

# EY.ai Enterprise Agent Governance with Agent 365

Value-led agentic AI governance

The better the question. The better the answer. The better the world works.



Shape the future with confidence



## Business drivers

- **Proliferation of artificial intelligence (AI) agents:** Agentic AI has transformed the way organizations operate and govern their AI. Business users (not just engineers) now create agents. Low-code tools have made formal approval nearly impossible to enforce.
- **Capability gap in AI governance:** The organization's technology and AI governance capabilities are struggling to keep up with the pace, creating a capability gap.
- **Democratized agent development:** Organizations also find it difficult to enforce governance across a democratized agent development landscape.
- **Agent discovery:** Confidence in agent count is directly proportional to whether the organization has a centralized registry with lifecycle management in place, and whether they understand the metadata and metrics that they are required to monitor.
- **Agent observability:** Most organizations are able to determine when an agent is not behaving as expected but they cannot quickly intervene because of a lack of telemetry data.

## Solution overview

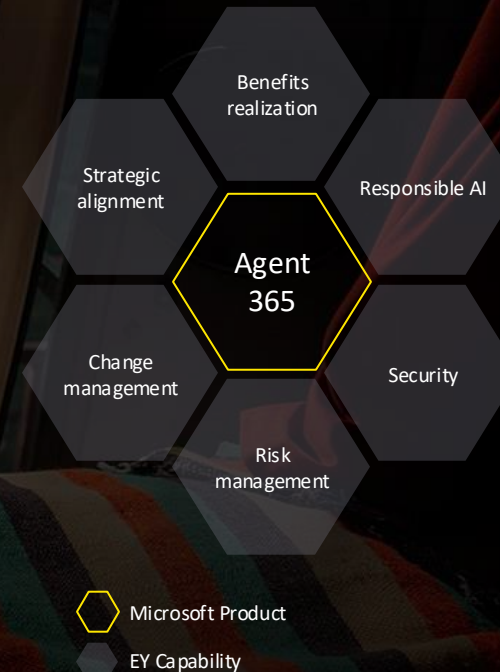
The EY.ai Enterprise Agent Governance with Microsoft Agent 365 solution is a comprehensive suite of the EY organization's agentic AI governance services provided with the help of Agent 365 capabilities. It builds on a trusted foundation of responsible AI principles to address governance capability gaps and keep pace with the speed of technology:

- **Agent onboarding and governance enablers** to translate governance and security policies into actionable standards and implementation configurations
- **Agent observability and performance management enablers** to provide end-to-end platform-agnostic agentic AI visibility and governance, including persona-specific metrics
- **Organizational change and agent operating model enablers** to support workforce activation, training and enablement
- **AI-ready data enablers** to onboard with confidence and track critical metadata to manage AI risks and upcoming regulations

## Solution benefits

Organizations using the EY.ai Enterprise Agent Governance with Agent 365 solution can:

- Leverage Agent 365 for end-to-end agentic AI governance
- Minimize the impacts of AI governance skillset and capability gap with proven AI governance and security frameworks
- Improve user experience with the right control plane configurations
- Incorporate persona-specific and risk-informed metrics and dashboard capabilities
- Drive efficiencies in agentic skill sharing, enterprise architecture design and development practices through enhanced visibility
- Reduce manual effort and subjective judgment involved in metric selection
- Link governance processes and risk management reporting into out-of-the-box observability and agentic AI control plane capabilities of Agent 365 and other associated Microsoft technology



## Solution differentiators

With the **EY.ai Enterprise Agent Governance with Agent 365** solution, organizations benefit from:

- Pre-built EY accelerators, templates, and reference approaches to streamline reporting, reduce manual effort, and help teams adopt Microsoft Agent 365 more quickly while maintaining trust and control
- Proven value measurement and decision support based on EY frameworks, helping enable organizations to move beyond technical telemetry to include business and risk insights
- Lessons learned through hands-on experience working with Microsoft as client zero in implementing, leveraging and scaling Agent 365 across a large, global enterprise
- Consulting experience paired with close collaboration with Microsoft product engineering to help ensure Agent 365 meets the needs of complex, global organizations
- Market leading responsible AI embedded by design, bringing the EY organization's globally recognized responsible AI standards and accelerators directly into agent onboarding, operations and oversight

## Joint value proposition

- The capabilities of EY teams and Microsoft are combined to create a secure, enterprise-grade agent control plane with proven responsible AI, governance and operating model experience. It helps enable clients to adopt, scale and govern AI agents more quickly, safely and effectively.
- Microsoft provides a secure agent platform: identity, security, telemetry and controls.
- EY teams bring award winning responsible AI and risk governance leadership into execution, informed by peer-reviewed research, engagement with regulators and real-world experience.
- Joint reference documents and accelerators reduce risk and time to value, shaped by EY teams' work with major technology providers and large-scale AI programs.
- Joint user guidance and templates help enable the customer's awareness, maturity, and trust, enhancing AI adoption.

## Contacts

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EYG no. 002739-26Gbl  
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