Market Brief

LG CNS Launches AgenticWorks

A Full–Stack, Modular Agentic AI Platform for Scalable Enterprise Transformation

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Executive Summary

LG CNS has launched AgenticWorks, a full–stack Agentic AI platform designed to enable enterprises to develop autonomous AI agents across multiple business functions. By facilitating cross–functional collaboration among agents, the platform accelerates decision–making, enhances operational resilience, and reduces reliance on isolated workflows.

Its modular architecture, including low–code/no–code design, adaptive learning, and governance capabilities, allows organizations to scale AI adoption efficiently while maintaining control and compliance.

Furthermore, AgenticWorks supports enterprises in evaluating ROI and adoption readiness through targeted pilot projects, providing a structured pathway to integrate AI–driven intelligence into core operations and drive measurable business outcomes.

LG CNS launched AgenticWorks:

An Agentic AI Platform for Lifecycle Management, Secure Operations, and Accelerated Innovation

LG CNS launched AgenticWorks, a modular Agentic AI platform that supports the full lifecycle of AI agents, enabling enterprises to automate workflows and scale adoption with flexibility.

- LG CNS's AgenticWorks is a full-stack modular platform that supports the entire lifecycle of Agentic AI services, from design and governance to operation. The platform is built around six modules, which includes Builder, Studio, Knowledge Lake, Hub, Refiner, and Router, which enables the organizations to adopt capabilities as required, while allowing users to build AI services.

- It is developed in collaboration with Cohere. AgenticWorks is powered by LG CNS's DAP infrastructure and enhanced with SecureXper AI, a security framework that safeguards sensitive data, analyses risks, and automates responses. These capabilities strengthen the platform's reliability, particularly for organizations in regulated industries.

- By leveraging autonomous, cross-functional AI agents, AgenticWorks enables faster decision-making and agile responses to market dynamics, giving enterprises a clear competitive advantage over those still reliant on manual, human-driven processes.

- Moreover, the platform also enables the organizations to transition from pilot initiatives to large-scale deployments. Its modular design improves efficiency, strengthens decision-making, and drives substantial business outcomes with enterprise-ready Agentic AI.

Highlights

Full Lifecycle Coverage: AgenticWorks offers an environment where enterprises can design agents through low-code or no-code tools in Studio and manage them with governance features in Manager, supporting seamless building, deployment, and oversight of AI platforms.

Adaptive Integration: Prebuilt connectors enable rapid embedding into ERP, CRM, and cloud environments, while the Refiner module ensures agents continuously learn and adapt, maintaining high performance in dynamic enterprise settings

Access to Generative AI : Users can switch between different generative AI models and compare their performance. AgenticWorks also enables integration of these models into existing AI services. The company's primary focus is on making AI adoption easier, safer, and faster for its customers.

Press Release   Core Modules of AgenticWorks

Analyst Outlook

AgenticWorks helps organizations move from isolated AI tasks to scalable intelligence through six core modules. Refiner optimizes AI models, Knowledge Lake turns internal data into usable assets, Router ensures intelligent model routing, and Builder supports unified DevOps. These are complemented by Hub, a central intelligence layer, and Studio, a no-code platform to develop and deploy agents, thereby leading to a solid foundation for enterprise-scale AI.

The platform emphasizes both adaptability and governance. Its architecture integrates seamlessly with enterprise systems such as ERP and CRM, while incorporating compliance, explainability, and monitoring capabilities to meet the needs of regulated industries. By enabling autonomous agents to collaborate like digital teams, AgenticWorks helps enterprises accelerate decision-making, improve operational efficiency, and enhance responsiveness to changing business demands.

For LG CNS, the launch of AgenticWorks strengthens its position in the Agentic market. By combining advanced technological capabilities with a governance-rich framework, the platform supports secure and reliable adoption. It also provides enterprises with a differentiated pathway to embed Agentic intelligence into their core business strategies.

Considerations for Tech Buyers

- Evaluate the modular architecture of AgenticWorks, as it supports phased adoption. Enterprises can start with no-code agent creation for business users and gradually scale to advanced, developer-driven use cases through its coding environment. This flexibility allows the platform to align with varying levels of AI maturity across the organization.

- Integration is a critical factor for enterprises evaluating AgenticWorks. The platform is designed to connect with ERP, CRM, and existing IT systems. However, organizations should assess the degree of customization required for industry-specific workflows. Its governance and compliance features, such as explainability, monitoring, and auditability are particularly valuable in regulated sectors. Moreover, enterprises are required to ensure the internal processes are aligned to make use of the capabilities.

- AgenticWorks facilitates cross-functional collaboration among autonomous agents, supporting faster decision-making and reducing dependence on siloed processes. Organizations are advised to start with targeted pilot projects on high-impact use cases to evaluate ROI and readiness for broader enterprise deployment.

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Analyst Profile

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Yashashree is a Research Analyst at AIM Research, where she focuses on Artificial Intelligence—including Generative AI and Agentic AI—as well as the evolving landscape of AI startups and Global Capability Centers (GCCs). With over four years of experience in the market research industry, she brings a strong foundation in both secondary research and client-driven engagements, delivering actionable insights to technology providers, enterprises, and innovation hubs.

At AIM Research, Yashashree plays a key role in developing strategic research reports and advisory content, with a focus on AI trends, funding and acquisition activity, and GCC transformation initiatives. Her work supports stakeholders in navigating a dynamic AI ecosystem and identifying emerging opportunities in both the technology and services sectors.

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