



RESEARCH REPORT | JULY 2026

AI Agents Readiness Index

Turkey and Emerging Market Organizations

Where do organizations stand? What awaits early movers?

Based on 10 Global and Local Sources

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EXECUTIVE SUMMARY

Key Finding

Turkey increased AI adoption by 30% in a single year — yet only 6.25% of organizations actively collaborate with local AI solutions. Globally, 59% of enterprises have moved past the agentic AI pilot stage, but only 9% have achieved true autonomous workflow capability. This implementation gap represents the clearest competitive advantage of 2026 for early movers.

%30

AI adoption growth in Turkey (1 year)
Microsoft / AI Economy Institute 2026

%17,5

Turkish businesses using AI
AIPA & Kuantum Research

%6,25

Organizations actively working with
local AI
Turkish AI Ecosystem Report

%59

Global: past the agentic AI pilot stage
ServiceNow Maturity Index 2026

%9

Achieved true autonomous workflows
ServiceNow Maturity Index 2026

%78

Executives saying AI requires
reinventing operations
UiPath Trends Report 2026

1. Why Now? Global Context and Turkey's Position

AI agents stand at the sharpest edge of enterprise automation evolution. Moving beyond rule-based RPA, this paradigm represents an autonomous agent architecture that finds its own path toward goals, coordinates across multiple systems, and reasons through unexpected situations.

According to the Microsoft and AI Economy Institute report published in June 2026, 33.8% of the global workforce actively uses AI tools — the clearest sign that the technology has moved from experimental to operational reality.

"2026 is the year of enterprise AI agent collaboration. We are moving from asking AI for simple answers to systems that autonomously execute complex multi-step workflows." — Amit Zavery, COO & CPO, ServiceNow

Turkey's Position: Strong Momentum, Implementation Gap

Turkey ranks among the fastest-accelerating markets. The country has 1,188 active AI startups. But a critical contradiction exists:

- Only 17.5% of businesses have integrated AI into their operations
- Only 6.25% of organizations actively collaborate with local AI solutions
- Adoption in manufacturing, services, and SME segments remains largely stuck at the 'pilot' stage

The picture is clear: supply is maturing, demand is building — but the implementation gap at enterprise scale remains large. For organizations that move with the right strategy, this gap is a structural competitive advantage.

2. AI Agents Maturity Framework

Epoch Technology has developed a five-level framework to assess the Hyper Automation and AI agent maturity of organizations in Turkey and emerging markets. This framework structures the journey from RPA-based process automation to full agent architecture.

LEVEL	NAME	DEFINITION	TYPICAL SITUATION
Level 1	Aware	Aware of AI but no operational use	Management presentations, POC discussions
Level 2	Experimenting	Isolated pilot projects, RPA-based automation	Limited bots in a few departments
Level 3	Scaling	Multi-department integration, ROI measurement started	Central automation team, KPI tracking
Level 4	Orchestrating	Inter-agent orchestration, human-in-the-loop	Systems communicating, decision support active
Level 5	Autonomous Leader	Autonomous multi-agent architecture, continuous learning	Enterprise operating model built on AI

Epoch Assessment

The majority of Turkish organizations fall between Level 1–2. Finance and telecom have reached Level 2–3. Levels 4–5 remain the privilege of early movers.

3. Sectoral Analysis: Who Stands Where?

AI agent adoption maturity varies significantly across sectors. Regulatory pressure, data infrastructure maturity, and digital transformation history are the primary drivers of this variation.

SECTOR	MATURITY	HIGHEST IMPACT AREA	KEY BARRIER
Banking & Finance	Level 3–4	Fraud detection, customer onboarding	Regulation & data security
Retail & E-Commerce	Level 2–3	Personalization, inventory optimization	Integration complexity
Telecom	Level 2–3	Call center, network monitoring	Legacy system burden
Manufacturing & Industry	Level 1–2	Quality control, predictive maintenance	Digital infrastructure gaps
Public Sector & Fintech	Level 2–3	Citizen services, payment systems	Budget & governance

Cross-Sector Common Barriers

- Fragmented legacy systems: Only 16% of organizations have integrated platform infrastructure (ServiceNow Maturity Index 2026)
- 41% of employees cite data silos as the biggest barrier to AI adoption
- Governance gap: 44% of enterprise AI leaders do not trust agents to act without human intervention
- Talent gap: The share of organizations with AI strategy owned at leadership level remains low

4. Highest-Value Use Cases

Global benchmark data and Epoch Technology's field observations from RPA and Hyper Automation projects clearly identify the areas where agent-based AI generates the fastest and most measurable ROI.

A. System Integration and Information Flow

The great paradox of modern organizations: dozens of digital tools exist but they do not talk to each other. Agent-based AI adds a new coordination layer on top of this fragmented structure.

- Customer onboarding: Complex registration processes requiring different channels and systems
- Supplier management: Automation of multi-system entries and approval chains
- Cross-department workflows: Coordination between finance, legal, and operations

B. Call Center and Customer Services

The fact that 53% of businesses in Turkey use AI in customer relations and marketing demonstrates the transformation speed of this area.

- Routine requests resolved automatically, complex cases routed to the right representative
- Average handle time (AHT) drops 30–50%
- System learns from every interaction and continuously improves

C. Data-Driven Decision Support

Moving from 'what happened?' to 'why did it happen and what should we do?' — the most transformative dimension of agent-based AI.

- Sales drops or operational delays detected instantly
- Agent ranks likely causes and analyzes impact
- Leadership notified at the critical moment, action recommendation ready

D. Supply Chain and Field Operations

Leading Turkish manufacturers like Ford Otosan, Arçelik, and Vestel are successfully applying AI-driven production technologies. Risk signals are monitored in real time, delays detected before they occur.

5. Measuring Success: The New KPI Framework

ROI in agent-based transformation must never remain abstract. Epoch Technology's measurement framework, distilled from RPA and Hyper Automation projects, covers both traditional efficiency metrics and new KPIs specific to agent-based AI.

KPI	DEFINITION	TARGET RANGE	MEASUREMENT METHOD
Processing Time Reduction	Average time before vs. after agent deployment	30–70% reduction	Timestamp logging
Deflection Rate	Agent-resolved / total interactions	40–80% automation	System log
Decision Latency	Time from data to action	Hours to minutes	Event log
First Contact Resolution	Rate of requests resolved at first contact	75%+ target	CRM / helpdesk
Employee Experience Score	Has AI reduced workload?	NPS +20 points	Employee survey
Cross-System Alignment	Data consistency rate	95%+ accuracy	Data quality tool

"ROI must be measurable and concrete. Deflection rate, cost savings per interaction, and decision latency — these are the most reliable indicators of Hyper Automation and agent-based transformation." — Epoch Technology Innovation Team

6. Risk and Governance: Accountability Is Not Optional

Agent-based AI is a major opportunity — and an equally serious responsibility. 44% of enterprise AI leaders only have 'moderate' confidence that agents can act without human intervention.

WHAT NOT TO DO

- ✗ Setting full autonomy as the first goal
- ✗ Adopting a black-box approach
- ✗ Leaving data security for later
- ✗ Going to production without an audit trail
- ✗ 'Let AI do everything' mindset

WHAT TO DO

- ✓ Design human-in-the-loop from the start
- ✓ Make every agent's decision traceable
- ✓ Integrate data security into the architecture
- ✓ Build transparent decision mechanisms
- ✓ Ask: 'How do AI and humans make better decisions together?'

"How do AI agents and humans make better decisions together?"

7. Why Early Movers Will Win

History shows a consistent pattern: early movers in the internet, cloud, and mobile eras gained structural advantages. A critical window is open right now: standards are still forming, competition is not yet mass-scale. This window will not stay open long.

Early Mover	Late Adopter	Waiting
· Sets the standards · Shapes the ecosystem · Builds employee capability · 18–24 months ahead of competitors	· Follows sector rules · Follows the ecosystem · Falls behind in the talent war · High catch-up cost	· Cannot match competitor speed · Cannot meet customer expectations · Operational costs rising · Transformation becomes mandatory

8. Enterprise Roadmap: Where to Start?

Based on Epoch Technology's field experience from RPA implementations and Hyper Automation projects, this roadmap helps organizations plan their AI agent maturity journey in a structured way.

PERIOD	ACTION STEP	EXPECTED OUTPUT
0–3 Months	Determine AI agent maturity level, map current processes	Organization-level maturity report
3–6 Months	Select and integrate pilot agents (1–2 use cases)	First ROI measurement, proof of value
6–12 Months	Multi-department scaling, KPI framework setup	Hyper Automation platform and NeXa go live
12–24 Months	Multi-agent orchestration, human-in-the-loop governance	Enterprise AI agent operating model

Critical First Steps to Get Started

- Map your current processes: Which require the most human coordination?
- Identify system integration gaps: Which tools are not talking to each other?
- Identify a 'quick win' use case: Choose an area where you can show ROI within 90 days
- Design your governance framework from day one: Human-in-the-loop, audit trail, data security

Conclusion: The Transformation Has Already Begun

Turkey increased AI adoption by 30% in one year. 59% of global organizations have moved past the AI agent pilot stage. But only 9% have achieved true autonomous operational capability.

Future competitive advantage will not belong to organizations with the most automation. It will belong to those who best combine human intelligence with AI agents within a single operating model.

This transformation is not coming. It has already begun.

Take the Next Step with Epoch Technology

For Hyper Automation, RPA and AI solutions:

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Sources and Data References

All data in this report has been compiled from the following sources.

#	SOURCE	DATA / FINDING
1	Microsoft / AI Economy Institute — Global AI Diffusion Report, June 2026	Turkey AI adoption grew 30% in one year; 33.8% of the global workforce are active AI users
2	ServiceNow — Enterprise AI Maturity Index 2026	59% of organizations moved past the agentic pilot stage; only 9% achieved true autonomous workflows
3	AIPA & Kuantum Research — AI Perception in Business-3, 2024	17.5% of Turkish businesses use AI; highest adoption at 53% in CRM and marketing
4	Turkish AI Ecosystem Report — Yapay Zeka Fabrikasi & Endeavor, 2025	Only 6.25% of organizations actively collaborate with local AI startups
5	Sheltron Technology — Turkish AI Market Report 2026	1,188 active AI startups in Turkey; large implementation gap on the enterprise side
6	UiPath — AI and Agentic Automation Trends Report 2026	78% of executives say agentic AI requires reinventing their operating model
7	UiPath — State of Automation in Insurance 2026	Sector-specific agentic transformation: analysis of moving from pilot to enterprise production
8	IBM Think 2026 — watsonx Orchestrate Announcements	Multi-agent orchestration and governance becoming the new bottleneck in enterprise AI
9	Digitopia — Turkey Digital and AI Maturity Report 2026	Sectoral benchmark and digital maturity comparison
10	Menlo Ventures — 2026 Enterprise AI Report	The majority of use cases are now met with commercially purchased solutions