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Lenovo

The Rise of the Super Agent: How Agentic AI Is Reshaping the Enterprise

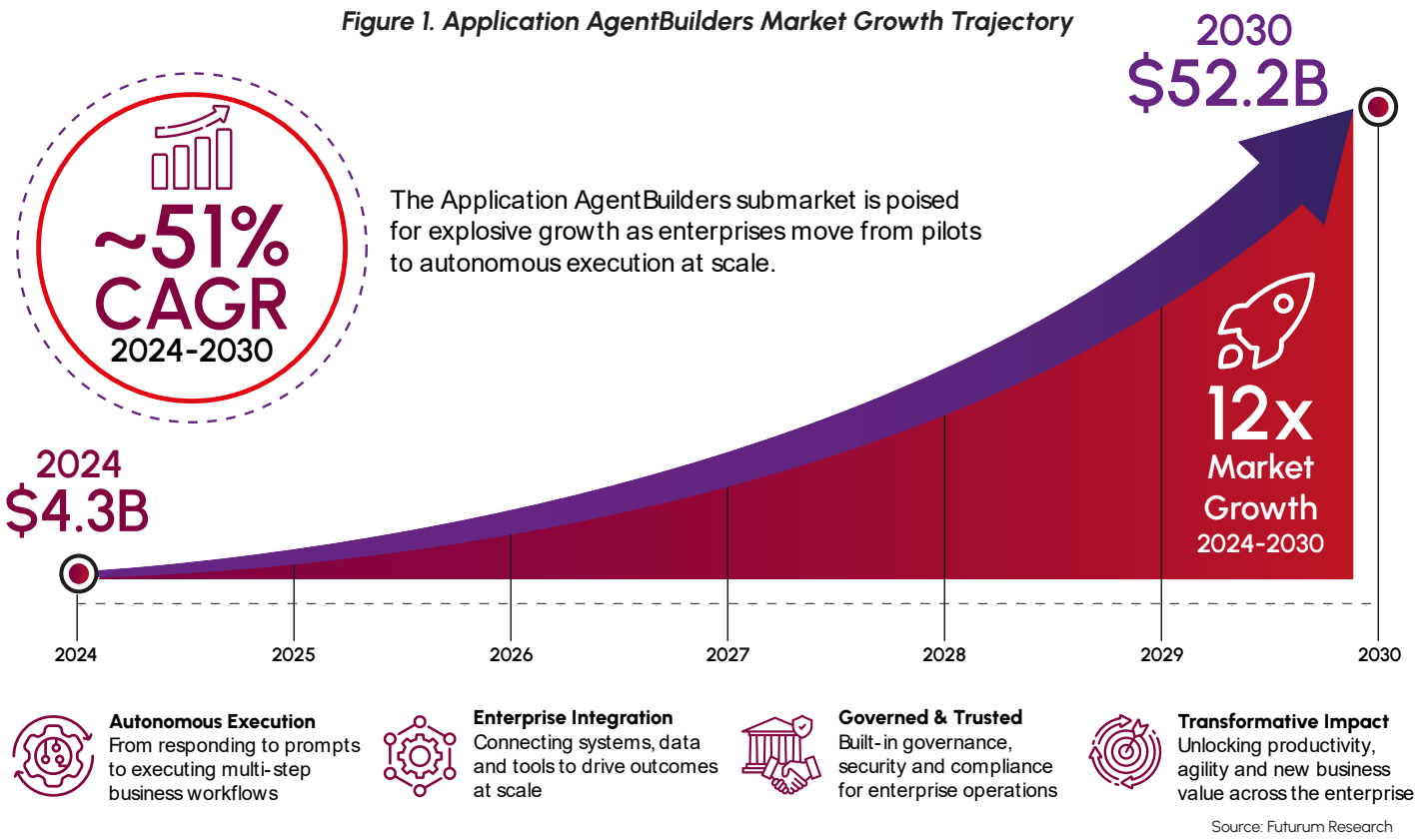
JUNE 2026

After years dominated by copilots, chatbots, and generative content systems, the enterprise AI market is shifting toward "super agents": Autonomous AI systems capable of reasoning, planning, orchestrating workflows, retrieving enterprise knowledge, interacting with tools and systems, and executing multi-step business tasks with minimal human intervention.

Unlike first-generation AI assistants that primarily responded to prompts, super agents represent a transition from passive AI to operational AI. These systems combine large language models (LLMs), retrieval-augmented generation (RAG), orchestration frameworks, memory systems, reasoning engines, and enterprise governance controls into unified autonomous platforms that can participate directly in enterprise operations.

Futurum Research data shows that 74% of enterprise organizations now report having a thorough or well-formed AI strategy[1], while pilot-stage deployments are rapidly giving way to operational systems embedded directly into workflows. The Application AgentBuilders submarket – the category most aligned with autonomous agentic execution – is projected to grow from $4.3 billion in 2024 to $52.2 billion by 2030, a CAGR of approximately 51%[2] (see Figure 1).

Figure 1. Application AgentBuilders Market Growth Trajectory



Source: Futurum Research

The economic impact could be transformative. Knowledge workers spend approximately 20% of their workweek searching for information, validating context, and assembling answers across fragmented enterprise systems. Super agents compress these workflows by unifying retrieval, reasoning, synthesis, and action execution into conversational and autonomous experiences. The resulting labor benefits include the recaptured value of improved productivity along with a shift toward more complex work and thinking, faster decision-making, and enhanced employee experience. Super agents are expected to further drive downstream business results, operations, and costs through fundamentally accelerated task execution, increased agility, and strengthened business scalability.

1 Futurum Research, CIO & Tech Buyers DM Survey, 1H 2026.
2 Futurum Research, AI Platforms Market Sizing & Five-Year Forecast, 1H 2026.

The Super Agent Era

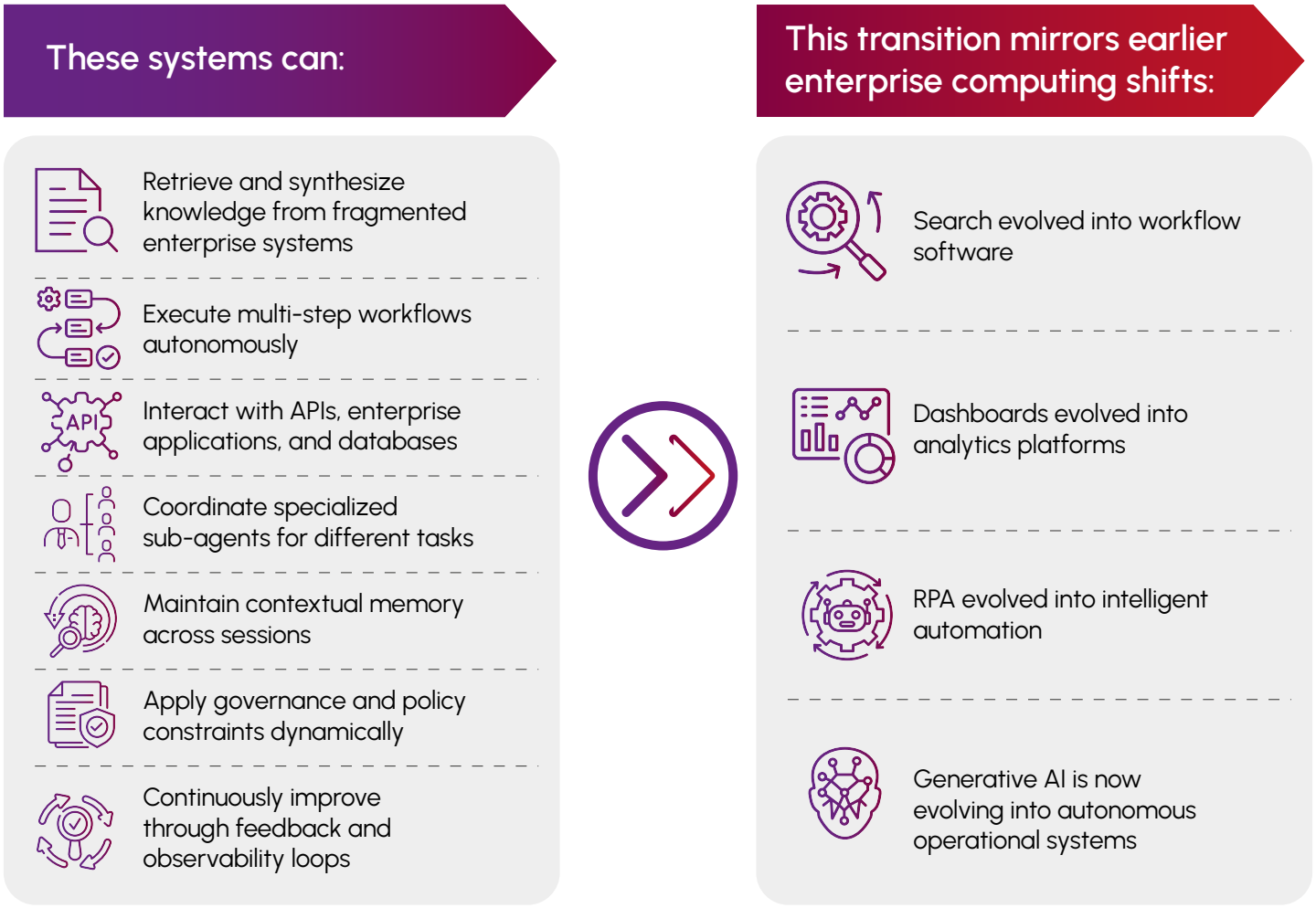
From Copilots to Autonomous Enterprise Systems

The first wave of enterprise generative AI focused primarily on assistance. AI copilots drafted emails, summarized meetings, generated code snippets, and answered questions through conversational interfaces. These systems improved productivity, but their capabilities were largely reactive and human-dependent.

Defining "Super Agents"

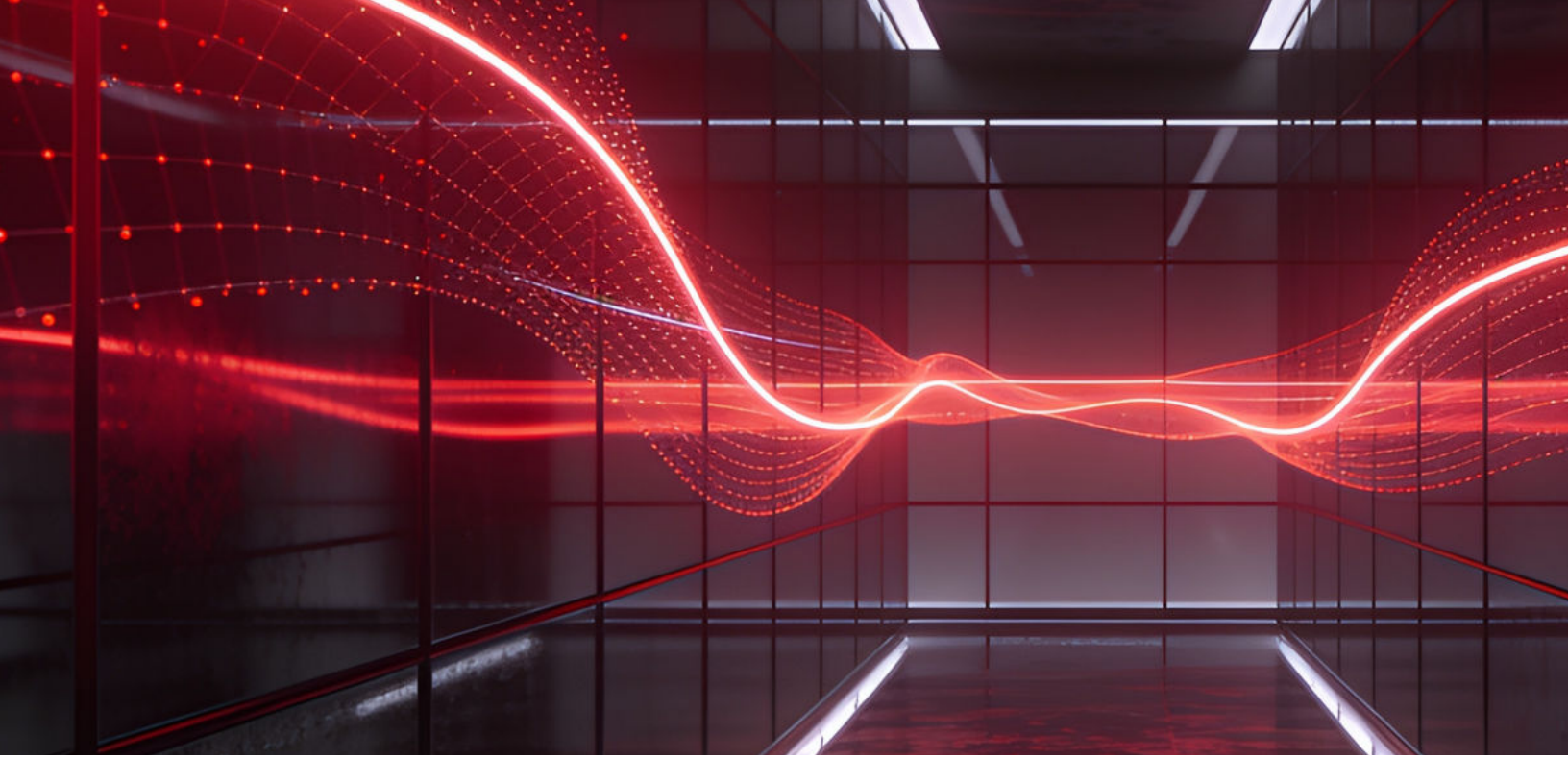
A super agent is an orchestrated AI system (beyond a chatbot) capable of combining planning, reasoning, retrieval, memory, enterprise tool usage, and workflow execution into coordinated autonomous action (see Figure 2).

Figure 2. Super Agent Overview



Source: Futurum Research

The result is the emergence of AI-native enterprises in which AI systems help teams create business value.



Why Super Agents Are Emerging Now

Several forces are converging to accelerate the rise of super agents:

Model Maturity: Modern AI models now demonstrate dramatically improved reasoning, tool-use, planning, and multimodal capabilities. This enables AI systems to reliably coordinate multi-step workflows rather than simply generating text responses.

Enterprise Data Accessibility: Organizations are increasingly exposing enterprise knowledge through APIs, vector databases, semantic indexing, and retrieval systems that allow AI agents to operate against grounded internal data.

Operational Pressure: Enterprises face growing pressure to improve efficiency while managing labor shortages, operational complexity, and rising expectations for responsiveness and personalization.

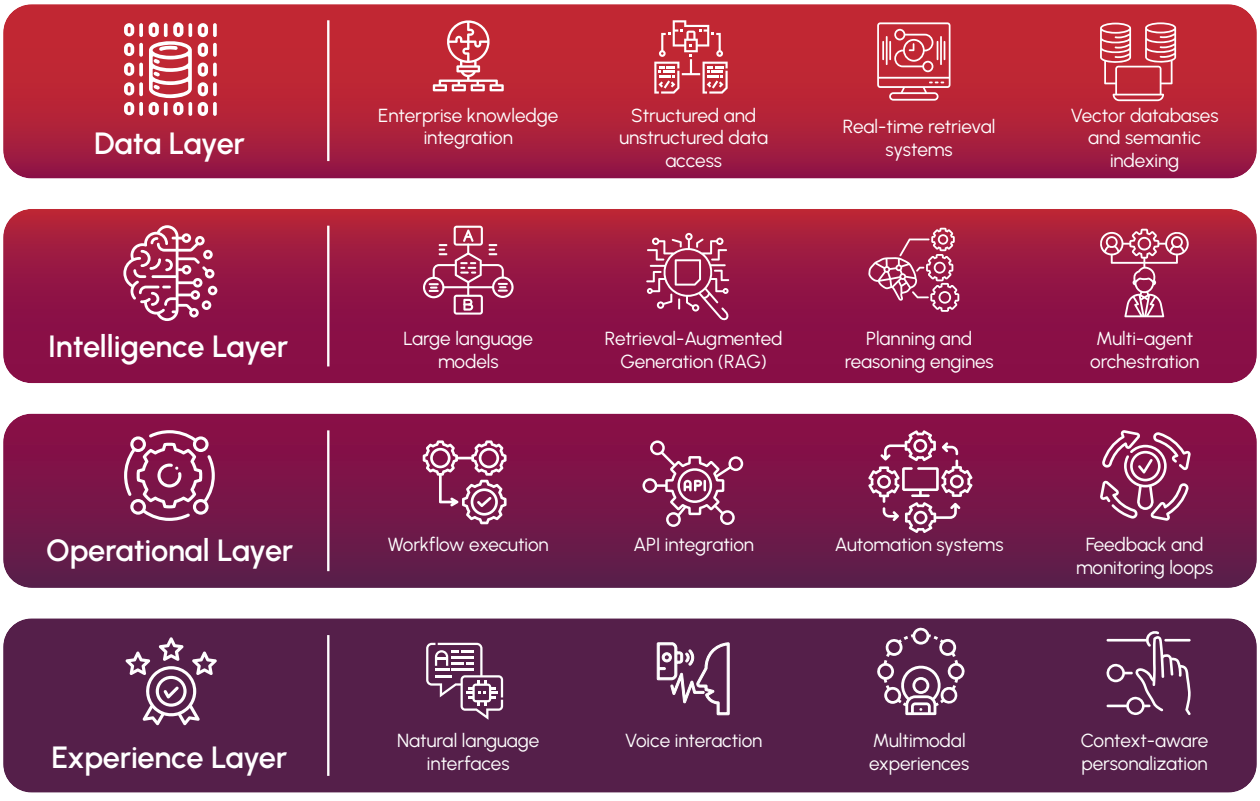
Agent Framework Evolution: New orchestration architectures now allow enterprises to coordinate multiple specialized AI agents into unified execution systems capable of handling increasingly complex operational tasks.

Governance Improvements: Role-based access controls (RBAC), grounding systems, observability tooling, and human oversight mechanisms are making enterprise deployment of autonomous systems more viable and trusted.

The Enterprise Super Agent Stack

The super agent model depends on the convergence of multiple architectural layers (see Figure 3), enabling enterprises to move beyond isolated AI tools toward unified autonomous operational systems.

Figure 3. Super Agent Architectural Layers



Source: Futurum Research

The Impact of Super Agents

Four Core Super Agent Archetypes

Futurum identifies four major categories of super agents emerging across enterprise deployments (see Figure 4). These use cases can accelerate business task execution, driving direct benefits to operations, costs, employees, and customers. They can improve efficiency, accelerate decisions, improve scalability, and enhance user and employee experience.

Figure 4. The Four Types of Super Agents

01 Knowledge Super Agents

Transform fragmented enterprise information into instant organizational intelligence.

CORE CAPABILITIES

- Enterprise semantic search
- Conversational retrieval
- Policy and compliance guidance
- Research synthesis
- Institutional memory access
- Meeting and document summarization

CORE CAPABILITIES

Higher employee productivity, faster decision-making, reduced escalation to subject matter experts, and improved organizational intelligence reuse.

02 Operational Workflow Super Agents

Coordinate and execute multi-step enterprise workflows autonomously.

CORE CAPABILITIES

- Workflow orchestration
- Multi-system automation
- Intelligent task sequencing
- Process optimization
- Exception handling
- Human approval escalation

CORE CAPABILITIES

Reduced operational friction, accelerated process execution, lower labor intensity, and improved scalability of business operations.

03 Research & Intelligence Super Agents

Compress large-scale analysis and strategic insight generation into near real-time intelligence.

CORE CAPABILITIES

- Deep research synthesis
- Competitive intelligence
- Market monitoring
- Scenario analysis
- Strategic summarization
- Trend detection

CORE CAPABILITIES

Faster executive insight generation, improved strategic agility, accelerated research cycles, and enhanced organizational responsiveness.

04 Ambient Interaction Super Agents

Embed AI directly into enterprise environments through natural, continuous interaction.

CORE CAPABILITIES

- Voice-first interaction
- Context-aware assistance
- Real-time operational guidance
- Multimodal interfaces
- Embedded workflow intelligence
- Persistent contextual memory

CORE CAPABILITIES

Faster executive insight generation, improved strategic agility, accelerated research cycles, and enhanced organizational responsiveness.

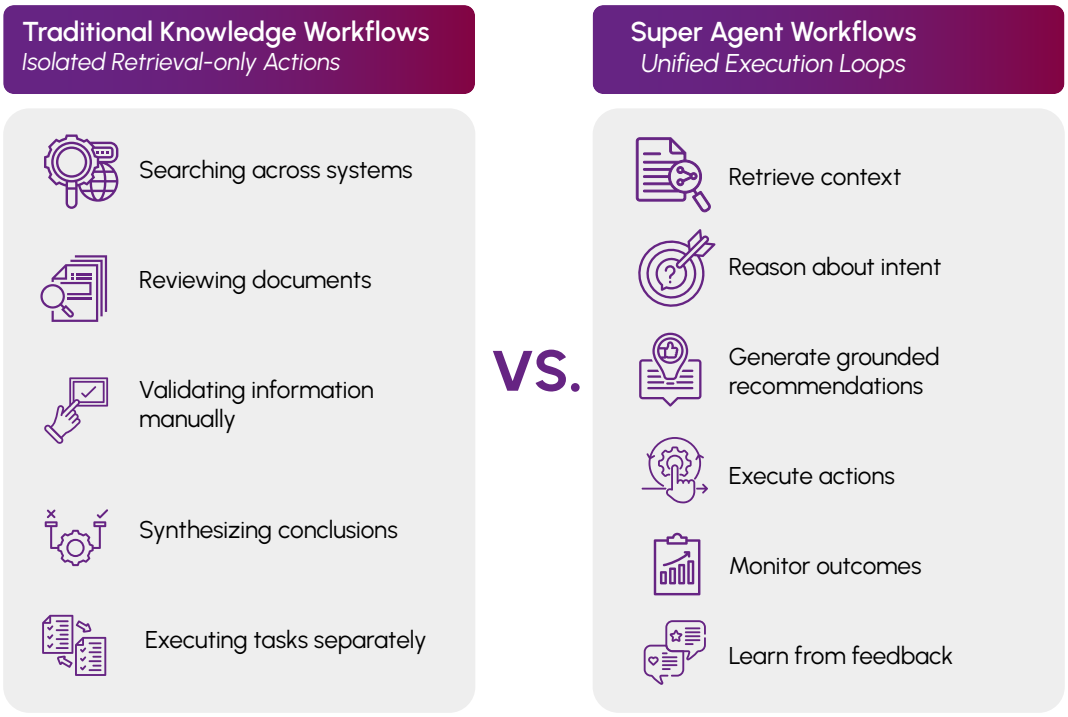
STRATEGIC TAKEAWAY

The market is shifting from isolated AI copilots toward coordinated autonomous systems capable of retrieval, reasoning, orchestration, and execution.

The Shift from Information Retrieval to Action

One of the most important transformations enabled by super agents is the movement from retrieval to execution, driving productivity gains and cost savings with major enterprise financial impact (see Figure 5). Signal65 estimates that a 30% reduction in time spent on repetitive knowledge tasks can represent up to 360,000 employee hours for a 3,000-person organization and approximately $17 million in annual productivity value[3].

Figure 5. Retrieval-Only vs. Super Agent Workflows



The Governance Imperative

As AI systems gain operational autonomy, governance becomes central. For enterprise leaders, the challenge has elevated from simply from model quality to operational trust. Implementing governance by design is therefore essential for organizations to operationalize autonomous AI at scale (see Figure 6).

Figure 6. Enterprise Concerns and Super Agent Responses

Key enterprise concerns include:

- Loss of human oversight
- Hallucinations and reliability
- Data privacy and sovereignty
- Compliance and auditability
- Unauthorized actions
- Workflow transparency
- Escalation handling

Successful super agent deployments increasingly incorporate:

- Role-based access controls (RBAC)
- Grounded retrieval with citations
- Human-in-the-loop approval systems
- Continuous monitoring and observability
- Response feedback loops
- Policy enforcement layers
- Source-level permissions

Early Movers: Lenovo's Super Agent Strategy – Case Example

While the broader super agent market is still emerging, several vendors are beginning to move from experimental AI copilots toward operational enterprise deployments with measurable outcomes. Lenovo has emerged as one of the more structured early movers in this transition through its portfolio of domain-specific "Super Agents" built on the Lenovo xIQ Agent Platform and Lenovo AI Library architecture.

Rather than positioning super agents as generic conversational interfaces, Lenovo is focusing on operational systems designed around specific enterprise workflows such as knowledge management, retail operations, frontline assistance, compliance, research, and intelligent decision support. According to Signal65, Lenovo's architecture combines configurable agent orchestration, RAG, governance controls, vector-based enterprise retrieval, and deployment flexibility across cloud, hybrid, and on-premises environments[3].

Signal65 validated Lenovo's strategy through an enterprise production deployment of its Knowledge Super Agent involving approximately 3,000 users, in which:

- ·81% of employees reported reduced time spent searching for information
- ·Knowledge retrieval tasks were reduced by 30%
- ·Proposal preparation became 2x faster for sales teams
- ·Escalations to subject matter experts dropped by 35%
- ·Average user satisfaction reached 4.4 out of 5
- ·More than 85% of responses included supporting citations
- ·The platform scaled 60x without requiring architectural redesign
- ·Deployment timelines were reduced from months to approximately two weeks

The architecture reflects many of the emerging characteristics associated with enterprise-grade super agents. Lenovo's platform integrates enterprise knowledge systems such as SharePoint, Confluence, and S3 repositories; supports configurable AI models; incorporates RBAC, and embeds governance and feedback-loop mechanisms directly into operational workflows.

3 Signal65. Lenovo Knowledge Super Agent Enhances Enterprise Intelligence in the AI Era. April 2026.

The Signal65 research further noted that Lenovo's approach addresses several of the primary enterprise barriers slowing agentic AI adoption, including data governance, scalability, customization complexity, deployment speed, and response reliability. The report concluded that Lenovo's Knowledge Super Agent occupies "a distinct position" as a purpose-built, independently evaluated enterprise knowledge platform capable of on-premises deployment, deep customization, and large-scale operational rollout.

Lenovo is also extending agentic AI into new industries. This includes Yili Agentic, which applies super agent capabilities to customer intelligence, supply chain orchestration, and digital commerce within one of the world's largest dairy enterprises, as well as Football AI Pro, which applies AI-powered analytics and operational intelligence across football workflows and performance analysis. This reflects a broader trend of super agents moving beyond enterprise back-office use cases into real-time operational environments that require contextual reasoning, analytics, and decision support.

Vitally, Lenovo's positioning reflects a larger market shift: enterprises increasingly want AI systems that can be deployed close to their data, customized to organizational workflows, and governed within existing security and compliance frameworks.

The Road Ahead

The enterprise AI market is rapidly transitioning from isolated copilots toward coordinated autonomous systems. Within the next 24–36 months, super agents are expected to evolve toward the following use cases on the longer-term path to fundamentally agent-mediated enterprise workflows:

- Multi-agent collaborative systems
- Persistent enterprise memory
- Autonomous workflow marketplaces
- Voice-first enterprise interaction
- Real-time operational orchestration
- AI-native business process redesign
- Dynamic organizational intelligence layers

Organizations that succeed will go beyond deploying AI tools to redesign workflows, governance models, and operating structures around autonomous intelligence.

The true value of super agents is not automation alone, but the acceleration of organizational intelligence. By connecting knowledge, reasoning, and action, these systems can compress the time between insight and execution, enabling enterprises to learn faster, adapt faster, and compete more effectively.

For More Information About Enterprise AI Agents, See Futurum Research's Agentic AI Signal Report, June, 2026.

Important Information About This Report

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