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GenAI-augmented Strategic Resource Planning for a humanitarian organisation

Deloitte implemented generative AI solutions at an agency in the humanitarian space. The aim was to reduce the manual effort involved in strategic resource planning processes and ensure greater programmatic alignment across a complex network of decentralised, regional field offices. This initiative enhances strategic clarity and delivers more effective services to the communities in which the agency works.

The Challenges

A persistent challenge for international organisations is the extensive manual effort required to produce, review and synthesise strategic documents (analyses, assessments, reports…), resources, and policy guidelines.

These tasks hinder timely decision-making, undermine alignment with donor requirements, and make it difficult to maintain coherent strategic frameworks and performance indicators across operations.

Inconsistent or outdated policy guidance can also exacerbate inefficiencies, delaying vital assistance for people and communities in crisis and limiting the organisation's ability to adapt quickly to emerging needs.

The Solution

Deloitte is deploying four generative AI assistants to address distinct yet interconnected processes.

Built using the client's selected technology, Azure OpenAI*, these assistants streamline the creation of situational reports by extracting and consolidating information from diverse sources. They ensure coherence across country plans, accelerate quality assurance, and provide user-friendly policy workflows across the organisation.

Staff training in GenAI is expected to help reduce the time spent on manual tasks by 35-90% depending on the use case and promote comprehensive adoption of AI-driven solutions in each target office.The confidence level of employees in using GenAI climbed to an impressive 80%.

The Impact

When effectively implemented, AI innovations accelerate planning processes and improve strategic alignment.

Field operations gain the agility to respond more swiftly to changing contexts.

Leadership benefits from more robust data-driven insights to inform planning decisions and policy adjustments.

More consistent documents foster mutual understanding, facilitating collaboration and trust when funding is uncertain.

More comprehensive data helps deliver timely, life-saving assistance to vulnerable populations worldwide.

* Underlying technologies included CosmosDB for Data storage, Entra ID for authentication, and Log Analytics Workspace for telemetry and analytics.

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