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# ARE WE READY FOR GEN AI?

*EXPLORING ASPIRE & ADAPTIVE'S  
REPORT ON GEN AI*

**Michał Kościanek**  
Adaptive SAG



**Olgierd Sarzyński**  
Cisco

**Michał Sokołowski**  
ABB



**Bartosz Dyrkacz**  
Sappi



ADAPTIVE

SOLUTIONS & ADVISORY GROUP



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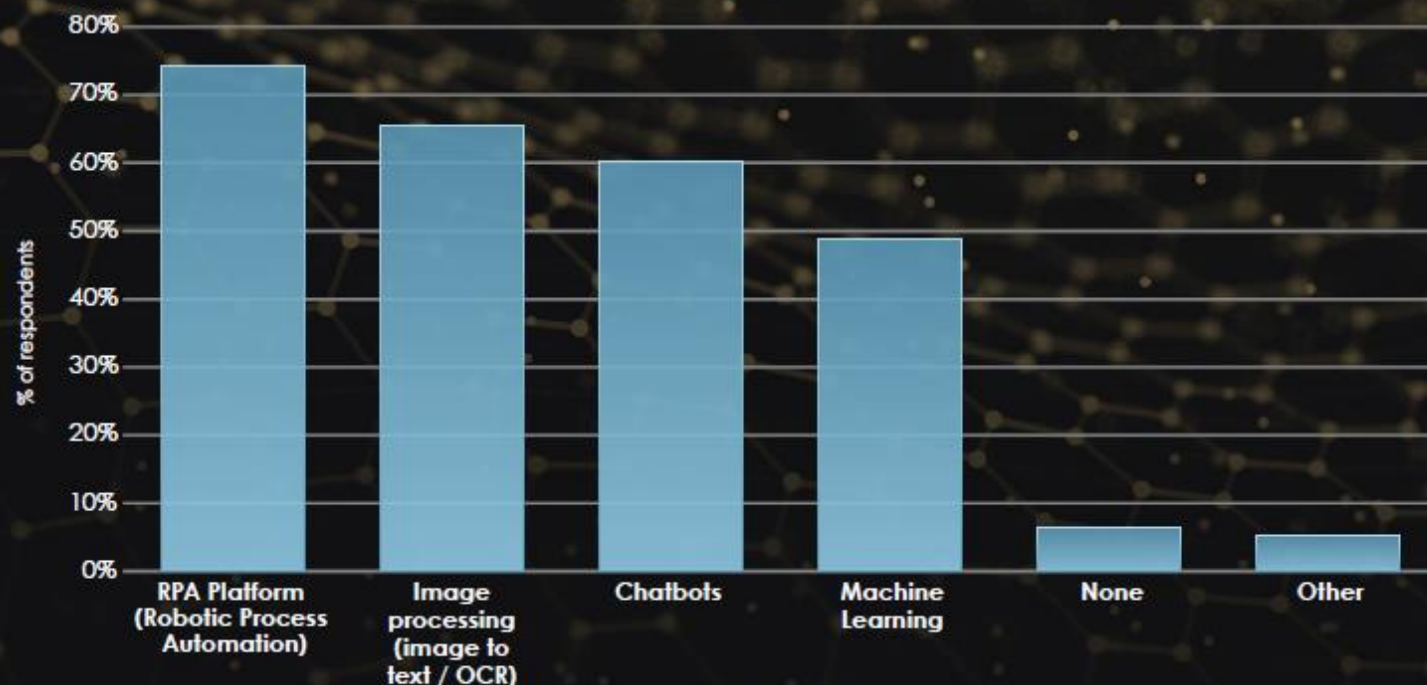
# FUTURE OF GBS: READINESS FOR GENERATIVE AI



Scan me!

# Most Popular Automations in GBS

Automation technologies used by GBS

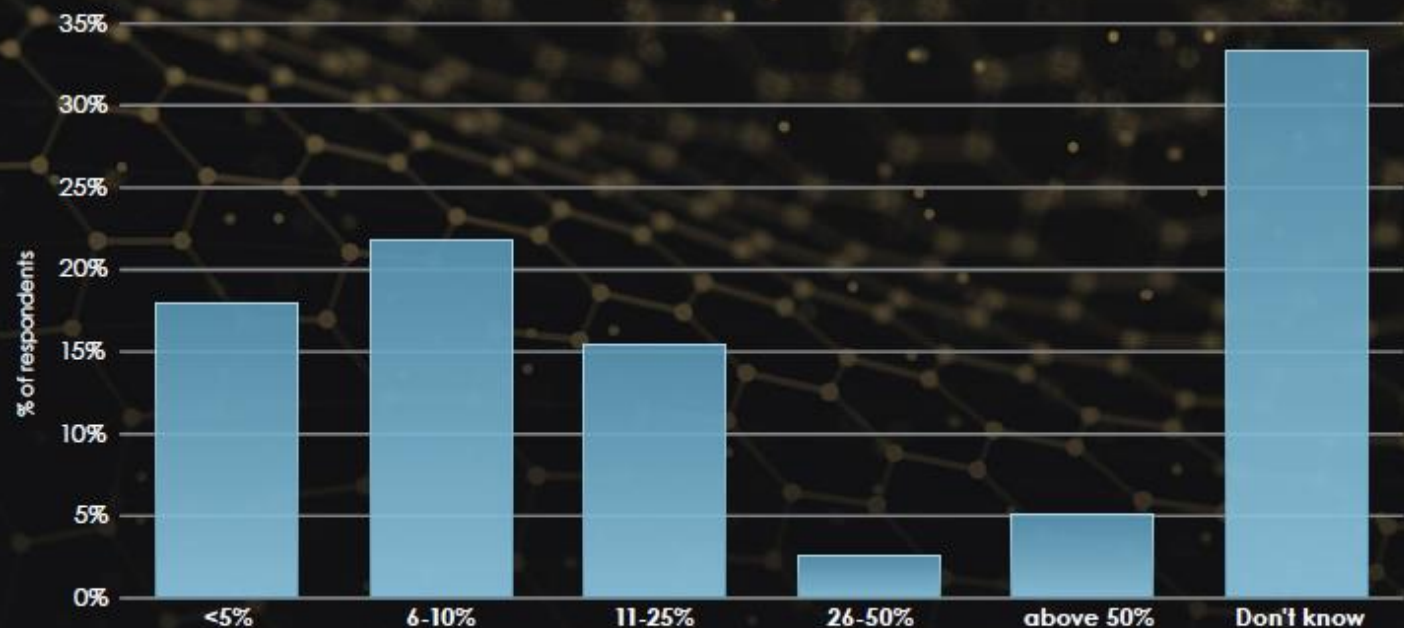


- ✓ Chatbot Surpasses Machine Learning
- ✓ RPA Outpaces Image Processing

Before we move on to artificial intelligence, let's check out other technologies that were fashionable and talked about quite recently. It seems that most of these technologies have been introduced to our organizations, the most popular of which are RPA, OCR, and ChatBot. Machine Learning is quite popular, although its implementation and even understanding is quite a problem. It seems that the introduction of artificial intelligence, which after all uses ML algorithms, will answer these problems.

# Automations: Significant Manual Effort Reduction?

## How much effort was reduced?



- ✓ More than 32% don't know Effort Reduction (!)
- ✓ 16% see tiny improvements
- ✓ What is the other driver for introducing automation besides saving?

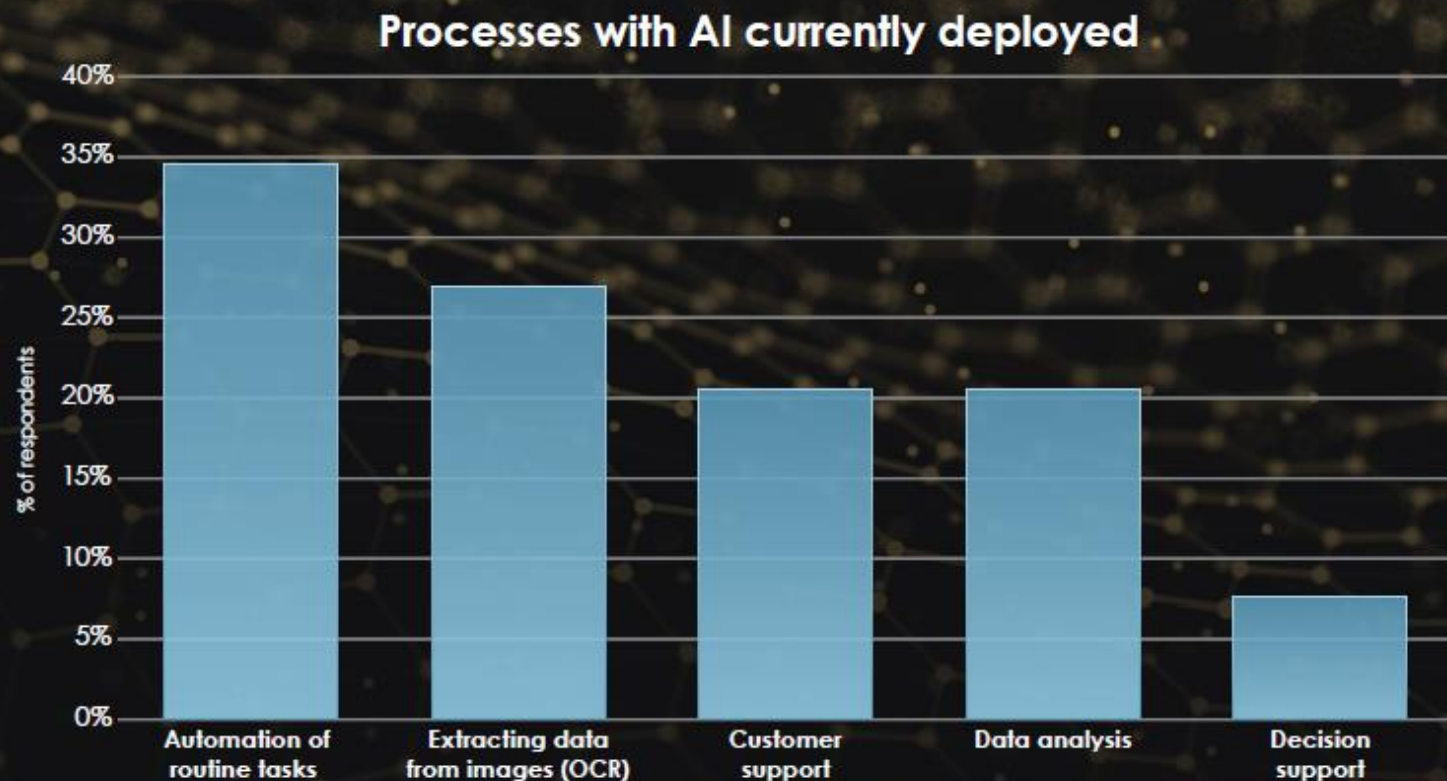


It's evident that 25% savings is the „ceiling,” even though companies typically aim for more than 30%. Is this due to overpromising? Or is it the AI paradox (POCs not being scalable due to significant variations between countries and processes)? Additionally, there is a lack of skills in implementing organizational changes to minimize these deviations.

**Mariusz Pietrzak**  
Senior Manager & Senior Consultant, Adaptive SAG

To analyze financial investment behind every implementation, we asked how big the return on this introduction of technologies was. Despite many advantages and many promises, most of the respondents estimate the return at the level of 6% to 10%. Interestingly, as many as 32% of respondents have no knowledge regarding what savings have been made.

## Eliminating Simple, Routine Tasks Selected First



Usage of chat GPT, by operational people, in many organizations is still treated as something wrong or unusual. As Leaders and Managers, we should challenge this view and start promoting and showing that usage of chat GPT is not something wrong, but it's our new reality. Changing the approach and mindset towards Chat GPT Usage should be the first step of Change Management.



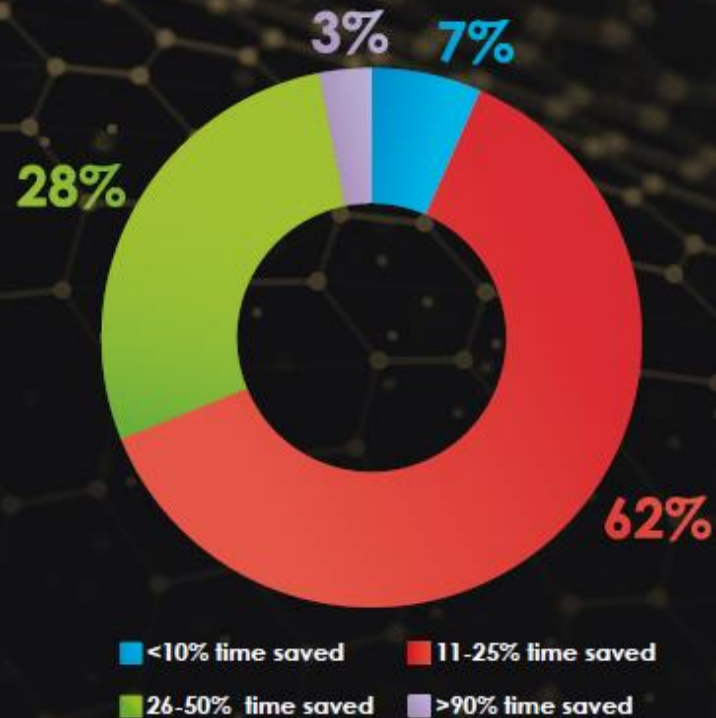
**Jim Lafferty**  
Head of Global Service Management  
& Krakow Site Leader,  
Dyson Business Services

Automation of tasks has the biggest focus, but only for one third of respondents. High level of standardisation continues to be a critical enabler for task elimination and effort reduction.

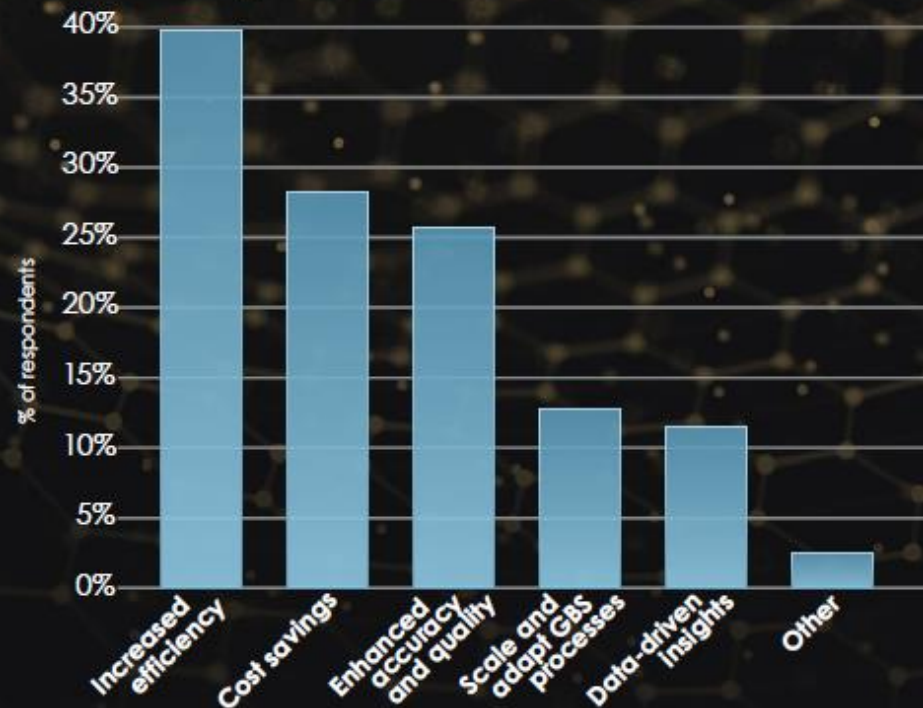
Despite the apparent usefulness of ChatGPT and AI tools in sectors like Customer Support or Data Analysis, they were not the most commonly chosen options by our respondents.

# Expected Savings and Benefits

Time reduction expected from AI efficiency (in 2-3 years)



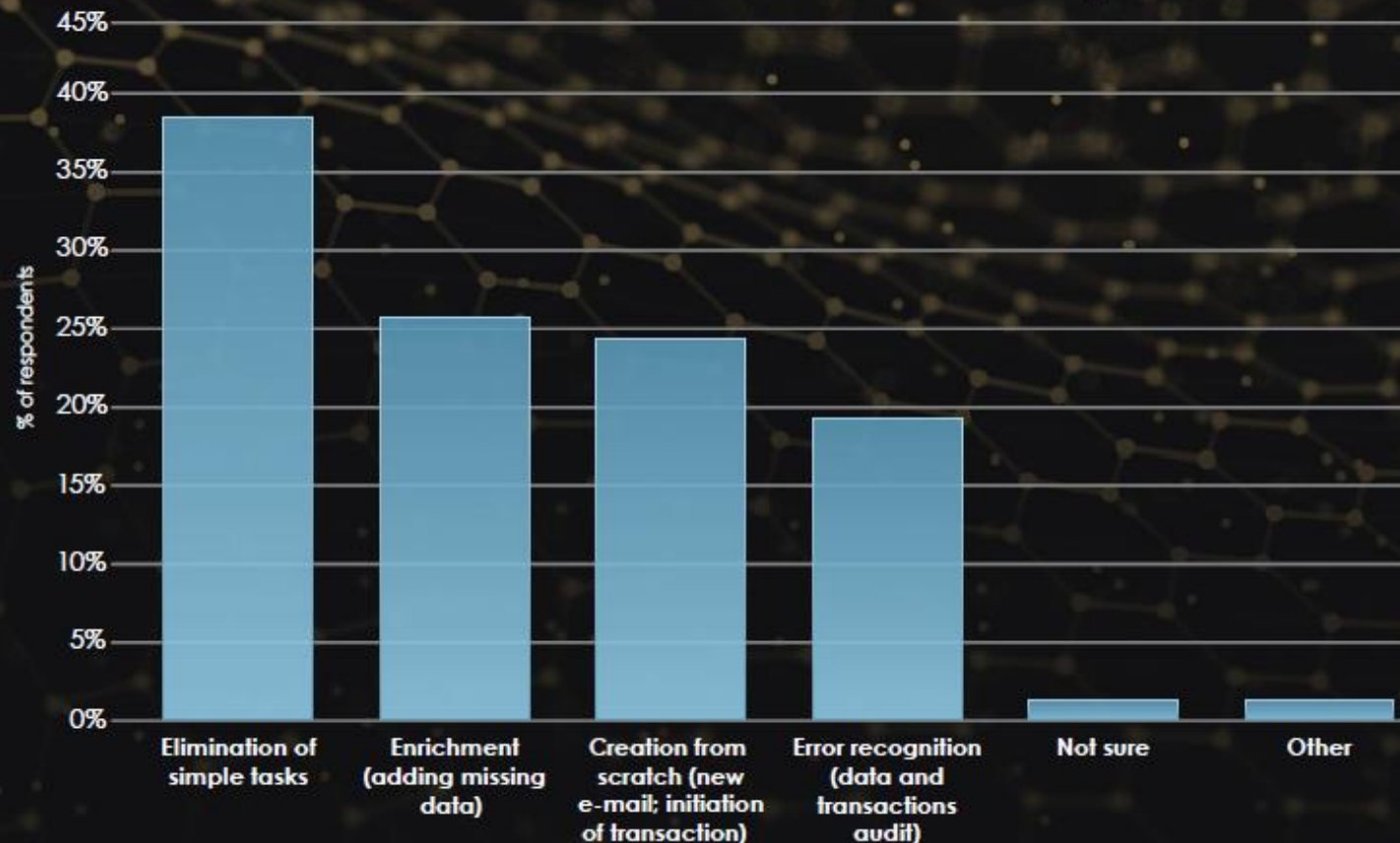
Primary benefits observed or expected from AI implemented in GBS



“  
 On one hand, there's immense fear of job loss among people, yet on the other, we fail to consider how many new job opportunities could be created.  
 Marcin Nowakowski  
 Sales Director, FDM Group

# Tasks Expected to be AI-Supported

GBS tasks to receive the most significant support from AI (next 2-3 years)



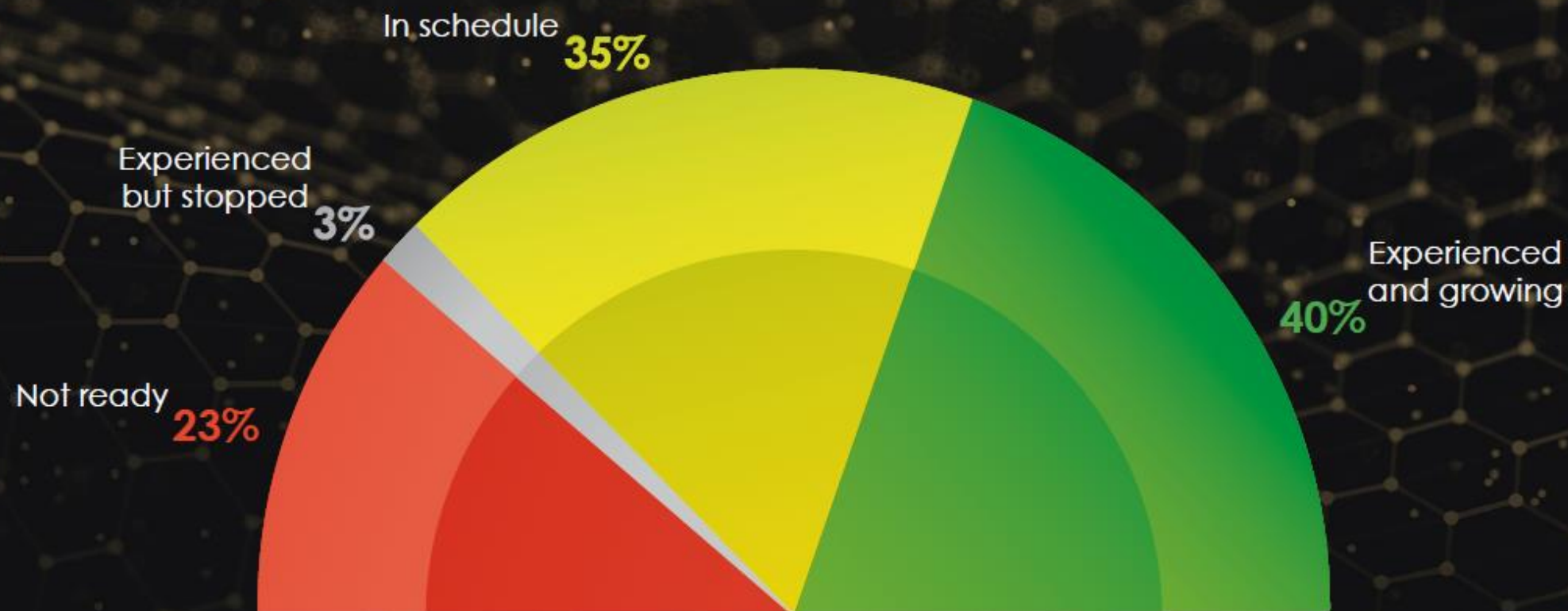
- ✓ Expectations for artificial intelligence are very high and are constantly growing. Therefore, we asked what application AI can have in our shared service centres
- ✓ Error catching looks like the easiest and fastest application of AI, and yet it's the lowest. Is it because it's already being used, isn't appreciated, or is it difficult to get a budget for bug catchers?

**“** This is due to the low awareness of what this system can do; People are only familiar with AI from the point of view of ChatGPT and not other possibilities.

**”**  
Mariusz Pietrzak  
Senior Manager & Senior Consultant, Adaptive SAG



## GBS AI Readiness Summary



If we assume that companies that already have AI in their plans do not need to be convinced by AI, we see that only 23% of respondents are unconvinced by these latest technologies. We tested whether willingness and readiness for AI depends on the size of the GBS. As you can see on the next slide, in all large centres AI is already in operation, while most often it is the medium-sized centres that are still undecided about using AI solutions in their plans.





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## Discussion Focus Topics

- Key Challenges in Adopting GEN AI
- Effective Implementation of GEN AI
- Change Management and Implementation Management



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## Discussion Focus Topic #1

- **Key Challenges in Adopting GEN AI:**

What are the main barriers that GBS centers face in implementing GenAI technologies, and how can organizations overcome these obstacles efficiently?

- **Effective Implementation of GEN AI:**

What are the most effective strategies to implement GenAI in a GBS setting, and how can the skill gap and security concerns be addressed during the implementation phase?

- **Change Management and Implementation Management:**

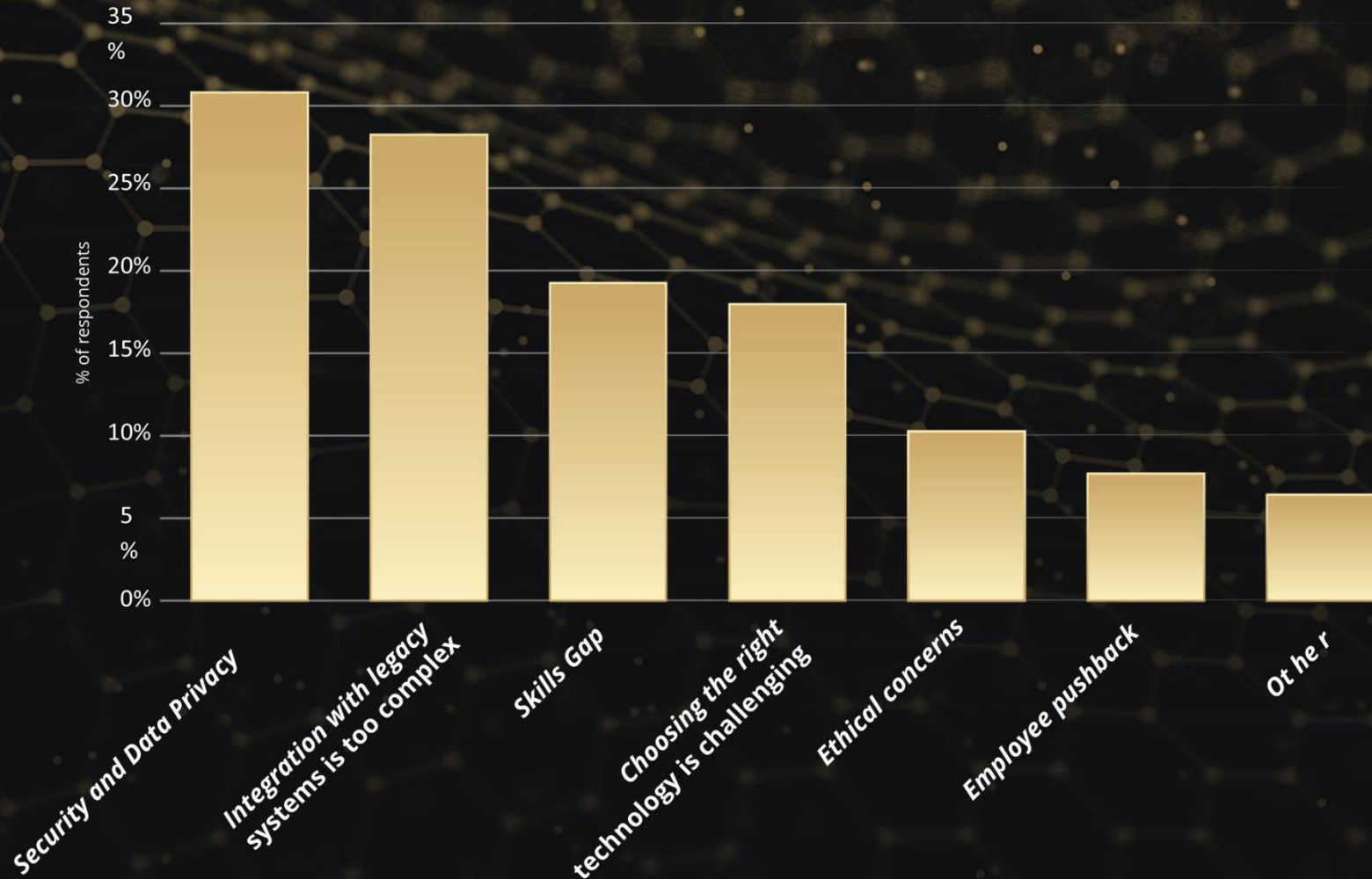
What are the best practices for managing change during the integration of AI solutions, and what fundamental changes need to occur within organizations to ensure successful GenAI adoption?

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What are the main barriers that GBS centers implementing GenAI technologies?



# Main Challenges while Implementing AI



“

Managers prioritize data security and privacy over AI skills shortage. Yes, data security and privacy are crucial (nobody wants their data on a billboard), but with the rise of super-capable local models - where your data never leaves your machine - these concerns are rapidly shrinking. The real issue is lack of AI skills. Employees need a crash course on GenAI and its inner workings. Think of it as AI boot camp.

Why? Because without proper AI skills, employees might underutilize the technology or misuse it, leading to inefficiencies and missed opportunities. Equipped with the right knowledge, they can identify the best use cases for AI, drive innovation, and ensure smooth implementation and integration into existing workflows. In short, empowering employees with AI skills transforms them into

AI-savvy wizards. Ethan Mollick, an Associate Professor at the Wharton School and an AI researcher

nicely puts it: “Your employees are your R&D lab right now”.

Paweł Płocki

Head of Global Business Services Europe, Trumpf

”

# Can you comment on how can organizations overcome these obstacles efficiently?



**BARTOSZ DYRKACZ**

HEAD OF CENTER OF PROCESS EXCELLENCE at SAPPI



**MICHAŁ SOKOŁOWSKI**

BUSINESS SERVICES HUB MANAGER at ABB



**OLGIERD SARZYŃSKI**

LEADER, PAYROLL EMEA AND M&A PAYROLL at CISCO



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## Discussion Focus Topic #2

- **Key Challenges in Adopting GEN AI:**

What are the main barriers that GBS centers face in implementing GenAI technologies, and how can organizations overcome these obstacles efficiently?

- **Effective Implementation of GEN AI:**

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- **Change Management and Implementation Management:**

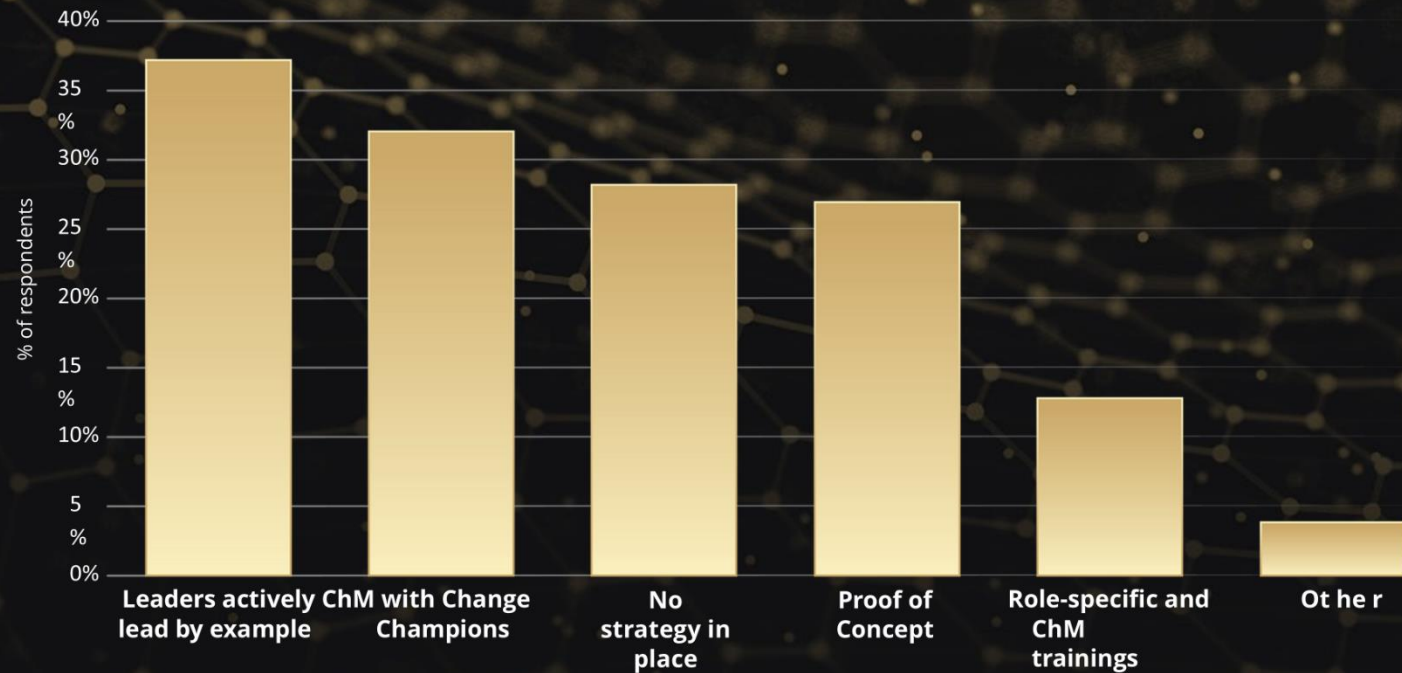
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What are the most effective strategies to im  
in a GBS setting?



# Strategies to implement GenAI in a GBS setting



- ✓ „I think that we will actually purchase prepackaged AI software, and AI capabilities will be embedded in tools we use every day, rather than being developed from the ground up internally as it would require very specific skills and infrastructure/software. In that sense, we are already using AI without having developed it internally”
- ✓ 3 levels for the change: 1. Process engineering level at the process team level; 2. SSC/GBS Technology Team ; 3. Corporate IT



# Can you comment on how can the skill gap and security concerns be addressed during the implementation phase?



**BARTOSZ DYRKACZ**

HEAD OF CENTER OF PROCESS EXCELLENCE at SAPPI



**MICHAŁ SOKOŁOWSKI**

BUSINESS SERVICES HUB MANAGER at ABB



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LEADER, PAYROLL EMEA AND M&A PAYROLL at CISCO



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## Discussion Focus Topic #3

- **Key Challenges in Adopting GEN AI:**

What are the main barriers that GBS centers face in implementing GenAI technologies, and how can organizations overcome these obstacles efficiently?

- **Effective Implementation of GEN AI:**

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- **Change Management and Implementation Management:**

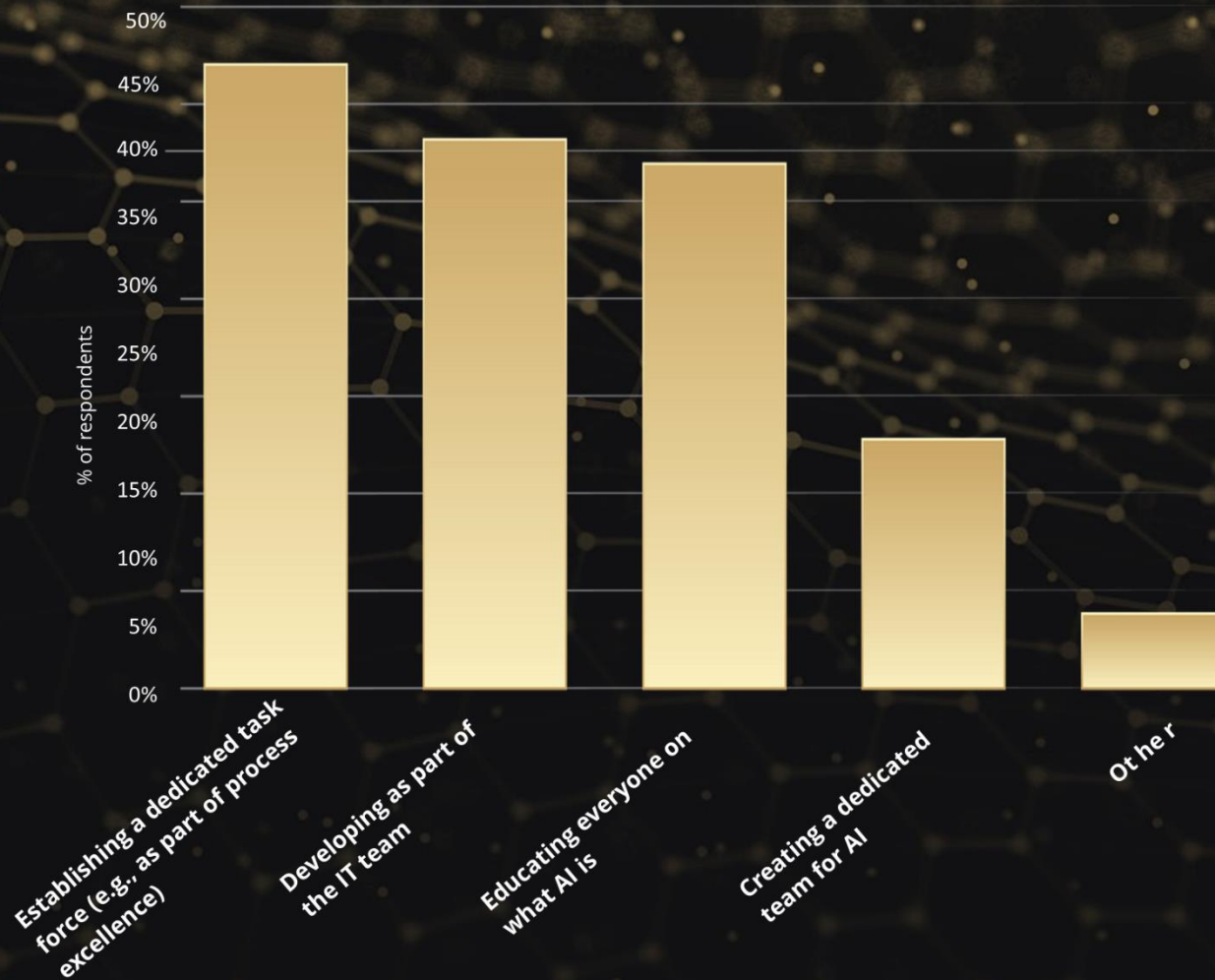
What are the best practices for managing change during the integration of AI solutions, and what fundamental changes need to occur within organizations to ensure successful GenAI adoption?

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What are the best practices for managing c  
the integration of AI solutions?



# Strategies for Managing Change during AI integrations



Usage of chat GPT, by operational people, in many organizations is still treated as something wrong or unusual. As Leaders and Managers, we should challenge this view and start promoting and showing that usage of chat GPT is not something wrong, but it's our new reality. Changing the approach and mindset towards Chat GPT Usage should be the first step of Change Management.

**Jim Lafferty**

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# Can you comment what fundamental changes need to occur within organizations to ensure successful GenAI adoption?



**BARTOSZ DYRKACZ**

HEAD OF CENTER OF PROCESS EXCELLENCE at SAPPI



**MICHAŁ SOKOŁOWSKI**

BUSINESS SERVICES HUB MANAGER at ABB



**OLGIERD SARZYŃSKI**

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**THANK YOU**

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