Multi-agent technology (MAT) is a new paradigm of software engineering for solving complex problems which is based on bio-inspired concepts of self-organization and evolution. The fundamental basis of MAT, key design decisions and first industrial applications for real time resource allocation, scheduling and optimization are presented. Main focus of future developments based on ideas of adaptive p2p networks of self-organized systems is considered. Proposal for collaborative R&D project for intelligent personal assistant which is able to co-evolute with intelligent services is discussed. Potential applications include business and tourism, healthcare and social services and other domains.