

## Hey! What's New? 2025-56

### The Future of Work Has Arrived: Augmented Intelligence

An article on the webpage of PwC Global asks us to “imagine a workforce that can scale extensively, adapt quickly and operate effectively. This is what AI agents can now provide. They make up a sophisticated digital workforce capable of addressing intricate problems with a level of adaptability and ingenuity that can match or even rival human counterparts. But their capabilities extend far beyond simple task execution. AI agents and agentic systems can reason, perform workflows, understand context, generate creative solutions and even learn from their mistakes.”

In software development, customer service and drug discovery, the article notes, “specialized AI agents are already delivering productivity and speed-to-market boosts of 50% or more. AI agents built for tax are helping produce complex documents in a day that once took as long as two weeks. In finance more broadly, AI agents are transforming how data is gathered and analyzed and enhancing audit speed and quality.”

And we’ve just experienced the start. “Soon, you can describe the agent you need via programming or natural language, and an AI system can create it. You’ll have an expansive, made-to-order digital workforce. But the mindset shift you should have is not about greater automation. That’s thinking too small. We’re now in the era of augmented intelligence, a ‘capability synthesis’ in which human ingenuity and AI’s analytical prowess combine to help achieve outcomes neither could accomplish alone.”

According to the article, this synergistic relationship goes beyond simple automation, helping to unlock new levels of productivity, innovation and efficiency. “While AI agents offer remarkable autonomy, an effective model is one of collaboration and dynamic oversight.”

Humans and AI are increasingly working together, each leveraging their unique strengths, the article goes on to say. “Responsible AI implementation requires a nuanced approach to control. While AI agents can operate autonomously in many situations, human judgment remains crucial for responsible decision-making, strategic guidance and enabling alignment with human values. This principle of human-at-the-helm can guide the development of clear protocols that define the boundaries of AI autonomy and enable appropriate human intervention.”

The article asks us to think like an AI-native company: work, workforce and workers. “If you’re using AI just to speed up a task by 5% or make a process 20% more efficient, you’re likely going to be left behind. As the rise of augmented intelligence spreads, you should take a blank-sheet approach. Rewire entire processes and functions so human-agent teams can scale. Technology itself isn’t the challenge. Even ‘hard’ skills like data engineering, deep learning or computer vision likely aren’t hurdles anymore — AI agents can handle even highly specialized, technical demands. The real challenge may be the organizational do-over: rethinking the nature of work, workforce and workers.”

Get this organizational reinvention right, the article says, “and ROI can accelerate. Your company can become so nimble and efficient that peers taking a wait-and-see approach could find themselves left behind — stuck in mediocrity, or worse. If this sounds like a huge ask, we

understand. But this transformation in your industry and competitive landscape is already underway.”

In five years, your organization could look nothing like it does today, says the article. “The question is, have you transformed to become a winner in the age of AI-enhanced work, or are you racing and perhaps too late to catch up?” These five steps can get you started.

**1. Start with strategy:** “Conduct an outside-in and inside-out analysis — leveraging AI — to help identify AI value pools, then set a strategy to align AI with core business goals. Think big. AI can make all-new business goals not just achievable, but necessary.”

**2. Reimagine work:** “Start to redesign value chains, core business processes and workflows to leverage the efficiency and innovation that hybrid AI-human teams can deliver. Consider both how people and AI agents will work together, and how to orchestrate different AI agents, designed for different specialized tasks, across your organization.”

**3. Restructure your workforce:** “Identify the roles and skills that AI-driven workflows likely require. Define what people should do, what AI should do and when you’ll likely need human-at-the-helm interventions. Create a new talent architecture, complete with a new hiring, performance management and compensation strategy.”

**4. Help your workers reimagine themselves:** “Provide the skills, ways of working and psychological safety so people can thrive hand-in-hand with AI. Identify the roles they can fulfill in the AI age to reduce fear of displacement.”

**5. Put Responsible AI inside:** “To help accelerate value creation and innovation, embed a Responsible AI framework that can catch problems before they start and build AI-ready data and governance.”

Learn considerably more at [AI agents are the future of work: PwC](#).