

# The Shifting Conversation on AI

April 23, 2026



**What are we even talking about (this week) ..**

# AI Evolution: adapting for scaleable value

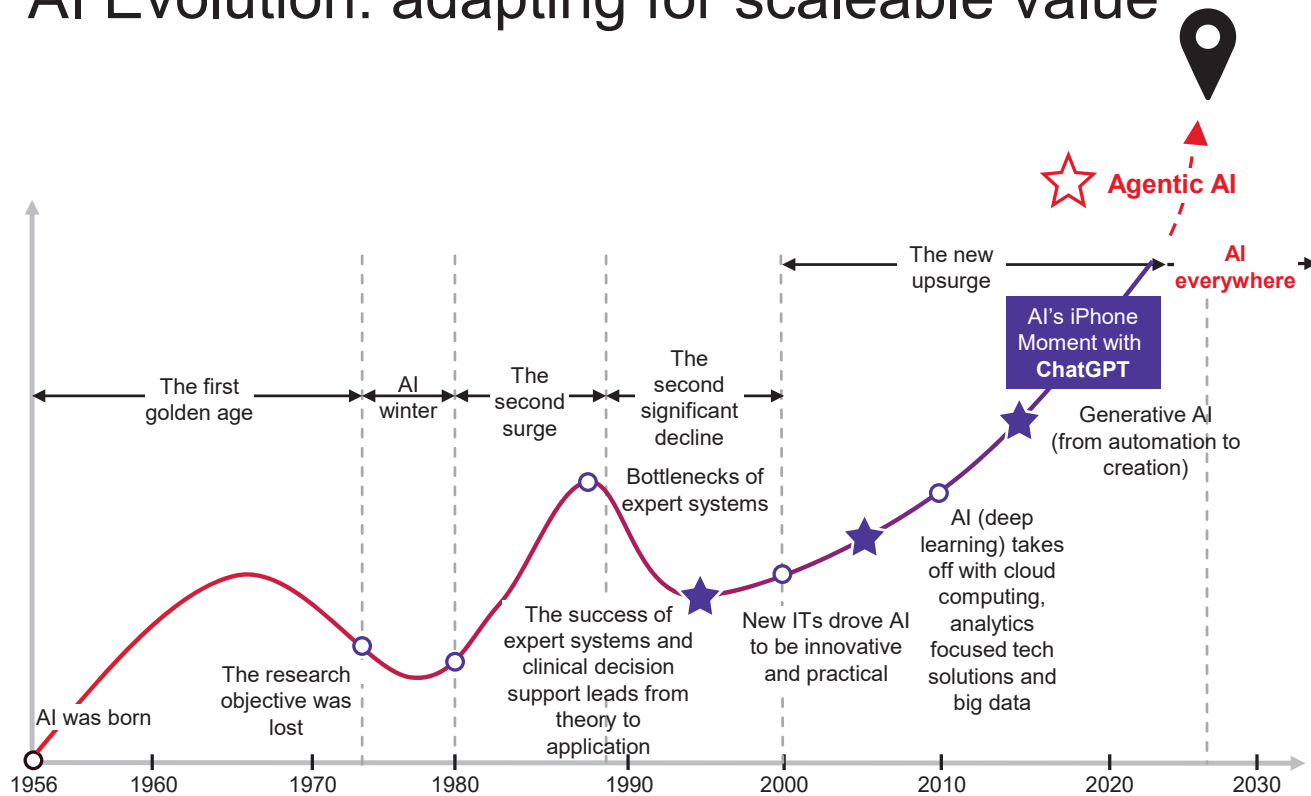


Figure adapted from the "[Reflection of the development history of AI](#)," published in the article "Artificial Intelligence in Product Lifecycle Management" by Wang et al. in 2021

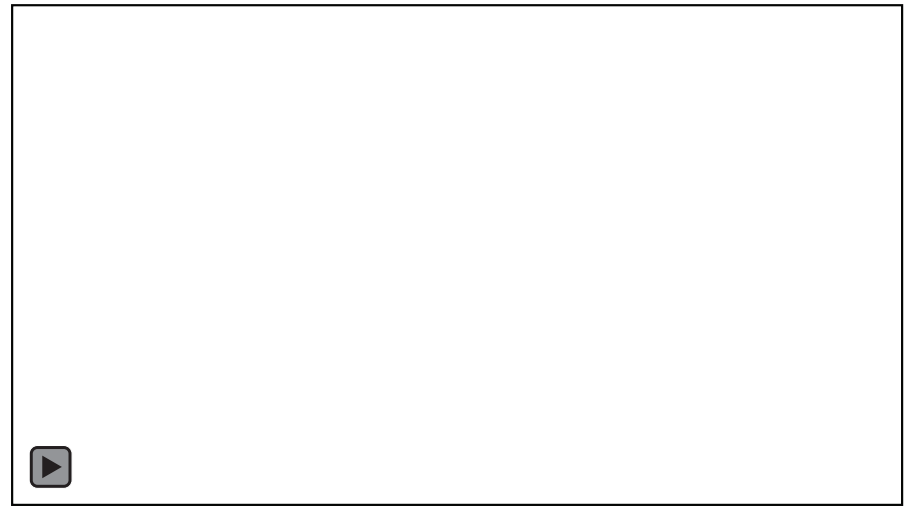
## Example AI Use Cases

- ★ **2020s**
  - Predict adverse drug events
  - Autonomous robotics and AI integration into modalities
  - Advancements in GenAI and foundation models for analysis of documents and images
  - Agentic AI workflows in operations across all sectors
- ★ **2010s**
  - Predictive models for preventative maintenance and asset management
  - Personalized treatments and vaccines
  - Genomic modeling
  - Analyze human emotions at event
  - Detect anomalies in images
- ★ **2000**
  - Operational pattern analysis for improved service delivery
  - Discover errors or fraud in financials
  - Intelligent automation and robotics
- ★ **1990s**
  - Decision support, expert systems (triage, diagnostics, protocols)

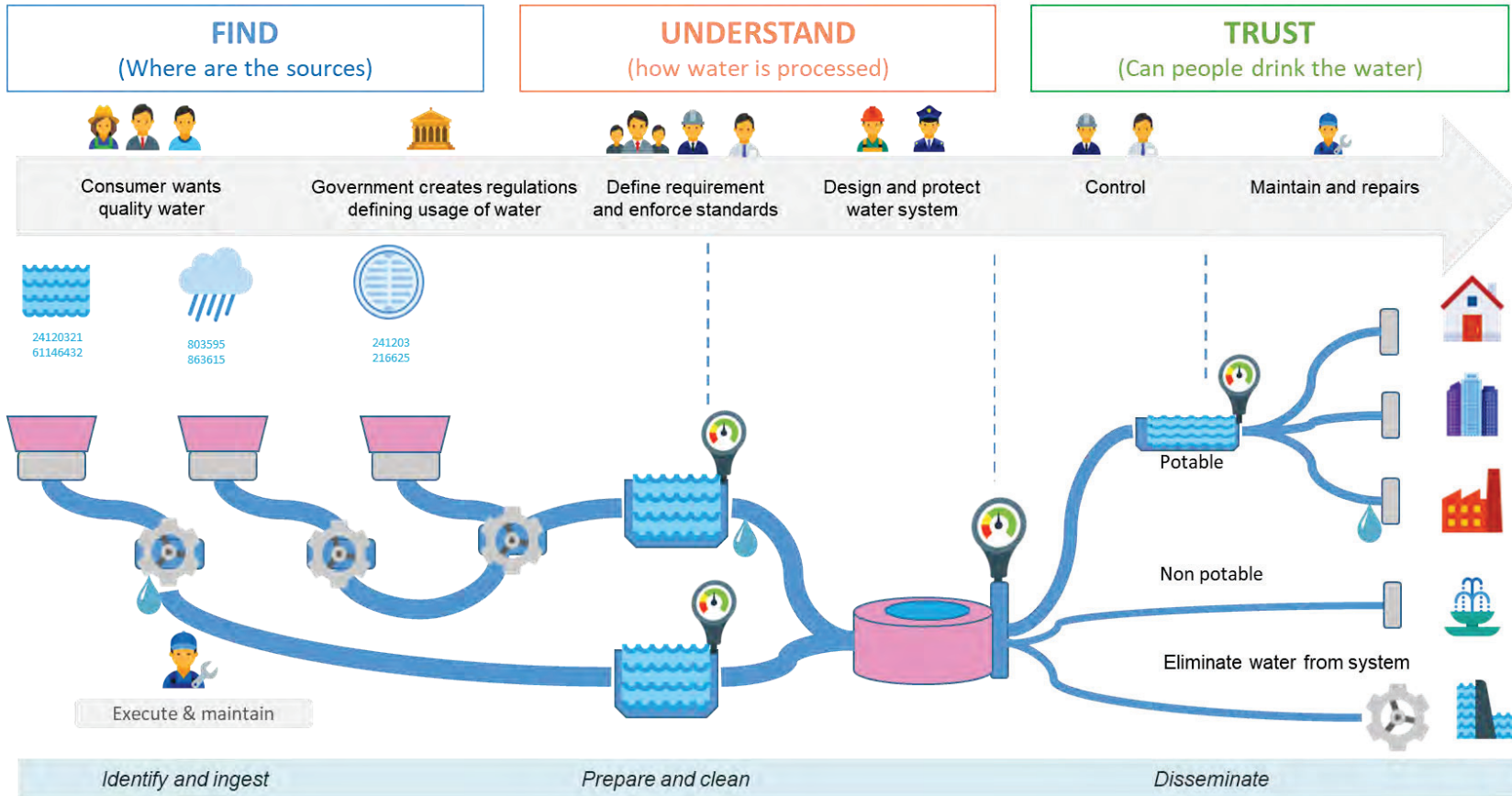
# Let's look at how we train these (reinforcement) models to deliver trustworthy outcomes...

In practical terms:

- **Artificial intelligence (AI)** is an area of analytics that leverage available data to be able to mimic intelligence to work and react like humans.
- **Machine learning** is an application of AI that provides systems the ability to automatically learn and improve from accessing enhancing data through programmed parameters for trial and error.



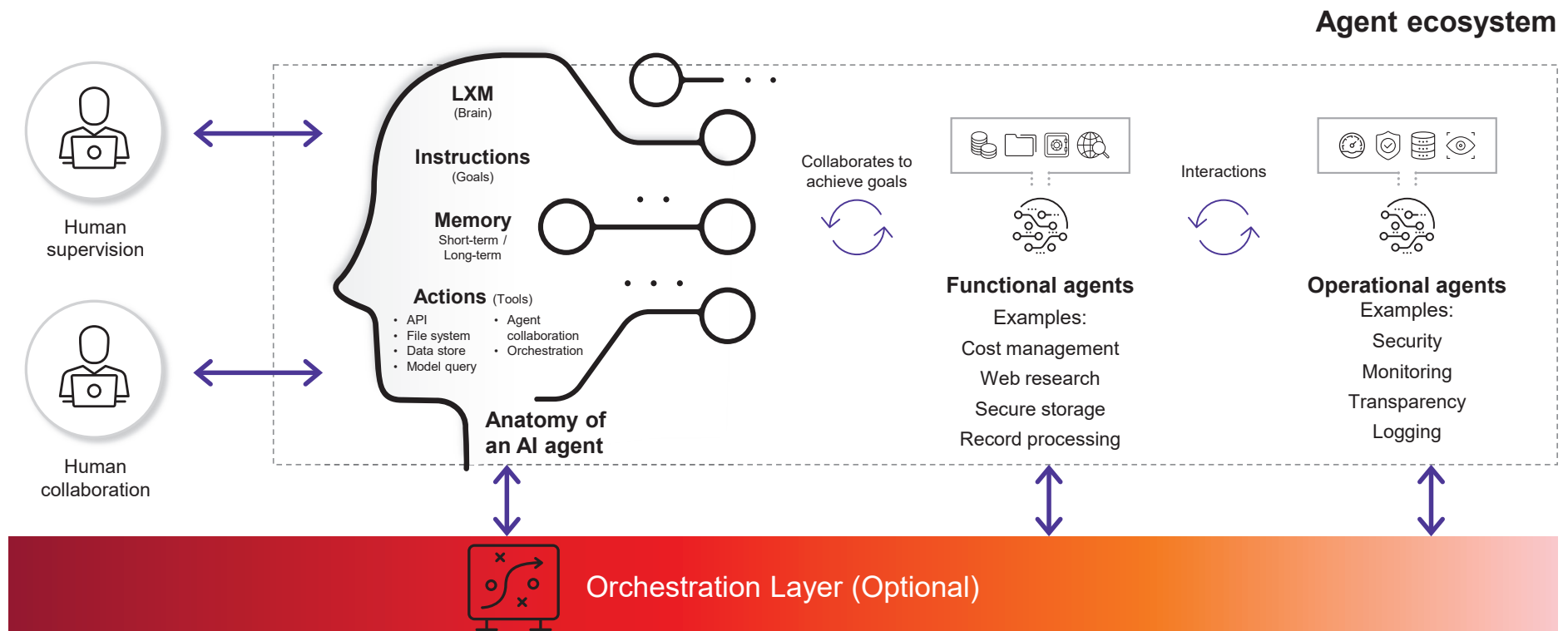
# Managing the RAI Challenges: Consider Data as Water



**How do we manage this shift ..**

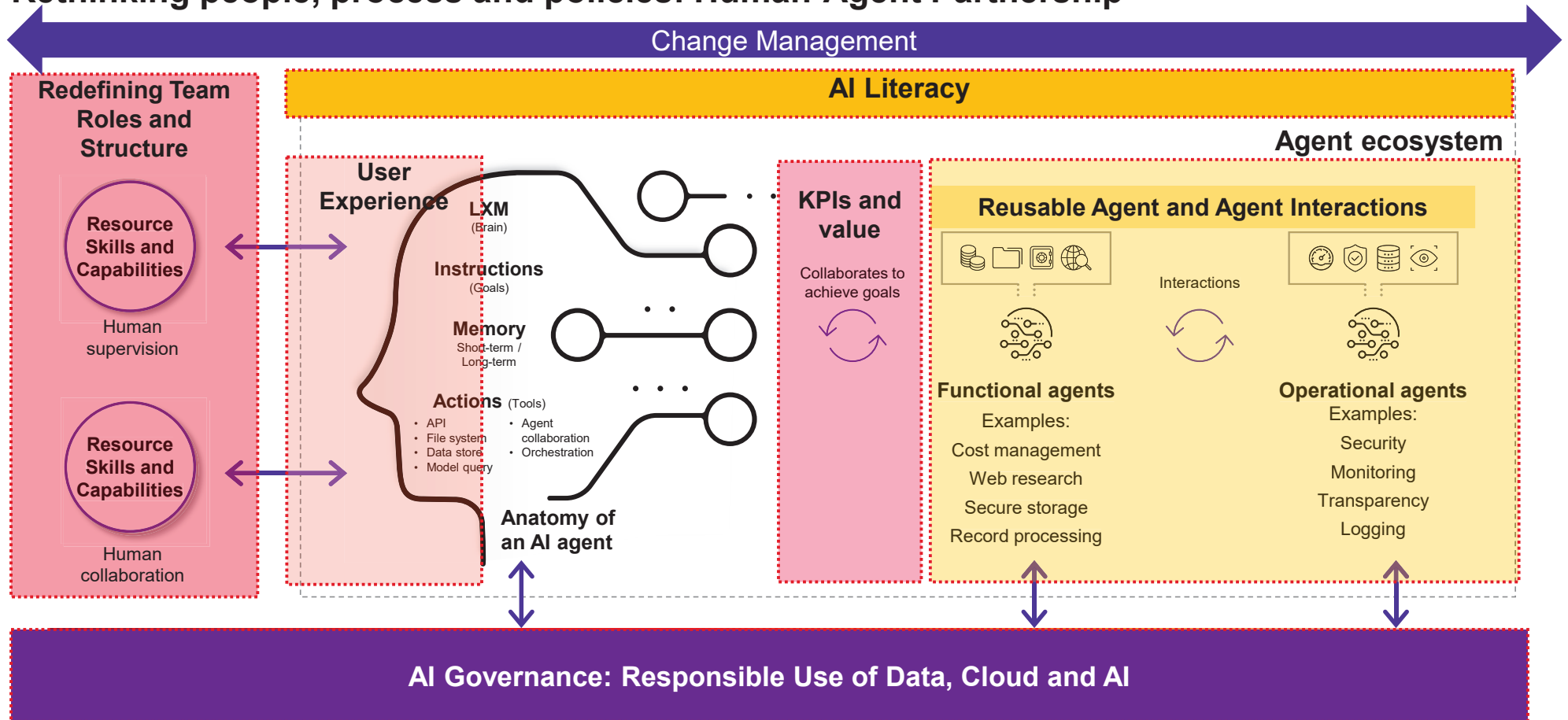
# How CGI will evolve with Sun Life

## Rethinking how we work: Human-Agent Partnership



# AI Adoption for scalable Value is not a Technology Problem

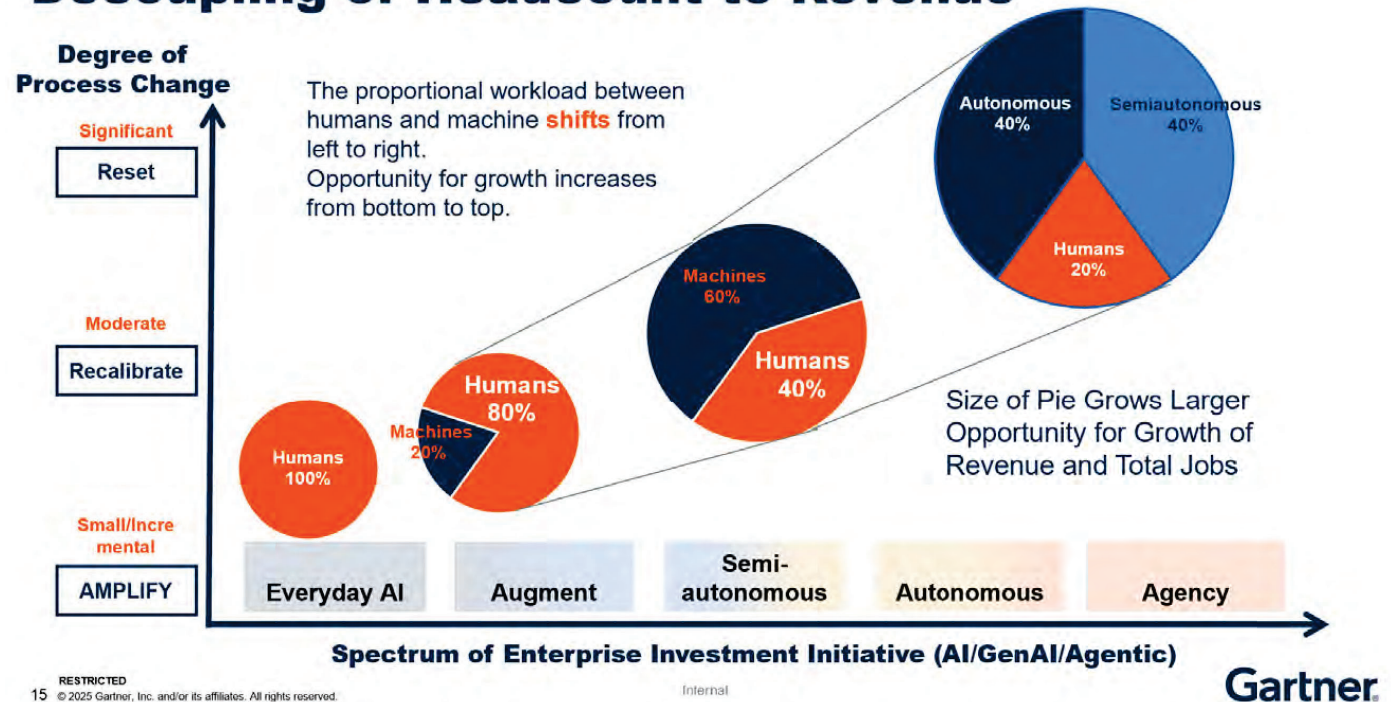
## Rethinking people, process and policies: Human-Agent Partnership



Augmented teams will open up new ways to deliver value to and enable growth

- Greater use of AI changes the way revenue is generated and the ratio of humans to machines
- AI solutions become semi-autonomous (augmented machine), then fully autonomous, and eventually arrive at a point where humans are no longer driving the execution. Machines are.

## Decoupling of Headcount to Revenue




It's not a job terminator; it is an **accelerator of human dreams.**"

— Sundar Pichai, CEO, Google February 2026

# From Tools to Agents

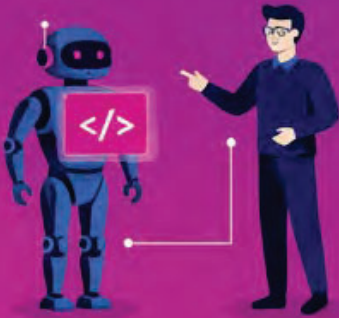
*Humans move from execution → orchestration*

24 months ago




Manual Effort

Today



GenAI/Agent Assistance

Tomorrow



Agent-Native SDLC

## Today's Reality

- More features expected in same amount of time
- Acceleration is no longer optional
- This shift is systemic — not incremental

*“At CGI, we are not predicting this. We are experiencing it.”*



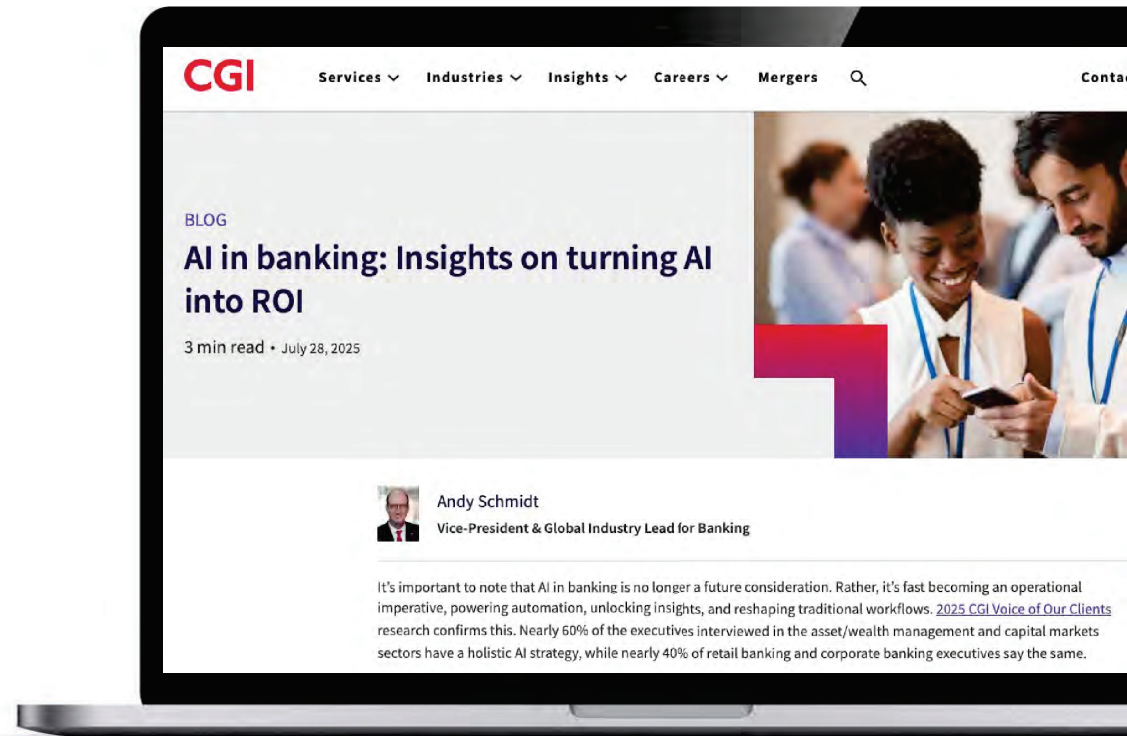
**Who is getting value .. and how?**

Bringing connected care designed for space to remote and rural communities ..



# Insights on turning AI into ROI

- Focuses on moving from **experimentation** to **solving business problems**
- Lays out approach for moving forward with AI:
  - Address **business-critical** pain points
  - Embed AI into **everyday workflows**
- Identifies best practices for implementing AI in Banking
  - **Prioritize ROI** but make room for learning
  - **Think across three levels:** organizational strategy, user experience, and technical development
  - **Strengthen your data foundations**
  - **Monitor and refine continuously**
- Establishes that AI doesn't just **improve** workflows; it **changes** them



# Innovating What's Next: Digital Triplet Model for Finance

CGI extends the existing data investments with GenAI Triplet:

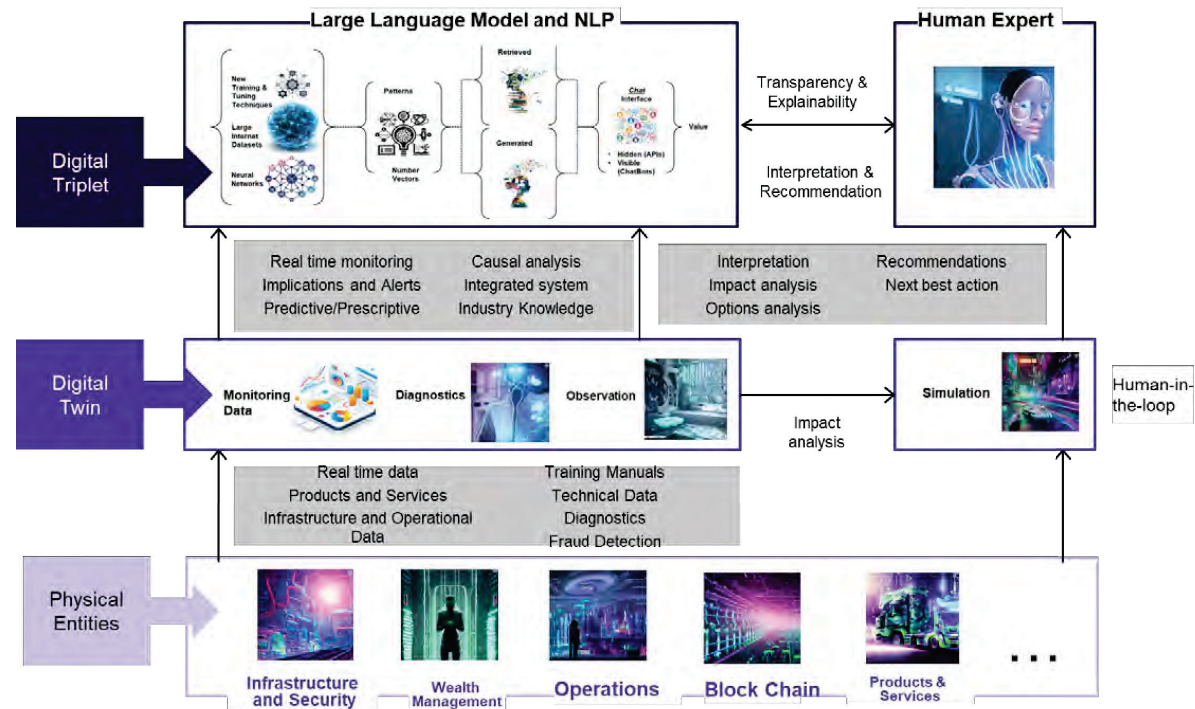
- **Real time expert advisor** advisors to agents and call center teams.
- Leveraging AI to **extend existing investments** in data and monitoring
- **Exploration of situation and personalized investment options** in Natural Language
- Provides **additional insights** in context of the products and markets.



EN



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# Machine Vision Triplet Example

Track the man in the brown t-shirt

## Multi-Object Tracking

Tracking of individuals despite occlusion and leaving the space



Check for safety clothing

## Safety Monitoring

Identify if workers are complying with safety measures / space



Track the bowler

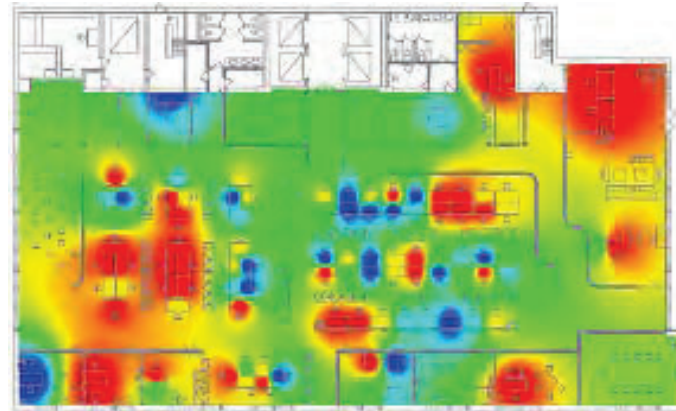
## Virtual Coach

Assessment of performance and coaching to improve technique

Monitor dwell time

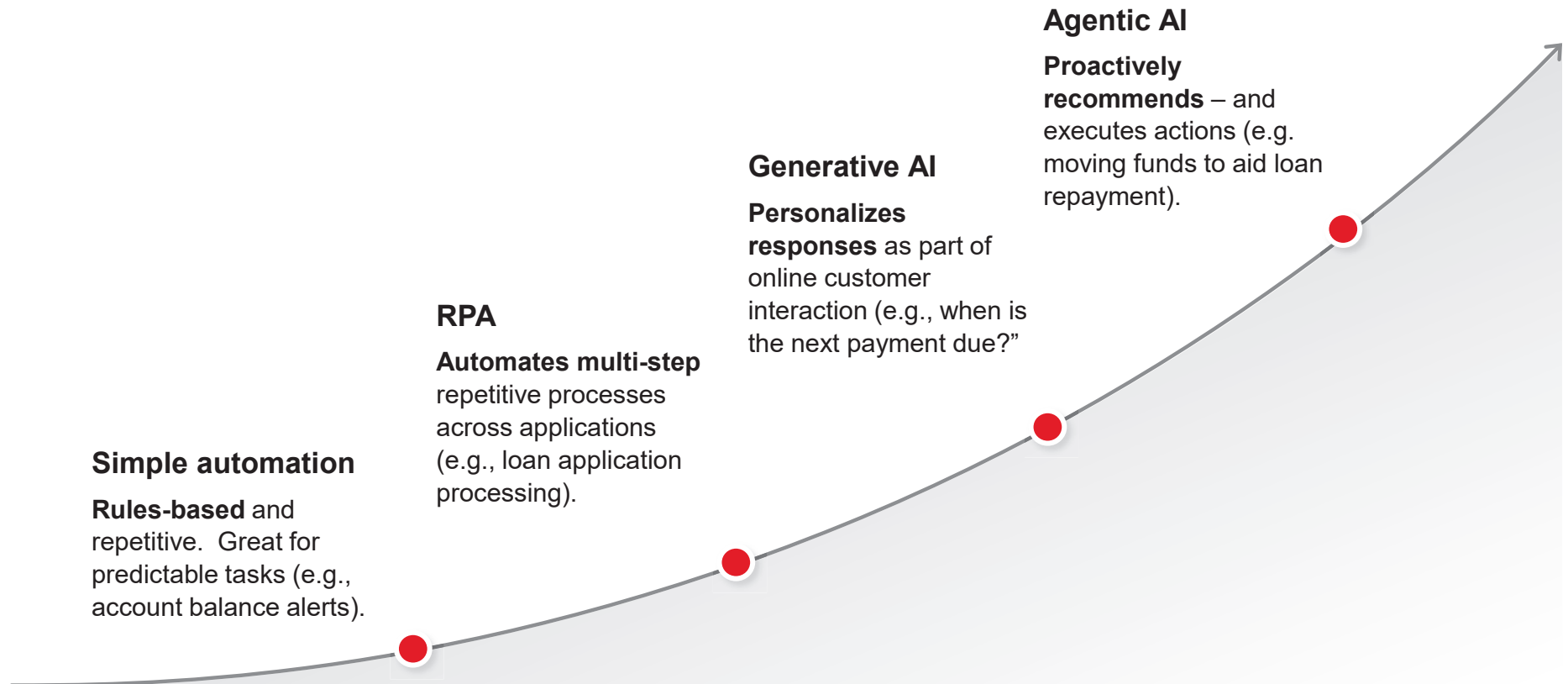
## Interest Analytics

Heatmaps to determine dwell time in commercial spaces



→ The new frontier – Generative AI for Vision

# AI is moving Banking from **reactive** to **proactive**



# Using Triplets to Interrogate your Knowledge Investment



# Pathways to Value driven AI Use Cases for the Finance Sector



■ Velocity to value / ■ Value to organization / ■ Ease of implementation / ■ Market maturity

## OPPORTUNITIES

- |                                                                                                                                                                                        |                                                                                                                                                                                                     |                                                                                                                                                                                           |                                                                                                                                                                                            |                                                                                                                                                                                                            |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• Assisted back office</li> <li>• Improved client support</li> <li>• Streamlined training</li> <li>• More time for higher-value work</li> </ul> | <ul style="list-style-type: none"> <li>• End-to-end claims and assessment automation</li> <li>• AI-guided tools (RPA, BPA)</li> <li>• Lower operating costs</li> <li>• Faster turnaround</li> </ul> | <ul style="list-style-type: none"> <li>• Predictive analytics</li> <li>• Earlier visibility</li> <li>• Insights on utilization and cost drivers</li> <li>• Proactive decisions</li> </ul> | <ul style="list-style-type: none"> <li>• Faster development and integration</li> <li>• Reduced technical debt</li> <li>• Quicker digital adoption</li> <li>• Scalable solutions</li> </ul> | <ul style="list-style-type: none"> <li>• Enhanced infrastructure diagnostics</li> <li>• Better asset monitoring</li> <li>• Improved safety and quality</li> <li>• Optimized equipment lifecycle</li> </ul> |
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## CASES

- |                                                                                                    |                                                                                              |                                                                                          |                                                                                                           |                                                                                                                              |
|----------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Leveraging the latest GenAI advancements to create intelligent document processing</a> | <a href="#">Backoffice Automation Business Process Automation Center of Excellence (CoE)</a> | <a href="#">AI OPS, Trip Planner LLM integrations for comparison and decision making</a> | <a href="#">Developing an AI Solution for Development Evaluation Agentic AI for system transformation</a> | <a href="#">Machine Vision for Asset Mgmt. Building a digital twin to simulate population trends, disasters and recovery</a> |
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## AI TOOLS

- |  |                                          |                                 |                                                            |
|--|------------------------------------------|---------------------------------|------------------------------------------------------------|
|  | <b>Pulse AI</b><br><b>Machine Vision</b> | <b>ProperPay</b><br><b>NAVI</b> | <b>Supply Chain 360</b><br><b>OMNI 360</b> <b>Hot Scan</b> |
|--|------------------------------------------|---------------------------------|------------------------------------------------------------|

## PARTNER TOOLS

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# Insights you can act on

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world.

We are insights-driven and outcomes-based to help accelerate returns on your investments. Across hundreds of locations worldwide, we provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

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