2026 Operational Resilience AI Tooling Panorama

WAVESTONE

Summary

Executive Summary

Operational Resilience has become a strategic imperative, amid rising volatility. Research shows that over 70% of organizations already run formal resilience programs, with another 10% actively developing them; firmly positioning resilience at the center for all sectors. Simultaneously, CIOs are preparing for profound shifts in their operating models as AI becomes embedded across business processes , reshaping how value is delivered.

Our 2026 Operational Resilience (OpRes) AI Tooling Panorama captures this rapidly evolving landscape. The market has advanced significantly since our 2024 analysis, when only ~10% of vendors incorporated AI; today, AI is embedded across every resilience capability. This year's panorama evaluates 89 vendors across 3 levels of AI maturity and 6 operational resilience functional categories, highlighting the key trends, gaps, and considerations for organizations modernizing their resilience strategies. Our analysis shows that vendors bundle multiple capabilities into a single platform, meaning all the vendors in this year's panorama are mapped to more than one functional categories.

The vendors from this panorama edition have progressed from isolated assistive features to workflow-driven intelligence and early signs of agentic behavior. Vendors analyzed are heavily concentrated at workflow-driven AI models delivering predictive analytics, correlation, prioritization, and automated task execution within human guardrails. Vendors covering Governance Risk & Compliance, Crisis & Incident Response, and Third-Party Resilience functionalities have emerged as the market's gravitational centers, showing the strongest AI adoption and the early signs of agentic capability. In contrast, Technology Recovery and Asset & Dependency Mapping continue to provide workflow-driven automation but remain limited in autonomous behavior. Across the ecosystem, a consistent pattern is evident: vendors offering broad functionalities scale through workflow-driven AI models, while Agentic AI remains concentrated in niche functional categories.

However, despite vendor advances, client adoption lags. Our SMEs observed a "truth gap" where organizations are eager to explore AI, but foundational data issues, low trust in AI during high-stake situations, and change-management barriers continue to slow progress.

As these early adoption barriers are addressed, AI is set to become a defining force—reshaping how resilience is built, delivered, and scaled across organizations, and establishing a new competitive benchmark across the operational resilience tooling ecosystem.

Decoding our 2026 OpRes AI Tooling Panorama

Data overview

89
AI- Driven Resilience Vendors Analyzed

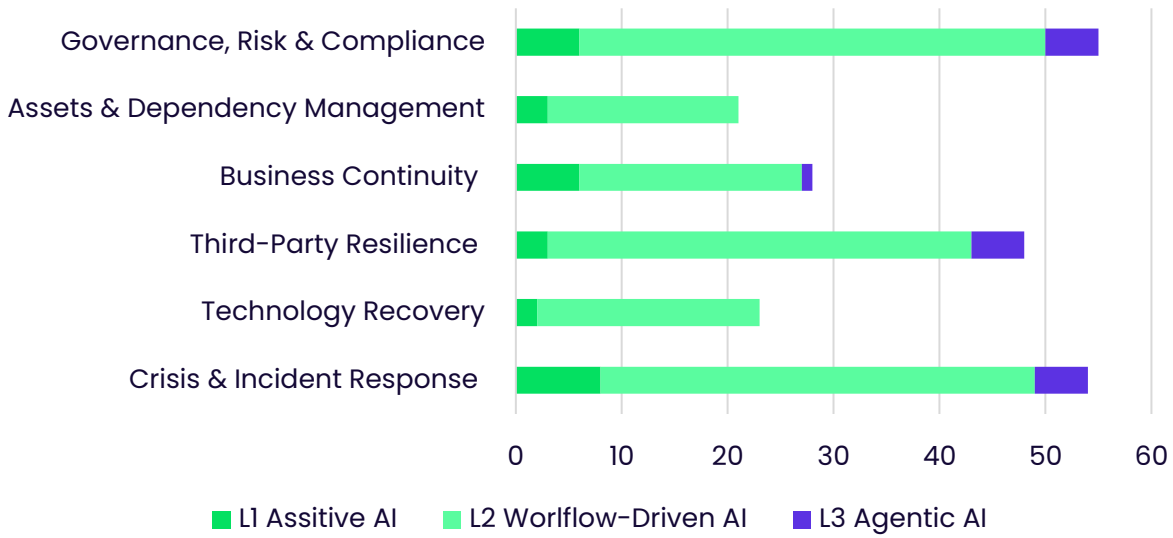
6
Functional Categories Defining the OpRes Landscape

3
Levels of AI Maturity Evaluated

Vendors are embedding AI, in different ways, as the landscape accelerates rapidly. It is evident that AI is being used to map critical services, monitor risks, stay compliant with an evolving regulatory landscape, ensure third-party resilience, orchestrate response workflows, and anticipate and recover from disruptions.

Our 2026 OpRes AI Tooling Panorama analyzes this new wave of AI-powered vendors, **assessing their AI maturity, functional capabilities**, and the **value they deliver across the resilience ecosystem.**

Vendor Footprint (Counts) by Resilience Function* and AI Maturity Level**



**Each vendor is mapped to more than one functional category across the six operational resilience functional categories due to its overlap.*

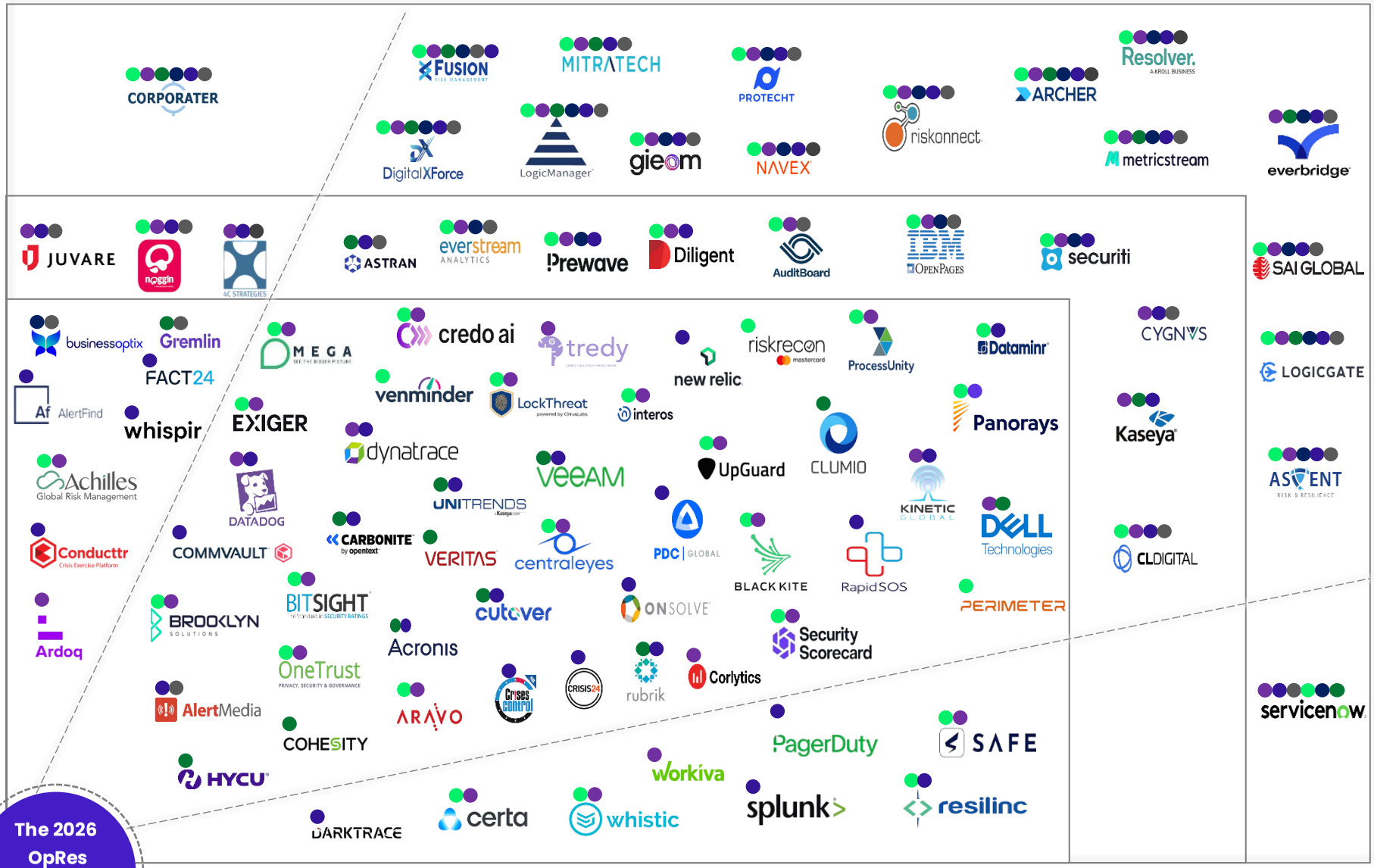
***Each vendor is mapped against the highest AI maturity level it offers in the 2026 OpRes AI Tooling Panorama.*

*Each vendor is mapped to more than one functional category across the six operational resilience functional categories due to its overlap | **Each vendor is mapped against the highest AI maturity level it offers in the 2026 OpRes AI Tooling Panorama.

L1 AI MATURITY (**ASSISTIVE**)

L2 AI MATURITY (**WORKFLOW- DRIVEN**)

L 3 AI MATURITY (**AGENTIC**)



The 2026 OpRes AI Tooling Panorama

FUNCTIONAL COVERAGE OF THE VENDORS **1-2** | **3-4** | **5-6**

GOVERNANCE, RISK & COMPLIANCE | **ASSETS & DEPENDENCY MAPPING** | **BUSINESS CONTINUITY** | **THIRD PARTY RESILIENCE** | **TECHNOLOGY RECOVERY** | **CRISIS & INCIDENT RESPONSE**

2026 OpRes Tooling: Three AI maturity tiers

AI is progressing in Operational Resilience Tooling from supportive chatbots to workflow-driven intelligence and ultimately to autonomous agentic systems. We have categorized them in three maturity tiers.

Level 1 | Assistive AI

Human controlled AI assistance

AI enhances human work through chatbots, summarization, search, and recommendations. It does not make decisions, execute workflows or adapt or self-learn. Humans remain fully in control, with AI acting as a supporting feature rather than an operational engine.

AI Use Cases in scope:

- **Knowledge and search chatbot:** Natural-language lookups for evidence, controls, regulations, and related documentation.
- **Summarization and translation:** AI generates executive summaries of impact analyses, incidents, and vendor documents and supports multilingual crisis-communications drafting.
- **Light classification and tagging:** AI categorizes incidents, risks, issues and findings, with smart policy and document search.
- **Document assistance:** AI pre-populates forms, generates draft responses, and flags sections requiring review.

Level 2 | Workflow-driven AI

Guided automation with human oversight

AI moves beyond assistance to drive parts of workflows within governed guardrails and human approval. AI powers predictive analytics, correlation, prioritization and automated task execution, but still requires governance and approvals. AI becomes a workflow engine, but not yet autonomous.

AI use cases in scope:

- **Workflow-driven orchestration:** AI provides next action recommendations, supervises execution of playbook steps (task follow-ups, mass notifications) and streamlines incident or compliance workflows.
- **Third-party risk acceleration:** AI validates evidence, auto-completes questionnaires with citations, maps controls, tiers vendors, performs continuous monitoring and generates proactive risk alerts.
- **Evidence and audit assistance:** AI automates evidence reviews, performs gap analysis and generates summaries or responses.
- **Resilience support:** ML detects anomalies and delivers guided recovery recommendations.
- **Crisis communications assist:** AI drafts, edits and translates emergency messages, with sentiment and social-signal analysis accelerating communications during critical events.

Level 3 | Agentic AI

End-to-end autonomous execution

AI introduces agentic, autonomous capable systems that can plan, adapt, and execute multi-step actions with minimal to no human intervention. It combines predictive intelligence with orchestrated action, enabling end-to-end operational workflows to run dynamically and independently.

AI use cases in scope:

- **Agentic orchestration of incident response and operations:** Agent plans and executes end-to-end incident workflows including event correlation, runbook automation, stakeholder communications and makes real-time operational adjustments during any disruption.
- **Autonomous third-party management:** Agent conducts assessment, analyze controls, generate responses, maintain audit logs and progress lifecycle steps under defined policy constraints.
- **Agents for governance and assurance:** Agent scans regulation, identify control gaps, generate audit ready reports, and run compliance workflows with fully auditable access to organizational systems and data.

2026 OpRes AI Tooling: The six functional categories

Data overview

Below you can see how the six functional categories differ, overlap, and mature; spanning from Governance, Risk & Compliance; Assets and Dependency Mapping; Business Continuity; Third-Party Resilience; Technology Recovery; and Crisis and Incident Response.

1. Governance risk & compliance

80% of vendors in this category operate at level 2 AI maturity and is one of the most AI-advanced categories in our 2026 OpRes AI Tooling Panorama. Almost **9% have reached Level 3,** where agentic AI autonomously interprets regulatory changes, maps obligations to controls, validates evidence, and generates compliance outputs.

AI is used in this category to transform how organizations stay proactive with evolving regulations, manage risks, and demonstrate compliance. It

Key AI-enabled functionalities include:

- **Regulatory scanning, control/ policy mapping and gap analysis:** AI continuously monitors regulatory changes, interprets their impact, maps requirements to relevant controls, policies, and procedures, and detects gaps.
- **Audit trail automation:** AI extracts evidence from documents, cross-references it to controls, and generates defensible audit trails with minimal manual effort.
- **Executive AI dashboards:** AI presents real-time compliance status, regulatory exposure, audit outcomes and emerging threats in a dynamic, decision-ready view for senior leaders.
- **Holistic risk quantification and modeling:** AI correlates internal data with external risk intelligence to simulate plausible scenarios and produce adaptive organizational risk heat maps.

2. Assets and dependency mapping

90% of vendors in this category are at **Level 2 AI maturity** with **no trace of agentic AI**. AI is used in this category to create governed **maps of business processes, services, and supporting assets**, highlighting interdependencies, criticality, ownership, and inventory. These maps then **feed into the other operational resilience functional capabilities** such as business continuity, technology resilience, etc.

Key AI-enabled functionalities include:

- **Automated discovery and dependency mapping:** AI discovers process, assets, services and continuously updates dependency maps revealing any hidden links.
- **Identification of the important business services:** AI analyzes business process, supporting IT assets and dependency data to identify important business services based on criticality, impact, and resilience thresholds.
- **Failure propagation and high-risk dependency detection:** AI models how failures propagate across the dependency graph, identifies high-risk systems or vendors, and detects geographic, cloud, or technology-based concentration exposures.

3. Business continuity

AI is used to plan, maintain, and test the capabilities required to **keep critical business operations running** through any severe disruptions. **76%** of vendors in this category are at **Level 2 AI maturity**, offering workflow automation across BIA (Business Impact Analysis), BCP (Business Continuity Planning), Business Recovery Strategies, Scenario Design and Testing with **very rare agentic adoption**. **21%** of vendors are at **Level 1 AI maturity** providing summaries of BIA and BCP plans, enhanced search or chatbot assistance and basic classification.

Key AI-enabled functionalities include:

- **Intelligent search, summaries and basic analytics:** AI produces faster BIA or plan summaries, improves document retrieval, and classifies incidents or disruptions.
- **BIA, BCP, business recovery plan generation and gap analysis:** AI assesses business impacts, generates continuity and recovery plans and identifies inconsistencies across plans, dependencies, and tolerances such as Recovery Time Objectives (RTO), Recovery Point Objectives (RPO) etc.
- **Scenario plan and test management:** AI recommends plausible scenarios, orchestrates injects during testing, simulates response actions, evaluates performance and generates results.

4. Third-party resilience

Today, **85%** of vendors in this category operate at **Level 2**, with nearly **9%** reaching **Level 3 AI maturity**. This reflects early adoption of agentic capabilities in third-party risk monitoring, multi-tier supply chain mapping, and automated due-diligence execution.

AI is used to deliver continuous visibility, predictive insights, and **assurance across the third-party lifecycle**; replacing point in time assessments, manual reviews, and reactive escalations.

Key AI-enabled functionalities include:

- **Third-party risk landscape monitoring:** AI analyzes various sources to surface emerging supplier risks and proactively identifies systemic exposures using predictive insights.
- **Supply chain & dependency mapping:** AI maps supply-chain dependencies across business services and assets, detecting concentration risks across regions, services, technologies and vendors.
- **Contract intelligence and gap detection:** AI scans contracts, detects missing controls and proposes corrective contract language or remediation actions.
- **Third-party lifecycle management:** AI automates evidence extraction, questionnaire validation, auto-tiers vendors and provides real-time risk scoring across the lifecycle.

5. Technology recovery

92% of vendors in this category are at **Level 2 AI maturity** emphasizing on recovery guidance and orchestration, but there is **no trace of agentic AI** within this category. This category uses AI to **prepare for, withstand,** and **recover from technology disruptions** by automating planning, recovery design and testing so organizations can restore their critical systems and data within impact tolerances.

Key AI-enabled functionalities include:

- **Disaster recovery (DR) plan assurance:** AI identifies gaps and provides recommendations to ensure recovery objectives stay within impact-tolerance thresholds.
- **Intelligent recovery sequencing:** AI identifies the most viable restore points, recommends recovery sequences and validates data integrity before initiating restoration.
- **Simulated DR tests:** AI orchestrates simulated recovery exercises, synthesizes the results, identifies bottleneck and generates targeted improvement actions

6. Crisis & incident response

One of the **most AI-advanced categories** in our 2026 OpRes AI Tooling Panorama, with **76%** vendors in this category operating at **Level 2 AI maturity**. Nearly **9%** have reached Level 3, where **agentic AI autonomously triages incidents, execute parts of crisis playbooks, and generate real-time multilingual updates** to support rapid decision-making. This category uses AI to triage incidents and coordinate crisis response with mass communications, guided playbooks, and post-incident analysis. It is

Key AI-enabled functionalities include:

- **Incident management:** AI enhances the entire incident lifecycle from multichannel intake to closure including incident triage and prioritization, case handling, event correlation and investigation.
- **Dynamic playbook execution:** AI analyzes signals from monitoring systems, correlates symptoms, generates or updates crisis playbooks, and guides responders step-by-step.
- **Crisis communications and live situation reporting:** AI drafts, translates, and tailor's crisis communications while simultaneously synthesizing live operational updates of situation reports with recommended actions.

Top 3 cross-domain resilience bundles in the market:

Our analysis shows that vendors have increasingly bundled multiple capabilities into a single platform, with every vendor in the 2026 OpRes AI Tooling Panorama mapped to more than one functional category. Below are the three most common functional bundles, with **each anchor functional category paired with its top two cross-domain resilience categories** and the number of vendors offering those combinations.

Out of 55 Vendors in **Governance Risk & Compliance**	Out of 29 Vendors in **Business Continuity**	Out of 19 Vendors in **Assets and Dependency Management**
➢ 41 offers **Third-Party Resilience**	➢ 25 offers **Governance Risk & Compliance**	➢ 18 offers **Governance Risk & Compliance**
➢ 29 offers **Crisis & Incident Response**	➢ 24 offers **Crisis & Incident Response**	➢ 17 offers **Third-Party Resilience**

4 trends redefining the OpRes AI tooling market

Emerging trends

Across 89 vendors, we have observed a distinct pattern of vendors' functional capabilities and AI maturity reveals powerful market shifts.

1. Workflow driven AI with human supervision or "Level 2 AI Maturity" is now the market baseline
2. Governance risk & compliance(GRC), crisis & incident response and third-party resilience dominate vendor offerings
3. No trace of agentic AI within technology recovery or asset & dependency mapping functional categories
4. Workflow-Driven AI spans multiple functional categories, while Agentic AI remains highly niche

1. Workflow driven AI with human supervision or "Level 2 AI Maturity" is the market baseline

- **Level 2 AI dominates the market:** Vendors at Level 2 AI maturity lead our 2026 OpRes AI Tooling Panorama, with **76% of vendors delivering workflow-driven AI** that prioritizes, correlates, drafts, validates and triggers tasks under human guardrails.
- **Broad, workflow-centric automation:** Level 2 capabilities span multiple functions, including control mapping, evidence extraction, horizon scanning, vendor scoring, document parsing, task-triggering, anomaly detection, runbook generation and guided orchestration.
- **The "safe middle ground" for organizations:** As organizations balance value and risk, vendors offering Level 2 AI maturity have become the optimal choice for AI adoption; delivering strong automation that removes major manual effort while maintaining auditability, governance, and human oversight.
- **A transitional phase toward future autonomy:** Though vendors signal future movement toward agentic AI, today it remains in guard-railed automation due to constraints in trust, explainability and data quality and operational safety.

2. Governance risk & compliance (GRC), crisis & incident response and third-party resilience dominate vendor offerings

- **GRC Is the strongest gravitational center:** It appears 55 times across our 2026 OpRes AI Tooling Panorama, appearing more than any other functional category**.** This is the highest volume of AI adoption and the largest vendor concentration.
- **GRC and third-party resilience form a unified stack:** 47% of vendors from panorama offering both together, with Mmany vendors positioning these functional categories as a single integrated suite.
- **Crisis & incident response is the second major cluster:** Appears 54 times in the Panorama and demonstrates strong AI maturity across AI Levels 1–3.

- **The core orbit of resilience tooling:** Nearly **two-thirds of vendors** in the **2026 Panorama lead with these 3 functional capabilities,** which makes it the center of gravity for vendors expanding into multi-domain resilience workflows.

3. No trace of agentic AI within technology recovery and asset & dependency mapping functional categories

- **No level 3 AI autonomy:** We do not see any convincing evidence of Level 3 AI maturity across these categories
- **Technology recovery delivers level 2 AI guided automation:** Vendors in this category provide guided recovery, test simulations, scheduling, and runbook generation; often in high-stakes, time-critical situations and so, **humans remain in the decision loop** to initiate failovers, approve restorations, or adjust procedures in ambiguous scenarios.
- **Asset & dependency mapping focuses on visibility, not execution:** Vendors in this category center on mapping assets, processes, and service dependencies, and **support other resilience activities** such as scenario testing, continuity planning, impact analysis etc. They **provide intelligence and decision support to other functional categories** but do not reroute services, modify dependencies or execute any changes independently.

4. Workflow-driven AI spans multiple functional categories, while agentic AI remains highly niche

- **Broader functional scope reduces agentic AI feasibility:** We observed a clear pattern: the **broader a vendor's functional coverage, the less likely it is to offer agentic AI**.
- **Agentic AI appears only in niche, high-control domains:** Across the panorama, agentic AI emerges only in tightly bounded, high-control functional areas where autonomy requires deep, high-fidelity data and precise operational logic that **broad cross-domain platforms cannot yet support**. As a result, agentic capabilities are limited to specialist lanes such as crisis & incident response investigations or targeted governance, risk and assurance automation, rather than appearing across wider multi-scope resilience suites.
- **Vendors with level 2 AI maturity spans multiple functional bundles:** 76% of vendors across 2026 OpRes AI Tooling Panorama operate at Level 2 AI maturity, showing the widest functional span; averaging at least 2.7 functional categories per vendor and often stretching across 4–6 operational domains—reflecting the **market with integrated resilience platforms thriving at Level-2 AI maturity.**

"The resilience tooling landscape is rapidly evolving, with AI-enabled platforms emerging as clear differentiators for organizations seeking faster, more adaptive recovery capabilities. While fully autonomous agentic responses remain unsuitable for the most sensitive recovery actions, workflow-driven AI with human oversight already delivers meaningful efficiency gains. This approach preserves auditability and regulatory confidence whist allowing firms to capture the practical benefits of AI-assisted resilience."

Suman Dogra GAUR
Senior Manager

The truth gap: AI Tooling vs client reality

On the ground insights from Wavestone OpRes SMEs working with clients who are exploring and implementing vendors offers AI capabilities across their resilience environments.

1. The AI capability Is advancing faster than client readiness

- **The majority of our clients remain in exploration mode** rather than ready to adopt these capabilities at scale. **AI tooling is advancing rapidly**, with broader use-case coverage and early agentic behaviors emerging.
- **Foundational gaps are the biggest barrier,** with fragmented and inconsistent data landscapes (weak process mapping unclear dependencies, etc.), legacy systems, limited integration's, lack of standardized taxonomies, and regulatory constraints all **reducing the reliability of AI-driven outputs.**
- **Difficulty linking vendor claims to real resilience outcomes:** SMEs state that while vendor solutions appear promising, our clients often struggle to **trace marketed capabilities back to clear, measurable resilience outcomes** tailored to their organization, making it difficult to assess true value of AI outcomes.

2. Trust and operating model barriers limit high-impact adoption

- **Limited trust in AI during high-stakes situations:** Our clients remain skeptical about relying on AI in time critical situations, reinforcing a strong preference for human led decision-making during crises. Even when vendors offer compelling AI features.
- **Adapting operating models for AI adoption:** Operational Resilience environments rely on mature, structured workflows, and introducing AI requires new skills, retraining, process redesign, and cultural adaptation—changes that are often resisted by teams accustomed to fully auditable ways of working.

3. AI energy consumption is emerging as a strategic ESG concern

- **The ESG footprint of AI Adoption:** Our clients must consider the tangible ESG impact of adopting AI-enabled tooling. It's evident that the computational power required for AI model training and ongoing inference consumes significant energy.
- **Growing focus on environmental impact of AI workloads:** As organizations scale AI across their resilience environments, the energy footprint into ESG assessments must be factored in. We recommend requesting transparency on vendor data-center sustainability, cloud efficiency and options to minimize compute intensity over time.

"While the AI tooling ecosystem is maturing rapidly, organizations are adopting cautiously and selectively. The disparity 'what the market promises' and 'what clients can use today' mainly comes down to foundational issues, limited trust in AI during high stakes decision and a preference for incremental, low-risk adoption pathways. AI is an important future accelerator for Operational Resilience, yet most organizations are still building the grounds for it to be effective, scalable and defensible."

Nigna Anil
Senior Consultant

The future of OpRes AI tooling—what comes next?

A concise view of how AI-enabled Operational Resilience capabilities are evolving and where the next wave of adoption will take hold.

1. Adoption of low-risk Agentic AI

Most organizations will **blend Level 2 workflow automation with selective Level 3 agentic AI to enhance resilience.** Agentic AI will be used in situations like evidence validation, control-mapping vendor-assessment agents, incident-triage assistants, and guided scenario-testing bots, etc.; where **autonomy is constrained, auditable, and safely overseen by human.**

Immediate adoption

2. Emerging shift toward multi-agent AI

Organizations anticipate a shift from siloed, single-purpose AI agents toward **multiple coordinated agents that operate across resilience platforms**—sharing information and aligning actions. These agents will collaborate across functions to enable earlier risk detection, holistic cross-domain visibility, and more informed decisions, **including tasks such as automatically rerouting processes during an outage.**

3. AI guardrails to protect resilience

AI-powered resilience tools will come with **built-in guardrails that constantly watch key performance indicators** like system stability, decision accuracy, and the health of critical dependencies. If the AI starts making a decision that could weaken any of the resilience KPIs, the system **will automatically pause, override or reverse the action**. This ensures automation only goes ahead when it strengthens the organization's stability.

Long-term adoption

3 things organizations must do to adapt to the changing AI tooling landscape

1. **Build strong governance and ethical AI:** Treat AI as a critical operational dependency by putting in place clear guardrails, and auditability. Limits what AI systems can access or do to ensure humans remain accountable for key decisions.
2. **Strengthen the foundations first:** Validate data quality and processes first, then begin with low-risk, high-value pilots (e.g., evidence mapping, content generation, classification, routing and triage) that don't rely on full organizational resilience data before scaling more widely.
3. **Measure impact and maintain traceability:** Prioritize vendors that provide measurable evidence of improved resilience, such as faster analysis with accuracy. They should be able to offer full traceability back to authoritative data sources.

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About Wavestone

Wavestone is a consulting powerhouse, dedicated to supporting strategic transformations of businesses and organizations in a world that is undergoing unprecedented change, with the ambition to create positive and long-lasting impacts for all its stakeholders.

Drawing on more than 5,500 employees in 17 countries across Europe, North America and Asia, the firm offers a 360° portfolio of high-value consulting services, combining seamlessly first-class sector expertise with a wide range of cross-industry capabilities.

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