

The Autonomous Business

A business-first model for making capabilities safely discoverable and executable.

Executive summary

Businesses have digitized transactions, integrated applications and automated repeatable processes. AI agents add a new interaction model: people can express what they want in business language rather than navigating application mechanics.

An autonomous business is one in which business capabilities can be safely discovered and executed by people, applications and AI agents while remaining governed by the organization.

From applications to capabilities

Traditional software organizes work around applications. The business itself thinks in capabilities: buy goods, approve a request, pay an invoice, sell a product, ship an order, onboard an employee and resolve a service issue.

The system of action

Applications remain systems of record. Autonomy becomes the system of action. Systems of record continue to own transactional data and application integrity; the system of action resolves business intent into authorized, governed execution.

Governed autonomy

Autonomy should not mean uncontrolled action. It should mean increasing the speed and accessibility of business execution while preserving identity, policy, approvals, environment boundaries, verification and evidence.