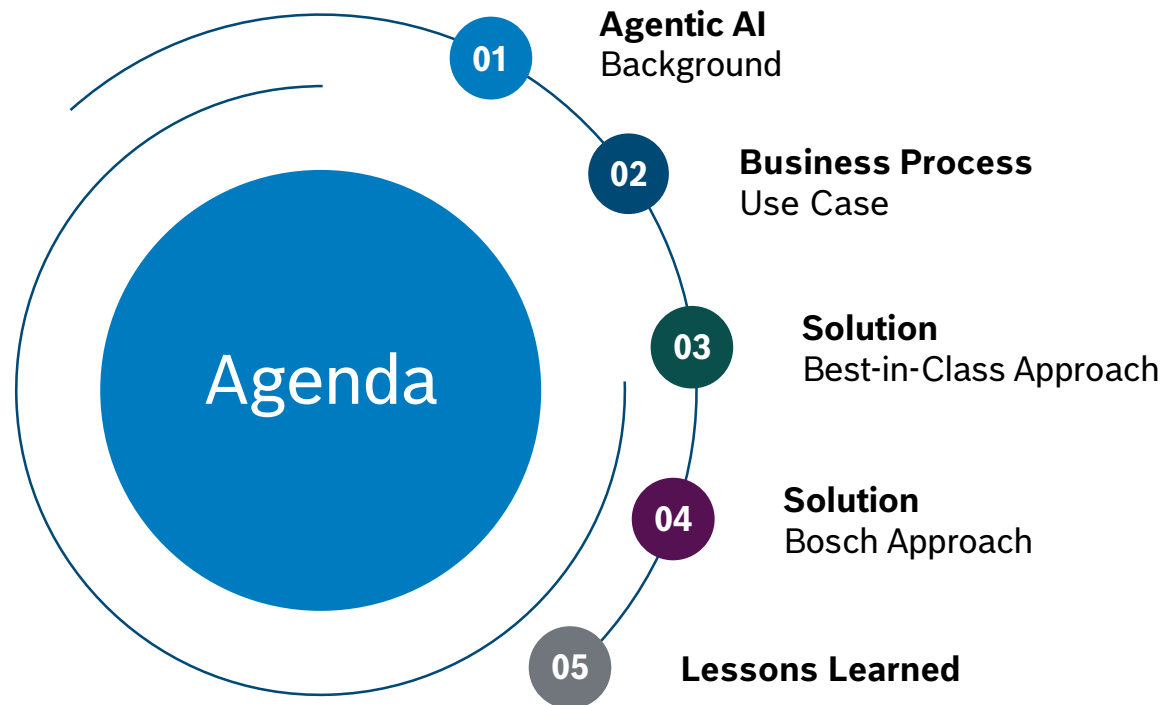




CMD Validations

AI Use Case

CMD Validations – AI Use Case



01

Agentic AI Background

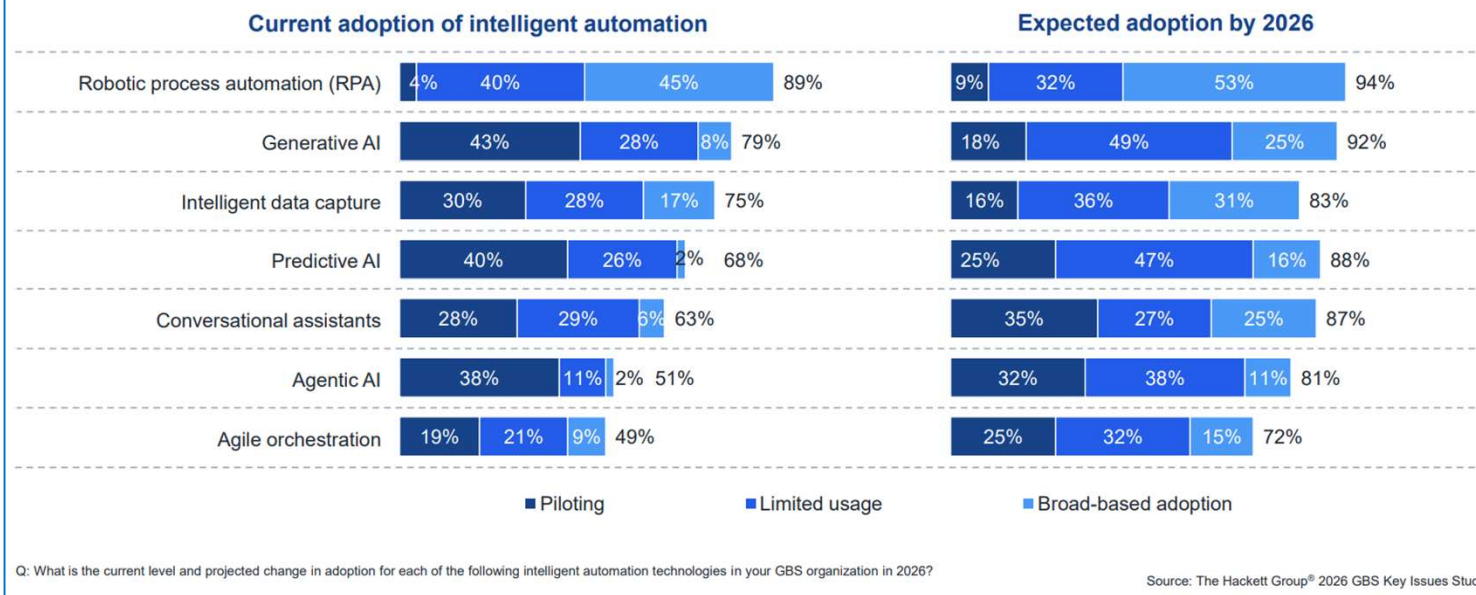
Public C-SC0

CMD Validations – AI Use Case

Agentic AI Background

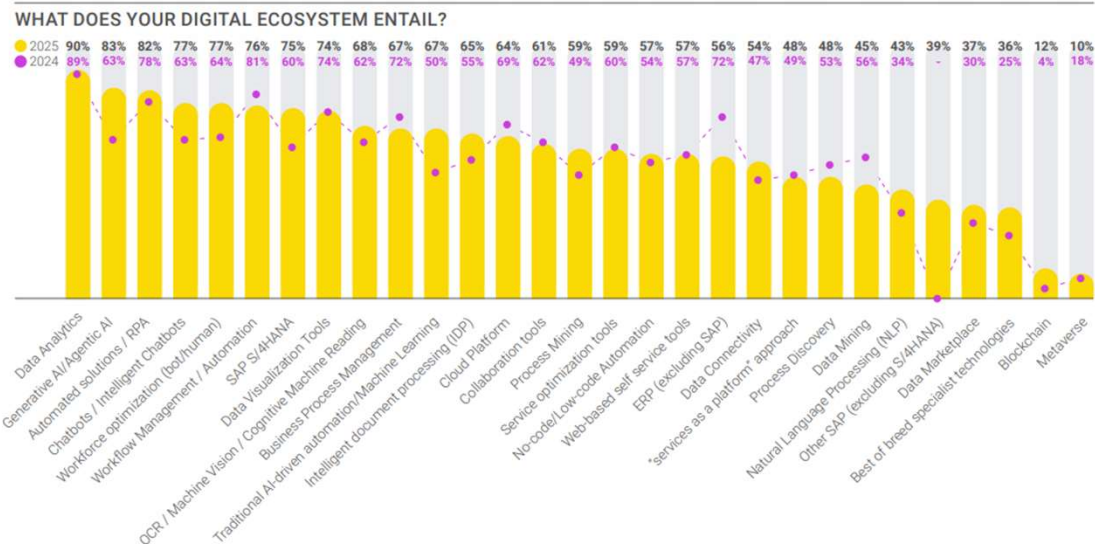
Predictive AI, Gen AI, agentic AI and conversational assistants are set to go mainstream

RPA is an established, near-ubiquitous technology in GBS. AI experimentation marked 2025, but in 2026 technologies like predictive AI, Gen AI, agentic AI and conversational assistants are set to go mainstream, indicating rising confidence in their value. GBS organizations that are supported by the need for streamlined processes, effective change management, robust infrastructure, data governance and skilled talent will find it easier to scale up, although others might struggle.



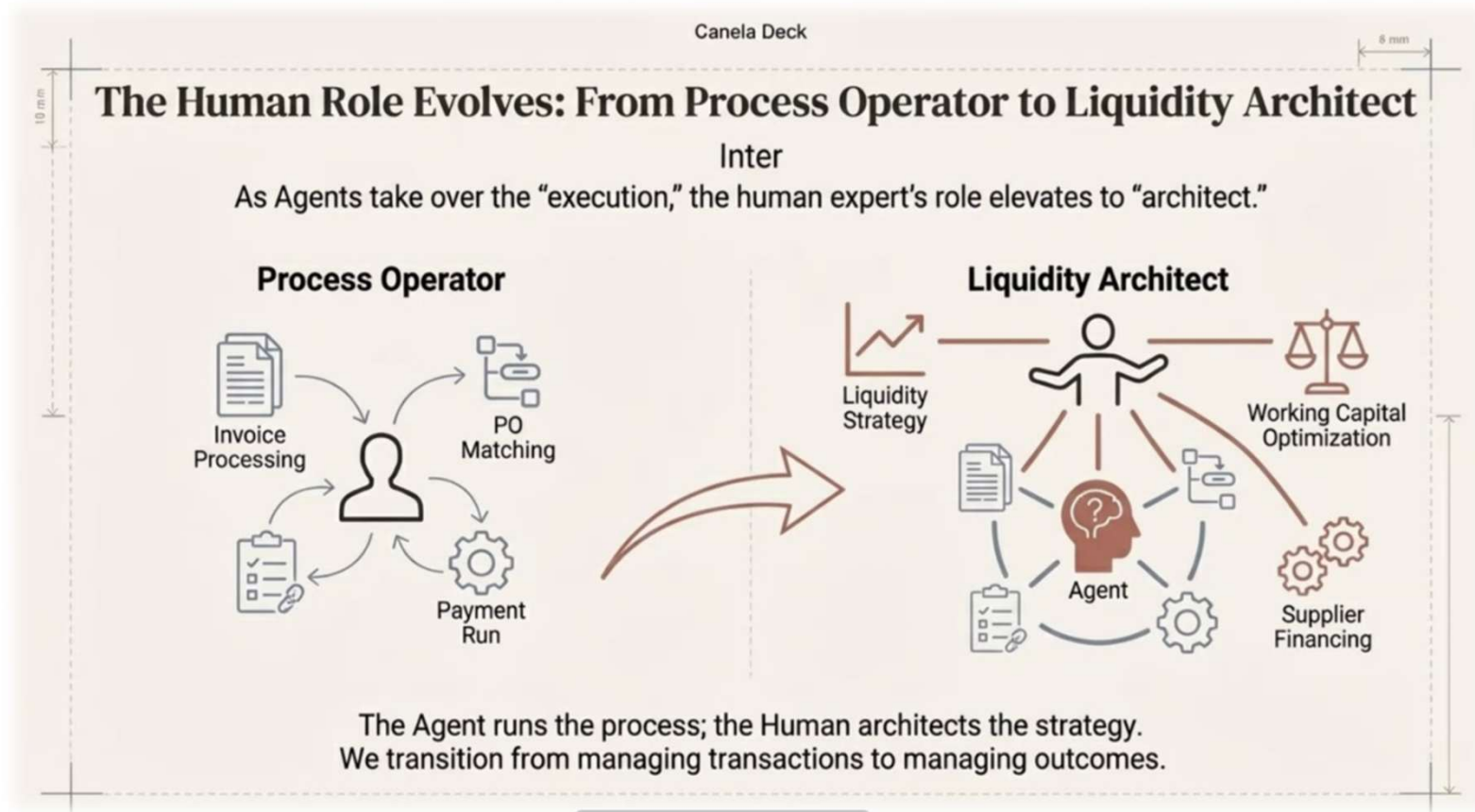
CMD Validations – AI Use Case

Agentic AI Background



CMD Validations – AI Use Case

Agentic AI Background



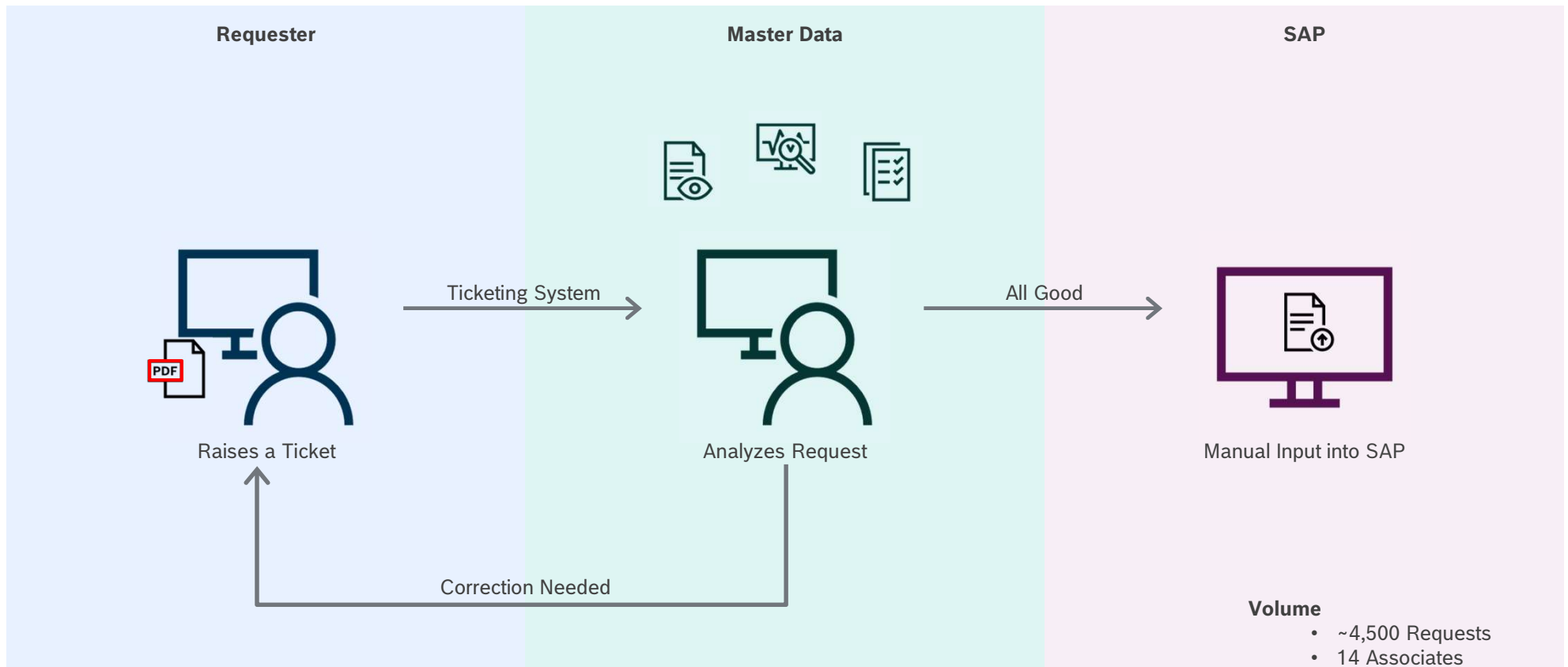
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Business Process Use Case

Public C-SC0

CMD Validations – AI Use Case

Business Process



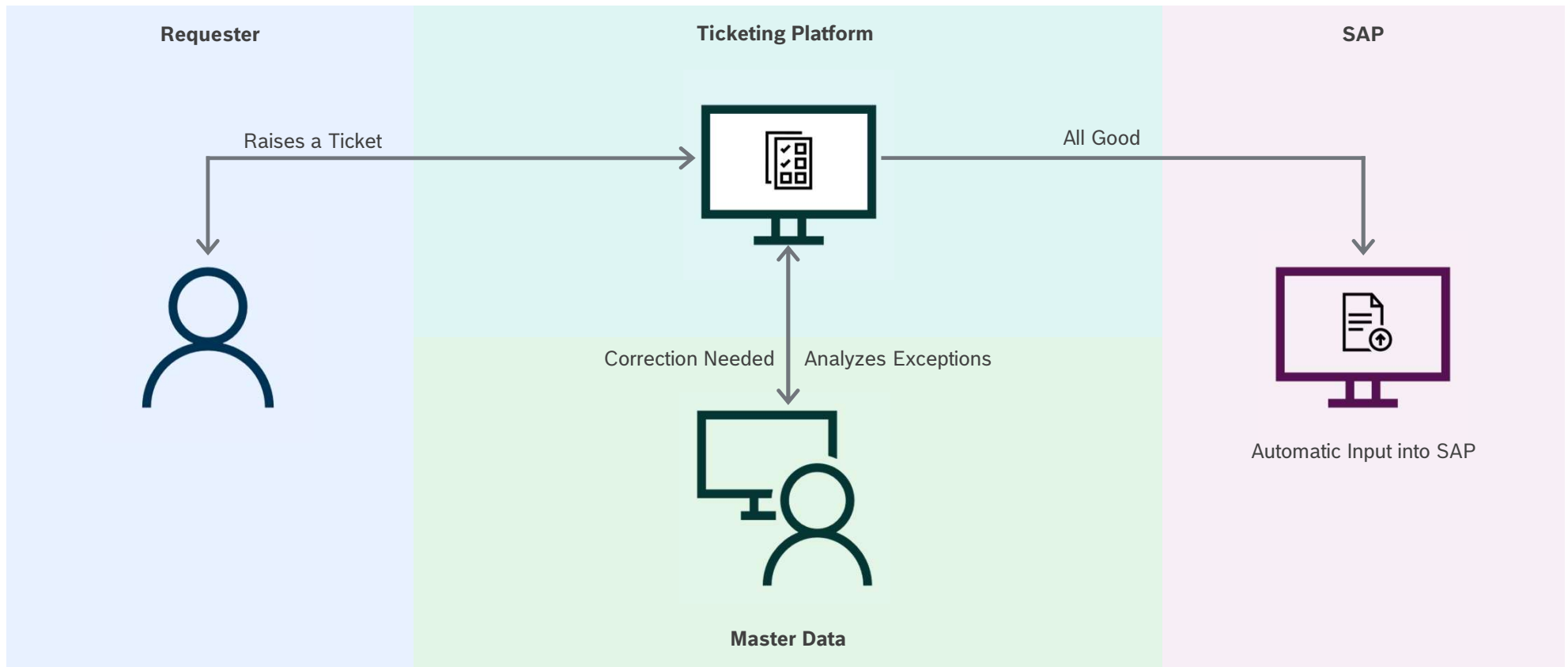
03

Solution Best-in-Class Approach

Public C-SC0

CMD Validations – AI Use Case

Solution – Best in Class Approach



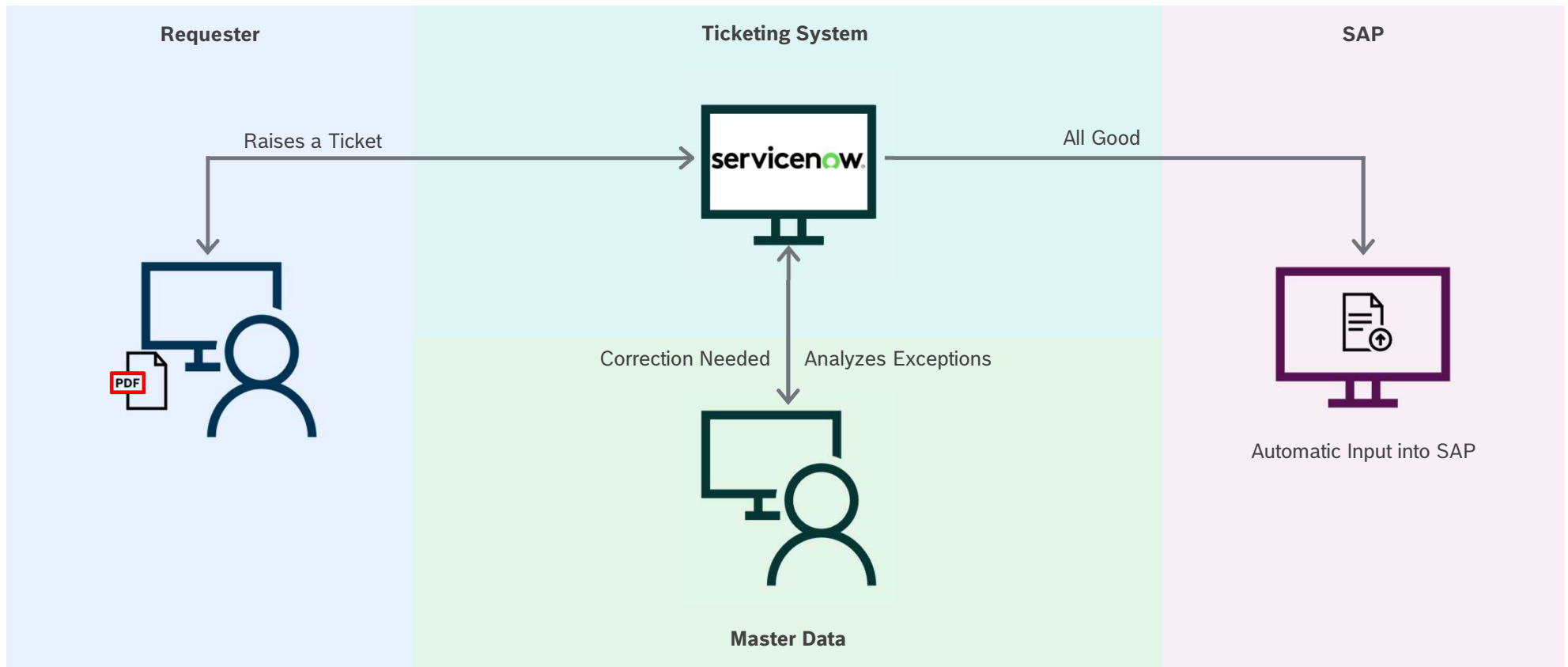
04

Solution Bosch Approach

Public C-SC0

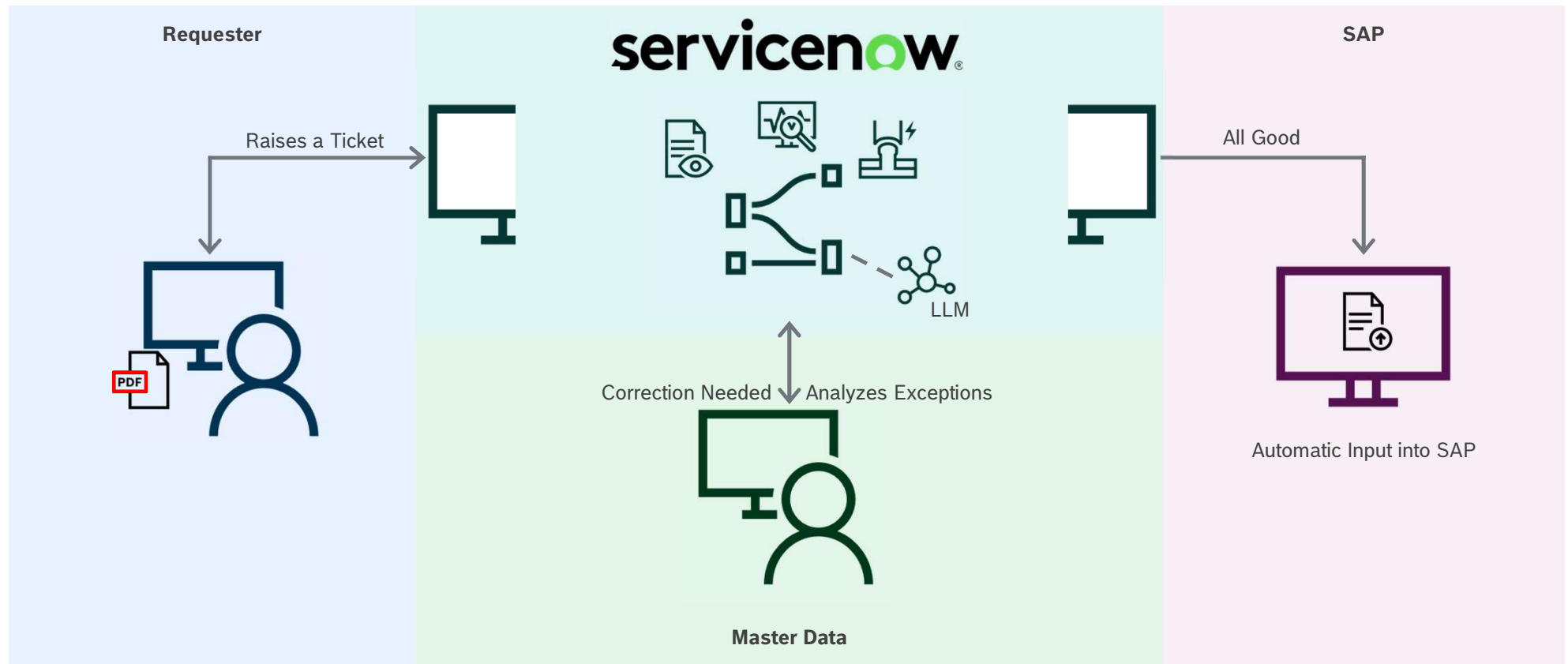
CMD Validations – AI Use Case

Solution – Bosch Global Approach



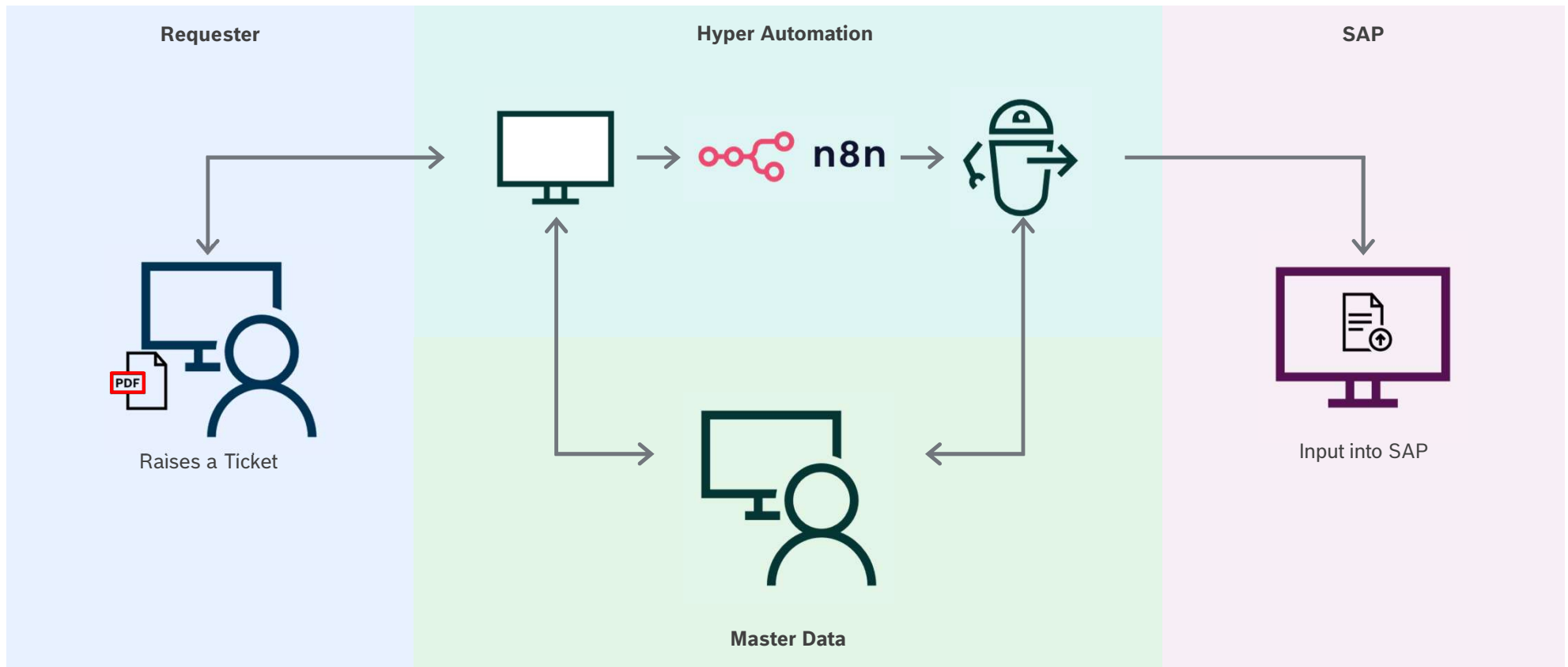
CMD Validations – AI Use Case

Solution – Bosch Global Approach



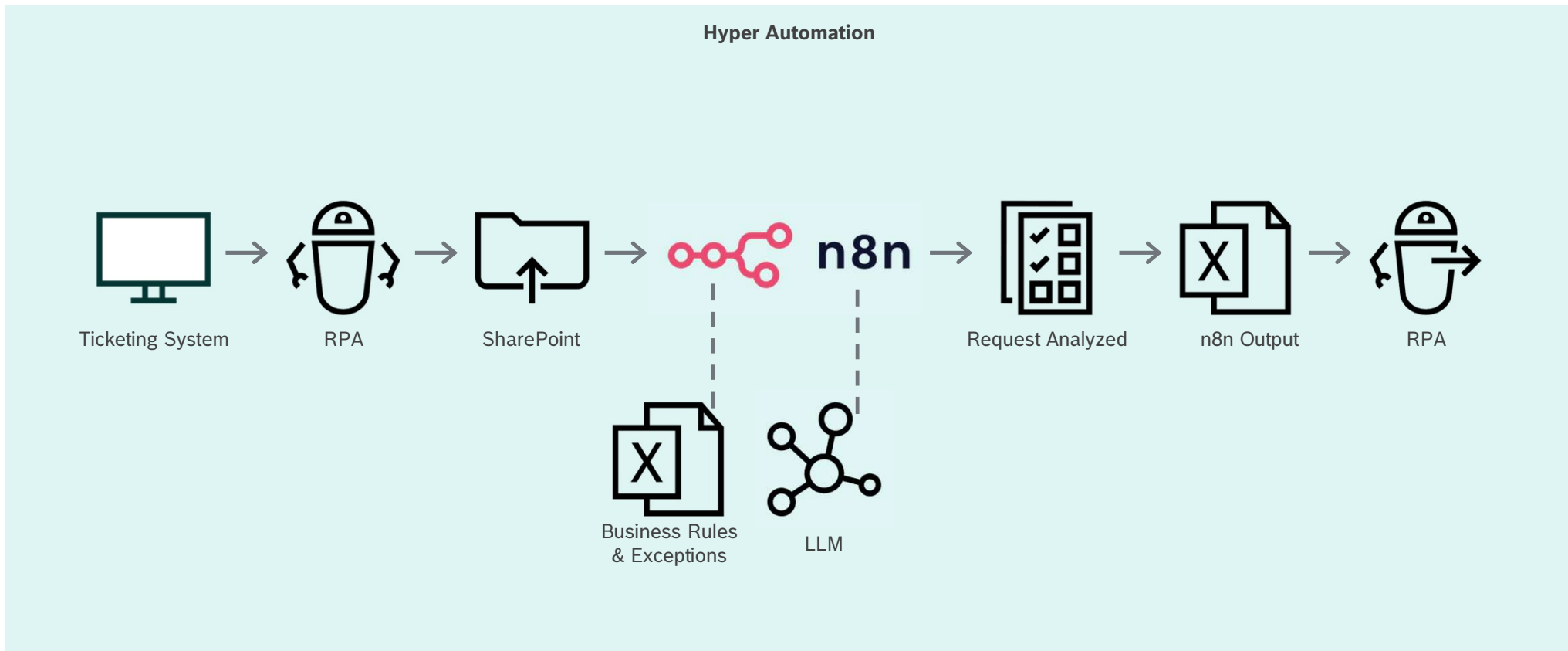
CMD Validations – AI Use Case

Solution – Bosch Exceptions Approach

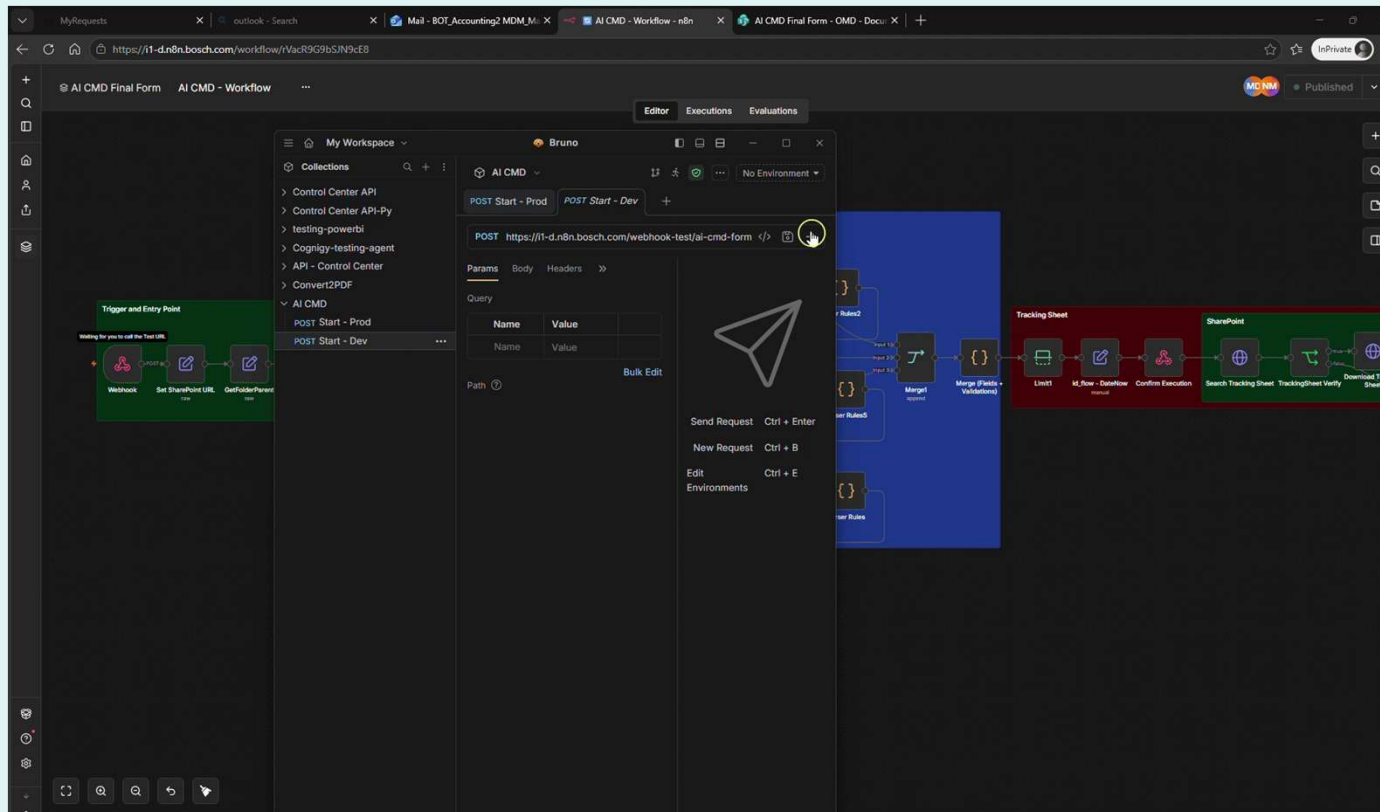


CMD Validations – AI Use Case

Solution – Bosch Exceptions Approach



CMD Validations – AI Use Case Solution – Bosch Local Approach



05

Lessons Learned

CMD Validations – AI Use Case

Lessons Learned



Choose the right automation approach

Not every opportunity requires AI. Stable, rule-based work may be better suited to RPA or hyper automation.



Build on strong process and data foundations

Current process documentation, clear data ownership, and good-quality master data are prerequisites for effective automation.



Embed governance from the start

Use approved tools and models, protect company data, define accountability, and maintain human review where needed.



Design for the specific use case

Select the model based on the required accuracy, complexity, cost, and response time and actively manage token consumption.



Savings follow stabilization—not go-live.

Retain process expertise for 4–6 months to train and validate the AI solution before releasing FTE capacity.



Thank you!