VIEW POINT

APPLICATION PACKAGING USING AGENTIC AI: A MODERN APPROACH TO APPLICATION PACKAGING

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Introduction

Application packaging is a critical function of enterprise IT operations, ensuring consistent, secure, and compliant software deployment. Historically, this process has been labor-intensive and prone to delays due to manual steps and fragmented workflows. Agentic AI introduces a transformative approach by orchestrating autonomous agents to streamline the entire lifecycle from initial discovery to testing, while continuously learning and improving accuracy. This automation accelerates delivery, reduces errors, and enforces governance standards.

Why Agentic AI for Application Packaging?

Traditional packaging workflows involve repetitive tasks, dependency on human expertise, and inconsistent documentation. Agentic AI mitigates these challenges by automating metadata extraction, silent command identification, packaging, and validation steps. It ensures compliance, improves first-pass success rates, and provides a standard, framework-oriented package documentation for knowledge baseline and governance.

Application Packaging Lifecycle Automated by Agentic AI

Discovery Phase

- Leverages natural language processing to interpret intake forms and communication channels, extracting essential details like installer paths, configuration parameters, dependency information and smoke test cases
- Conducts autonomous analysis of installation media to determine silent execution commands for both set up and removal processes
- Captures visual evidence, timestamps, and operational logs during automated installation and removal to support quality assurance, audit, and compliance requirements
- Compiles a comprehensive inventory of artifacts created during installation, including shortcuts, services, and system registry modifications

Packaging Phase

- Automatically classifies the installer format, distinguishing between MSI, EXE, and other supported types
- Produces standardized deployment scripts aligned with organizational frameworks, embedding the silent execution parameters discovered
- Bundles the application binaries with generated scripts to create a deployment package
- Archives the finalized package in a secure repository, ensuring readiness for subsequent validation and deployment stages

Testing Phase

- Executes installation, removal and repair routines within isolated test environments to validate functional integrity
- Aggregates diagnostic outputs such as system event logs, installer traces, and application launch confirmations for detailed analysis
- Generates structured test reports enriched with screenshots and specific callouts for quality assurance audit and governance

AI Learning and Knowledge Base

- Maintains a dynamic repository of packaged applications, command-line patterns, silent and other configuration parameters and dependency information to assist future packaging efforts
- Continuously refines predictive models using accumulated operational data, reducing manual intervention and enhancing automation precision over time

Benefits of Agentic AI in Packaging

Efficiency: Reduces packaging cycle time by up to 50% to 70% depending upon manual checks adopted for package quality and accuracy, and on the model training duration

Accuracy: Improves first-pass success rate through intelligent command discovery

Compliance: Ensures adherence to organizational standards and audit readiness

Scalability: Handles large volumes of packaging requests without proportional increase in resources

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Governance and Risk Management

For high-risk actions such as kernel-level drivers or trading floor operations, Human-in-the-Loop mechanisms support effective governance and risk management

Policy enforcement for naming conventions, security settings and telemetry opt-outs strengthens governance

Audit trials for every automated step ensure transparency and accountability

Future Outlook

Agentic AI will evolve into a fully autonomous packaging ecosystem integrated with endpoint management platforms (Microsoft Intune, SCCM), ITSM tools (ServiceNow, Jira), and security frameworks for vulnerability scanning and compliance validation.

Conclusion

Agentic AI transforms application packaging from a manual, error-prone process into an intelligent, automated, and continuously improving workflow, reducing dependency on highly skilled packaging human resources. By leveraging specialized AI agents across discovery, packaging, testing, and knowledge management, organizations can achieve faster deployments, improved compliance, and significant cost savings.

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Ayush Trivedi is an accomplished IT professional with over 15 years of deep expertise in end-user computing, specializing in Microsoft Intune and virtualization technologies such as Azure Virtual Desktop and Citrix CVADs. He has extensive experience in digital workplace and virtualization consulting, spanning across Microsoft Azure, Windows platform engineering, and workplace transformation. He has successfully led large-scale modernization initiatives, migrating enterprises from legacy Windows environments to Windows 10/11. His work also includes steering workplace transformations and driving full lifecycle implementation for digital workplace solutions. As a digital workplace professional, he excels at designing, modernizing, and optimizing enterprise workspace ecosystems to enhance productivity and user experience.

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