

MAY 2025

Glean Empowers Enterprises to Deliver AI Agents at Scale, Built on Their Existing Data Foundation

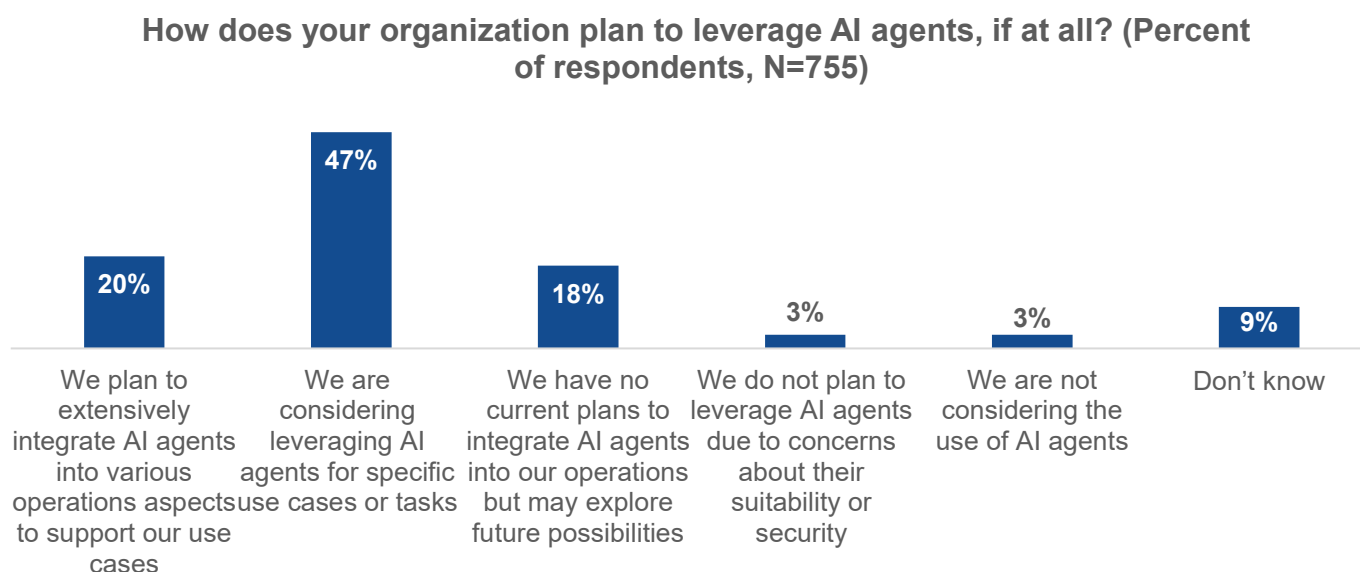
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Abstract: What does it mean to be ready for AI agents? Having a full understanding of and access to all of your data, with strong data governance, security, and data quality, is critical for AI success. The challenge to effectively empower employees and the business to utilize the mountain of unstructured data plagues many organizations, and now with the critical need to use this data as a foundation for AI use cases across the business, there is a hyperfocus on data readiness for AI. Glean, a leader in enterprise search and AI agents, is quickly enabling its customers to take advantage of AI agents for every employee and line of business. The strategy of implementing enterprise search to help build the data foundation for AI is one that organizations should strongly consider.

AI Agents Are Attracting Considerable Attention

Enterprise Strategy Group research found that over two-thirds (67%) of organizations are planning or considering leveraging AI agents (see Figure 1).¹ This is a strong endorsement for the value AI agents have to increase workforce productivity, reduce costs, and enhance innovation. But many organizations find it challenging to determine what data to use for each AI use case, where the data resides within the organization, and what the quality of the data is.

Figure 1. Interest in AI Agents



Source: Enterprise Strategy Group, now part of Omdia

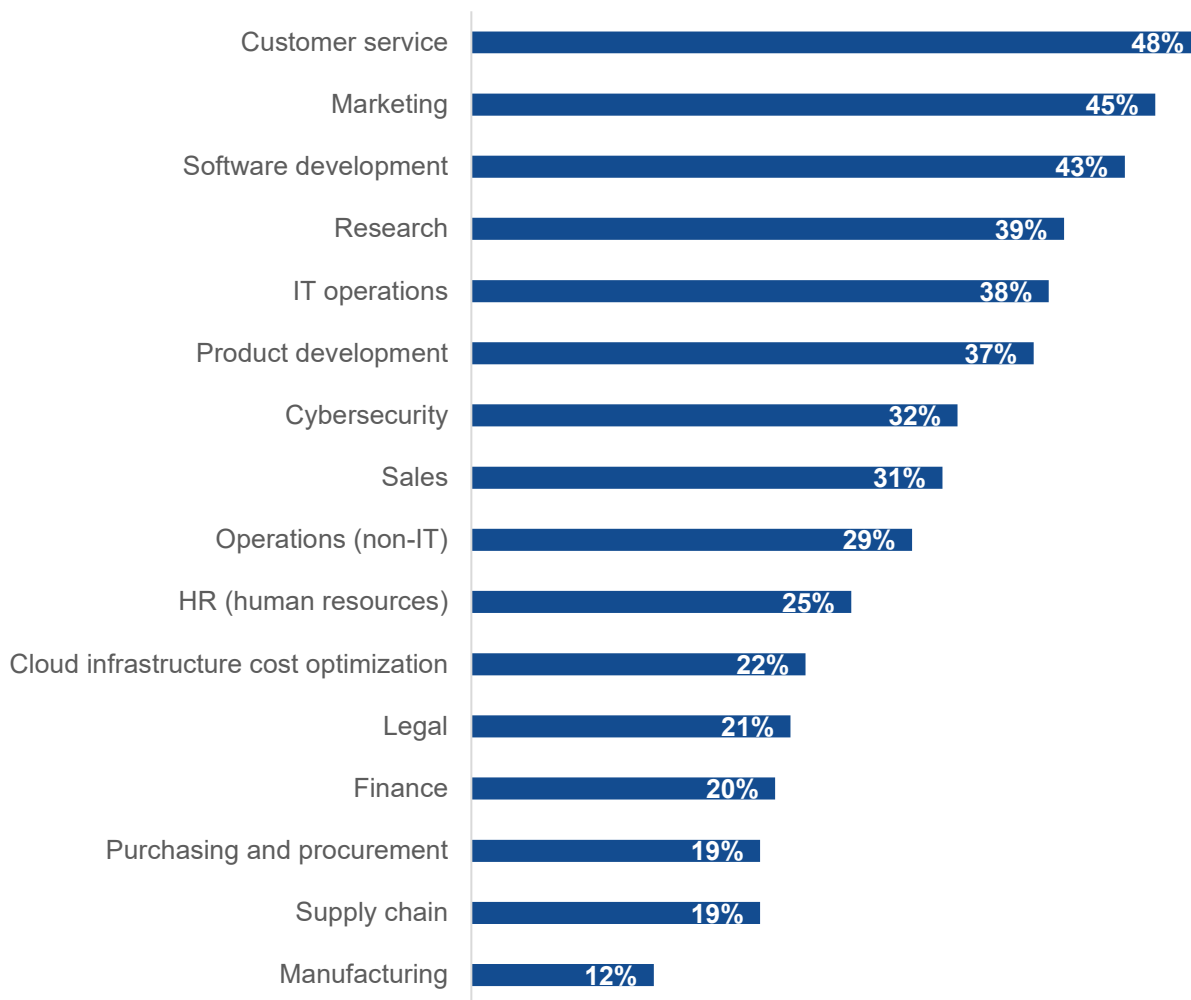
¹ Enterprise Strategy Group Research Report, [The State of the Generative AI Market: Widespread Transformation Continues](#), September 2024.

AI Use Cases Extend Across Every Department

There is no shortage of AI use cases being considered across organizations. As shown in Figure 2, organizations reported that areas such as customer service, marketing, software development, research, and cybersecurity would benefit most from generative AI in the future.² Within these top use cases, there is a clear mix of benefits to drive business metrics, customer experience, and reduce risks. AI agents are an efficient way to address many of these departmental and organizational goals and to use enterprise data and workflows to not only inform, but also to take action. A simple example in customer service is identifying requests and concerns with customizable, automated AI-generated responses, thereby eliminating the need for human and manual intervention.

Figure 2. Future AI Use Cases

In which areas of your organization do you think a generative AI solution could be the most beneficial in the future? (Percent of respondents, N=670, multiple responses accepted)



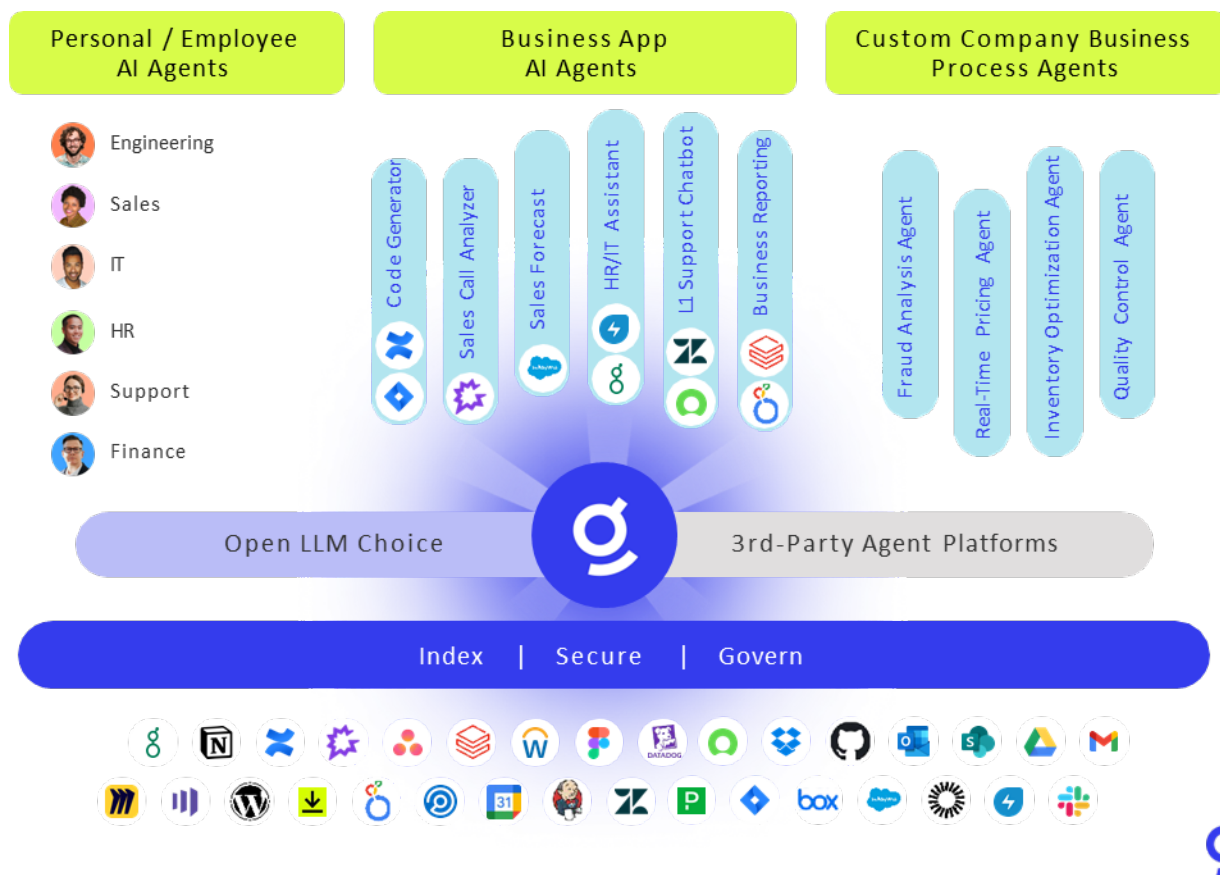
Source: Enterprise Strategy Group, now part of Omdia

² Enterprise Strategy Group Research Report, [Beyond the GenAI Hype: Real-world Investments, Use Cases and Concerns](#), August 2023.

Glean Customers Are Uniquely Ready for AI Agents

Glean is an open, horizontal AI platform for driving AI transformation at work. Organizations using Glean have a full understanding of all their unstructured data across the business. Glean does a full index of an organization's data, captures all of the file metadata, and creates vector embeddings. Strong governance, security, data quality, and observability are applied to empower employees and management to find the right information needed for their job as quickly and easily as possible. This data foundation, with along with the data's context, accelerates an organization's ability to use the Glean AI agent builder to build, test, and deploy agents to make work easier and smarter. As shown in Figure 3, the Glean Work AI Platform is able to empower employees across the business.

Figure 3. Glean Work AI Platform



Source: Glean

The Glean platform interconnects and indexes all of an organization's major data sources and applies governance and security across it all. This empowers employees with access to all approved files across the business while also laying the foundation for AI agents. The AI agent builder is an intuitive tool easy enough for any employee to build an agent to help them do their job better. An employee can simply identify the data they need and apply it to their agent. For example, if being used as an HR tool, an employee might select data in the form of an HR handbook and benefits information, which the Glean platform has already indexed and vectorized, making it ready for AI agents. They can also select the right large language model (LLM) and build custom prompts and more. This is only possible due to Glean's indexing of all data, making it ready for employees and AI. Glean's key strategies to empower its customers include:

- **Transforming personal work** to enable every employee to do extraordinary work with the Glean AI Assistant.
- **Being an open, horizontal AI data platform**, which enables organizations to index and secure data one time for all AI initiatives.
- **Making AI agents real** by delivering business-compelling AI agents and enabling organizations to build, orchestrate, and govern AI agents at scale, driving business outcomes.



Market Insight

78% of respondents reported that their organization's data readiness initiatives have positively impacted customer experiences.³

At Glean:GO 2025, Glean introduced 40 new agent features, expanded Glean Agents and Glean Assistant, and introduced QuickStart Business Agents and Glean Protect to round out its AI Agent offerings so organizations can build agents immediately. Glean expects 100,000,000 agentic actions to be taken across its platform by the end of the year.

Conclusion

From its roots in enterprise search, Glean has positioned its customers to immediately take advantage of AI agents across their business, addressing a big barrier that organizations that want AI agents are facing as they start to look for trusted data for each AI initiative. Enterprise Strategy Group strongly recommends organizations that want to reap the benefits of AI agents across their workforce consider Glean.

³ Source: Enterprise Strategy Group Research Report, [Data Readiness for Impactful Generative AI](#), April 2025.

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