The Impact Numbers Achieved by Organisations Using AI Agents

GENERATIVE AI BENEFITS

Productivity	+7.8%
Customer Engagement & Satisfaction	+6.7%
Operational Efficiency	+5.4%
Sales	+4.4%
Cost Reduction	+3.6%
Productivity Gains	+25%

Year-on-Year Investment Growth Reflects the Increasing Organisational Commitment to AI

Investment:

- **80%** of organisations increased investment from 2023
- Average investment per organisation: **$110 Million**

Implementation:

- **24%** of organisations integrated Gen AI across some/most operations (**up from 6%** in 2023)

Function	2023	2024
IT	4%	27%
Finance	5%	25%
Sales/Customer Ops	4%	25%
Logistics	2%	26%

The Emerging Impact of AI Agents Today

- **82%** of businesses plan to integrate AI agents within 1–3 years
- Only **10%** are using them today

Klarna.

- Replaced work of **~700** Employees
- Cut repeat enquiries by **25%**
- Completed tasks **5x** faster

Sector-Specific Highlights

PEPSICO

Boosted Cheetos market penetration by **15%** using Gen AI for product feedback analysis

UPS

Reduced email handling time by **50%** with Gen AI automation

BRAINBOX AI

Cut HVAC energy costs by up to **25%** and reduced GHG emissions by **40%**

Macro-Level Impact on the Global Economy

Investment in AI is Crucial for Sustainable Growth.

- **$4.5 trillion** annual global economic value by 2030 (McKinsey projection)
- **10%** of organisations already use AI agents
- **82%** plan to integrate them by 2027
- AI agents expected to contribute to **40%** of knowledge-based tasks by 2027
- Adoption of genAI projected to rise from <5% in 2023 to **80%** by 2026

Enterprise Examples & Business Outcomes

aes

- Cut energy safety audit costs by **99%**
- Time reduced from 14 days to 1 hour
- Accuracy improved by **10–20%**

5σ
Five Sigma

- **80%** reduction in errors in claims processing
- **25%** increase in adjuster productivity
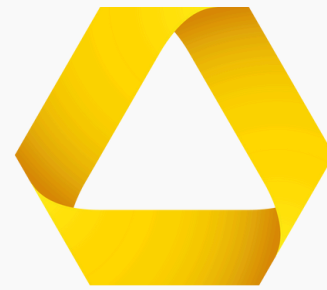- **10%** reduction in claims cycle time

suzano

95% reduction in query time for 50,000+ employees using AI to convert NL to SQL

Customer Support Services

Klarna.

- Replaced work of **700** employees
- **25%** fewer repeat inquiries
- Tasks completed **5x** faster

COMMERZBANK

- Resolved **90%** of Tier-1 & Tier-2 tickets automatically
- Reduced staff burnout

torq

Used Gemini 1.5 Pro to automate call documentation—cutting processing time significantly