

## The HCLTech Trends and Insights podcast

### Nick Ismail

Vijay, thanks for joining us at the HCLTech Trends and Insights podcast here in Davos. So when it comes to AI, what are the main trends you're seeing in the space and what are you hearing from clients?

### Vijay Guntur

Clients are much more prepared today as an organization to adopt and get value out of AI. While last year was a year of experimentation, I think this year will be a year of actually getting value out of AI and I think that's the top trend I'm seeing. Then, of course, you hear a lot about agentic and agentic getting real and faster. And I see products. I see solutions. I see opportunities to build around products and that's real as well. So that's the second. The third is about guardrails when you get AI deployed, whether it is responsible AI and aspects around that, I think people are concerned but also confident there are solutions to tackle that.

### Nick Ismail

This week, HCLTech, in partnership with MIT, released some research around implementing responsible AI in the generative age. What were the main findings of that?

### Vijay Guntur

Nick, the main finding was that responsible AI is very important. 87% of the people feel that's a priority and that needs to be attended. But what surprised me is that of the respondents, 85% felt they're not ready yet. So I think that's important for us to address and build capabilities and invest in that space and as organizations so that we can get value out of AI and generative AI and agentic and all of that, but it's important to have the fundamentals in place, so we are investing, as you know, we had already announced with IBM Center of Excellence around responsible AI. Now we have a team that's looking at this across what we are building, deploying internally and what we are doing for customers as well.

### Nick Ismail

Can you point to any specific examples yet? Or is that something that's going to come a bit further down the line?

### Vijay Guntur

There are examples that are there today to think about already organizations are preparing for being certified, either products or services, so that what the service that's getting delivered is already responsible AI is built into their process of building applications of practice. So I think that's one good thing, that there is now a process and methodology to get that in place so that it builds confidence that look anything coming out through that process has been tested for many aspects of responsible AI.

### Nick Ismail

Already agentic AI, was a really hot topic here at Davos. What most excites you about the technology and can you provide some use cases?

**Vijay Guntur**

Yeah, I think so. Today, if you think about agentic, it's going into workflows. It's going into autonomous decision making and I think it will get more and more autonomous as systems get developed. And I see that happening in many places. Our healthcare advisor that we've built now is agentic. It can actually give you decision making is done through agentic in the healthcare advisor space. We also work with our internal team to build a much more efficient agentic solution for hiring and having different agents for doing different aspects of that value chain. So we see now agent collaboration and communication becoming important as well. Also, I met the Microsoft team and they have chat copilot. Chat there ready. And then there's extensibility of agents. You can build your agents, you can integrate, you can have communication between agents. So all of that stuff is getting better, real, very quick.

**Nick Ismail**

2025, will be the agentic AI year.

**Vijay Guntur**

I'm sure it'll be better than the year. I think it probably we've done in the next five to six months, you will see a lot more adoption, yeah, obviously through the year you will see a lot more.

**Nick Ismail**

So there's no doubt that AI is going to significantly disrupt the workforce. How can organizations ensure they're adopting tools that will augment employees rather than replace them?

**Vijay Guntur**

So we would expect activity to definitely be replaced, right and workflows to be different, right? They will be reengineered. And hence, when you think about people, they need to have the skills to be able to use the new workflows, new tool sets, with Proctor and I think that will be an ask for most employees will be there in the organization, independent of the function they are, whether they are doing something in marketing, something in finance, something in HR, or they're doing the core operations, manufacturing, all of these areas. I expect there will be changes in the way work will be done. The work content itself is going to get redefined. So I think there will be a lot of obsolescence of work in that way. But from people perspective, I think people who can, you know, learn new skills, capabilities to use these systems, I think they will have a much more enriching work to do, because they take out a lot of the drudgery, if I can see out of the word and make it much more creative, much more interesting for people.

**Nick Ismail**

Part of the responsibility of upskilling and re skilling lies with the employer. Are there any particular programs that HCLTech has rolled out, or that you're seeing other organizations that you think are particularly impactful?

**Vijay Guntur**

Yeah, I think there are two things the way I think about education on AI, employees must invest their own time and energy in learning about what is generic and firms must focus on what is more specific to the firm and impart that knowledge and that education. So both are important. Employees must self learn and also

employers must teach and invest on solutions, tools, technology that is firm specific and I think that's very critical. So we are having programs both on data AI, to make sure people are equipped to what is relevant to our organization. I think lot of lot many organizations are doing both. They are using things that are available, which is common knowledge and expecting people to learn on their own, but then the firm specific knowledge is what organizations are investing in. And we have several programs, Gen AI, 101 102 Gen AI, 103 similarly, we have, you know, data and AI, 101 102 these are programs that are very specific to our firm, because the solutions and tools and processes that we are using for transformation or value creation, that's what we are imparting at scale.

**Nick Ismail**

So Vijay, how is HCLTech differentiating itself when it comes to being successful with AI?

**Vijay Guntur**

Nick, as you know, we started early and we built the basic infrastructure, which is the semiconductor chips and the data centers that are required for AI. So we had the head start, and we very quickly understood that the technology will not be the differentiation. The differentiation will come from how to adopt to the change and how to be ahead, how to prepare the organization for service transformation, as we say, being able to disrupt our services with AI and deliver services with AI. So I think we are ahead because we had that insight and as an organization, we have decided that we will do it ahead of time, so we are more geared. I think that's where we are truly differentiated.

**Nick Ismail**

Vijay, thank you.

**Vijay Guntur**

Thank you. Nick.