday · 21:47

Can my Tuesday appointment be rescheduled?

→ CALENDAR CONSULTED

Available:
· Wed 15:30 · Thu 09:00 · Fri 11:15

Thursday 9:00.

Rescheduled. Confirmation is in your inbox.

→ APPOINTMENT RESCHEDULED · CONFIRMATION SENT

Example · automatic handling outside business hours

IMPACT 24/7 availability, direct response, higher customer satisfaction, capacity for more complex inquiries.

04 · METHODOLOGY

In four steps from introduction to implementation

From initial exploration to a working solution in production. Each phase with defined scope and a clear end result.

01 / DISCOVERY**Exploration**

60-minute introductory meeting. Situation, ambitions and first opportunities.

02 / KICK-OFF**Use Case Kick-off**

Joint working session. Processes mapped, highest-impact use cases defined, business case substantiated.

03 / PILOT**Working solution**

A working prototype, fast. One process, fixed price, measurable results.

04 / SCALE**Rollout & maintenance**

Based on proven value, scale to other processes. Including maintenance and continued development.

05 · WHO IS UPSIDER

A small team focused on agentic AI

Three managing partners and a team of experienced developers. One of the partners, Bas Drogdrop, was Director of Artificial Intelligence at Highberg and is now an advisor there. He is also the founder of GetSparked — the largest AI community in Europe for AI professionals. We design agentic AI solutions, build them, and ensure they keep working in production. No broad practice, no one-off engagements — one focus, one expertise.

How we work

01 · TECHNOLOGY**Vendor-independent**

Early adopters of AI technology, with expertise across all leading models. The platform is chosen together with the client based on fit with existing infrastructure.

02 · PACE**Iterative delivery**

Working prototype within days, quickly production-ready. Made possible by a standardized approach and reusable building blocks from earlier implementations.

03 · COLLABORATION**Direct with the builders**

Clients work directly with the partners and developers who build the solution. No account management layer, no handover between advice and execution.

Pricing model

We work partly with a **performance-based model** and use this to focus on working solutions in production. Per project we discuss together how the pricing model fits the phase and type of engagement — from fixed price to impact-driven arrangements.

Which processes lend themselves to agentic AI and what an initial implementation would cost varies by organization. We're happy to explore that together — without obligation, in a 60-minute conversation.

→ **Get in touch for a no-obligation introduction and exploration of the possibilities.**

CONTACT

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