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GREAT LAKES CHENNAI

"AI adoption in GCCs: what's being measured, and what's actually changing."

THE CENTRAL FINDING

The Adoption Illusion

WHAT ORGANISATIONS MEASURE VS WHAT IS ACTUALLY CHANGING

THE LICENSE VIEW

- Tool deployed across the organisation
- Usage tracked by seats and logins
- Training programmes completed
- AI strategy communicated from the top

THE REALITY VIEW

- 30–40% of daily tasks actually using AI
- Peer learning outperforming formal training
- Non-IT employees building agents independently
- Adoption moving by proficiency, not seniority

Finding from the room

One organisation abandoned seniority-based training entirely and organised adoption by proficiency level instead, agent creation more than doubled. Non-IT staff including facilities managers and compliance teams were building working agents before many technical teams had moved past basic prompting.

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19%

Experienced developers adopt AI 19 percentage points slower than fresh graduates

75%

The performance gap between senior and junior talent that AI is able to close. The remaining 25% is human judgment.

THE NEW PERFORMANCE EQUATION

Domain Knowledge + AI Application

= The New Value

Finding 01

4 interns. 6 weeks.

A workflow that took 18 months compressed to 8 weeks once AI-native talent was introduced alongside experienced domain experts.

Finding 02

80% of L1 incidents

now handled by AI agents in one organisation's IT operations. The last 20%, judgment and escalation, still requires a human.

Finding 03

Bottom of the pyramid disrupted

Even intern requisitions now go through multiple filters. Headcount at entry level is being restructured, not just reduced.

THE UNRESOLVED QUESTION

BUILD OR BUY AI TALENT?

THE ROOM SPLIT — AND BOTH SIDES WERE RIGHT

EXTERNAL / AI-NATIVE

- Faster adoption from day one
- No behaviour change required
- Lower cost to reach AI competency
- AI-native mindset, not retrofitted

INTERNAL / GROOMED

- Domain and corporate knowledge already embedded
- Internal talent understands what operationalisation actually requires.
- Legacy knowledge adapts to AI faster than new hires adapt to legacy

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The Verdict

The ideal profile - strategic, technical, domain-aware, AI-capable, barely exists in the open market. Most organisations that looked externally found candidates who were either too technical or too strategic, never both. Most ended up building internally. Quick-to-market objectives favour external. Long-term operations transformation requires internal.

"Either they are too technical and not strategic. Or only strategic and not technical. We could not find the right mix at all."

– Attendee · Quorum Edition 02

THREE THINGS THAT UNITED THE ROOM

01

The starting point is human. The ending point is human.

Everything in the middle can be done by AI. Critical thinking, context, and the final judgment call are not going anywhere. The organisations doing this well are moving humans to the parts that actually matter.

02

The fastest-moving organisations are not the ones with the best tools.

They are the ones where it is safe to try, fail, and try again. Leadership that says "it's okay to get it wrong the first time" is worth more than any platform license.

03

AI governance is the gap nobody has fully solved.

Data integrity, content traceability, and responsible use frameworks came up repeatedly. No organisation in the room had a complete answer. This is where the next conversation starts

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WHAT INDUSTRY IS ACTUALLY ASKING FOR

Beyond AI fluency - the six signals that define readiness

Applied proof, not explained knowledge
GitHub contributions, working prototypes, real use cases. Patience for concepts is running out. Corporates want to see what you built.

Domain first, AI second
Industry knowledge is the context that makes AI useful. The tool without the domain is noise. The edge is knowing which AI to point at which problem.

Judgment when the AI is wrong
Very few candidates can distinguish a good AI output from a plausible wrong one. The ability to interrogate and override is the separating skill.

Collaboration in an AI-augmented team
When AI enters a team, people become more isolated. Working with peers who are also using AI, and building shared output, is now a distinct competency.

Original thinking under pressure
AI slop is real. Presentations that all look the same. Starting with a human thought and defending it without notes is what creates differentiation.

AI governance literacy
Understanding where an output came from and whether it can be trusted in a regulated environment is no longer optional. The compliance bar is rising.

From Roundtable to Classroom · Our Three Commitments

Finding 01

Domain + AI Mapping, Not Generic Literacy

Helping students identify which AI applications are relevant to their specific domain and career path, not AI in general. The edge is not knowing AI, it is knowing which part applies to your work.

Student Outcome
Graduates who can apply AI to a specific industry problem

Finding 02

Applied and Portfolio-Based Proof

Industry use cases from Quorum partners as live briefs. Students build working solutions. Applied work - prototypes, agents, domain-specific outputs, replaces conventional submissions.

Student Outcome
A portfolio that shows industry what a candidate can actually build

Finding 03

Critical Thinking in an AI-First Environment

AI-generated outputs assigned and publicly deconstructed. Students identify what the model missed and why it matters. Starting with a human thought - before any tool, built into how work is done on campus.

Student Outcome
Graduates who evaluate AI, challenge it, and defend their own thinking

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Quorum is Great Lakes' invitation-only platform for candid conversations between industry and academia, thinking together, not presenting to each other.

To join us for next edition, please write to us at **brandmarketing@greatlakes.edu.in**