LUMO INSIGHTS

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KPMG: 62% of firms deploy AI agents as insurers demand oversight

Executive Summary

A new KPMG survey shows that nearly two-thirds of companies are now building or using AI agents, reflecting a rapid shift from experimentation to enterprise adoption (kpmg.com [1]). At the same time, insurers led by Lloyd's of London are tightening coverage rules for autonomous AI, pushing organisations to bolster human oversight and cost controls to deploy these agents safely. (www.insurancejournal.com [2])

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[2] www.insurancejournal.com — https://www.insurancejournal.com/magazines/mag-features/2026/10/19/889097.htm#:~:text=%E2%80%9CThe%20biggest%20concern%20for%20insurers,Going%20forward%2C%20clarity%20on%20what

Widespread enterprise adoption

A majority of companies are now investing in AI agent technology. In its latest quarterly AI pulse survey, KPMG reports that 62% of organisations are currently building, testing or deploying AI agents, up from 53% in the previous quarter (kpmg.com [1]). This sharp rise within three months suggests that autonomous software agents are quickly moving from pilot projects to mainstream business practice. Adoption spans multiple industries, from banks using AI to automate routine compliance checks to manufacturers piloting AI-driven supply chain assistants.

However, large-scale impact remains uneven. McKinsey's August 2026 global survey found 40% of big enterprises (with revenues over $1 billion) are actually

scaling up agent deployments (www.mckinsey.com [2]), while only 37% of respondents overall reported any material effect on the bottom line from AI, unchanged from a year prior (www.mckinsey.com [3]). In other words, many employees are seeing productivity gains - eight in ten say AI has improved their personal efficiency (www.mckinsey.com [4]) - but translating these benefits into company-wide performance is taking longer. The findings align with Lumo's view that AI agents can drive efficiency in specific workflows today, yet realising enterprise-level returns depends on scaling successful use cases and redesigning processes around these tools.

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New tools extend agent capabilities

As businesses seek more complex automation, AI providers are rolling out features to make agents more capable and controllable. On 29 October, OpenAI launched a dedicated macOS application for its Codex platform, providing developers with a "command centre" to manage multiple coding agents running in parallel. The new tool allows engineers to schedule long-running AI coding tasks, automatically review code changes and track agent decisions, adding much-needed oversight to autonomous software development. This reflects a broader industry push for “multi-agent” orchestration tools that let companies supervise and coordinate AI agents tackling multi-step tasks. (www.microsoft.com [1]) For example, Microsoft’s Copilot Studio similarly emphasises governance, providing ways to group and monitor AI-driven workflows within a single interface (www.microsoft.com [2]).

These innovations expand what AI agents can do in practice. With better integration to software development platforms and enterprise systems, agents are moving beyond simple question-and-answer roles. They can now write and test code, update spreadsheets or generate presentations with minimal human input (www.techrepublic.com [3]) (www.techrepublic.com [4]). By building oversight features into these tools - such as permission settings and automated quality checks - vendors aim to give enterprises more confidence that agents will follow defined steps and produce reliable outputs (www.salesforce.com [5]) (www.salesforce.com [6]). For CIOs, these advances suggest that autonomous agents are becoming increasingly viable for real work, provided there are guardrails to keep their actions in check.

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Insurance weighs in on AI risk

The growing use of autonomous AI has also drawn new scrutiny from those who insure business operations. Lloyd’s of London this year introduced standard “AI-agent” liability clauses, effectively ending what insurers called “silent AI” coverage - the inadvertent coverage of AI-related mistakes under traditional policies (policynewshub.com [1]) (policynewshub.com [2]). The Lloyd’s clauses require companies to maintain human-in-the-loop oversight and detailed audit trails for any high-stakes tasks handled by AI agents (policynewshub.com [3]). Without these controls, errors caused by an autonomous system could be excluded from professional liability coverage, leaving firms exposed.

Insurers say the move is a response to a surge in AI-related incidents and uncertainty over how to price the risk of autonomous decisions. In an Insurance Journal interview last month, one cyber insurance CEO warned that “autonomous AI presents an enormous challenge for insurers” when it comes to modelling new kinds of failures (www.insurancejournal.com [4]). Some providers have already started adding specific AI exclusions to their standard cyber and errors-and-omissions policies, or are offering separate AI liability coverage as a new risk class (www.insurancejournal.com [5]). For businesses, these shifts mean that deploying AI agents without proper human supervision

and governance not only increases operational risk - it could also result in higher insurance premiums or even gaps in coverage. Executives exploring advanced autonomous workflows should work closely with risk managers and insurers to ensure compliance with emerging requirements, such as robust oversight mechanisms and bias testing of AI systems (policynewshub.com [6]) (policynewshub.com [7]).

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Key Statistics

- 62% of organisations are building or deploying AI agents (KPMG, Q3 2026)
- 59% of companies running AI agents have had a security incident or near-miss (VentureBeat, Aug 2026)
- 40% of large enterprises (>$1 bn revenue) are scaling AI agents (McKinsey, 2026)
- 74% of CFOs would need days or longer to halt an AI project exceeding cost limits (Deloitte, Q3 2026)

KEY TAKEAWAY

As AI agents move from experiments to mainstream use, leaders must balance ambition with governance. Ensure robust cost controls, human oversight and clear audit trails are in place before scaling autonomous workflows.

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