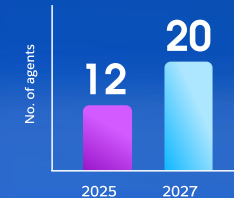


Connectivity Benchmark Report

2026

96%

of respondents agree that the
success of AI agents depend
on seamless integration
across systems.



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Executive Summary

The 2026 Connectivity Benchmark Report reveals that while surveyed organizations are rapidly adopting autonomous systems, significant architectural headwinds are beginning to surface. The scale of the enterprise landscape is expanding, with the average organization now managing 957 applications – rising to 1,057 for those furthest along in their agentic journey. However, with only 27% of these applications currently connected, data fragmentation remains a primary obstacle, leading 64% of IT leaders to express concern regarding their ability to meet their near-term AI implementation goals.

To address these challenges, the focus is shifting toward a unified orchestration strategy that moves agents out of isolation, where half currently operate in silos. Achieving the full potential of these systems requires a transition to a more cohesive environment supported by centralized governance – a framework currently in place at only 54% of organizations. By prioritizing integrated orchestration and formal oversight, IT leaders can move beyond fragmented experimentation to a scalable model where agents work reliably and securely across the enterprise to drive operational value.



Foreword

The age of digital transformation is behind us. Data integration is no longer a cutting-edge concept but a foundational building block for the next major paradigm shift: agentic transformation.

The 2026 Connectivity Benchmark Report captures the sentiment of over 1,000 IT leaders, revealing a rapid acceleration into this new era. Businesses are shifting toward autonomous, AI-driven systems, with 88% of organizations saying they are on track toward partial or full agentic transformation.

However, this momentum is severely challenged by deep-seated architectural challenges. The longstanding complexities from poor integration are creating overly dependent systems, with data integration cited as a top challenge for AI adoption. This resulting architectural complexity forces IT teams to dedicate significant time and resources to custom integrations, directly contributing to project delays and stifling innovation.

To effectively scale this new paradigm, where the number of AI agents is projected to increase 67% from 12 to an average of 20 agents per organization in the next two years, the data confirms that resolution of data integration complexities is not optional. The effectiveness of AI agents hinges entirely on achieving seamless, debt-free data integration.

The race hasn't just started – it is already well underway. There appears to be a broad recognition that we must prepare for this future, considering less than 1% of respondents say they have no plans to achieve agentic transformation.



Harry Datwani

Global Salesforce Chief Commercial Officer, Deloitte Consulting LLP

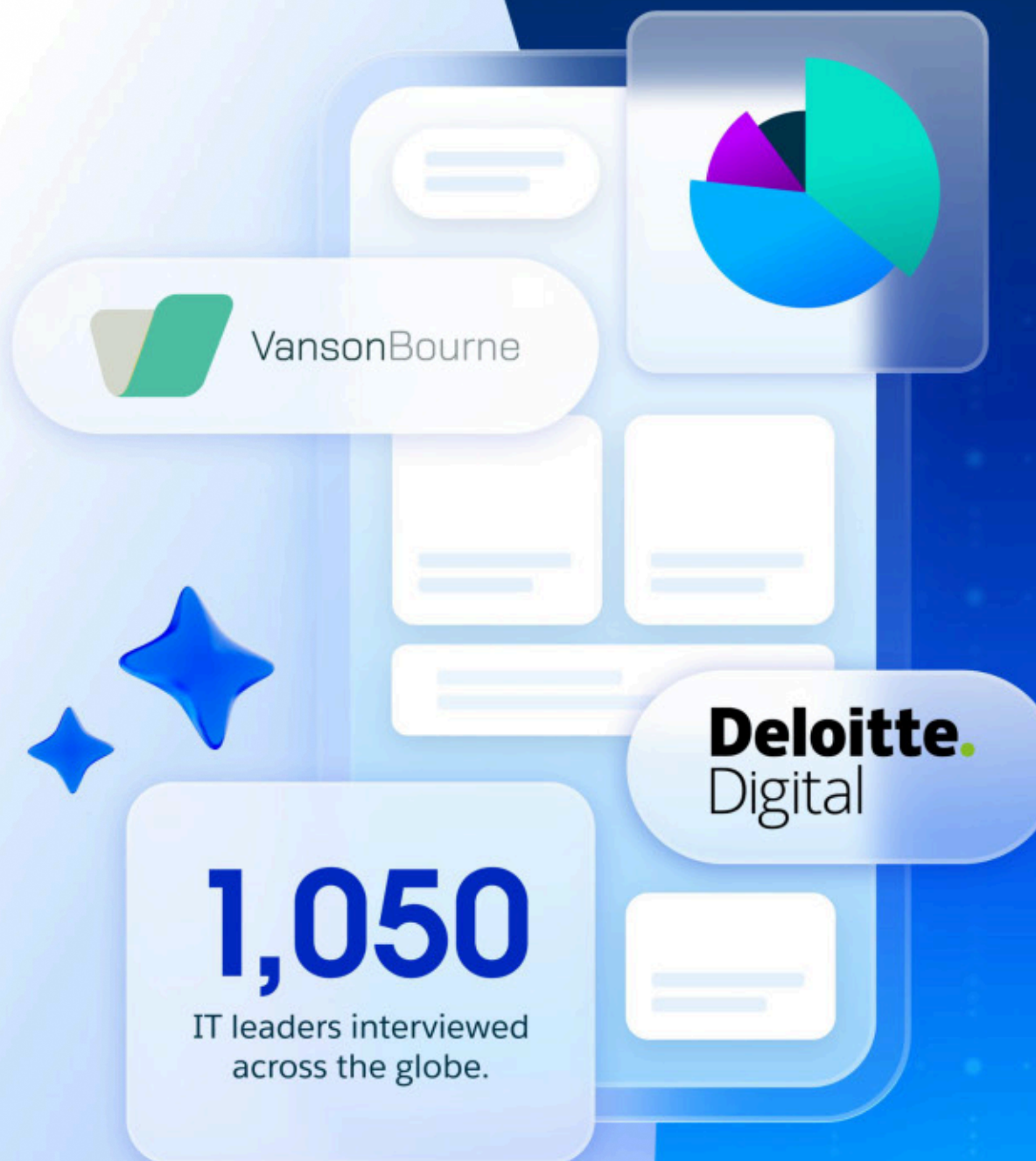


About the Report

MuleSoft's 11th annual Connectivity Benchmark Report, with insights from Vanson Bourne and Deloitte Digital, uses survey data from interviews with 1,050 IT leaders across the globe. We conducted this double-anonymous online survey between October and November 2025 across the United States, the United Kingdom, France, Germany, the Netherlands, Australia, Singapore, Hong Kong, and Japan.

We ensured that only suitable participants responded to the survey using a rigorous, multilevel screening process. Respondents are all IT leaders with managerial positions or above in an IT department. All respondents work at an enterprise organization (defined as having at least 1,000 employees) in the public or private sector.

All percentages are averages rounded to the nearest whole number.





04

Agentic Transformation Reaches New Heights



Key Data

82%

of IT leaders state that integration is one of the biggest challenges their organization faces when using AI.

10%

more applications are used by organizations that have fully adopted agentic transformation – an average of 1,057 versus the general mean of 957 (which rose from 897 in 2025).

88%

of organizations have adopted agentic transformation to some extent.

IT Leaders Race to Deploy Agentic AI

Agentic transformation is rapidly becoming the new standard, with a commanding 88% of organizations already reporting partial or full adoption.

Consistent with this, nearly all (98%) of respondents indicate their organization will adopt agentic transformation.



of respondents state that their organization is planning to embrace agentic transformation.



of organizations have adopted agentic transformation to some extent.

IT Reality Confronts Agentic Ambition

Though agentic transformation is widespread, it is not without its challenges. The majority of organizations pursuing this shift face significant headwinds stemming from complex, tightly coupled IT environments and legacy technical debt, creating an urgent need for streamlined processes.

This results in systems that are overly dependent on one another for 71% of respondents and creates critical impacts with AI adoption, with integration cited as one of the biggest challenges for 82% of respondents.

A purple circular gauge chart with a white needle pointing to 71%. The chart is set against a background of a light blue grid with dots.

71%

of respondents agree that their IT infrastructure makes systems overly dependent on one another.

A purple circular gauge chart with a white needle pointing to 82%. The chart is set against a background of a light blue grid with dots.

82%

of respondents state that integration is one of the biggest challenges their organization faces when using AI.



Compounding Complexities With Agentic Transformation Persist

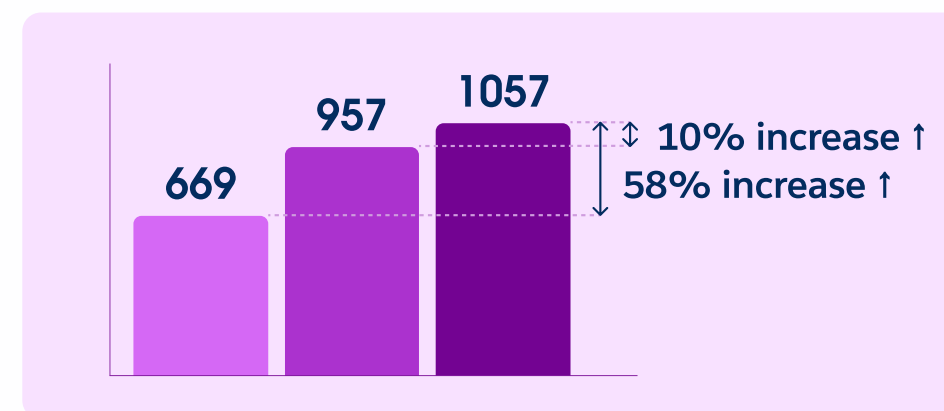
Companies that have fully adopted agentic transformation report an average of 1,057 applications, a 10% increase (100 more applications) compared to the overall average of 957 applications. The average number of applications has risen from 897 in 2025.

This is a substantial difference, as companies in the planning stages of agentic transformation utilize a notably lower average of 669 applications.

This highlights a 58% increase in applications between those fully adopting agentic transformation and those still in the planning phase.

Despite this volume, only an average of 27% of these applications are connected together and those that have achieved agentic transformation have nearly one third (32%) of their applications connected together.

Average number of applications



- Planning stage for agentic transformation
- All respondents
- Fully adopted agentic transformation



of applications are connected together, down from 29% in 2025.



05

Emerging Trends in AI Agents





Key Data

2%

of respondents say they have no plan to adopt AI agent protocols, while Agent-to-Agent (A2A) and Model Context Protocol (MCP) are used by 40% and 39% of respondents respectively.

50%

of AI agents operate in silos rather than a part of a multi-agent system.

86%

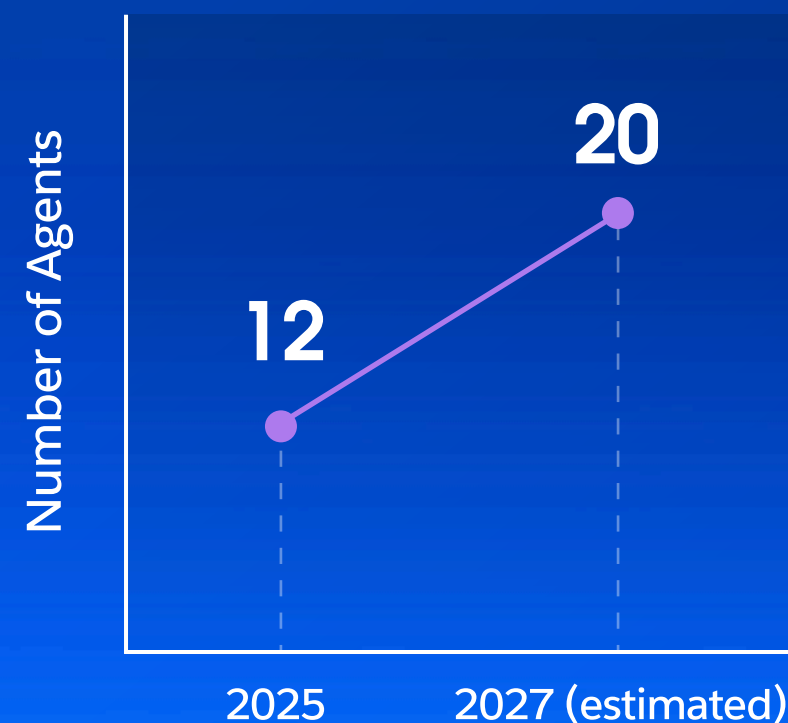
of IT leaders agree that without proper integration, AI agents can introduce more complexity than value.

AI Agents Have Gone From Novel to Necessity

The adoption of AI agents for all respondents has dramatically increased, with organizations currently utilizing an average of 12 agents. This trend is expected to accelerate rapidly, with a projected increase to an average of 20 AI agents within the next two years.

This is an anticipated increase of 67% within the next two years.

Current and Anticipated Number of AI agents



**rounded to the nearest whole number.*

AI Agent Adoption and Budget Booms

The widespread adoption of AI agents has been nearly universal across organizations, with 89% of organizations reporting that all or most teams and functions have adopted AI agents.

The widespread adoption of AI across the business has been accompanied by a surge in IT budget allocation. IT leaders project that an average of 19% of their IT budgets will be dedicated to AI agents and agentic transformation initiatives in the coming year.

89%

of organizations report that all or most teams and functions have adopted AI agents.

99%

of respondents state that non-technical users in the business are using AI agents.

19%

of IT budgets will be allocated to AI agents and agentic transformation initiatives over the next 12 months.

IT Teams Quick to Adopt Emerging AI Standards

AI protocols and governance standards have gained momentum in lock step with the adoption of AI agents. An average of 43% of organizations have or will adopt Agent Network Protocol (ANP) and Agent Communication Protocol (ACP) to manage or connect AI agents.

Additionally, Agent-to-Agent (A2A) and Model Context Protocol (MCP) have, and will be, used by 40% and 39% of respondents respectively, highlighting a rapid adoption.

Despite adopting these new protocols, the majority (68%) of IT leaders responded that they still find it challenging to stay current with emerging standards and protocols for AI agents.



Protocols That Have Been, and Will Be, Adopted

43%

Agent Network Protocol (ANP)

43%

Agent Communication Protocol (ACP)

40%

Agent-to-Agent (A2A)

39%

Model Context Protocol (MCP)

2%

of respondents say they have no plans to adopt AI agent protocols.

68%

of IT leaders still find it challenging to stay current with emerging standards and protocols for AI agents.



Varied Development of AI, Persistent Silos

Organizations have developed and implemented AI agents through a variety of methods, including leveraging pre-built SaaS agents, utilizing embedded agents within enterprise platforms, and building custom agents in-house.

A significant challenge remains in integrating these agents, with half of respondents reporting that their AI agents operate in silos rather than as part of a cohesive multi-agent system.

How AI Agents Are Developed



50% of AI agents operate in silos rather than a part of a multi-agent system.

Integration Proves Key to AI Agent Success

Seamless integration across systems is crucial for the success of AI agents, a sentiment shared by nearly all respondents (96%).

Conversely, a significant majority (86%) agree that AI agents can become a source of complexity rather than value without proper integration, highlighting the critical role data plays with AI agent implementation.



of respondents agree that the success of AI agents depends on seamless integration across systems.

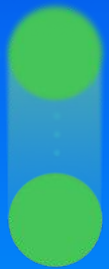


of IT leaders agree that without proper integration, AI agents can introduce more complexity than value.



06

Roadblocks to Agentic AI Success





Key Data

97%

of respondents report facing challenges with their agentic transformation initiatives.

96%

of organizations face barriers that prevent them from utilizing data across the entire business for AI use cases.

36%

of assets are available for reuse at organizations that have fully or partially adopted agentic transformation.



Complexity and Delays Undermine Transformation

Among those that have fully or partially adopted agentic transformation, nearly all (97%) report facing challenges with their agentic transformation initiatives.

This complexity adds, in part, to the significant delays with IT projects. On average, 26% of projects were not delivered on time in the last 12 months.

This may be, in part, due to the significant portion of time spent on developing integrations. IT teams now spend an average of 36% of their time designing, building, and testing new custom integrations between systems and data.



of respondents report facing challenges with their agentic transformation initiatives.

Percentage of Projects Not Delivered on Time in the Past 12 Months

27%

AI and AI agent implementations

26%

System integration and data connectivity projects

25%

API design or deployment



Formidable Obstacles to Agentic Transformation Persist

IT leaders acknowledge there are significant obstacles to agentic transformation. The top challenges, cited by nearly half of respondents, are risk management, a deficit of internal expertise in designing AI agents, and issues related to legacy infrastructure or system incompatibility.



Agentic transformation is rapidly gaining widespread adoption, requiring us to think beyond simple automation toward truly autonomous decision-making. Success depends on building an effective governance framework that ensures these agents operate reliably and securely across the entire enterprise.



Karim Trojette

Global MuleSoft Alliance Leader, Deloitte Consulting GmbH

Top Challenges to Agentic Transformation

42%

Risk management, compliance, security, and/or legal implications

41%

Lack of internal expertise in AI and/or AI agent design

37%

Legacy infrastructure or system incompatibility

35%

Integrating siloed apps and data

32%

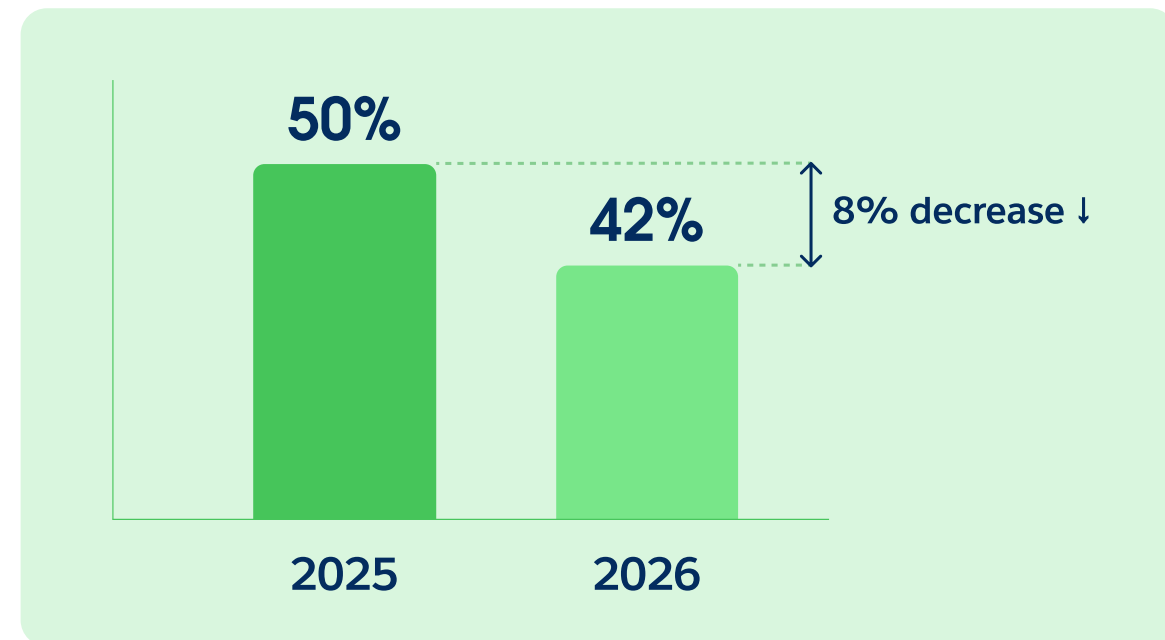
Business and IT misalignment

Less Asset Reuse, More Complexity

Additionally, the pressures IT teams face is compounded by decreasing asset reuse: the percentage of internal software assets available for reuse is 42% overall, noticeably down from 50% in 2025.



Internal Software Assets and Components Available for Internal Reuse





Data-Related Challenges Still Hamper AI Implementation

Ensuring data quality for AI or AI agents is the foremost barrier reported with one-quarter (25%) citing it as their top concern.

A vast majority (96%) of organizations encounter difficulties when leveraging data across the business for AI initiatives. The primary hurdles reported are cybersecurity risks and the challenge of outdated IT architecture or infrastructure.



of respondents say their organizations face barriers that prevent them from utilizing data across the entire business for AI use cases.



of respondents say poor data quality (i.e., unstructured and/or incomplete data) is a barrier for AI use cases.

Top Integration Challenges (Out of 100%)

25%

Ensuring data quality for AI or autonomous agents

16%

Managing data governance across applications

14%

Integrating systems without duplicating data ("zero-copy" integration)



07

APIs and Governance in the Age of AI





Key Data

94%

of IT leaders state that AI agents will require IT architecture to be more API-driven.

27%

of all APIs are ungoverned.

88%

of IT leaders feel that collaborating with a third-party would help with the ROI of APIs.



In the Age of AI, APIs Are Paramount

APIs have become the de facto standard, with a near-unanimous 99% of organizations using them to automate and streamline their processes.

Furthermore, APIs have proven vital for the adoption of AI, as 94% of respondents agree that AI agents will necessitate a more API-driven IT architecture.



AI agents will require IT architecture to be more API-driven to be successful. This shift is critical as APIs provide the necessary standardized communication backbone for intelligent automation. We anticipate these implementations will improve employee experiences and allow teams to focus on higher-value work.



Kurt Anderson

Managing Director and API Transformation Leader, Deloitte Consulting LLP

99%

of organizations use APIs to automate and streamline their processes.

94%

of respondents state that AI agents will require IT architecture to be more API-driven.

API Adoption Booms for AI Governance, Though Challenges Persevere

While the vast majority agrees that AI agents need an API-driven architecture, only half (50%) of respondents use them to streamline and automate business processes for connecting and governing AI.

Despite the near universal use of APIs, a shocking 27% of APIs are ungoverned within organizations. Perhaps this is why IT leaders overwhelmingly agree (89%) that API management within their organization could be improved.



of respondents use APIs to streamline and automate business processes for connecting and governing AI.



of APIs are ungoverned.



of respondents feel that their API management strategy could be improved, a figure which remains stable and in line with the 87% reported in 2025.

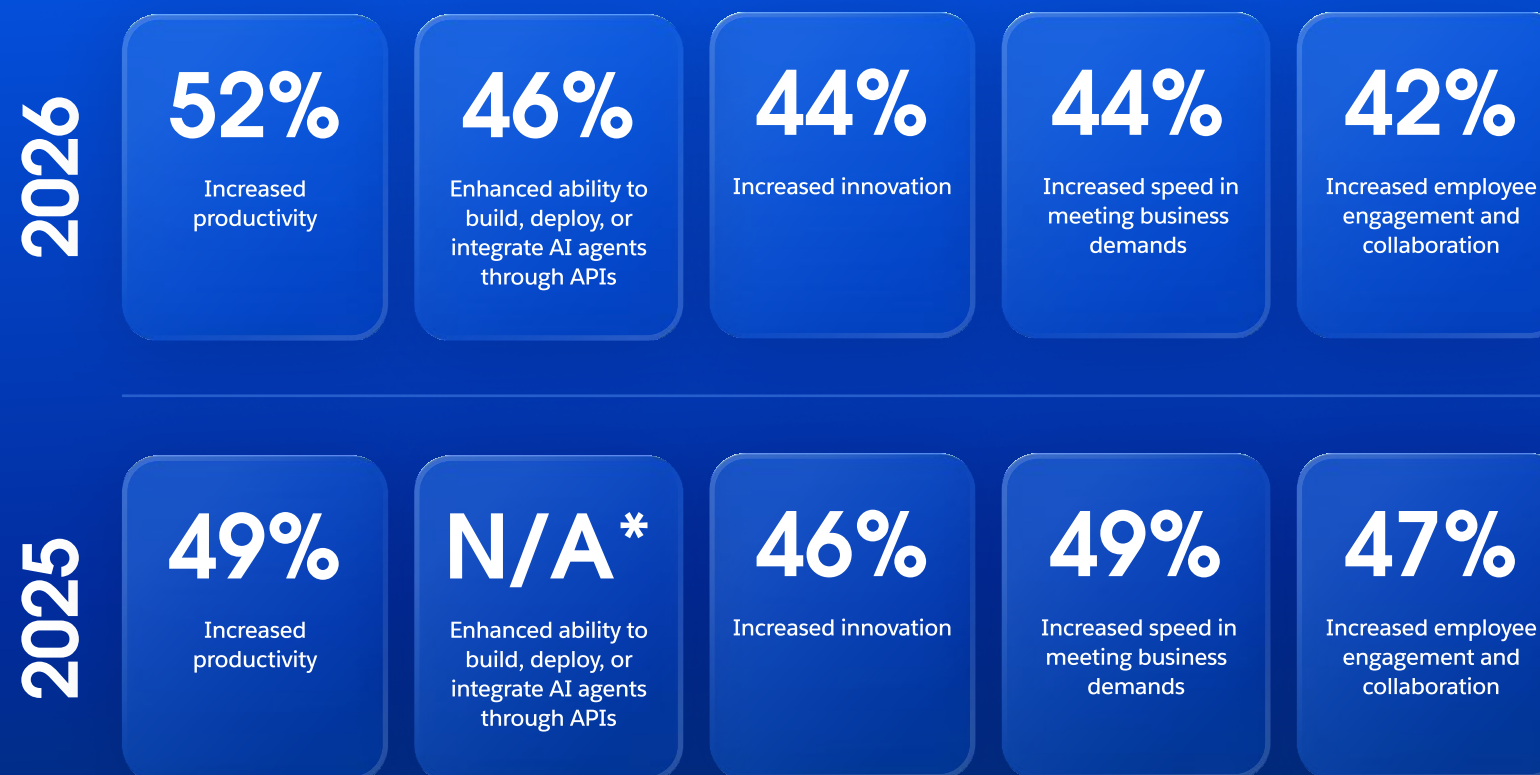


APIs Power Productivity and AI Agents

Organizations leveraging APIs are seeing substantial benefits, most notably a significant boost in internal productivity through streamlined data exchange and workflow automation.

These data points remain in line with the benefits reported in the 2025 survey as well.

Top Benefits of Leveraging APIs



*Option not available in the 2025 survey



The Challenge of Centralized Governance, Despite External Expertise

Governance and oversight of agentic capabilities remain a significant hurdle for IT leaders, as only 54% of organizations have a centralized governance framework, complete with formal policies and oversight from a dedicated team or board.

IT leaders recognize the value of external support, with a striking 88% of respondents believing that collaborating with a third party would enhance the return on investment (ROI) of their APIs.



of organizations have a centralized governance framework with formal policies and oversight from a dedicated team or board for their agentic capabilities.



of IT leaders feel that collaborating with a third-party would help with the ROI of APIs.

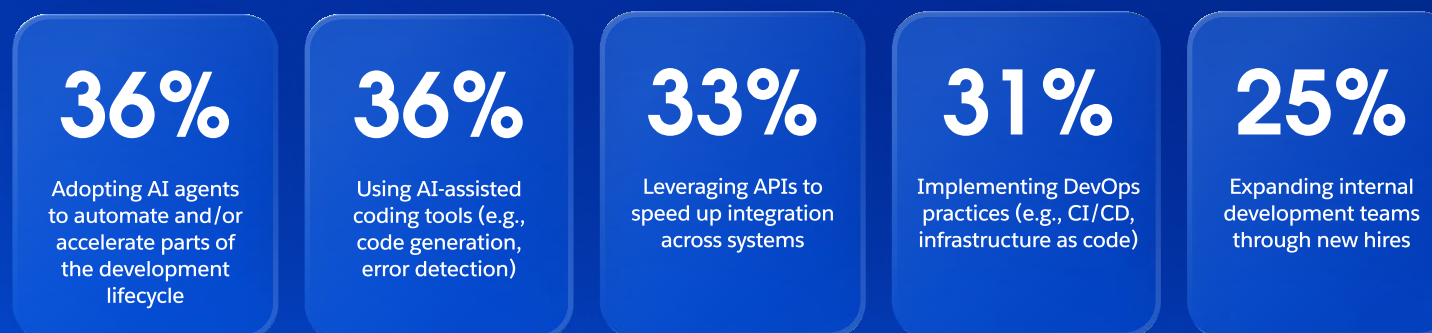
AI is Now Crucial for App Development and Integration Capabilities

To combat integration challenges, IT teams are increasingly relying on a range of tools, with AI tooling as the most popular. Specifically, the most frequent uses now involve adopting AI agents and utilizing AI-assisted coding tools.

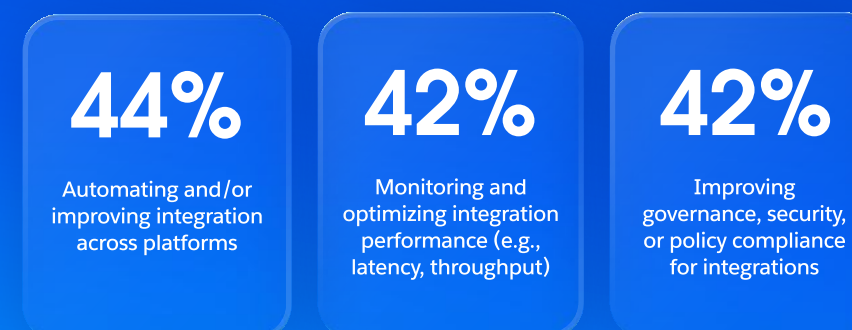
Specific to integrations, organizations are also using AI to enhance the process in various ways including automating and/or improving integration across platforms, monitoring and optimizing performance, and improving governance.

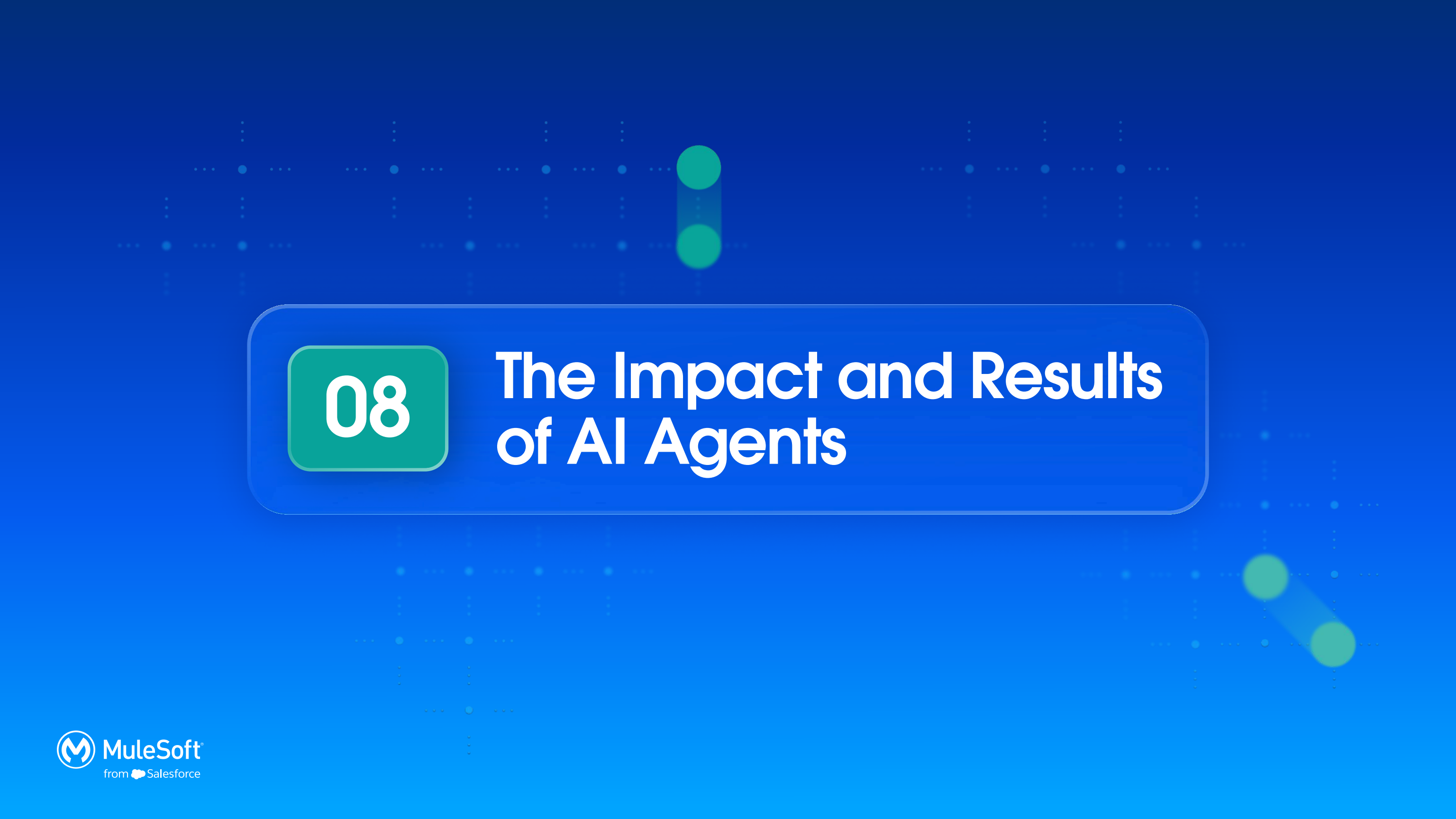


Top Actions IT Teams Are Taking to Optimize the App Development Process



Top Ways Organizations Currently Use AI to Enhance Integration or Connectivity Capabilities





08

The Impact and Results of AI Agents



Key Data

72%

of respondents agree that their company faces challenges in leveraging AI for system integrations.

96%

of IT leaders say agents already have, or that they expect them to, improve employee experiences.

64%

of respondents have concerns over their organization's ability to successfully meet its AI agent implementation goals.



AI Agents Accelerate Developer Speed and Higher-Value Work

The value of AI agents has been overwhelmingly recognized, with 94% of respondents agreeing that AI agents significantly boost development teams' speed and efficiency. This surge in efficiency is enabling 94% of IT teams to dedicate their efforts to higher-value work.

Furthermore, AI tooling is influencing developers' preferences: a strong majority (90%) report that their developers favor using AI-assisted coding tools (e.g., vibe coding) over traditional methods for building integrations and APIs.

Despite this preference, organizations still face significant challenges with using AI for integration, as 72% of respondents report difficulties when leveraging AI for system integrations.

94%

of respondents agree that AI agents significantly improve development teams' speed and efficiency.

94%

of respondents agree that AI agents free up developers to focus on higher-value work.

90%

say their developers prefer using AI-assisted coding tools (e.g. vibe coding) to build integrations and APIs compared to traditional coding methods.

72%

of respondents agree that their company faces challenges in leveraging AI for system integrations.

Leaders Have High Expectations for AI Agents

IT leaders anticipate several key outcomes from implementing AI agents including boosting employee productivity through task automation, accelerating the execution of routine workflows and tasks, and enhancing the ability to manage and simplify complex systems and processes.

The benefits of adopting AI agents are not limited to technical roles. IT leaders report that when non-technical users utilize AI agents, organizations experience increased operational efficiency, a reduced burden on IT teams, and improved customer satisfaction and experience.



Expected Outcomes from Implementing AI Agents Across the Business

48%

predict improved employee productivity through task automation.

45%

anticipate faster execution of routine tasks or workflows.

45%

expect improved ability to manage and simplify complex processes and systems.

Expected Outcomes of Implementing AI Agents in Non-Technical Roles

49%

predict a rise in operational efficiency.

43%

anticipate a decrease in the burden on IT teams.

41%

expect improved customer experience and satisfaction.

AI Agents Elevate Expectations for Employee and Customer Experiences

IT leaders are highly focused on delivering an integrated experience for their end-users, with 83% reporting that they provide a connected experience across the majority of their channels.

This focus is driven by the expected benefits of AI agents, as nearly all (96%) anticipate AI agents they have or will expect them to improve employee experiences.

Fully adopted organizations report they are nearly five times more likely to report a significant improvement in employee experience (59%) compared to those still in the planning phase (12%).

Furthermore, integrating these end-user experiences has already yielded tangible results for organizations, with over half of respondents realizing benefits such as increased customer engagement and better visibility into operations.



of IT leaders say agents already have, or that they expect them to improve employee experiences.

Realized Benefits for Organizations That Have Integrated End-User Experiences

57%

report increase in customer engagement.

55%

claim better visibility into operations.

Roadblocks Persist in Creating Seamless End-User Experiences

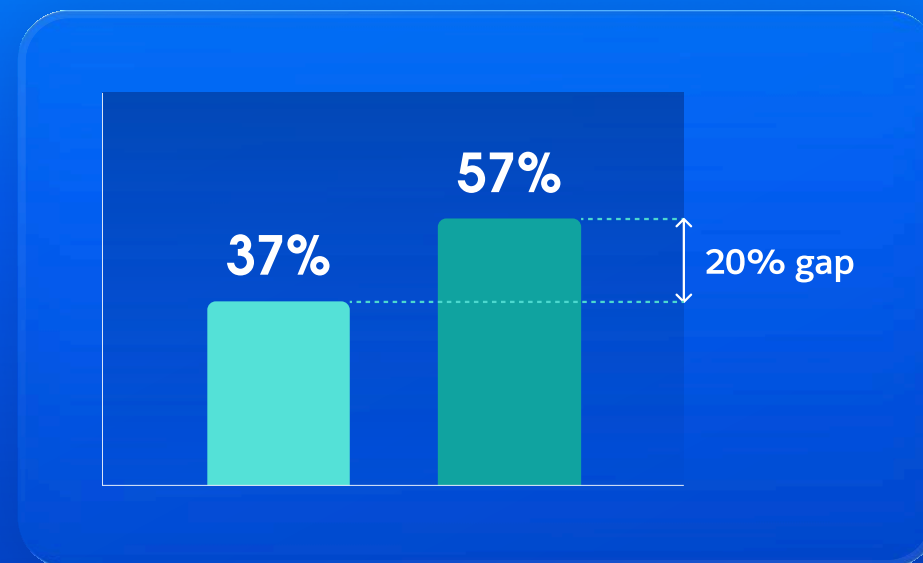
Integrating end-user experiences poses several challenges, notably security and governance issues, outdated IT infrastructure, and the difficulty of keeping pace with the ever-expanding volume of processes, tools, and systems.

However, organizations on track for full agentic transformation are seeing significant increases in innovation.

Specifically, 57% of these respondents report greater innovation across the business through integrated end-user experiences. This is a marked difference from the 37% of respondents who only plan to adopt agentic transformation.



Percentage of IT Leaders that Report Increased Innovation When Integrating End-User Experiences



- Only planned on adopting agentic transformation
- Fully adopted agentic transformation

Top Challenges to Integrating End-User Experiences



Agentic Ambition Meets Implementation Reality

Despite an overwhelming consensus (95%) that AI agents will boost development teams' speed and efficiency, real-world concerns about successful implementation persist.

The commitment is clear: 98% of organizations plan to implement AI agents. Yet, nearly two-thirds (64%) of respondents are worried about their organization's ability to successfully meet its AI agent implementation goals.

A teal circular infographic with a white border and a small white dot at the top, containing the text "95%".

95%

of respondents agree that AI agents significantly improve development teams' speed and efficiency.

A teal circular infographic with a white border and a small white dot at the top, containing the text "64%".

64%

of respondents report they have concerns over their organization's ability to successfully meet its AI agent implementation goals.



09

Industry Data



Financial Services

Organizations use an average of **974 applications**.

24%

of API design or deployment projects were **not delivered on time** in the past 12 months, on average.

Only 27%

of applications **are integrated/connected** with one another.

Top actions taken to optimize API development

- 01** Using AI-assisted coding tools (**37%**).
- 02** Adopting AI agents to automate or accelerate parts of the development lifecycle (**35%**).

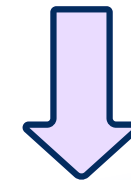


Organizations **currently use an average of 11 AI agents**.

In two years time, this is **expected to rise to an average of 19**.

96%

agree that the success of AI agents **depend on seamless data integration** across systems.



Nearly all (99%) **face challenges** with data integration.

Around half (52%) say **ensuring data quality for AI or autonomous agents** is their biggest data integration challenge.

64%

of IT leaders **have concerns** over their organization's ability to successfully meet its AI agent implementation goals.



Healthcare (Payer and Provider) and Life Sciences

Organizations use an average of **970 applications**.

28%

of API design or deployment projects were **not delivered on time** in the past 12 months, on average.

Only 27%

of applications **are integrated/connected** with one another.



Organizations **currently use an average of 12 AI agents**.

In two years time, this is **expected to rise to an average of 21**.

96%

agree that the success of AI agents **depend on seamless data integration** across systems.



Nearly all (99%) **face challenges** with data integration.

Around half (52%) say **ensuring data quality for AI or autonomous agents** is their biggest data integration challenge.

Top actions taken to optimize API development

- 01** Adopting AI agents to automate or accelerate parts of the development lifecycle (**40%**).
- 02** Leveraging APIs to speed up integration across systems (**34%**).

61%

of IT leaders **have concerns** over their organization's ability to successfully meet its AI agent implementation goals.



Retail and Consumer Packaged Goods

Organizations use an average of **1108 applications**.

25%

of API design or deployment projects were **not delivered on time** in the past 12 months, on average.

Only 24%

of applications **are integrated/connected** with one another.



Organizations **currently use an average of 14 AI agents**.

In two years time, this is **expected to rise to an average of 20**.

98%

agree that the success of AI agents **depend on seamless data integration** across systems.



Nearly all (99%) **face challenges** with data integration.

Around half (46%) say **ensuring data quality for AI or autonomous agents** is their biggest data integration challenge.

Top actions taken to optimize API development

- 01** Leveraging APIs to speed up integration across systems (**35%**).
- 02** Adopting AI agents to automate or accelerate parts of the development lifecycle (**34%**).

73%

of IT leaders **have concerns** over their organization's ability to successfully meet its AI agent implementation goals.



Public Sector

Organizations use an average of **936 applications**.

28%

of API design or deployment projects were **not delivered on time** in the past 12 months, on average.

Only 24%

of applications **are integrated/connected** with one another.

Top actions taken to optimize API development

- 01** Using AI-assisted coding tools (**37%**).
- 02** Implementing DevOps practices (**30%**).



Organizations **currently use an average of 9 AI agents**.

In two years time, this is **expected to rise to an average of 17**.

98%

agree that the success of AI agents **depend on seamless data integration** across systems.



All (100%) **face challenges** with data integration.

Around half (48%) say **ensuring data quality for AI or autonomous agents** is their biggest data integration challenge.

76%

of IT leaders **have concerns** over their organization's ability to successfully meet its AI agent implementation goals.



CMT (Telecommunications, Media, and High Tech)

Organizations use an average of **947 applications**.

21%

of API design or deployment projects were **not delivered on time** in the past 12 months, on average.

Only 31%

of applications **are integrated/connected** with one another.



Organizations **currently use an average of 12 AI agents**.

In two years time, this is **expected to rise to an average of 21**.

95%

agree that the success of AI agents **depend on seamless data integration** across systems.



Nearly all (99%) **face challenges** with data integration.

Six in 10 (60%) say **ensuring data quality for AI or autonomous agents** is their biggest data integration challenge.

Top actions taken to optimize API development

- 01** Adopting AI agents to automate or accelerate parts of the development lifecycle (**42%**).
- 02** Using AI-assisted coding tools (**41%**).

58%

of IT leaders **have concerns** over their organization's ability to successfully meet its AI agent implementation goals.



Manufacturing

Organizations use an average of **849 applications**.

22%

of API design or deployment projects were **not delivered on time** in the past 12 months, on average.

Only 30%

of applications **are integrated/connected** with one another.

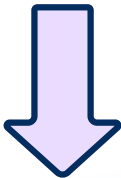


Organizations **currently use an average of 13 AI agents**.

In two years time, this is **expected to rise to an average of 24**.

96%

agree that the success of AI agents **depend on seamless data integration** across systems.



Nearly all (99%) **face challenges** with data integration.

Around six in 10 (61%) say **ensuring data quality for AI or autonomous agents** is their biggest data integration challenge.

Top actions taken to optimize API development

- 01 Adopting AI agents to automate or accelerate parts of the development lifecycle (**40%**).
- 02 Using AI-assisted coding tools (**38%**).

46%

of IT leaders **have concerns** over their organization’s ability to successfully meet its AI agent implementation goals.



10

Regional Data



United States

Organizations use an average of 980 applications.

23%

of API design or deployment projects were **not delivered on time** in the past 12 months, on average.

Only 28%

of applications **are integrated/connected** with one another.



Organizations **currently use an average of 13 AI agents.**

In two years time, this is **expected to rise to an average of 22.**

97%

agree that the success of AI agents **depend on seamless data integration** across systems.



Nearly all (99%) **face challenges** with data integration.

Around half (54%) say **ensuring data quality for AI or autonomous agents** is their biggest data integration challenge.

Top actions taken to optimize API development

- 01 Adopting AI agents to automate or accelerate parts of the development lifecycle (**41%**).
- 02 Using AI-assisted coding tools (**37%**).

53%

of IT leaders **have concerns** over their organization’s ability to successfully meet its AI agent implementation goals.



Europe

Organizations use an average of **867 applications**.

24%

of API design or deployment projects were **not delivered on time** in the past 12 months, on average.

Only 29%

of applications **are integrated/connected** with one another.



Organizations **currently use an average of 12 AI agents**.

In two years time, this is **expected to rise to an average of 22**.

96%

agree that the success of AI agents **depend on seamless data integration** across systems.



Nearly all (99%) **face challenges** with data integration.

Approaching six in 10 (57%) say **ensuring data quality for AI or autonomous agents** is their biggest data integration challenge.

Top actions taken to optimize API development

- 01** Using AI-assisted coding tools (**37%**).
- 02** Adopting AI agents to automate or accelerate parts of the development lifecycle (**34%**).

57%

of IT leaders **have concerns** over their organization's ability to successfully meet its AI agent implementation goals.



Asia-Pacific

Organizations use an average of 1034 applications.

27%

of API design or deployment projects were not delivered on time in the past 12 months, on average.

Only 25%

of applications are integrated/connected with one another.



Organizations currently use an average of 11 AI agents.

In two years time, this is expected to rise to an average of 18.

96%

agree that the success of AI agents depend on seamless data integration across systems.



Nearly all (99.5%) face challenges with data integration.

Around half (48%) say ensuring data quality for AI or autonomous agents is their biggest data integration challenge.

Top actions taken to optimize API development

- 01 Adopting AI agents to automate or accelerate parts of the development lifecycle (35%).
- 02 Using AI-assisted coding tools (35%).

78%

of IT leaders have concerns over their organization’s ability to successfully meet its AI agent implementation goals.

11

Methodology

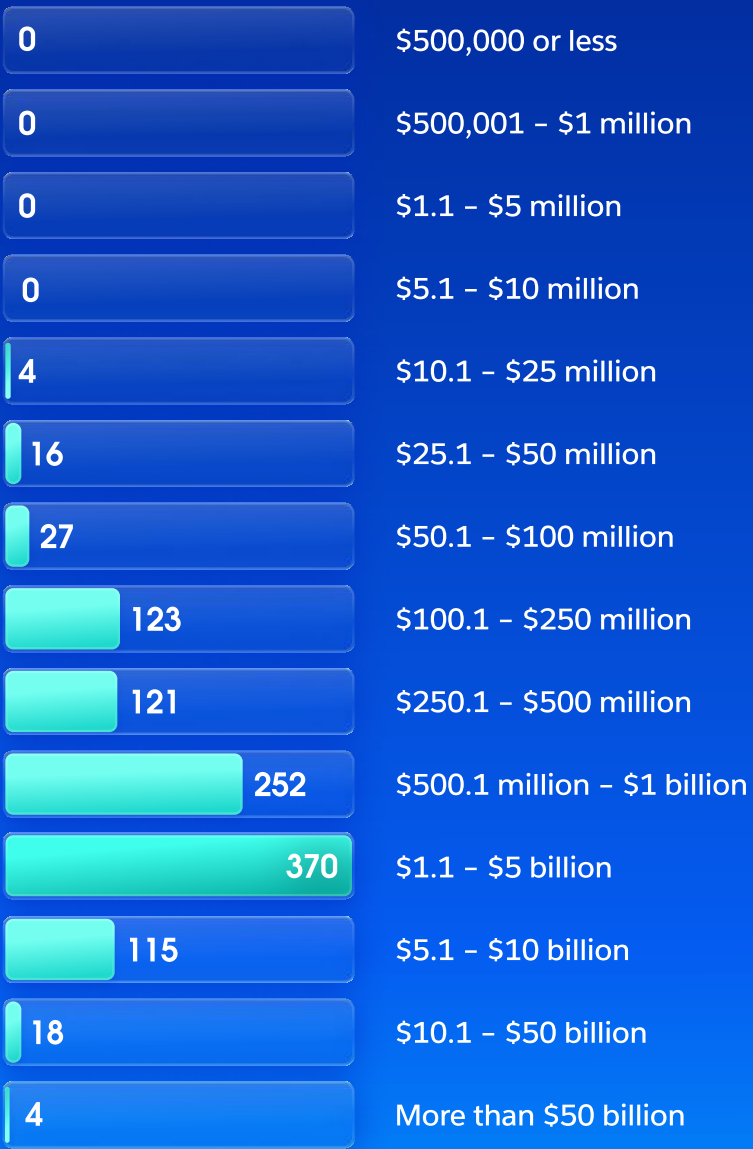
Methodology

1,050 IT decision makers were surveyed in October and November 2025, split in the following ways:

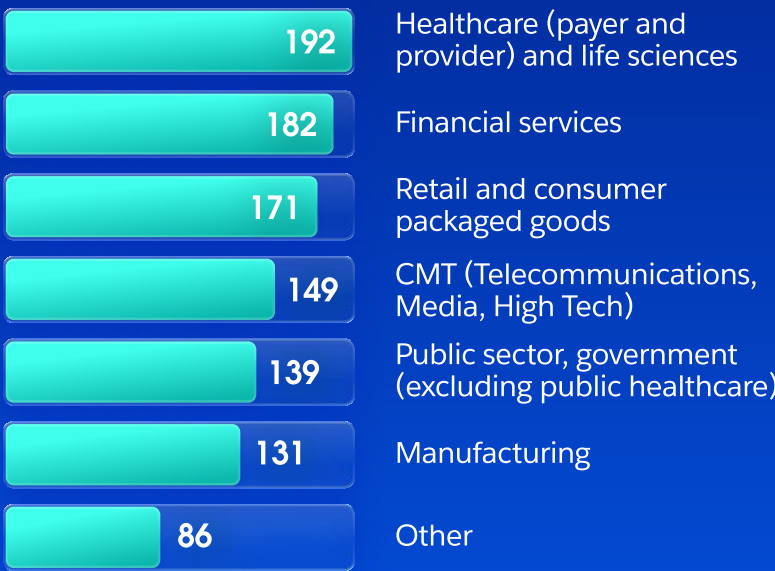
Organization Size



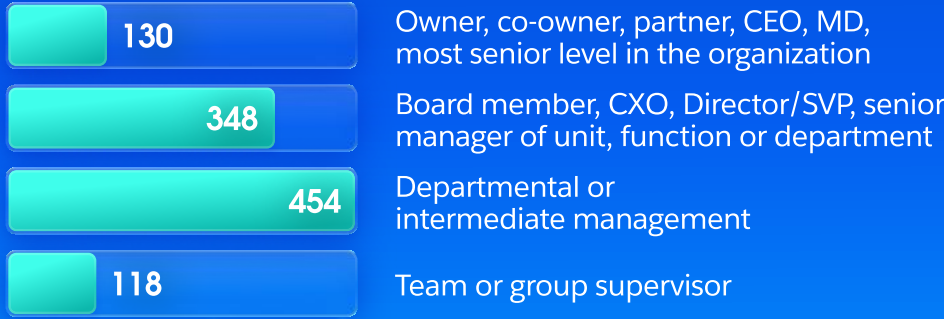
Revenue Range



Organization Sector



Position Level





About Deloitte Digital and MuleSoft

As 2025 MuleSoft Global Partner of the Year, for the 11th consecutive year, Deloitte Digital is working with MuleSoft solving our clients' most challenging connectivity needs across applications, data sources, and APIs.

Deloitte Digital and MuleSoft's relationship dates back to 2015, harnessing Deloitte Digital's experience across industry insights and knowledge with MuleSoft's technology and unique "API-led connectivity" approach to deliver value for an organization. MuleSoft supports Deloitte Touche Tohmatsu.

Limited member firms with the ability to deliver a strong solution for clients needing integration capabilities. Learn more about the Deloitte Digital Salesforce Alliance at <https://www.deloittedigital.com/us/en/alliances/Salesforce.html>.

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