

The Agentic AI Landscape in Singapore

Enterprise transformation, SME realities, and the road to autonomous execution

Adoption of agentic AI tools doubled to 51% among Singapore enterprises in 2026 — yet only one in ten has redesigned work end to end. This report maps the market, both speeds of adoption, and what it takes to close the gap by 2030.

US\$1.9B

projected Singapore agentic AI market by 2030
(MarketsandMarkets)

51%

of Singapore enterprises use agentic AI tools in 2026, up from 22%
(ServiceNow)

2%

of Singapore businesses feel fully prepared for agentic AI (SAP & Oxford Economics)

Singapore enterprises adopted agentic AI faster in the past year than almost any enterprise technology that came before it. Adoption of agentic tools **more than doubled, from 22% in 2025 to 51% in 2026**, according to the ServiceNow Enterprise AI Maturity Index. Yet the same research finds that **only 10% of Singapore enterprises have redesigned any process so that AI actually completes multi-step work end to end**. That gap — between acquiring autonomous systems and rebuilding work around them — is the defining feature of Singapore's agentic AI landscape in 2026, and it is the subject of this report. Drawing on the 2026 research cycle from ServiceNow, SAP and Oxford Economics, Deloitte, MarketsandMarkets and Gartner, alongside production deployments at Standard Chartered, DBS and Singapore's public healthcare system, it maps the market's size and trajectory, the two-speed reality separating large enterprises from SMEs, and what it will take to convert tool ownership into autonomous execution by 2030.

REPORT AT A GLANCE

MarketsandMarkets values Singapore's agentic AI market at **US\$111 million in 2025, projected to reach US\$1,907.6 million by 2030** (a stated CAGR of 50.1%) · Enterprise adoption of agentic tools **doubled to 51% in 2026** (ServiceNow) · Singapore's AI maturity score rebounded 19 points to **53 out of 100**, above the global average of 51 · **89% of Singapore businesses** see moderate-to-very-high transformative potential in agentic AI — but **only 2% feel fully prepared** for it (SAP & Oxford Economics) · AI supports **27% of business tasks today, expected to reach 47% within two years** · Only **14% report a mature agentic governance model** (Deloitte) · Full 12-page PDF available for download, free.

Executive summary

Agentic AI is the class of AI systems that can pursue a goal across multiple steps: perceive context, plan, call tools and APIs, take actions in business systems, check the results and adapt — without a human driving every turn. It is the practical successor to two earlier waves: robotic process automation, which follows fixed rules and breaks when exceptions appear, and generative AI copilots, which draft and summarise on request while humans still own the workflow. In 2026 the question inside Singapore boardrooms has shifted accordingly — from *whether* agents work to *which workflows should be delegated, under what controls, and how much autonomy is safe*.

The 2026 data tells a story of conviction outrunning preparation. Singapore enterprises raised AI budgets **108% year on year**; AI now takes **15.4% of the average IT budget**, heading for roughly 20% by 2027. The national AI maturity score recovered from its 2025 dip to **53 out of 100**, ahead of the global average of 51. Expected returns are climbing too: Singapore firms told SAP and Oxford Economics they expect overall AI ROI to grow from **19% this year to 36% within two years**, with agentic AI alone expected to return **US\$9.8 million (S\$12.6 million) per organisation over the next two years**. Yet the same surveys find **89% of Singapore businesses** convinced of agentic AI's transformative potential and **only 2% fully prepared** for it — and the largest group of local firms, 33%, still uses AI for nothing more autonomous than helping individual employees with day-to-day tasks.

This report reads that paradox as the market's central signal. The winners of the next phase will not be the firms with the most agents; they will be the firms that redesigned work so agents can own outcomes safely.

The sections that follow size the market, examine what is driving adoption, contrast the enterprise and SME realities, walk through two case studies — Standard Chartered's onboarding redesign and a composite Singapore SME deployment — and close with the governance picture and a 2026–2030 outlook with actionable steps for both C-suite executives and SME founders.

What is agentic AI — and how is it different from generative AI?

A precise definition matters, because vendor labelling has blurred the term. **Agentic AI refers to autonomous AI systems capable of multi-step planning, tool use and end-to-end execution toward a goal, operating within bounded policies rather than waiting for a prompt at every step.** Where a generative AI chatbot produces an answer, an agentic system produces an outcome: it decomposes an objective into tasks, sequences them, calls the systems of record it needs — CRM, ERP, ITSM, payments, booking platforms — verifies results and adapts its plan from feedback. The operating loop runs perception (pulling data from APIs, documents and tickets), reasoning (interpreting the goal and coordinating specialist sub-agents), action (writing back to business systems under guardrails), learning (improving from outcomes) and collaboration (multi-agent handoffs across functions).

Generation	What it does	What that means for a buyer
Traditional automation / RPA	Follows fixed, scripted rules	Cheap for stable, structured work; brittle the moment an exception appears
Generative AI and copilots	Creates text, code and summaries on request	High individual productivity; humans still own every workflow
Agentic AI	Plans, decides, executes and iterates toward an outcome	Can own multi-step processes — if the data, permissions and guardrails exist

The test for whether a product is genuinely agentic is functional, not rhetorical: does it hold state and memory, use tools, act autonomously within an explicit policy, and own a measurable outcome — a resolved ticket, a matched invoice, a drafted credit memo? Gartner analysts have warned of widespread ‘agent-washing’, with scripted bots and copilots relabelled as agents; buyers who apply the outcome-ownership test quickly separate the two. For a deeper treatment of what governing real agents requires, see our companion analysis, *The Control Tower Problem*.

How big is the agentic AI market in Singapore?

MarketsandMarkets, in its Singapore country analysis, values the **Singapore agentic AI market at US\$111 million in 2025, projected to reach US\$1,907.6 million by 2030** — a stated compound annual growth rate of 50.1%, running ahead of the firm's global growth estimates. The direction matters more than the decimal: Singapore is a small market growing at one of the fastest rates in a category that is itself among the fastest-growing lines in enterprise software. The same research house's August 2026 global study sizes

agentic AI at **US\$19.33 billion in 2026, reaching US\$205.88 billion by 2033** at a 40.2% CAGR, with software taking 71.9% of 2026 spend, customer service the largest application at 23.1%, and **Asia-Pacific the fastest-growing region at a 42.9% CAGR**.

One caveat any serious buyer should carry: 'agentic AI market size' is not one market. Analysts variously count standalone agent platforms, embedded agents inside CRM and ERP suites, professional services and infrastructure. Across the major research houses, 2026 estimates for standalone agentic software cluster in a **roughly US\$5–19 billion range with CAGRs of about 40–47%** — consistent in direction even where the dollar totals disagree. Volume forecasts make the same point without dollars: IDC projects the global population of active AI agents to grow from roughly **29 million in 2025 toward 2.2 billion by 2030**, and Gartner expects the average Fortune 500 agent estate to swell from about 15 agents in 2025 to **150,000 or more by 2028** — which is a management and governance problem as much as a growth story.

- **Singapore market:** US\$111M (2025) → US\$1,907.6M projected by 2030, a stated 50.1% CAGR (MarketsandMarkets)
- **Enterprise adoption:** agentic AI tool use more than doubled to **51% in 2026**, from 22% in 2025 (ServiceNow Enterprise AI Maturity Index)
- **AI maturity:** Singapore scores **53/100**, up 19 points year on year and above the global average of 51
- **Readiness gap:** 89% see moderate-to-very-high transformative potential; **only 2% feel fully prepared** (SAP & Oxford Economics)
- **Task automation:** AI supports **27% of business tasks today, expected to hit 47% within two years**, with expected overall AI ROI climbing from 19% to 36%
- **Investment:** AI budgets up **108% year on year**; AI takes 15.4% of IT budgets, projected to reach ~20% by 2027

What is driving agentic AI adoption in Singapore?

Three forces compound. The first is **policy scaffolding**. Singapore's Smart Nation programme and the National AI Strategy 2.0 set the ambition and the talent pipeline; the Singapore Economic Development Board recruits the AI infrastructure and R&D investments; and the Infocomm Media Development Authority (IMDA) has moved faster than any peer regulator on agent-specific governance. IMDA launched its **Model AI Governance Framework for Agentic AI on 22 January 2026** at the World Economic Forum in Davos — among the first national frameworks anywhere written specifically for autonomous agents — and updated it in May 2026 with multi-agent risk, third-party-agent guidance and case studies drawn from more than 60 organisations. It followed in July 2026 with transparency guidelines for consumer-facing AI chatbots. Enterprises adopt faster when the rules of the road exist.

The second force is **budget conviction**. A 108% year-on-year budget increase is not experimentation money; it is platform money, and it shows up in the maturity data. Singapore enterprises lead the global average on six of the seven dimensions ServiceNow's index measures, and are ahead on integrating AI workflows across business functions — **25% do, against 16% globally**. The third force is **public proof**. Singapore's flagship deployments give every board a local reference: DBS announced in August 2026 that it

is scaling agentic credit-assessment support to roughly **1,500 relationship managers and credit-risk officers globally**, with specialist agents handling more than 70 tasks to produce review-ready first drafts of credit memos — work that consumes up to 40% of a relationship manager's time, against a targeted reduction of at least 30%. In public healthcare, Synapxe's **AgentSea** platform, co-developed with Amazon Web Services, is available to more than 80,000 public healthcare professionals; clinicians and staff created **over 12,000 agents** in its first three months, one cardiologist halving his 40-minute daily clinic-preparation routine with an agent he built himself.

Enterprises vs SMEs: the two-speed adoption reality

Singapore's agentic economy is running at two speeds. Large enterprises are funding infrastructure, modernising platforms and piloting agents inside governed environments. Small and medium enterprises — the firms that employ most of Singapore's workforce — are encountering agents mostly as features switched on inside the SaaS tools they already rent. Both are adopting; they are adopting differently, and the differences determine what each should do next.

Adoption dimension	Large enterprises (Singapore)	SMEs (Singapore)
Where adoption stands	51% use agentic AI tools; 25% integrate AI workflows across functions	Mostly embedded assistants inside SaaS suites; deliberate agentic programmes remain rare
Budget posture	AI budgets up 108% year on year; 15.4% of IT budget and rising	Subscription-led, grant-assisted spend; rarely a dedicated AI budget line
Workflow redesign	10% have redesigned processes for end-to-end AI execution	Processes are informal and undocumented — lighter to redesign, harder to hand to an agent
Governance	14% report a mature agentic governance model	Governance largely inherited from vendors' default settings
Talent	Dedicated AI teams, yet only 12% say skills are fully ready	No in-house AI specialists; owner-operators lean on integrators and platforms
Fastest wins	Software engineering, service operations, credit and finance workflows	Support triage, quoting, invoice chasing, vendor research and procurement

The enterprise execution paradox

Enterprise Singapore has bought the tools. What it has not yet done, at scale, is change how work flows through them. ServiceNow's index puts it starkly: **only 10% of enterprises have redesigned processes so AI completes multi-step tasks end to end**, while the largest group — **33%** — still uses AI to assist individual employees with day-to-day tasks, and a further 18% report no progress on advanced AI at all,

worse than the 11% global average. The result is a barbell: a small vanguard operating genuinely autonomous workflows, a long tail treating a copilot licence as an AI strategy, and comparatively little in between. Layered on top sit the familiar blockers — **58% of Singapore firms cite data privacy and security as a top AI challenge**, the single most-cited concern in the 2026 index.

Survey definitions sharpen the picture rather than muddy it. Deloitte's *State of AI in the Enterprise* research, fielded earlier in the cycle with a smaller Singapore sample, found just **15% of Singapore firms deploying agentic AI today — but 72% planning to deploy it across several operational areas within two years**, led by customer and support services (24%) and supply chain and logistics (15%). Read together with ServiceNow's 51%, the reconciliation is instructive: half of Singapore's enterprises now *touch* agentic tools somewhere, a sixth or fewer *run* them as governed deployments, and nearly three-quarters intend to get there within 24 months. The distance between touching and running is precisely the workflow-redesign work most firms have not started.

The SME reality: discoverability and operational gaps

For Singapore's SMEs the constraints are structural, not attitudinal. There is rarely an AI budget line, a data engineer or a governance committee; customer records live across an accounting package, a messaging inbox and a spreadsheet. So agentic capability arrives the way most SME technology arrives — embedded in the tools they already pay for: helpdesk suites that triage and draft, accounting platforms that chase invoices, CRMs that research and score leads. That is a rational adoption path. It is also a constrained one: an agent inherited from a vendor's defaults automates the vendor's idea of the workflow, not the firm's, and the SME's own thin, fragmented data limits what any agent can safely be trusted to do. Government productivity-grant channels defray the software cost, but not the harder work of cleaning data and documenting process — the two prerequisites agents are least forgiving about.

The second SME shift is stranger and easier to miss: **SMEs are becoming the subject of other people's agents**. Procurement teams and buyers increasingly delegate vendor research to AI systems that read the open web, compare suppliers and assemble shortlists before a human ever visits a website. For an SME, being legible to machine readers — accurate structured data, consistent company records, published capabilities and prices — is becoming a demand-generation issue, not a technical nicety. Directories, structured profiles and machine-readable credentials do for agentic search what SEO did for the last era of discovery. The SMEs winning early are treating their own digital records as an API for buyers' agents.

Why are enterprises struggling with autonomous workflow redesign?

The readiness numbers explain the execution gap. In SAP and Oxford Economics' 2026 Singapore research, **data readiness fell from 62% to 55% year on year**, and 82% of firms report incomplete or inconsistent data — the foundation problem getting worse just as workloads grow more autonomous. Only **12% say their skills are fully ready** for AI, and just 10% say their processes and frameworks are. An agent handed a process that exists as tribal knowledge in email threads does not fix the process; it automates the chaos, faster. That is why the redesign step cannot be skipped: before an agent can own an outcome, someone

must map the workflow, decide where human judgement is genuinely required, and instrument the baseline — cycle time, error rate, cost — against which autonomy will be judged.

The redesign backlog is enormous and acknowledged: in Deloitte's global survey, **74% of leaders expect roughly half of their processes to be rebuilt around agents within four years**. Gartner supplies the deadline discipline: it predicts **over 40% of agentic AI projects will be cancelled by the end of 2027**, on escalating costs, unclear business value or inadequate risk controls. The pattern separating survivors from casualties is consistent across the deployments this report examined — fund two or three production workflows rather than twenty experiments; pick high-volume, bounded, reversible processes; keep humans on irreversible and customer-harming decisions; and build the control plane (identity, logging, evaluation, spending caps) before scaling agent count. Enterprises that skip the boring parts become Gartner's statistic.

Case study: how Standard Chartered redesigned onboarding around agents

The most instructive Singapore-headquartered example of workflow redesign in the 2026 cycle is **Standard Chartered's overhaul of its colleague onboarding journey**, described by the bank at ServiceNow's Knowledge 2026 conference and in the Singapore edition of the Enterprise AI Maturity Index. Rather than layering AI onto the existing process, the bank deconstructed the entire journey — breaking every stage into constituent tasks, breaking tasks into skills, and matching each skill to AI, agentic automation or human delivery. Melinda McKinley, the bank's chief operating officer for strategy and talent, called it “a mass-scale work redesign”. The design principle worth stealing is the mapping of *human judgement points*: the bank identified where friction existed and why, then applied automation only where judgement was not the bottleneck.

The projected returns are specific: the redesigned journey is **expected to cut onboarding effort for hiring managers by 35%** and to deliver **roughly 20% productivity gains across HR teams**. Those are projections, made publicly and measurably — itself a discipline worth copying — and they sit alongside results the bank has already measured on the same platform journey: its HR virtual assistant achieved a **77% case-deflection rate in pilot and roughly 90% first-contact resolution at scale**. The sequencing is the lesson. Standard Chartered earned confidence in autonomy on contained, measurable assistant workloads first, then spent that confidence on an end-to-end redesign of a core journey — the exact progression from tools to workflows that only 10% of Singapore enterprises have begun.

Case study: what agentic adoption looks like inside a Singapore SME

No named SME deployment in Singapore yet publishes the metrics Standard Chartered does, so this second case is a **representative composite** — assembled from the deployment patterns local integrators and platform vendors describe, and consistent with Deloitte's finding that 72% of Singapore firms plan agentic deployments across operational areas within two years, led by customer support and supply chain. Picture a 40-person electronics distributor in Kallang. Its first agent sits in the support inbox: it classifies

each incoming message, looks up the order and delivery status in the ERP, drafts a resolution, and executes it — a reshipment, a credit note, a delivery reschedule — autonomously below a S\$200 value threshold, routing everything above to a human with the context pre-assembled. Its second agent watches supply chain exceptions: when a shipment misses a milestone, it re-sequences the delivery promise, drafts the customer notification and proposes the substitute SKU.

The economics work because the orchestration is rented, not built: a lightweight platform tier plus per-run costs, with no data scientist on payroll. The failure modes are equally predictable. The support agent is only as good as the order data beneath it — the firm's first month was spent fixing SKU records, not prompts — and autonomy thresholds had to be earned downward: the value cap started at S\$0 (draft-only mode) and rose as the error log stayed clean. The governance is borrowed from the vendor — run logs, approval queues, a kill switch — which is adequate at this scale and would not be at ten times it. For an SME founder, the composite's checklist is the point: one bounded workflow, a human approval gate that relaxes with evidence, data hygiene before autonomy, and a vendor whose platform already holds the system of record.

Governance and risk: can frameworks keep pace with autonomy?

Singapore's regulatory position is the strongest part of its agentic story. IMDA's **Model AI Governance Framework for Agentic AI** — launched January 2026, updated to version 1.5 in May 2026 — organises the problem into four practical dimensions: assess and bound agent risks up front; keep humans meaningfully accountable; harden the technical controls and processes around agents; and equip end users to act responsibly. The framework is voluntary, but its logic is not optional: organisations remain legally accountable for what their agents do. Add the July 2026 chatbot transparency guidelines and the AI Verify testing ecosystem, and Singapore offers enterprises something few jurisdictions do — a coherent public template for governing autonomy, written before the incidents rather than after them.

Enterprise practice lags the template badly. Deloitte finds **only 14% of Singapore leaders report a mature agentic governance model** — below the 21% global average, in the one domain where Singapore's public framework leads the world. The operational specifics from SAP's research are more alarming than the headline: **27% of Singapore companies run agentic workflows with no human-in-the-loop process at all, 30% lack permission and access controls for agents, and only 40% keep a registry of the agents they operate**. An organisation that cannot enumerate its agents cannot audit them; an agent without scoped permissions is a shared credential with initiative. The minimum governance floor for 2026 is short and non-negotiable: an agent registry with named owners; unique agent identities with least-privilege, time-boxed access; explicit autonomy tiers per tool and data class; step-level action logs a regulator could read; and a tested kill switch.

Two compliance constraints shape deployment choices specific to Singapore. First, **regulation and compliance is the top-cited integration challenge for agentic AI locally, at 27%** — unsurprising in an economy where finance, healthcare and the public sector are the largest early adopters and each carries sector rules on top of national frameworks. Second, **data residency: 77% of Singapore firms say in-country or in-region compute and data storage matter** to their AI plans, a sovereign-AI preference that increasingly decides which agent platforms and model-hosting arrangements are even eligible. Autonomous systems that write to production — and occasionally write wrongly — raise the stakes on all

of it: real-time monitoring and replayable audit trails of agent actions are shifting from best practice to procurement requirement.

The road to 2030: from tools to workflows

The trajectory from here is legible in the forecasts. Gartner expects that by 2028, **at least 15% of day-to-day work decisions will be made autonomously by agentic AI** (from essentially zero in 2024) and that **a third of enterprise software applications will include agentic capability**. In Singapore, SAP's respondents expect AI to support **47% of business tasks within two years**, up from 27% today. 2026–2027 is the window for hardening narrow, high-volume production workflows; 2028 brings multi-agent orchestration and, with it, the identity, audit and cost-control disciplines that make agent sprawl survivable; by 2029–2030, cross-functional agent networks and humans-as-stewards become the default operating model in the functions that industrialised earliest — service, finance operations, software engineering and supply chain.

- **For enterprise leaders:** fund two or three production workflows, not twenty pilots — Gartner's 40% cancellation forecast is a portfolio-discipline warning, not a reason to wait
- **Redesign before you scale:** map judgement points and instrument baselines the way Standard Chartered did; an agent added to an unmapped process automates the chaos
- **Spend 20–30% of the AI budget on the control plane** — identity, logging, evaluation, human-approval queues and FinOps — before growing agent count
- **Prefer platforms that already hold your system of record;** crossing systems is where agentic projects stall, and where costs surprise
- **For SME founders:** start with one bounded, reversible workflow inside software you already run; keep human approval on customer-facing and irreversible actions until the error log earns autonomy
- **Fix data hygiene first** — clean records beat clever prompts — and make your firm legible to buyers' agents: structured, accurate, machine-readable public information is the new storefront

Singapore enters the agentic era with advantages most markets would trade for: a 50%-CAGR domestic market, budget conviction, the world's first agent-specific governance framework and reference deployments across banking, healthcare and the public sector. What it does not yet have — what almost no market has — is a critical mass of organisations that have done the unglamorous work of redesigning workflows around autonomy. That work, not tool acquisition, is the constraint. The firms that close the gap between the 51% who have adopted and the 10% who have redesigned will set the productivity benchmarks for Singapore's next economic chapter. The window is not indefinite: on current expectations, the share of business tasks AI supports will nearly double — to 47% — by 2028. The organisations that decide *which* tasks, on *whose* terms, are deciding it now.

About this report

This report was researched and published by Tech Directory SG (TechDirectory.sg), a Singapore B2B technology directory of recorded company profiles. Market figures, survey findings and case-study details are drawn from the published 2026 research of MarketsandMarkets, ServiceNow (Enterprise AI Maturity Index, with ThoughtLab), SAP and Oxford Economics (Value of AI Report 2026), Deloitte (The State of AI in the Enterprise), Gartner and IDC, together with primary announcements from Standard Chartered, DBS, IMDA and Synapse; the SME case study is an illustrative composite, not a named deployment. Survey figures reflect each study's sample and definitions — Deloitte's Singapore subsample, for instance, is small (n=75) — and projections are expectations, not guarantees. Details are stated as at August 2026; verify current figures against the primary sources listed below before they inform an investment or procurement decision.

Frequently asked questions

What is agentic AI, in plain terms?

Agentic AI describes autonomous AI systems that can pursue a goal across multiple steps without a human driving every turn: they plan, call tools and business systems such as CRMs and ERPs, take actions, check the results and adapt. That distinguishes them from generative AI chatbots, which produce content when prompted but leave the workflow to humans, and from RPA, which follows fixed scripts and breaks on exceptions. The practical test is outcome ownership — whether the system can complete a business transaction such as resolving a ticket or matching an invoice end to end, within an explicit policy.

How widely adopted is agentic AI in Singapore in 2026?

Adoption of agentic AI tools among Singapore enterprises more than doubled in a year, from 22% in 2025 to 51% in 2026, according to the ServiceNow Enterprise AI Maturity Index. Depth lags breadth, however: only about 10% of enterprises have redesigned processes so AI completes multi-step work end to end, and Deloitte's earlier-cycle research found roughly 15% running agentic deployments today, with 72% planning deployments across several operational areas within two years.

How big is the Singapore agentic AI market?

MarketsandMarkets values the Singapore agentic AI market at US\$111 million in 2025, projected to reach US\$1,907.6 million by 2030 — a stated compound annual growth rate of 50.1%. For context, the same firm sizes the global agentic AI market at US\$19.33 billion in 2026, growing to a projected US\$205.88 billion by 2033, with Asia-Pacific the fastest-growing region. Definitions vary across research houses, so treat any single dollar figure as one methodology's view of a fast-moving category.

Why do so few Singapore businesses feel ready for agentic AI?

In SAP and Oxford Economics' 2026 research, 89% of Singapore businesses see moderate-to-very-high transformative potential in agentic AI but only 2% describe themselves as fully prepared. The gaps are concrete: data readiness declined year on year to 55%, 82% report incomplete or inconsistent data, only 12% say their skills are fully ready, and just 10% say their processes are. Autonomous systems are unforgiving of undocumented processes and dirty data, which is why redesigning workflows — not buying more tools — is the binding constraint.

How does Singapore regulate agentic AI?

Through voluntary but detailed frameworks rather than statute. IMDA launched its Model AI Governance Framework for Agentic AI in January 2026 — among the first national frameworks written specifically for autonomous agents — and updated it in May 2026. It asks organisations to bound agent risks up front, keep humans meaningfully accountable, harden technical controls and equip end users. Sector rules from regulators such as MAS apply on top, and organisations remain legally accountable for their agents' actions. Separate IMDA guidelines issued in July 2026 cover transparency for consumer-facing AI chatbots.

How should an SME start with agentic AI?

Start with one bounded, reversible workflow inside software the business already runs — support triage, quoting or invoice chasing are the common first wins — with a human approving anything customer-facing or irreversible. Set autonomy low (draft-only) and expand it as the error log stays clean. Fix data hygiene before autonomy: an agent is only as reliable as the records beneath it. And attend to the other side of the shift — buyers' AI agents increasingly research vendors autonomously, so accurate, structured, machine-readable public information about the business is becoming a source of demand.

Which Singapore organisations already run agentic AI in production?

DBS announced in August 2026 that it is scaling agentic credit-assessment support to about 1,500 relationship managers and credit-risk officers globally, with specialist agents handling more than 70 tasks to draft review-ready credit memos. Standard Chartered redesigned its colleague onboarding journey around AI agents, with an expected 35% reduction in hiring-manager effort. In public healthcare, Synapse's AgentSea platform, built with AWS, is open to more than 80,000 professionals, who created over 12,000 agents in its first three months.

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