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Global Business Services (GBS): Reimagined in the era of Agentic AI

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Agentic AI, characterised by its ability to act autonomously and make decisions, presents a transformative opportunity for reimagining GBS. Its ability to automate complex tasks, optimise processes, and proactively identify and resolve issues surpasses the capabilities of traditional rule-based automations. Agentic AI can empower GBS teams to focus on strategic initiatives, releasing their capacity from repetitive, manual tasks and enabling them to contribute more to the strategic business objectives.

This paper explores the capabilities of Agentic AI and offers a practical guide to successful implementation and user adoption.

Imagine a world where GBS...

...delivers **new outcomes and insights** to improve performance and transformation...

...utilises **real-time data and insights** to optimise business operations...

...provides services with **hyper-personalisation** that drive **unparalleled adoption**...

...develops an ecosystem in which **most of the processes** are delivered **without human intervention**...

...works in a hybrid model (Human + AI Agents) by accessing the **best talent anywhere** across the globe...

...releases **hundreds of millions** of dollars in **bottom-line value**...

Agentic AI presents an opportunity to fundamentally change how GBS operates

Radical shift in how GBS is positioned and the value it offers

GBS becomes a catalyst for enterprise transformation rather than a by-product of it, fostering innovation and driving continuous improvements

Potential for new business outcomes that improve bottom line

Unlocks new revenue streams, data-driven insights, and opportunities with innovative GBS offerings to enhance profitability and ROI across the value chain

Disruption of GBS fundamentals such as location and cost

Transitions from a 'cost-focused capacity model' to a 'capability-focused model' driven by access to digital and niche talent driving value across the enterprise

Fundamental change in the nature of work and skills required

A Human-AI hybrid workforce, using technology to strategically focus human expertise for maximum business impact and value add activities

Challenging traditional approaches to scaling GBS

Replaces rigid infrastructure, resource constraints and fixed costs with lean, agile, and optimised resourcing powered by scalable, on-demand AI agents

Agentic AI value plays and its application

VALUE PLAYS

01

AMPLIFICATION PLAY
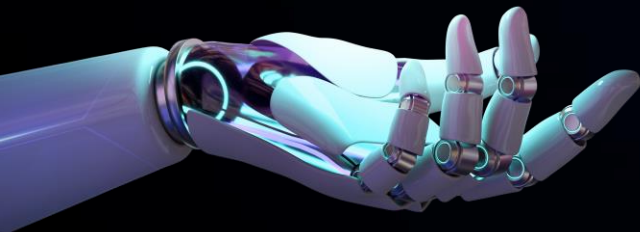Use agents to amplify the capabilities, accuracy, and outcomes of existing AI use cases

02

EXPANSION PLAY
Use agents to more efficiently expand the breadth of capabilities, data, and specialisation of existing AI use cases

03

DIGITAL WORKFORCE PLAY
Use agents to power end-to-end automations and fuel autonomous business processes

AGENT TYPES AND EXAMPLE APPLICATIONS

Task specific agents
Tailored to perform specific tasks efficiently

Example applications: AI tools for analysing supplier proposals and predicting optimal pricing

Automation agents
Automate workflows that require multiple steps

Example applications: Tools to automate purchase order generation, invoice processing and payment approvals

Research agents
Facilitate research by extracting insights from various sources

Example applications: Tools to facilitate market research, identifying new suppliers and alternative materials

Collaboration agents
Enhance collaboration among various teams

Example applications: Tools for enhancing communication among procurement, suppliers and internal teams

Knowledge management agents
Collect and disseminate vital information within an organisation

Example applications: Tools to create training materials, organise procurement data, including contracts

Authoring agents
Automate the creation of various documents

Example applications: Tools for automating the creation of contracts, regulatory documentation and reports

Monitoring agents
Monitor multiple performances in real-time

Example applications: Tools for real-time monitoring of supplier performance, inventory levels and spends

Incident management agents
Detect and resolve operational incidents

Example applications: Tools to detect and resolve supply chain disruptions, contract breaches and issues

Quality assurance agents
Automate quality checks to ensure results reliability

Example applications: Tools for automating quality checks of materials and supplier compliance verification

GBS can unlock significant value across the enterprise value chain through AI agents

GROW REVENUE
5 – 15% increase in revenue

- **Upselling / Cross-selling Agentic AI bots** embedded in all customer conversations

- AI agents able to **analyse customer interactions in real-time** to identify unmet needs and uncover hidden demand

- AI-driven **launch agents** for scenario planning, simulations, market sensing to accelerate product launch and speed to market

IMPROVE MARGINS (SG&A, COGS)
> 50% reduction in SG&A costs

- **Dynamic cost optimisation through AI agents** targeted at identifying optimisation avenues

- **AI FTEs that make up part of an 'on demand' workforce** driving exponential scale, accuracy and reliability

- Adaptive AI agents that **learn and evolve processes** in real-time to remove bottlenecks and manage exceptions

BOOST EFFICIENCY AND PRODUCTIVITY
> 60% improvement in productivity

- **Predictive AI agents turn 'operational' GBS hubs into Control Towers**, optimising inventory and asset utilisation

- Autonomous agents managing receivables and payables in **real-time**

- Embedded AI agents for **predictive maintenance** and increasing useful life of equipment and digital assets

DRIVE RESILIENCE AND COMPLIANCE
Absorb 60-80% service volume surge

- **Audit-prep AI agents** to automate audit trail tasks, reviews and reporting

- **Globally distributed AI agents** to build an evolving, adaptive, and agile organisation that is 'always on'

- **Location agnostic AI workforce** that optimises tax footprint, instead of relying on massive global hubs and risking geopolitical exposure

AMPLIFICATION PLAY   EXPANSION PLAY   DIGITAL WORKFORCE PLAY

A practical guide to using Agentic AI

Target big wins

Focus on use cases that offer the greatest impact in the shortest time across GBS and showcase clear, measurable benefits through compelling pilots

Strategy first, AI second

Align initiatives directly with key business priorities to ensure maximum impact and return on investment across business functions and underlying processes

Think big, start small

Begin with targeted and iterative pilots to scale faster leveraging buy-in from key stakeholders directly linking the benefits to the strategic business priorities

Data quality and governance

Maintaining high data quality through robust governance, including data cleansing, validation, integration and ongoing monitoring, is critical for reliable Agentic AI solution

Change management

Successful adoption requires proactive change management strategies, including communication, training, and addressing potential employee resistance to new technologies and workflows

Ethics at the core

Establish clear ethical guidelines for data governance and responsible AI usage from the outset, mitigating risks and building trust with all parties involved within and outside the enterprise

Vendor ecosystem

Strategic selection and management of technology vendors are crucial for successful Agentic AI implementation; considerations include vendor capabilities, integration compatibility, and ongoing support

Continuous improvement

Embrace it like a journey not a one-time implementation, supported by ongoing learning, refinement, and optimisation for long-term success and value realization for the enterprise

What should you aim to achieve in the next 60 days?

01
IDENTIFY 1-2 HIGH-PRIORITY, QUICK-WINS

Use Deloitte's Agentic Blueprint Analyser, to rapidly identify 1–2 high-impact processes and develop solution blueprints, with clear potential for AI-driven improvement

02
ENGAGE STAKEHOLDERS

Secure executive buy-in and seed funding to experiment with quick-win solutions and enable AI-literate teams to learn and evolve as they mature in the journey

03
DEVELOP PILOT USE CASE(S)

Rapidly develop and deploy minimum viable products for the selected processes, focusing on a limited scope with potential to **demonstrate value quickly**

04
SHARE SUCCESS STORIES AND BENEFITS

Socialise early successes and quantifiable benefits from the pilots to internal stakeholders to demonstrate the value of Agentic AI and secure further **leadership buy-in**

05
LEARN, SCALE AND GROW

Scale solutions and capabilities across business value streams and measure outcomes to progressively **reach peak value realisation**, leveraging learnings from pilots (ongoing...)

Interested? Get in touch to explore further and start your journey

We're here to help

Get in touch

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