

*Market Brief*

# TREDENCE MILKY WAY

An Enterprise-Ready Agentic AI Platform for Accelerated Decision-Making and Strategic Impact

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# Executive Summary

Tredence has launched Milky Way, its Agentic AI platform designed to accelerate enterprise adoption of autonomous AI agents with a focus on domain-driven intelligence, scalability, and governance. The platform builds on Tredence's strategy of combining deep industry expertise with advanced AI orchestration to deliver differentiated solutions.

With pre-built industry-specific agents, integration accelerators, and embedded governance, Milky Way helps enterprises move from pilots to production-ready deployments. Its strong emphasis on AI and analytics enables organizations to extract deeper insights, improve decision-making, and drive outcomes across industries such as retail, CPG, manufacturing, BFSI, healthcare, and telecom.

# Tredence launched Milky Way:

## An Enterprise-Grade Agentic AI Platform for Autonomous Decision Intelligence

Tredence launched Milky Way, a multi-agent decision intelligence platform that enables enterprises to accelerate and automate decision-making through the use of AI-driven agents.

- Several enterprises face the challenge in converting the data into timely and actionable decisions. Though agentic AI is widely being adopted as one of the key element in business operations, several organisations have limited infrastructure that is required to deploy the autonomous agents at scale. Milky way finds reduces the gap by combining its deep domain expertise with a robust architecture that includes more than 15 pre-built business-role agents and over 50 specialised agents trained on real enterprise scenarios.
- Additionally, it also assist the agents to operate autonomously across business functions. However, several traditional AI agents still require human interference. Thus, the use of Milky Way enables the organisation to make proper decisions, increase operational efficiency, and also enhance its business performance.
- Milky Way is focused on AI and analytics, thereby enabling enterprises to derive insights from their data and make informed decisions. Its applications span multiple industries, enhancing patient engagement and operational efficiency in healthcare, strengthening customer retention and network optimization in telecommunications, and supporting demand analysis, product innovation, and supply chain management in consumer packaged goods, among others.

- Milky Way bridges the gap between traditional analytics and operationalised agentic AI. The platform enhances efficiency, accelerates decision-making, and drives stronger business outcomes.

### Highlights

**Accelerated Time-to-Value:** Early deployments have enabled up to 5x faster time-to-insight and 50% reduction in analytics costs.

**Noteworthy Use Cases:** A global retailer streamlined assortment planning and pricing, thereby reducing manual merchandising efforts by 60%. Similarly, In healthcare, the platform enhanced patient data aggregation and triage, enabling faster and more accurate diagnostics.

**Intelligent Co-working:** The agents functions as a distributed analyst teams, which is involved in asking inquisitive questions, testing hypotheses, and providing contextual, auditable outcomes aligned to business logic.

# Analyst Outlook

The launch of Milky Way by Tredence highlights the growing enterprise shift toward agentic AI adoption, where prebuilt agents are leveraged to accelerate automation, decision-making, and ROI. Unlike generic platforms, Milky Way differentiates itself with a domain-first approach, combining industry-specific business agents with technical ones.

Backed by Tredence's expertise in retail, CPG, manufacturing, and BFSI, the platform is designed to address complex challenges such as demand forecasting, supply chain optimization, and customer analytics, moving beyond simple orchestration.

What makes Milky Way distinct is its integration of deep domain intelligence, governance, and transparent workflows, enabling enterprises to scale AI agents with confidence. Its long-term impact will depend not just on technological breadth, but on its ability to drive trust, adoption, and measurable business outcomes. For organizations seeking domain-specific decision intelligence, Milky Way positions itself as a practical, high-value solution.

## Considerations for Tech Buyers

- Evaluate how Milky Way's vertical-specific agents (retail, CPG, manufacturing, BFSI) align with the business priorities and analyse whether the pre-built accelerators address industry-specific needs.
- Additionally, assess the platform's policies, audit trails, and compliance capabilities to ensure they align with your organisation's data privacy, ethical AI standards, and regulatory requirements.
- Leverage Milky Way's pre-configured adapters to connect with ERP, CRM, and cloud platforms, however, it is also essential to validate compatibility and performance through proof-of-concept deployments.
- Create a roadmap for moving from pilot deployments to fully autonomous workflows, that are supported by metrics, guardrails, which also include structured change management.
- Moreover, it is also essential to evaluate how Tredence's Milky Way integrates with their systems and turns data into useful insights. Since it handles sensitive data, significant privacy and governance need review. Moreover, its domain-first approach adds value, however, it may reduce flexibility for broader use across industries.

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# Analyst Profile



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Yashashree is a Research Analyst at AIM Research, where she focuses on Artificial Intelligence—including Generative AI and Agentic AI—as well as the evolving landscape of AI startups and Global Capability Centers (GCCs). With over four years of experience in the market research industry, she brings a strong foundation in both secondary research and client-driven engagements, delivering actionable insights to technology providers, enterprises, and innovation hubs.

At AIM Research, Yashashree plays a key role in developing strategic research reports and advisory content, with a focus on AI trends, funding and acquisition activity, and GCC transformation initiatives. Her work supports stakeholders in navigating a dynamic AI ecosystem and identifying emerging opportunities in both the technology and services sectors.



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