

David Soden

INFERENCE WEEKLY

AI NEWS, WEEK BY WEEK

37

THIS WEEK

UiPath survey names orchestration as the route out of agentic AI pilots; PLDT deploys UiPath for customer service

INFERENCE WEEKLY

ISSUE 37 · Week of 7 September 2026

THE WEEK IN NUMBERS

31%

respondents fully embedding AI

38%

citing data quality challenges

99%

PLDT response speed boost

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TECHNOLOGY & CONSUMER ELECTRONICS · MEDIA & COMMUNICATIONS

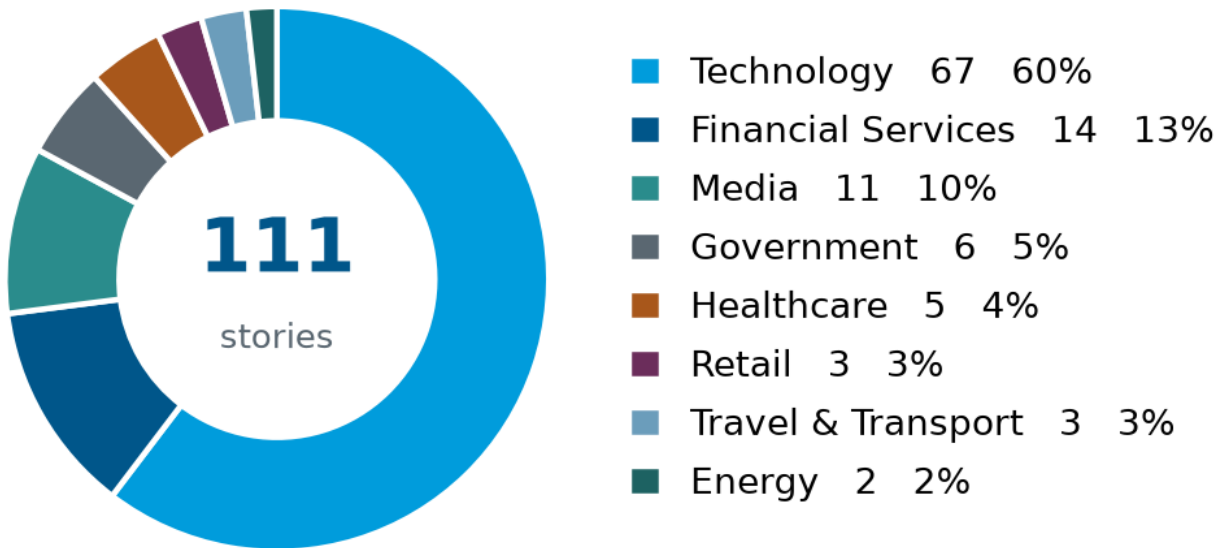
02 Tech Corner: What UiPath means by orchestration, and what the evidence shows

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THE WEEK IN NUMBERS

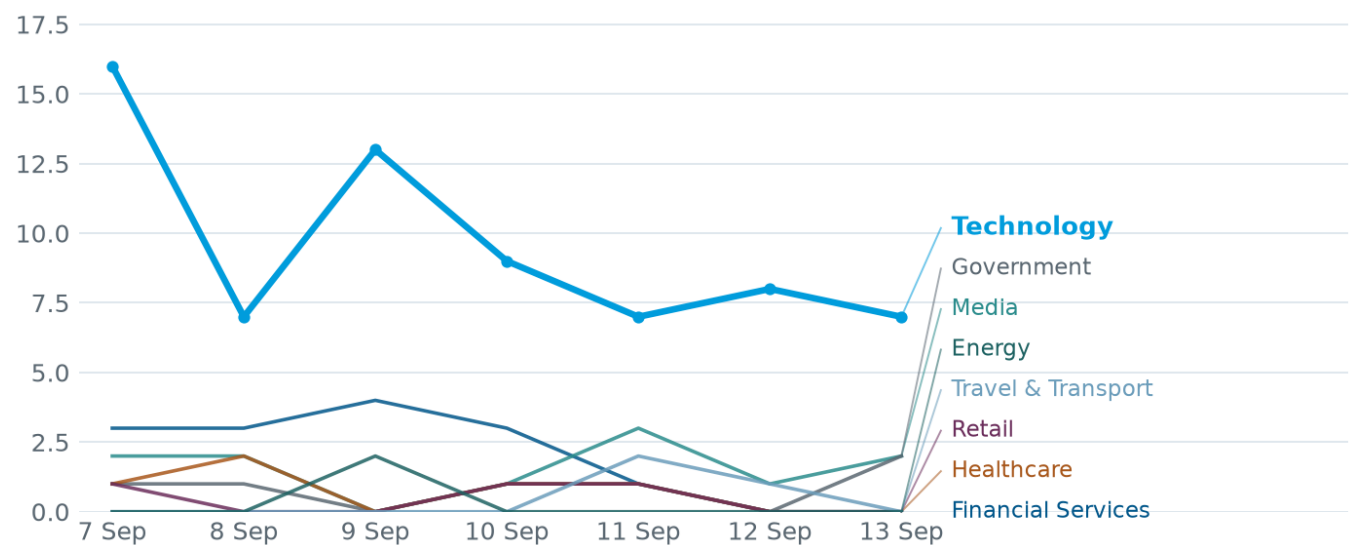
Where the AI news landed

Every story the newsroom feed carried, 7 to 13 September: 111 in all, sorted by the vertical each was filed under. This is what the AI press published, not what this issue covered.



THE WEEK DAY BY DAY

The same stories by the day they were published. An aggregate cannot say whether a vertical had one loud day or a steady week.



Technology took 60.4% of the week, more than the other verticals put together, Energy managed 2.

The change column compares this window with the previous issue.

COVER STORY

UiPath survey names orchestration as the route out of agentic AI pilots; PLDT deploys UiPath for customer service

TECHNOLOGY | MEDIA

UiPath has released a global survey of 600 C-suite and IT leaders at companies with more than \$1B in revenue. The survey ran online from May 25 to June 8, 2026, across the U.S., U.K., France, Germany, India and Singapore. It found 31% have fully embedded AI in their businesses, 35% use it on a limited basis and 11% remain at the pilot stage, which one account calls being stuck in experimentation. The obstacles cited most often were data quality (38%), integrating AI with existing workflows (37%) and governance and compliance (33%). ^{[1] [2]}

The report names business orchestration as the way to scale. It defines orchestration as connecting data, systems, workflows, people and agents under governance. Among organisations that have fully embedded orchestration, 89% said their AI deployments met or exceeded ROI expectations. Only 29% of respondents report having done so. The benefits cited were more employee time for higher-value tasks (51%), better application integration (47%), better workflow oversight (44%), faster customer responsiveness (42%) and automation of complex workflows (37%). Looking ahead, 36% expect AI

agents to play a significant role in workflows within 12 months, and 52% are focusing on hybrid workflows that combine static and dynamic processes. ^{[1] [2]}

PLDT, a digital services provider in the Philippines, has deployed UiPath automation and orchestration. The company reports these results. Its assistant KAI cut knowledge retrieval from up to five days to one to three seconds, saving 25,000 to 30,000 hours a year. Its digital assistant Ellie improved customer response times by up to 80%, cut manual effort by 25 to 35% and saves 18,000 to 25,000 hours a year. ERICA, a risk intelligence agent deployed in February 2026, cut risk reviews from 2 to 10 days to under one day. The stories give no costs, no deployment dates for KAI or Ellie and no independent verification. ^{[3] [4]}

For buyers, both the survey and the PLDT results come from UiPath, which sells orchestration. Simply Wall St said PLDT offers concrete support for UiPath's strategy but called it a single strong example that needs to be repeated elsewhere. It said wider adoption and the effect on UiPath's net new annual recurring revenue remain uncertain. It also said analysts are cautious about growth because of UiPath's SaaS transition and competition from Microsoft and ServiceNow. The stories do not report comparable results from other customers. ^[3]

Who should take heed. CIOs and operations leaders whose agentic AI work has not moved past pilots should take heed, because the survey links fully embedded orchestration to meeting ROI expectations, though the survey and the one customer case both come from the vendor.

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TECH CORNER

What UiPath means by orchestration, and what the evidence shows

Written for readers who want the mechanism. The rest of the issue does not depend on it.

UiPath's report, based on its own survey of 600 C-suite and IT leaders at companies with more than \$1B in revenue, uses the term business orchestration. The definitions across this week's coverage are similar. One report describes it as the integration of data, systems, workflows, people and agents. Another adds that these are connected under governance. A third describes it as an extension of UiPath's robotic process automation platform, which works with existing enterprise systems, that coordinates software robots, data and humans across large organisations. None of the stories describe how the coordination works technically. The survey links orchestration to the obstacles respondents gave for scaling agentic AI: data quality (38%), integration with existing workflows (37%) and governance and compliance (33%). Looking ahead, 36% expect AI agents to play a significant role in workflows within 12 months. The two survey write-ups frame the next figure differently. One says 52% are focusing on

hybrid workflows that combine static and dynamic processes. The other presents that 52% as the area where agents are expected to be significant. Neither story defines static or dynamic processes. ^{[1] [2] [3]}

The main ROI figure needs care. Among organisations that have fully embedded orchestration, 89% said their AI deployments met or exceeded ROI expectations. The stories give no matching figure for organisations without it, so the size of any difference cannot be worked out from this coverage. Only 29% report orchestration as fully embedded, against 31% who report fully embedding AI. The survey ran online from 25 May to 8 June 2026 in the U.S., U.K., France, Germany, India and Singapore. ^{[1] [2]}

PLDT, a digital services provider in the Philippines, is the deployment example. All figures below come from UiPath and PLDT. Its AI assistant KAI cut knowledge retrieval from a manual process of up to five days to responses in one to three seconds, saving 25,000 to 30,000 hours a year. Its digital assistant Ellie brings together fragmented knowledge and workflows. It improved customer response times by up to 80%, cut manual effort by 25 to 35% and saves 18,000 to 25,000 hours a year. ERICA, a risk intelligence agent deployed in February 2026, cut complex risk reviews from 2 to 10 days to under one day, with a 97 to 99% reduction in manual effort. One analyst commentary calls PLDT concrete proof of the approach. The same

commentary says it could also be a single strong example that needs to be repeated elsewhere, and that analysts remain cautious given UiPath's SaaS

transition and competition from Microsoft and ServiceNow.^[3] ^[4]

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Briefs

Everything else that happened, one line each. These did not cluster into a theme.

Animoca Brands and AWS launch Agentic Football Cup with US\$50,000 prize pool · Technology & Consumer Electronics ^[5]

Tenable, OpenAI Launch AI Security Review Process for CyberAgents - The Fast Mode · Technology & Consumer Electronics ^[6]

Silicon Motion Targets Agentic AI Storage with MonTitan SSD Reference Design Kit · Technology & Consumer Electronics ^[7]

nxtedition Takes Agentic AI From Newswire to Gallery - Content + Technology · Media & Communications ^[8]

Digital Science's 2026 Catalyst Grant seeks "Agentic AI Workflows You Can Trust" · Technology & Consumer Electronics ^[9]

Dubai Chambers to Train 14,000 Private Sector Companies in Agentic AI · Government & Public Sector ^[10]

To scale AI agents, enterprises must strengthen governance · Technology & Consumer Electronics ^[11]

H Company Releases NeoMME: A Family of 260M and 800M Single-Tower Multimodal ... · Technology & Consumer Electronics ^[12]

"Security cannot simply act as a roadblock, because that stops the momentum that lead | Ctech · Technology & Consumer Electronics ^[13]

Omnichannel payment platform revenue to top \$100bn by 2031, predicts Juniper Research · Retail & Ecommerce ^[14]

BlueRock's David Greenberg on How B2B Marketing Teams Can Build AI Workflows ... · Technology & Consumer Electronics ^[15]

The Early Scale: Dreamforce Focuses on AI, But Lacks Concrete ROI Data - MarketScale · Technology & Consumer Electronics ^[16]

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AWS Weekly Roundup: Claude Fable 5.1 on AWS, Amazon Linux 2027 preview, AWS ... · Technology & Consumer Electronics ^[27]

Microsoft tightens AI governance as agentic risks rise - SecurityBrief Australia · Technology & Consumer Electronics ^[28]

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