



# Harnessing AI for the mobile workforce of tomorrow

Sunny Sharma & Gary Baker

GLOBAL EMPLOYER SERVICES TURN IT UP



# What do you want out of the day?

Go to [www.menti.com](https://www.menti.com) on your phone

Enter code 2776 6590



Or use QR code



What do you want out of today's session?

A

General curiosity about AI

B

See examples of AI in mobility

C

I feel I have to know more!

D

I don't know 😊

E

Other

# What will we talk about today?



Trends in the use of AI



The challenges and forces of change for mobility?



Practical focus on AI in mobility



One size doesn't fit all: Take action

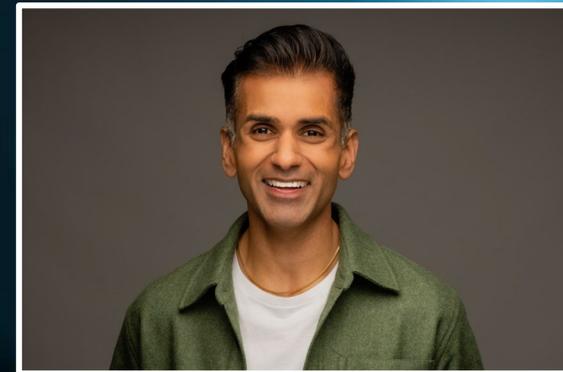
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# What does our use of AI look like?

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How often do you use AI for personal use?



A

Daily



B

Weekly



C

Monthly



D

Less Than Monthly



What impact is AI having within your teams?



A

Fundamental. We can't work without it



B

Occasionally it helps



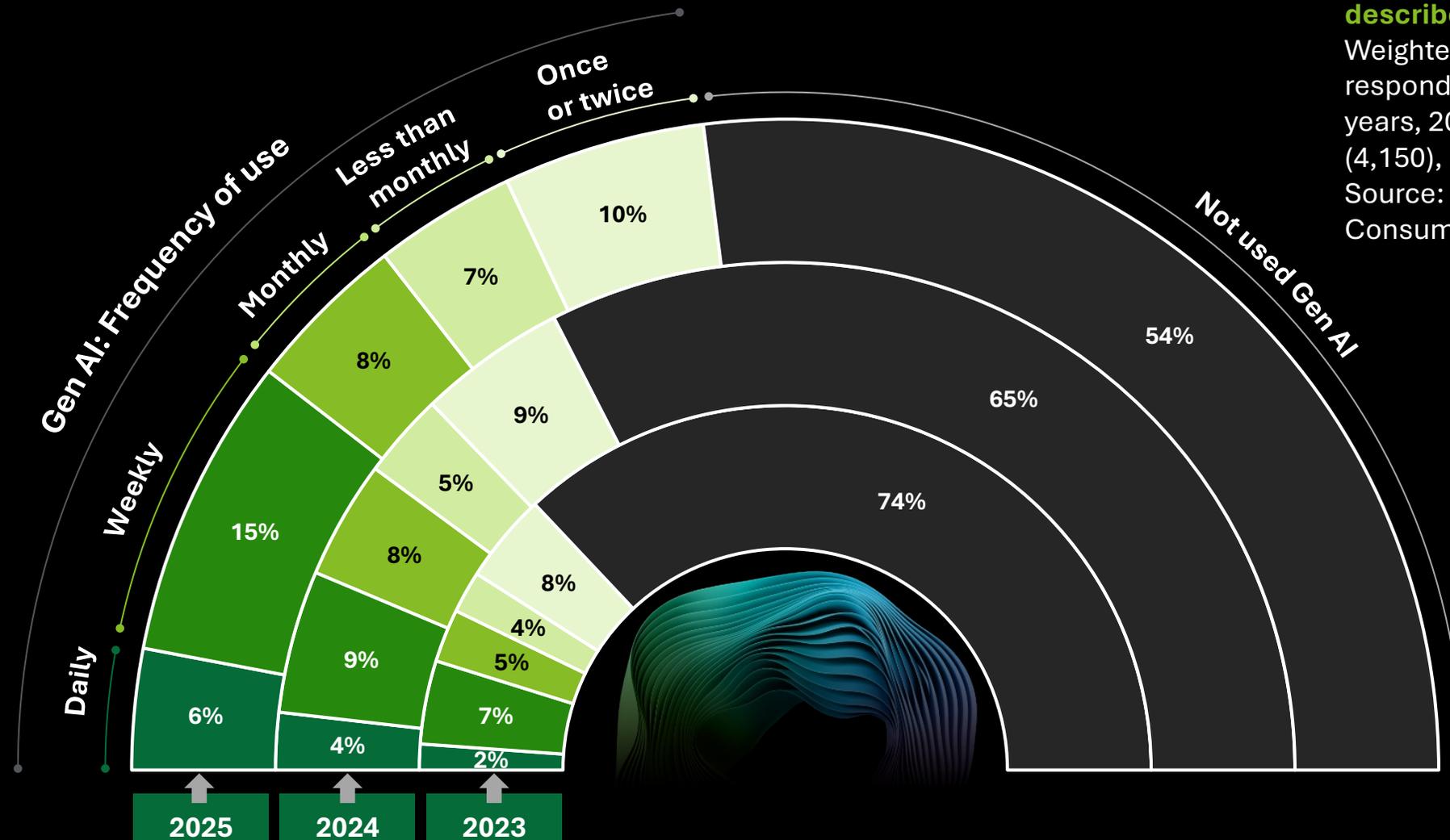
C

AI is not used at all

# Things are changing



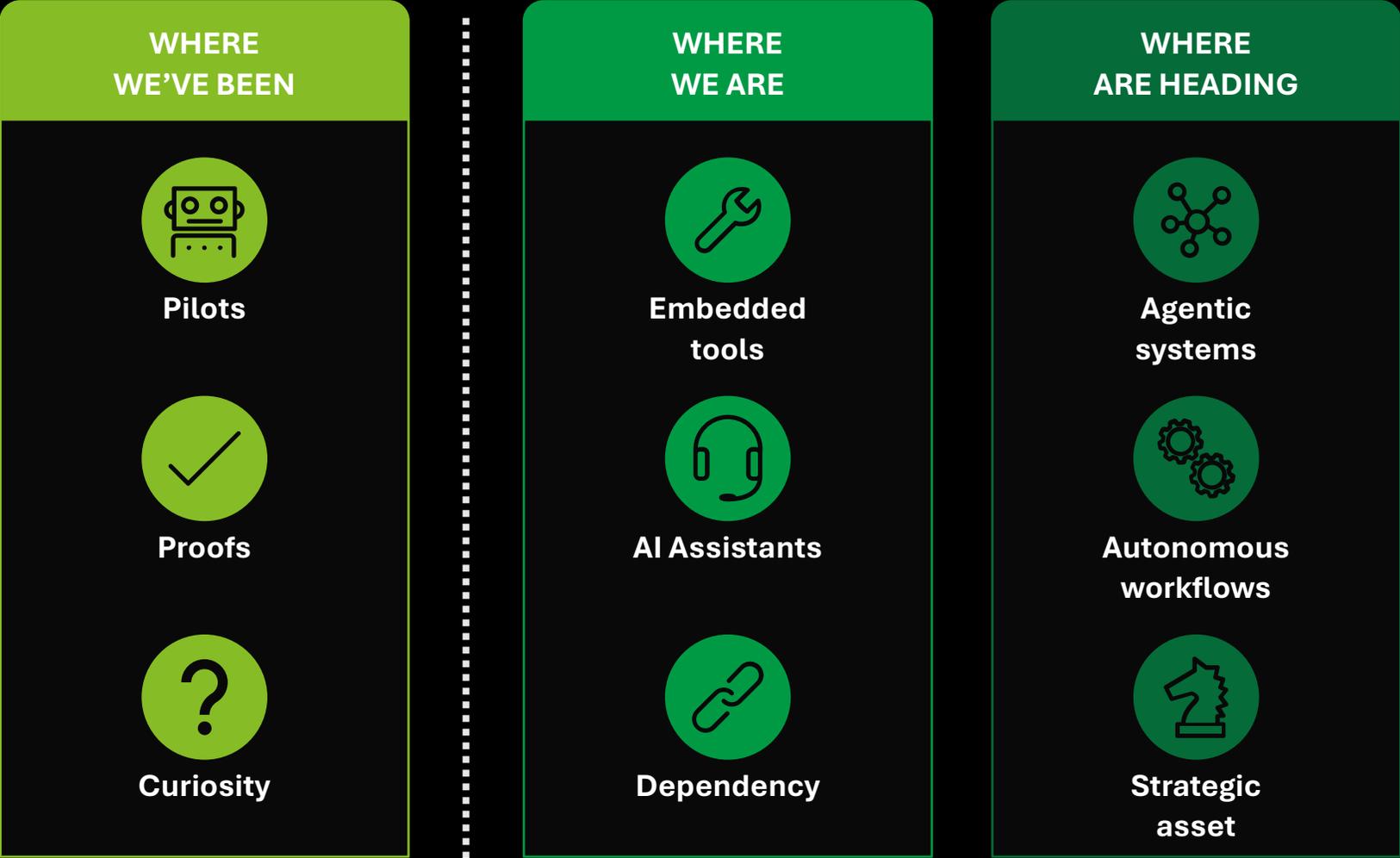
The proportion of Gen AI users who use it at least weekly/daily is now at 21%; this is a 66% year on year increase



**Question: Which best describes your use?**

Weighted base: All respondents aged 16-75 years, 2023 (4,150), 2024 (4,150), 2025 (4,150)  
 Source: Deloitte Digital Consumer Trends, UK, 2025

**MOST ARE HERE**



# Today's Mobility



**Lots of problems to solve**



**Lots of data**

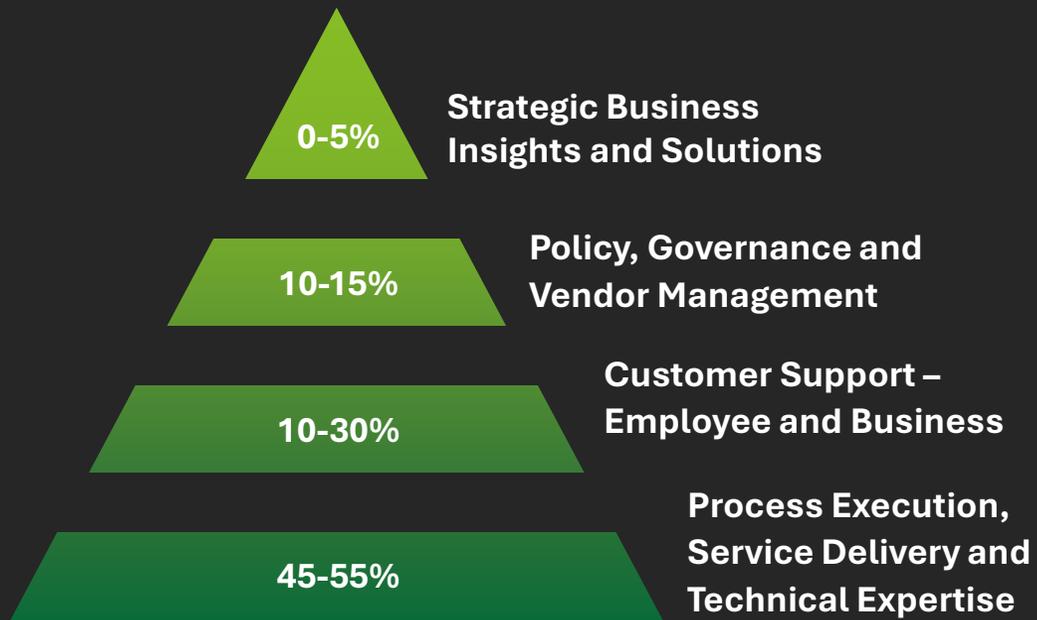


**Lots of software**

# A strategic intent ... but... a reactive delivery

External complexity + internal fragmentation = reactivity.

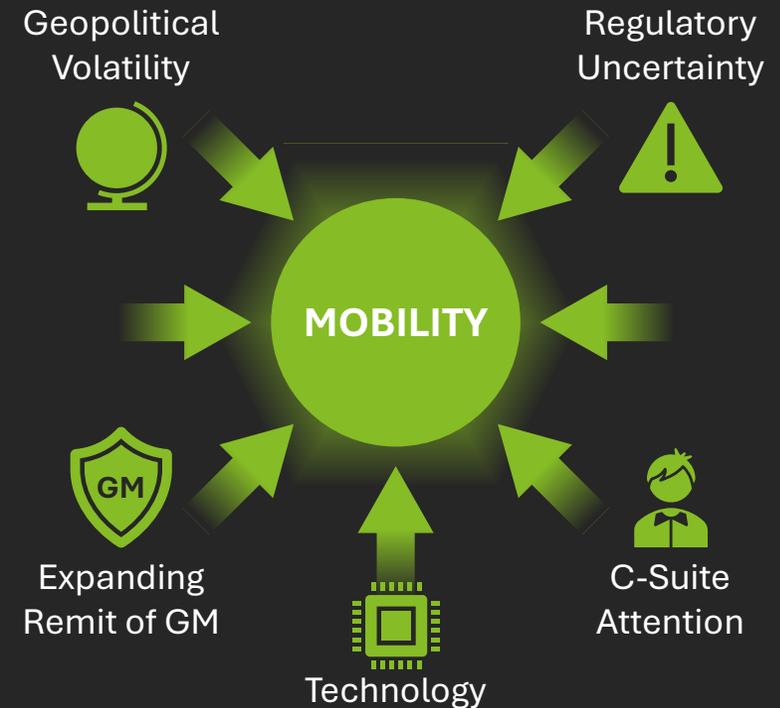
## HOW WE WORK



Traditional Work Effort

+

## OPERATING ENVIRONMENT



Constant pressure and changes

# From reactive delivery to strategic impact

AI powered execution unlocks a strategic mobility



## Agentic AI

The recent buzzword. Agents are software that can make a **plan**, has access to **tools** and is able to **learn**

*Real time analytics, Security,...*



## Generative AI

AI trained on enormous amounts of data. Can generate new data. Text, music, video, images, ...

*Supporting queries, Productivity*

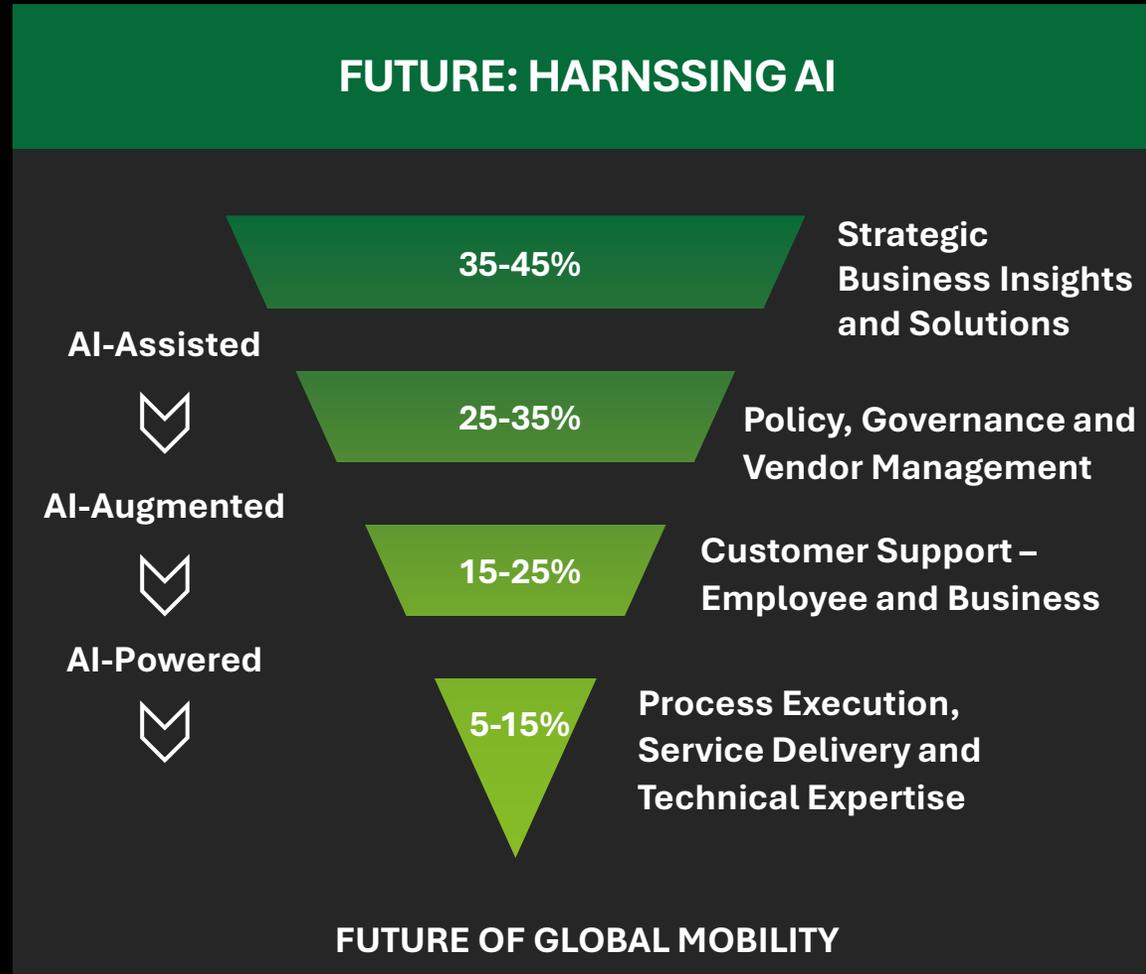


## RPA & Hard Coding

**Robotic Process Automation** and traditional software where calculations and actions are hard coded

*Application processing*

## FUTURE: HARNSSING AI



# What are we using AI for in Mobility?

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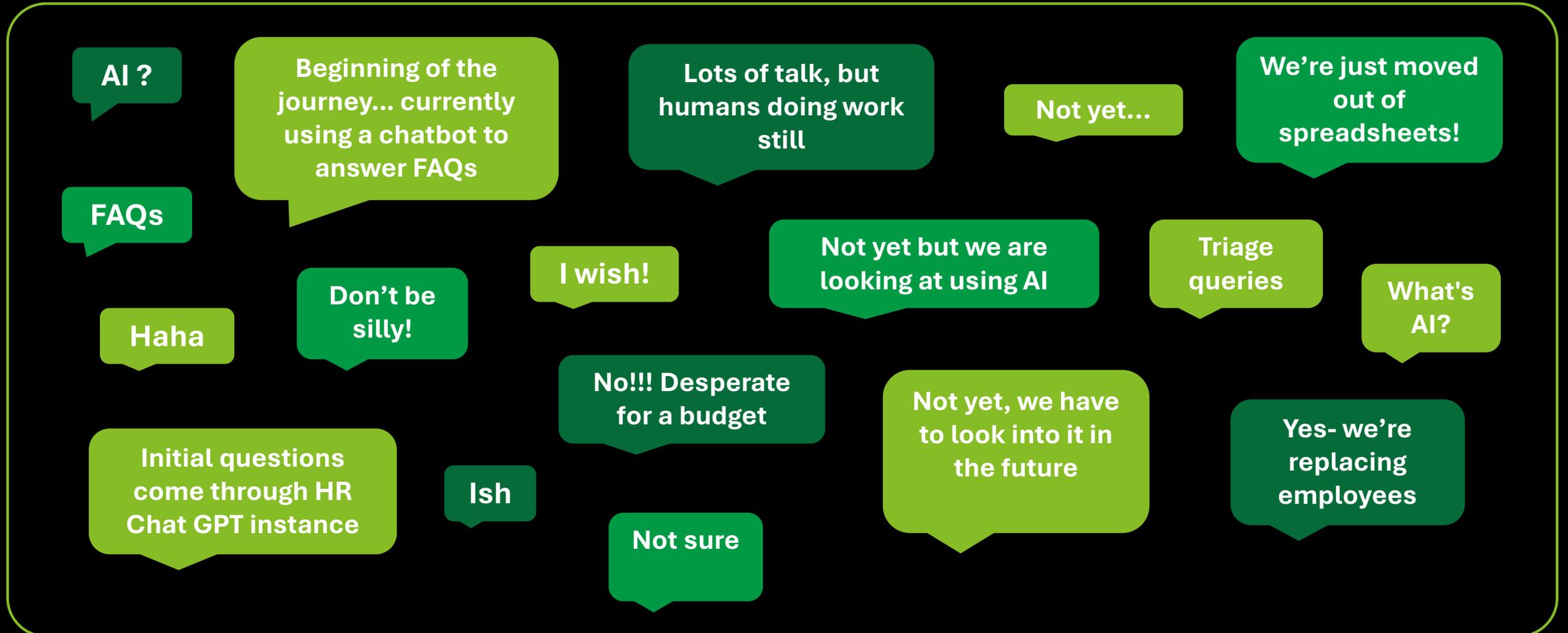


How do you use AI in your mobility programme?

# 2025: What you said...

## Does your mobility programme incorporate AI? If so, how?

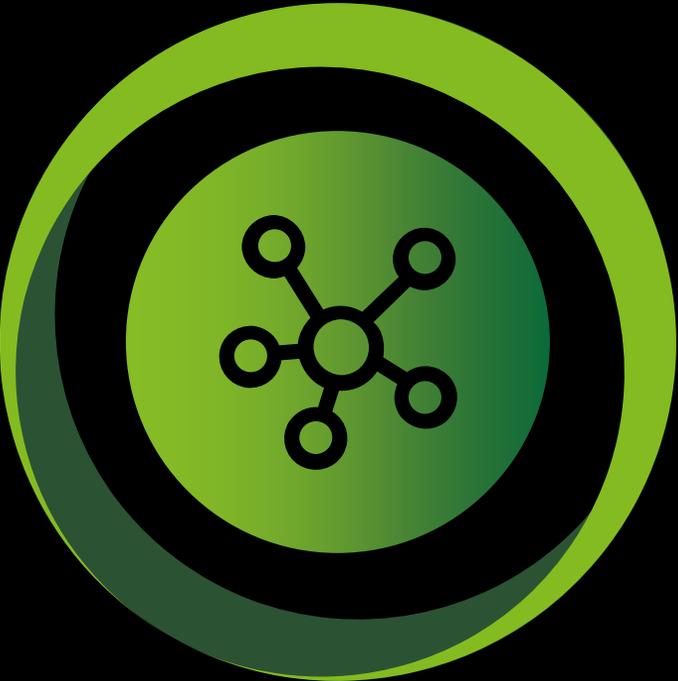
77 answered 'no'



## **AI in mobility**

What are some examples of AI that could be used in mobility now?

# Use Cases to



**Improving Efficiency in Mobility**  
Example: Intelligent Document and Workflow Automation



**Empowering Employees with access to information**  
Example: LLM interaction to surface knowledge

# Use Cases to



**Improving Efficiency in Mobility**  
Example: Intelligent Document and Workflow Automation

# Country Legislation Changes

This tool enables you to conduct analysis on recent immigration regulation changes and how it affects your work permit holder population

Use workflow · [Country Legislation Changes](#) Read 4 steps ×

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Select your Country ⌚

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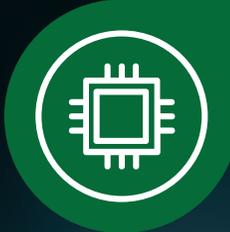
Employee list 📎 Attach document

---

Add additional context...

🗣️ 📄 ▶️ Run workflow

# Use Cases to



**Empowering Employees with access to information**

Example: LLM interaction to surface knowledge

# From productivity tools to intelligent operating models

AI maturity in mobility is realised through a portfolio approach ... not through a single decision

## AI Assistant:

Use what you already own

- e.g. *Embedded AI in Microsoft Tools*

## Vendor Solutions

Activate supplier capability

- e.g. *AI inside mobility, tax, and relocation platforms*

## Low/No Code Solutions

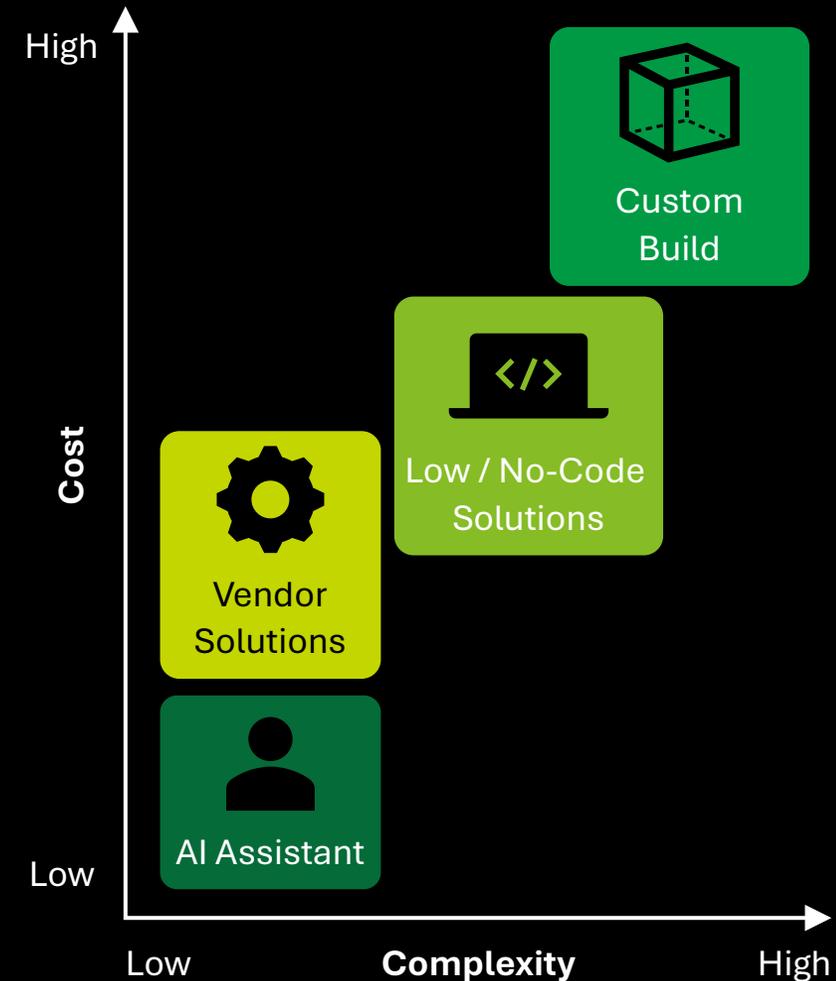
Build internal capability

- e.g. *ServiceNow, Workday, Power Platform*

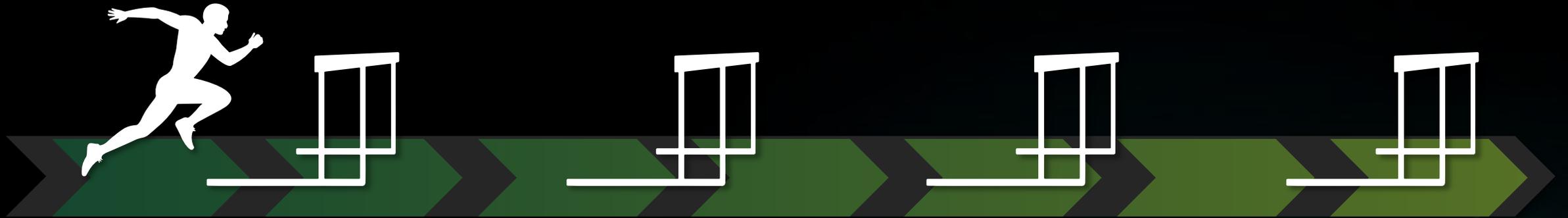
## Custom Build

Transform the operating model

- e.g. *Agentic workflows*



# Hurdles in AI Innovation



## Data

- Data Availability
- Data Relevance
- Data Quality

## Technology

- Tech Infrastructure
- Core Use Case
- Support Considerations

## Risk

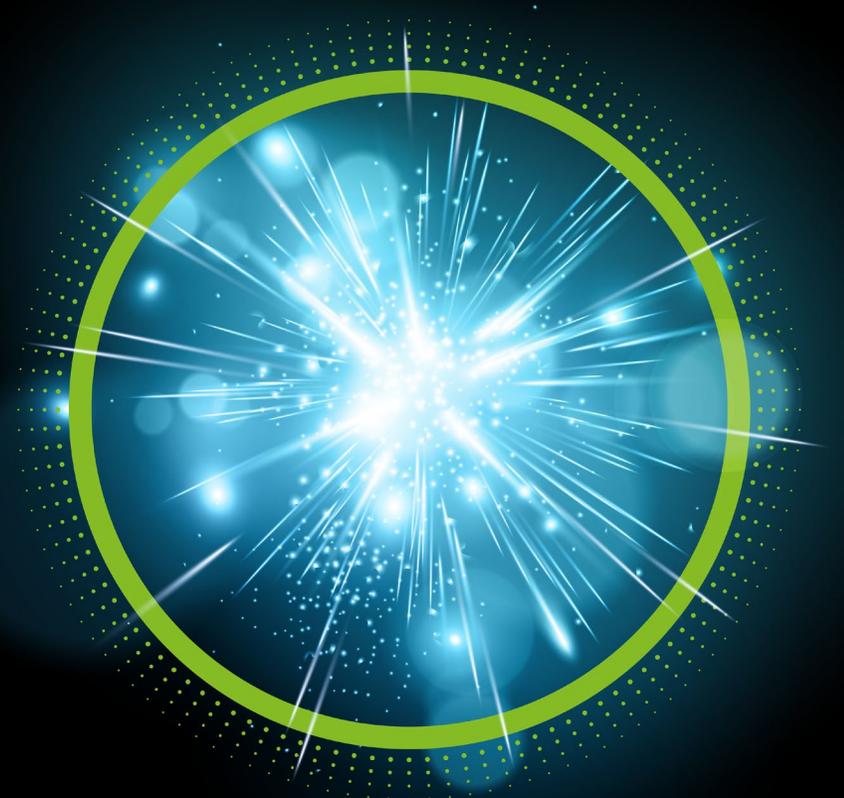
- Privacy and security
- Data Location
- Robustness
- Transparency and Fairness

## Cultural Impact

- Ambitions
- Culture
- Usage

**Think** exponentially. **Act** *incrementally*

**Thank you for coming**





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