

FUTURES UPDATE Q425

AI AND THE FUTURE OF COMPANIES

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- 1 INTRODUCTION
- 2 THE FUTURE OF AI
- 3 INDUSTRY INFLECTIONS
- 4 COMPANY EVOLUTION
- 5 THE FUTURE OF BPO

ONLY **ONE** THING
IS CHANGING

EVERYTHING AND
ITS **GETTING FASTER**



VUCA

VOLATILE

UNCERTAIN

COMPLEX

AMBIGUOUS

MAX

MASSIVE

ACCCELERATING

EXPONENTIAL

An aerial, high-angle photograph of a dense urban skyline, likely New York City, taken during the "blue hour" of dusk. The sky is a deep, dark blue with some light clouds. The city's skyscrapers are illuminated with warm, golden-yellow lights from their windows, contrasting with the cool tones of the twilight. A large, multi-lane highway with a curved interchange is visible in the lower center of the frame. The overall atmosphere is one of a fast-paced, modern metropolis.

AI

AT THE SPEED OF 69 MS

FAST CHANGE **SLOW** DEPLOYMENT

SPEED IS THE PROBLEM . DISOWN IT

THE FUTURE OF AI

**“ 30 YEARS OF
CHANGE IN 3. ”**

SATYA NADELLA

**“ AI WILL CLONE
TIKTOK IN 30 SECS. ”**

ERIC SCHMIDT

**“ AI IS AN EXISTENTIAL
THREAT TO OUR
BUSINESS. ”**

GOOGLE . MCKINSEY . MICROSOFT . SILICON VALLEY

PHD LEVEL KNOWLEDGE

OPENAI . XAI



SELF DEVELOPING

DESIGN . OPTIMISE . REPLICATE



BOOTSRAAPS INTELLIGENCE

MODEL WEIGHTS . SYNTHETIC DATA



CREATES KNOWLEDGE

ALPHAZERO

ONE THOUSAND

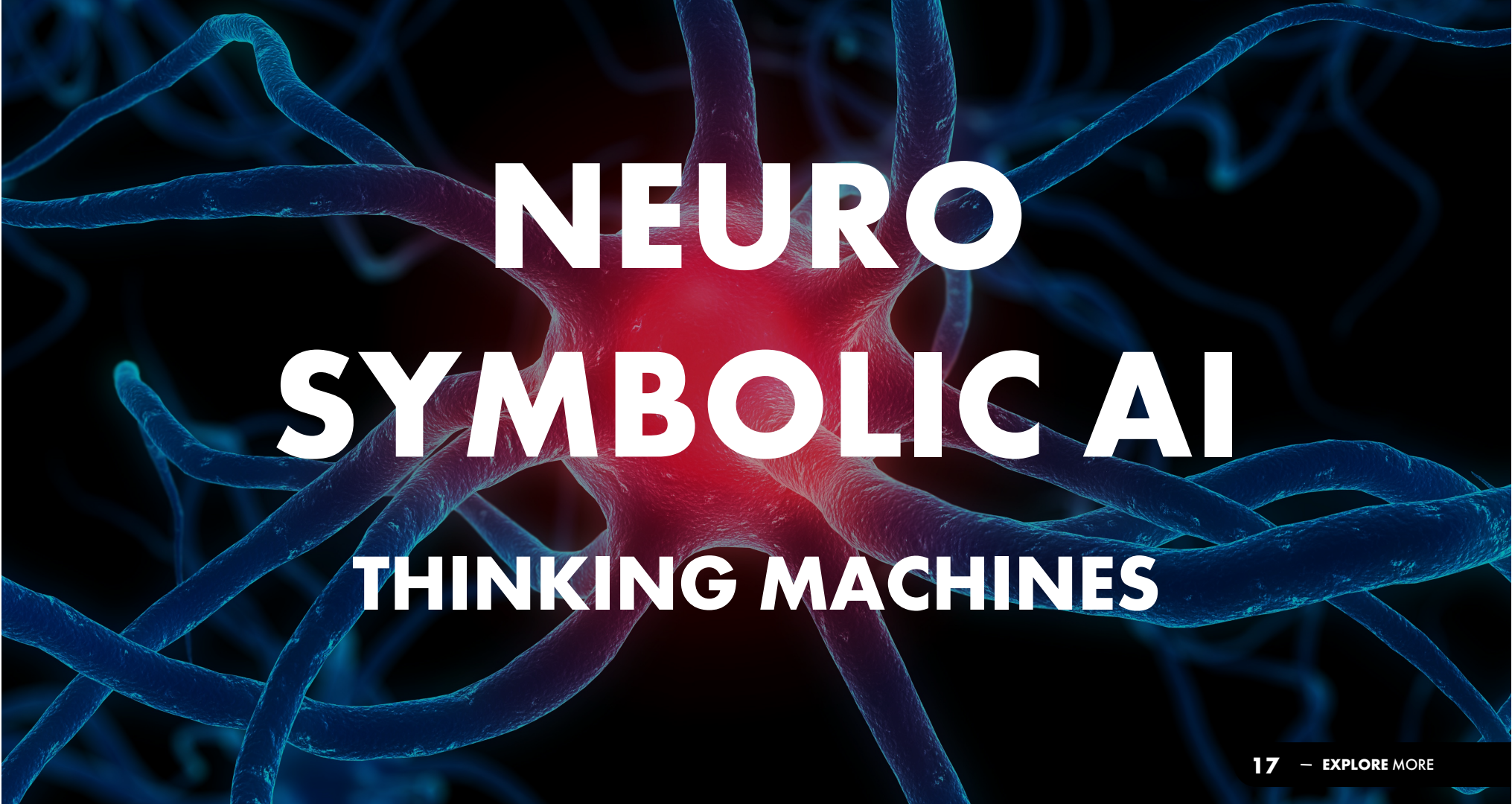
THE LIMIT OF AI COLLABORATION

HUMAN AI SCORECARD

100		IQ	155	+51% 3YRS
36%		EQ	0%	
7	1 PB	MEMORY	UNLIMITED	
1		KNOWLEDGE	X 1K	
1		LEARNING SPEED	X 300M	

SOURCE : GOOGLE , OPENAI

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NEURO SYMBOLIC AI THINKING MACHINES



EMBODIED AI

BODIES TO HELP AI BE INTELLIGENT



WORLD MODELS

DIGITAL TWINS OF EVERYTHING

1600

PROTO AGI THEN FULL AGI



AGI ON A CHIP

BY 2040

**“ OUTPERFORMS ALL
HUMANS AT ALL
ECONOMICALLY
VALUABLE WORK. ”**

OPENAI

**“ CAN GENERATE \$100
BILLION OF PROFIT **BY**
ITSELF. ”**

MICROSOFT . OPENAI

**“ CAN BUILD
COMPANIES. ”**

THE NEW TURING TEST

GOOGLE DEEPMIND . OPENAI



Highly performant, smaller teams

INDUSTRY INFLECTIONS

BANKING SECTOR



**“ AI WILL REMEMBER
YOUR **WHOLE LIFE.** ”**

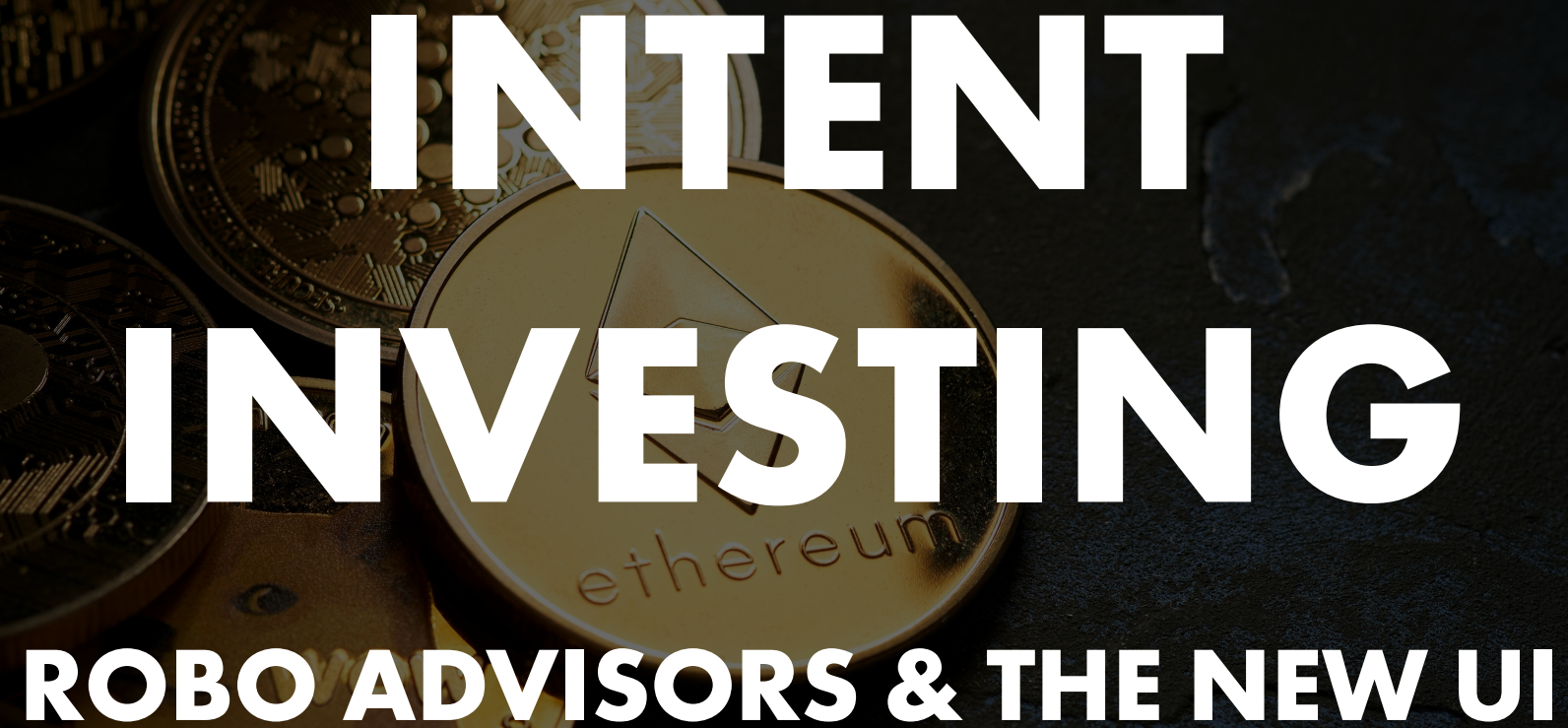
SAM ALTMAN

BANK 4.5

DEO & NEOBANKS . DEFI BRIDGES

AI TO AI PAYMENTS

THE EMERGING AI ECONOMY



INTENT INVESTING

ROBO ADVISORS & THE NEW UI

AGENTIC CORE BANKING

AUTONOMOUS . ADAPTIVE . INTELLIGENT
DECISIONS . LIQUIDITY . RISKS . SERVICES ...

AGENTIC FINANCIAL OS THE NEW CONSUMER UI

54%

CONSUMERS USING CHATGPT FOR
FINANCE AND INVESTMENT
ADVICE, 2024 USA

80%

HIGH INCOME INDIVIDUALS USING
CHATGPT FOR FINANCE AND INVESTMENT
ADVICE, 2024 USA

MEDIA SECTOR



DISTRIBUTION MOATS

THE DIFFERENTIATOR

PROCEDURAL CONTENT

REAL TIME PERSONAL CURATION

AGENTIC RIGHTS TRADING

BUY . SELL . LICENSE

AGENTIC CONTENT NETWORKS

DISCOVER . LICENSE . DELIVER

RETAIL SECTOR



ANSWER



ENGINES

NEXT GEN DISCOVERY



END OF APPS

DISINTERMEDIATION

END OF CHOICE

SOLD TO ALGOS . BOUGHT BY ALGOS

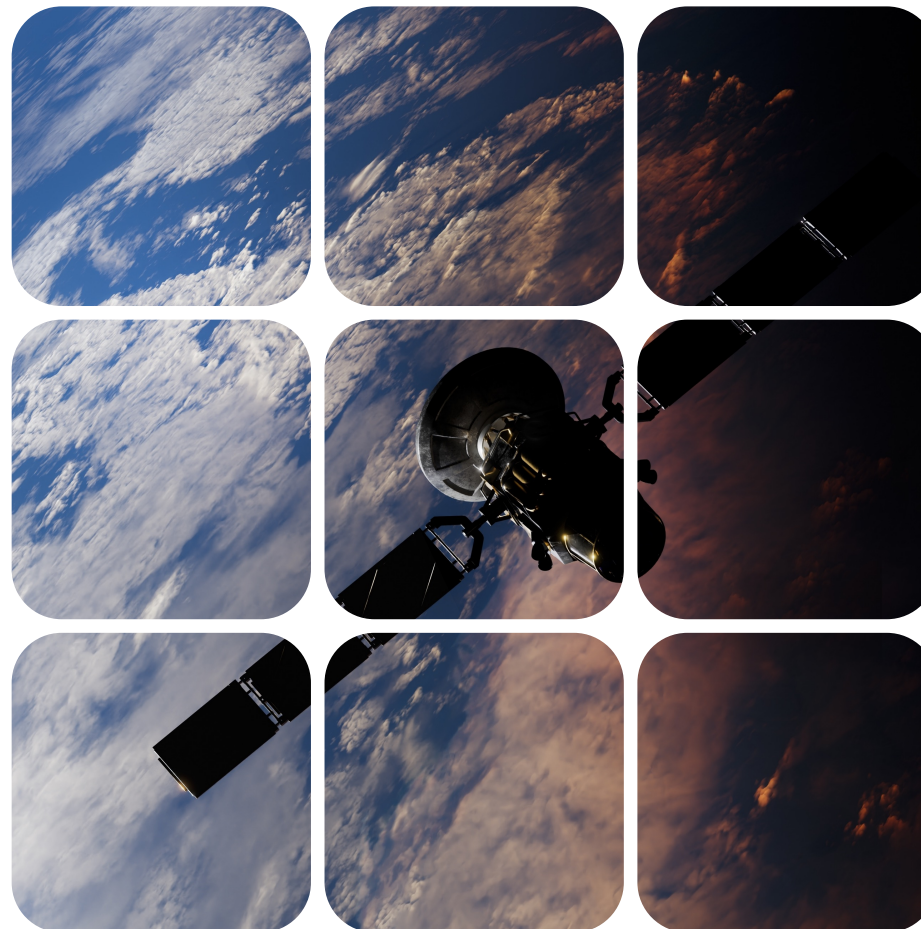


AGENTIC

COMMERCE

PERSONAL SHOPPING . ONE UI

TELECOMS SECTOR



SPACE

500M NEW CONNECTIONS

22.9

PETABITS PER SECOND MULTI CORE

AGENTIC NETWORK LAYERS

RAN & CORE . DESIGN . OPTIMISE . REPAIR

AGENTIC

SPECTRUM MARKETS

DYNAMICALLY BUY . LEASE . EXCHANGE

COMPANY EVOLUTION

5 YRS

HALF LIFE OF WORKPLACE SKILLS

2.5 YRS

HALF LIFE OF TECHNICAL SKILLS

66 %

PACE OF SKILLS CHANGE, YOY 2024



INTELLIGENCE

DEMOCRATISED

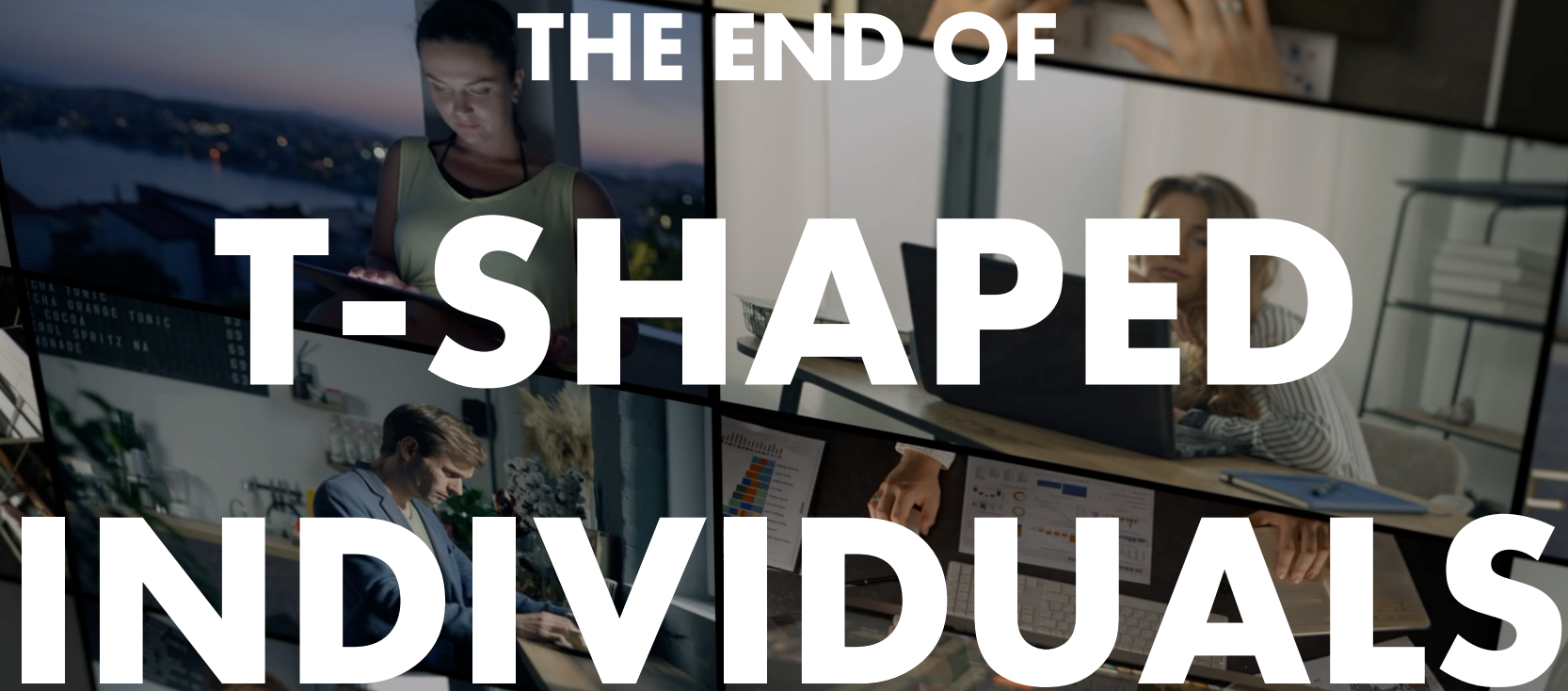


KNOWLEDGE

DEMOCRATISED

SKILLS DEMOCRATISED

THE END OF T-SHAPED INDIVIDUALS





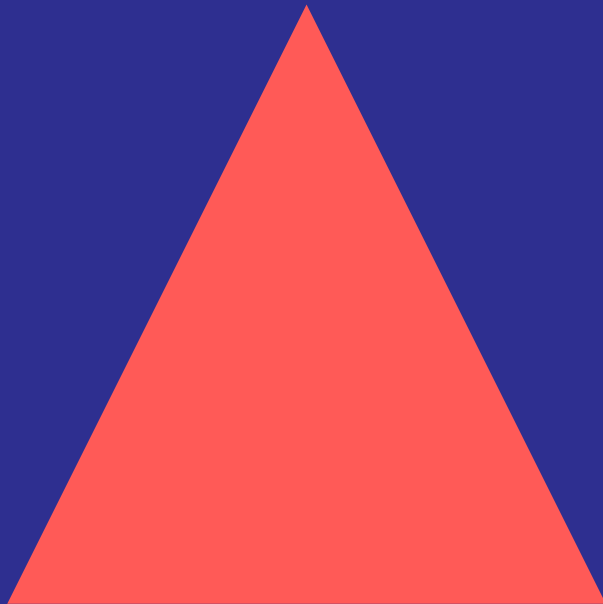
SWITCHABLE HARD SKILLS

SOLID SOFT SKILLS

7 CAREERS

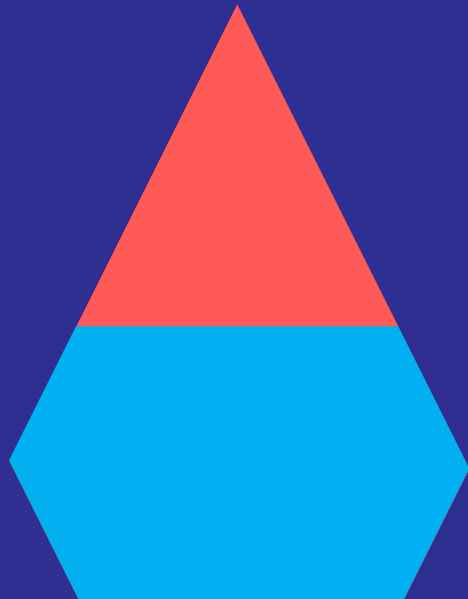
SOURCE : MCKINSEY, WEF

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TRADITIONAL MILLENNIA MODEL

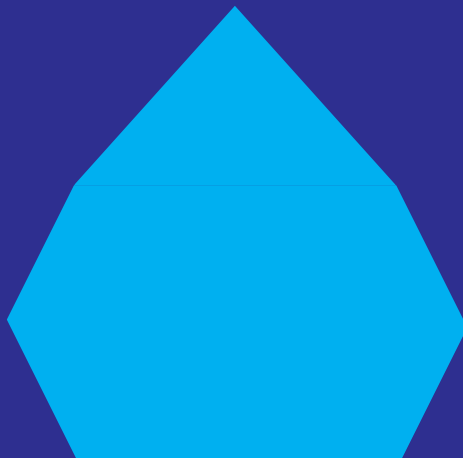
Today's top down traditional
Millennia old model.



DIAMOND

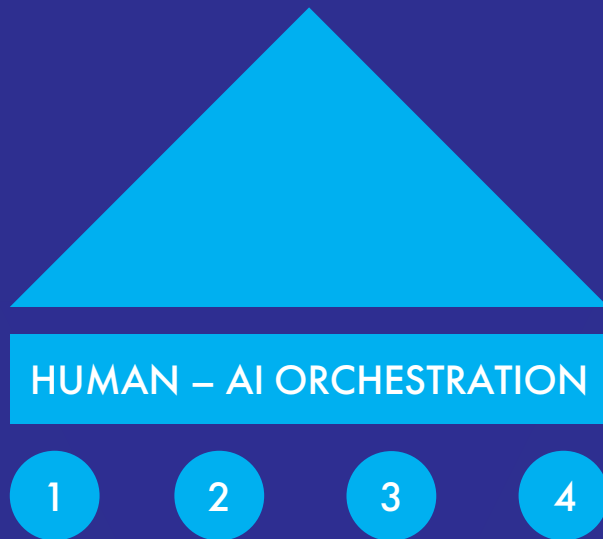
JUNIOR TIER AUTOMATION

Organisations use AI to automate junior layers to **REDUCE COSTS** but this **ELIMINATES THE FUTURE VALUE** provided by these new hires harming future competitiveness.



FLATTENED OPTIMISED FOR SPEED

Companies reduce the number of decision making and management layers to optimise for **AGILITY** and **SPEED**.



FLASH MOBS

HUMAN – AI TEAMING

EXCO sets the **VISION** while
Agentic AI **MANAGEMENT**
hierarchies **ORCHESTRATE** and
SELECT the right Human
employees and AI resources to
complete tasks.

THE FUTURE OF BPO

POST DIGITAL

AUTOMATED TO AUTONOMOUS

FROM EFFICIENCY TO INTELLIGENCE

THE NEW ARBITRAGE

COST . EFFICIENCY . GROWTH

BPO THE NEW AGENTIC CORE

FROM OUTSOURCE TO
CORPORATE GROWTH ENGINE

AI RECODING THE CORE

REAL TIME ADAPTIVE CORES

INDUSTRY INFLECTIONS

H1

H2

H3

AI TO AI OPERATIONS

WHY IT MATTERS

AI Agents interact with
INTERNAL and **EXTERNAL**
AI ecosystems to optimise
operational performance.



INDUSTRY INFLECTIONS

H1

H2

H3

COGNITIVE BPO

WHY IT MATTERS

Agents **AUTONOMOUSLY** decide, execute, monitor and manage end to end **NON-LINEAR** workflows.



INDUSTRY INFLECTIONS

H1

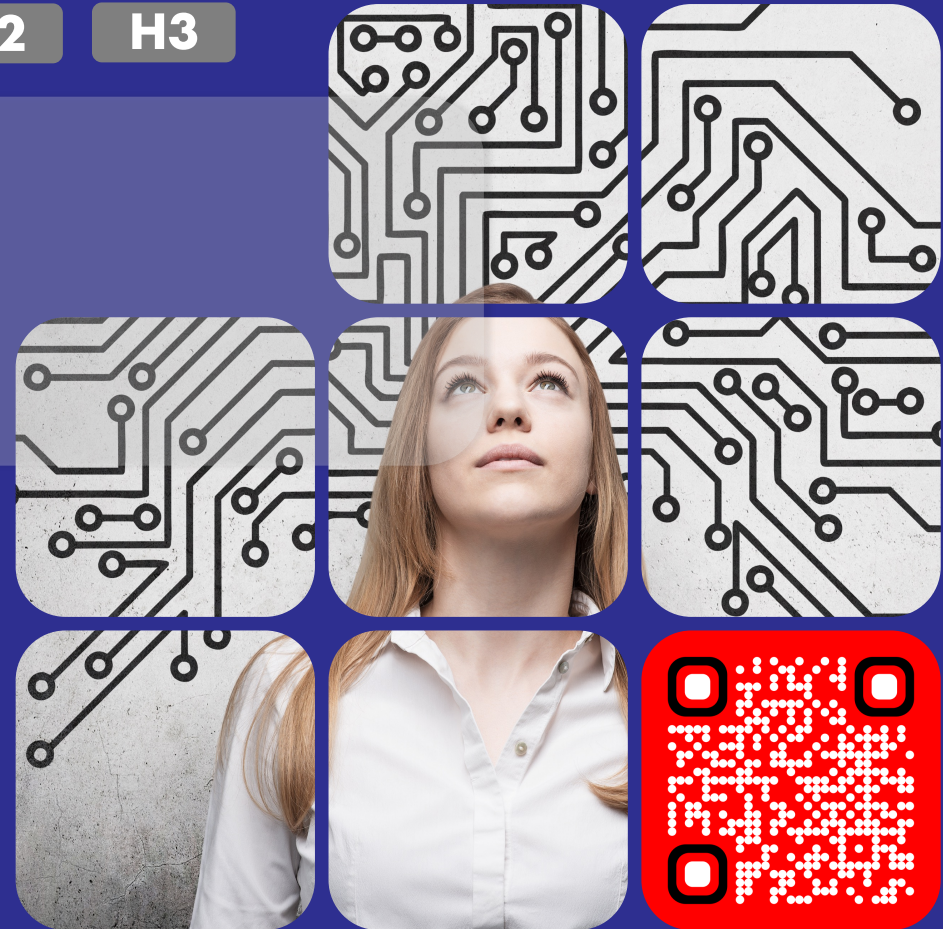
H2

H3

CONTINUOUS OPTIMISATION

WHY IT MATTERS

AI Agentic **MANAGERS**
learn, allocate, optimise and
re-route work in real time to
meet outcome expectations.



INDUSTRY INFLECTIONS

H1

H2

H3

CONTINUOUS REVENUE HUNTERS

WHY IT MATTERS

Agentic Cores could also hunt for new growth opportunities and coordinate agents to build new products.



CALL TO ACTION

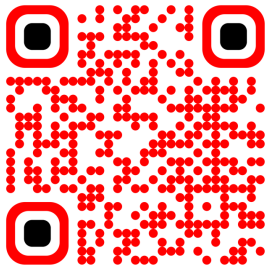
RETHINK EVERYTHING AND UNBPO

THIS IS NOT THE END .

EXPLORE MORE .

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CONNECT

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**“ FIRST WE SOLVE
INTELLIGENCE THEN WE
USE THAT TO SOLVE
EVERYTHING ELSE. ”**

DEMIS HASSABIS

**“ WHOEVER WINS AGI
WINS EVERYTHING. ”**

ERIC SCHMIDT

AGENTIC AI

BILLIONS OF GIG ECONOMY AGENTS