RESOURCES

Home
Resources
Resource Center

Driving Transformation Towards an Agentic Operating Model in the Enterprise



Successfully adopting agentic AI requires organizations to rethink business processes, prepare their data, and equip employees to work alongside intelligent agents. Technology is only one part of the investment. Companies must also address organizational change, governance, and the integration of AI agents into everyday operations to achieve meaningful business outcomes.

At **FutureLink Barcelona 2026**, Michael Motz, CIO Healthcare at Merck KGaA, joins Shabbir Dahod, President and CEO of TraceLink, to discuss practical strategies for transitioning to an agentic operating model. Motz shares Merck's approach to agentic AI, including its 1-3-5 model, which emphasizes the importance of process redesign and change management relative to technology investment. He also discusses agent orchestration, enterprise architecture, data readiness, and opportunities for agentic AI across research and development, supply chain planning, and logistics.

Key takeaways:

- Understand Merck's 1-3-5 model and why process redesign and employee

© TraceLink Inc. 2009 - 2025 All Rights Reserved

adoption are essential to successful agentic AI transformation.

- Learn how high-quality master data, agentic middleware, and enterprise governance support the deployment of AI agents across business systems.
- Discover how to prioritize high-value agentic AI opportunities, design reusable agent capabilities, and maintain human oversight in regulated environments.

Watch now to learn how Merck is approaching agentic AI transformation and preparing its people, processes, and technology for an agentic operating model.

VideoMultienterprise Information Network Tower (MINT)Agentic Orchestration, Supply Chain DigitalizationLogistics/Distribution, Manufacturing, Supply Chain
Meet with TraceLink to learn more about the Agentic Supply Chain Operating Model
Fill out the form to speak with our team.

Thank you! We will contact you soon!

Related Content

© TraceLink Inc. 2009 - 2025 All Rights Reserved



FutureLink Barcelona 2026 Keynote: TraceLink Powers the Agentic Supply Chain Operating Model Transformation

A new era of supply chain operations is taking shape, with humans and governed AI agents working together to manage complex business processes, respond to disruptions in real time, and coordinate decisions and actions throughout the global supply network.

View More

© TraceLink Inc. 2009 - 2025 All Rights Reserved



The Next Competitive Advantage in Supply Chain Starts With a New Operating Model

Download the white paper to see how the Agentic Supply Chain Operating Model transforms multienterprise supply network performance and productivity through governed human-agent work.

View More

© TraceLink Inc. 2009 - 2025 All Rights Reserved



Scaling Enterprise AI Starts With the Right Operating System

Download the white paper to see how the Agentic Supply Chain Operating System, built on the OPUS Platform, implements and scales the Agentic Supply Chain Operating Model through governed OPUS Agents.

View More

© TraceLink Inc. 2009 - 2025 All Rights Reserved



Integrated Agentic Business Processes Transform the Supply Chain Operating Model

Discover how governed AI agents and human teams can work together to improve supply chain productivity, responsiveness, and business performance.
View More

© TraceLink Inc. 2009 - 2025 All Rights Reserved