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FUTURE-FORWARD ENTERPRISE AI:

DELOITTE'S JOURNEY TO ON-DEVICE INTELLIGENCE

From pilot to enterprise-wide adoption, see how Deloitte's collaboration with leading tech organizations is helping us and our clients overcome cloud limitations, boost performance, and achieve secure, resilient digital transformation.

AI is quickly becoming a hardware story as much as a software one. AI PCs—personal computers built to run AI workloads directly on the device—make that shift practical for the enterprise. Alongside the central processing unit (CPU) and graphics processing unit (GPU), an AI PC includes a neural processing unit (NPU), specialized hardware that boosts performance and energy efficiency for modern AI features—enabling faster, more secure on-device experiences even when cloud access is limited. As AI PCs expand across price and performance tiers, Deloitte expects NPUs to become standard in new enterprise fleets, accelerating on-device intelligence.

DELOITTE'S AI PC JOURNEY:
LEADING WITH VISION AND ACTION

Deloitte has long been a leader in enterprise AI strategy, advising organizations worldwide as they navigate complex, rapidly changing technology landscapes. Our demonstrated experience in cloud-enabled AI solutions laid the groundwork for our leadership in the era of Generative AI (GenAI) and beyond.

Our AI PC journey began when we recognized a strategic inflection point, as two converging forces began reshaping how enterprises needed to act:

1. ***The mainstreaming of GenAI:*** AI rapidly evolved from isolated pilots—like LLM-powered chatbots—into essential productivity tools embedded across enterprises. This acceleration demanded hardware capable of running complex models locally, making PCs into intelligent workflow participants.

2. ***Cloud strain and shadow AI:*** As the demand for AI soared, organizations began experiencing the limitations of cloud-only models: higher latency, unpredictable costs and compliance risks. This environment has fueled the rise of "Shadow AI"—employees turning to unsanctioned AI tools and risking data leakage without proper oversight. Like shadow IT before it, rapid AI adoption outpaces many organizations' ability to respond, creating both seen and unseen risks.

These forces converged as enterprise AI became increasingly tied to cloud computing and the large, energy-intensive data centers behind it. While this approach offers scale, it comes with ongoing challenges around cost, latency, and especially data security.

Deloitte saw that a cloud-only model was inefficient for widespread, secure enterprise AI. We realized a new architecture was required: one that would bring AI securely to the edge and directly onto practitioners' devices, and we were positioned to co-design and lead that transformation with our technology partners.

Seizing this opportunity early was no accident. Eighteen months ago, Deloitte made deliberate investments in experimenting with on-device AI capabilities, recognizing that the future of enterprise AI could not remain limited to cloud data centers. We needed a sustainable, global model that empowers practitioners directly at the point of work securely, efficiently, and at scale.

The solution: *To address these converging challenges, Deloitte began developing on-device alternatives to cloud-based AI, leveraging AI PCs as the foundation to enable our business and our clients' organizations to prepare for the future.*

USE CASES:
DELOITTE'S EARLY AI PC DEPLOYMENTS

NEURON SECURE, ON-DEVICE CODING ASSISTANT

In 2024, Deloitte collaborated with Dell to launch Neuron, an offline AI-powered coding assistant designed to help developers work more effectively—and more securely. As large language models became well established in coding workflows, enterprises faced a growing demand for AI tools that safeguard sensitive intellectual property. Dell devices were powered by the Intel® Core™ Ultra 7 platform with an AI Boost NPU.

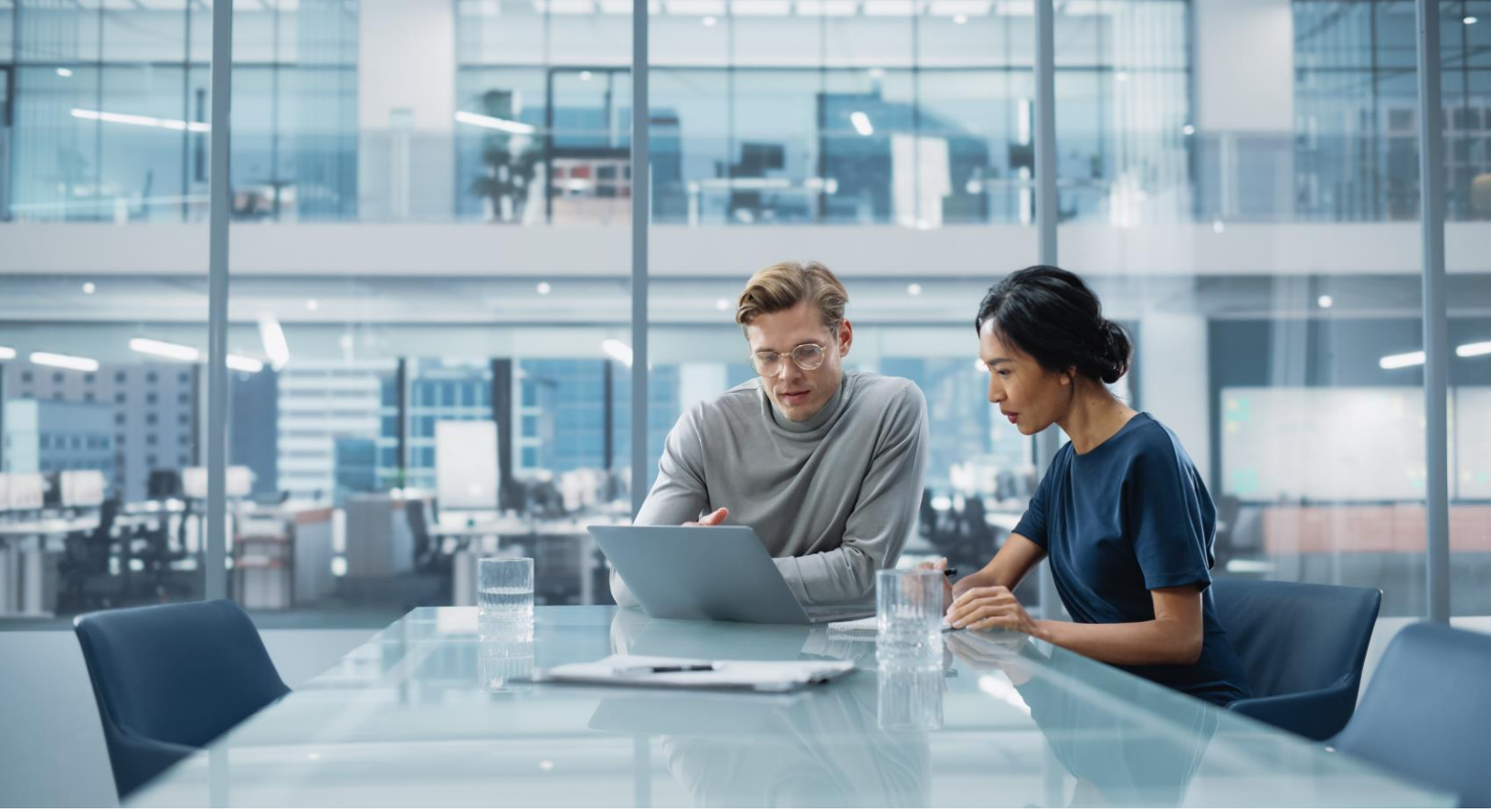
Neuron addresses these security concerns by running entirely on the user's device, ensuring that no proprietary data travels to the cloud. This approach not only reduced risks related to data exposure but also offered developers a reliable, high-performance AI companion. The benefits were measurable: after piloting Neuron, **83% of surveyed developers reported time savings, with a 41% overall improvement in coding efficiency.**[i]

TECHSAGE AND DELOITTESAGE: EVOLVING IT SERVICE MANAGEMENT

Alongside Neuron, Deloitte introduced **TechSage**—an AI-powered assistant for IT service management. TechSage performs continuous diagnosis and troubleshooting of IT issues, allowing tickets to be resolved efficiently. This empowers knowledge workers to stay productive and helps IT teams manage their workload more effectively.[ii]

In 2025, building on TechSage's effectiveness, Deloitte advanced the solution to **DeloitteSage**, a multi-agent AI platform. DeloitteSage intelligently coordinates both on-device and cloud-based specialized agents, automating routine IT tasks and creating a unified user experience.

The result: higher productivity, streamlined operations, and reduced reliance on manual intervention.[iii]



WHY ON-DEVICE USE CASES MATTER

These innovations weren't just technical achievements—they were strategic solutions, directly addressing the risk factors inherent in a cloud-only AI approach. AI PCs powered by NPUs and GPUs enabled rapid, secure, and cost-effective local processing for critical workflows.

Building early proof-of-concept solutions validated what was possible yet scaling awaited broader market adoption. Today, that threshold has arrived: AI PCs are entering the mainstream, making enterprise-wide deployment feasible and unlocking potential value for organizations committed to digital transformation.

DELOITTE TODAY:
ENTERPRISE-GRADE AI, EVERYWHERE

Deloitte continues to lead by embedding AI across our own organization as well as for clients. Our "AI Everywhere" strategy reflects a bold ambition: to integrate AI into daily work for practitioners, supported by thoughtful strategy and next-generation technology collaborations.

HARNESSING INTEL'S INNOVATION:
Our collaboration with Intel—leveraging Core Ultra processors (with integrated NPU) and the Intel vPro® platform—provides a broad foundation for secure, on-device AI. Together, we've pioneered ways to efficiently route workloads across CPU, GPU, and NPU resources, empowering practitioners to run models securely, locally, and at scale.

BUILDING FOR THE FUTURE:
Deloitte's long-term hardware strategy anticipates continuous advancement in enterprise AI software. By forming Alliances with companies like Intel, who proactively evolve for the next generation of software, we position Deloitte to remain at the forefront as commercial applications are increasingly adopting AI.

SECURING OUR STRATEGY:
Broad governance underpins every step. Keeping sensitive data on-device aligns with our Trustworthy AI framework, while Intel vPro technologies provide hardware-level protection for endpoint security. Our approach de risks investment and enables long-term value as the enterprise AI landscape expands.

This approach enables enterprises to be future-ready, aligning hardware strategies with the rise of Generative AI, and enabling readiness in performance, governance, and security.

DELOITTE TOMORROW:
EXPANDING IMPACT AND VALUE

Looking ahead, Deloitte is scaling its AI PC portfolio and deepening alliances with leading technology organizations. We expect that AI PCs can enable:

PRODUCTIVITY GAINS:
Beyond initial case studies, on-device AI will continue moving knowledge workers from manual, repetitive tasks to higher-value, innovative work—even in bandwidth-constrained environments. HP's leaders report spending less time on meeting notes and routine data analysis, enabling more rewarding work and increasing job satisfaction.[iv]

STRONGER SECURITY AND COMPLIANCE:
Processing sensitive data directly on the device strengthens both security and compliance.[v] By keeping workloads local, we reduce data transmission risks, aligning with our guidance on safeguarding client information. Industry collaborators like HP echo this, highlighting the privacy advantages of edge computing. In response to these needs, OEMs are building advanced security features into AI PCs; Dell, for instance, leverages Dell Pro AI Studio to protect AI models from emerging threats.[vi]

COST EFFICIENCY ADVANTAGES:
Cloud-based AI can be costly, whereas local AI processing on AI PCs is "virtually free," and can efficiently leverage idle hardware to boost on-demand compute capacity by up to seven times.[vii] Our ongoing work and Tech Trends 2025 research show that shifting suitable workloads from the cloud to the device enables lower, more predictable IT spend while lowering energy consumption for certain tasks.[viii] Overall, shifting workloads to devices can reduce expenses and make IT costs more predictable.

Intel Core Ultra-powered devices exemplify the "next wave" in our AI transformation, bringing more power, efficiency, and risk management directly to the edge of the business.

Going forward, Deloitte plans to continue collaborating with original equipment manufacturer (OEM) providers and the broader ecosystem to drive AI innovation, share best practices, and help clients realize the potential of AI-enabled PCs.

APPLYING DELOITTE'S LESSONS
TO YOUR AI PC JOURNEY

If you are considering your own investment in AI PCs, Deloitte's experience offers actionable recommendations:

1 ***Involve your leadership team early.*** Your pilot project may not align with your leaders' goals. If they aren't familiar with the potential of new technology, starting a conversation with educational resources and clear next steps can help gain support.

2 ***Include your technical team from the start.*** Your IT staff may have different ideas about what's feasible regarding troubleshooting, setup, and deployment. By collaborating closely and keeping lines of communication open, you can work through challenges together.

3 ***Time innovation with major events.*** Without visible triggers, it's harder to get buy-in. Many companies schedule "hardware refreshes"—these scheduled refreshes offer a great opportunity to discuss upgrading devices. Suggesting improvements to be implemented during these scheduled times enables your proposal to seem timely rather than out of the blue.

4 ***Collaborate with the right tech experts.*** Exploring new technologies isn't always your company's top priority. Working with a provider who can focus on this and offer strategic advice speeds up progress. Our relationships were invaluable for testing, getting feedback, and aligning with leading visions in our ecosystem.

5 ***Experiment at small scale before expanding.*** Every organization is unique, and piloting with a handful of devices helps spot problems before scaling up. In one internal test, we discovered a manual sync issue that was easy to fix on four machines but would've been risky with a larger quantity.

6 ***Promote full use of the new devices.*** Employees may stick to old habits on advanced devices, missing out on the benefits. Gauge their readiness for change, provide training, manage adoption, and communicate from the top down to encourage new behaviors.

7 ***Set up governance early.*** Clear rules and protocols prevent your AI PC efforts from drifting away from your overall AI and business strategies. Decide who leads, supports, executes, and stays informed, and encourage communication between teams. Good governance reassures leaders when navigating emerging technologies.

WE INVITE YOU TO ENGAGE WITH US:

Schedule an AI PC demo or connect with our team to discuss how these insights could accelerate your organization's own AI journey and technology refresh.

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ii. Deloitte US, "DeloitteSage - A multi-agent hybrid AI accelerator for enterprise knowledge workers", 12 October 2025.
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iv. Deloitte Insights, "HP Inc. helps transform the future of work with AI personal computers", 10 January 2025.
v. Deloitte Insights, "HP Inc. helps transform the future of work with AI personal computers".
vi. Javier Madriz, "Secure AI PCs, meet secure on-device AI apps," Dell Blog, 19 August 2025.
vii. Deloitte Insights, "HP Inc. helps transform the future of work with AI personal computers".
viii. Ibid.