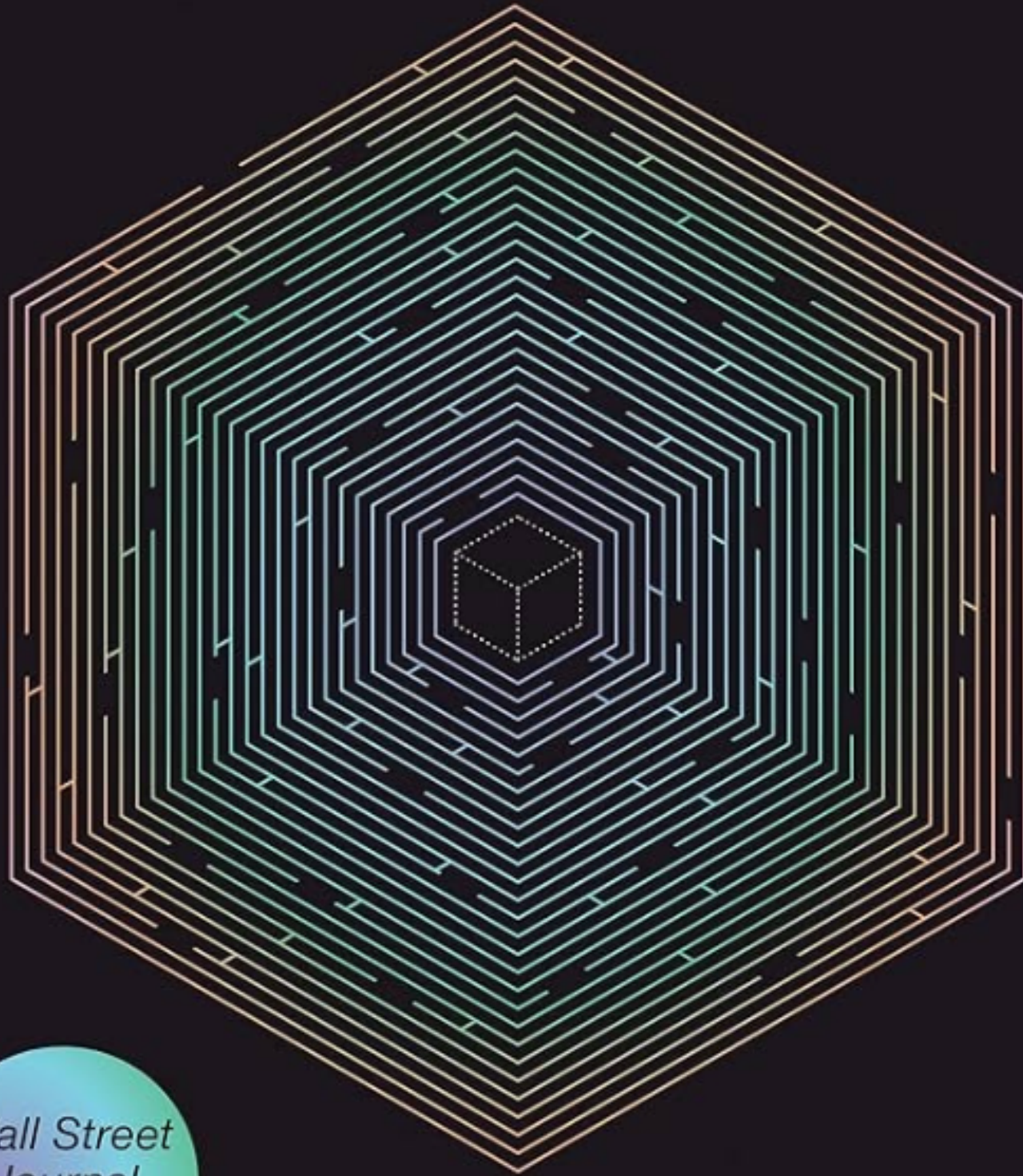


Age of Invisible Machines

A Practical Guide to
Creating a Hyperautomated
Ecosystem of Intelligent
Digital Workers

Robb Wilson
with Josh Tyson



Wall Street
Journal
Bestseller

WILEY

Book Key Takeaways

Kaan Demiryurek



Main Idea

Organizations will become more “intelligent” when agents, knowledge, processes, and people are orchestrated as one evolving system (OAGI - Organizational Artificial General Intelligence). Simply adding more AI tools to the system will not do it.



The Point-Solution Trap

Chatbots and copilots can improve individual tasks, but when every problem gets its own bot, interface, or application, the underlying fragmentation remains.

AI then just becomes another layer of tools rather than changing how work moves through the organization.



Orchestration

An LLM can generate answers, but an agent can act. A network of agents can coordinate work across systems, knowledge, and functions.

True capability comes from orchestration, deciding what to act, in what sequence, with what context, and under whose control.



Build Evolution

Traditional software is organized around fixed requirements and workflows.

A composable architecture uses modular services, APIs, and skills that can be reused and rearranged as needs change. The authors compare this to biology.



Context Before Intelligence

More intelligence will come from agents with good context, which is combination of data, history, relationships, and the state of ongoing work.

Structured knowledge and digital twins give them a working model of the organization rather than a disconnected pile of documents and agents.



Invisible Interface

Most software makes people learn the machine through menus, forms, dashboards, and separate applications. Conversational systems let people express goal while agents coordinate the work. Screens will remain but will no longer need to carry every interaction.



Co-Creation

AI transformation cannot sit inside IT or a central innovation team alone.

People closest to the work who understand the challenges, exceptions, and tacit knowledge need to help design and improve agents.



Autonomy to be Earned

**Intelligent digital workers
evolve through four stages:**

Literacy → Knowledge → Intelligence → Wisdom

**Each stage requires
feedback, analytics, and
human-controlled outcomes.**

**The goal is reliable
autonomy, developed
gradually, rather than max
autonomy from the start.**



So What?

Organizations should stop treating AI adoption as a shopping list of tools.

They need a shared architecture, strong organizational context, cross-functional ownership, and feedback loops that allow agents to improve safely. No single department can create it alone.