



Dr Manjula Pooja Shroff

A PARADIGM SHIFT

Dr Manjula Pooja Shroff – Founder Chairperson, MD & CEO of Kalorex Group tells us why Agentic AI will shape the next decade of digital transformation

A few years ago, digital transformation meant moving from paper to computers, from physical meetings to video calls, from manual records to cloud storage. Then came Artificial Intelligence (AI) that could analyse data, predict trends, and even write content. Today, we are entering the next stage – the era of Agentic AI.

To understand Agentic AI, let us look at a school from an administrative perspective.

A school principal often begins the day juggling multiple responsibilities –

managing teacher schedules, handling student discipline issues, responding to parent concerns, monitoring safety, reviewing academic performance data, and ensuring compliance with regulatory requirements. Much of this work is reactive.

Now imagine a school supported by an agentic AI system acting as an intelligent operations coordinator.

The AI agent monitors attendance patterns daily. If it notices that absenteeism is rising in a particular class, it analyses possible reasons – recent timetable changes, examination pressure,

transport delays, or even weather conditions. It then generates a brief summary for the principal and suggests possible actions, such as adjusting schedules, arranging counseling sessions, or communicating with parents.

If a teacher is unexpectedly absent, the system automatically rearranges substitute schedules based on subject expertise and availability, informs students and staff, and updates the school calendar – all within minutes.

Consider another scenario: It is exam season. Instead of planning seating arrangements, assigning invigilators, and ensuring compliance to guidelines manually, it can be done with the AI agent. It could generate optimised seating charts, balance teacher duties fairly, prevent scheduling conflicts, and provide compliance reports automatically.

The principal is not removed from the decision-making loop. Rather, they receive clear insights and recommendations, allowing them to focus on leadership, student well-being, and long-term strategy instead of daily operational firefighting.

This is the power of Agentic AI in schools; it transforms institutions from reactive systems into proactive ecosystems. It ensures smoother operations, quicker responses, and better use of human talent.

However, autonomy brings responsibility. When systems begin to act on their own, we must ensure they operate within clear ethical boundaries. Human oversight remains

essential. Agentic AI should function like a trusted deputy – empowered, but accountable.

Organisations must invest not only in technology, but also in governance. Clear rules, transparent decision logs, and audit mechanisms will be crucial. Leaders must ask: Who is responsible if an AI agent makes a wrong decision? How do we ensure fairness? How do we prevent bias? These are not technical questions alone, they are leadership questions.

For countries like India, the opportunity is significant. With strong digital infrastructure and a growing technology ecosystem, we can deploy agentic AI in agriculture, healthcare, public services, and education on a larger scale. The coming decade will not be defined by who uses AI to write faster emails. It will be defined by who builds intelligent systems that solve real-world problems independently and responsibly.

Agentic AI will reshape how organisations function. Teams will move from managing tasks to supervising intelligent systems. Leaders will shift from directing operations to designing frameworks. Employees will focus more on creativity, empathy, and complex judgment – areas where human strengths are irreplaceable.

We are moving from a world where technology supports us to a world where technology collaborates with us. The next decade of digital transformation will belong to those who understand this shift early and prepare for it wisely.