


genpact

# Agentic intersourcing

A new approach to navigating uncertainty





As volatility becomes the natural order of business, companies must become adept at managing changing tariffs, supply chain disruption, and escalating operating costs. But before they can maintain growth and profitability, there are tough choices to make:

- To what extent should they pass higher costs onto their customers?
- How can they reshape their supplier bases to give themselves options within a changing global trade order?
- How can they rapidly drive efficiency in their operations to offset the additional cost of doing business when so many external factors are beyond their control?

Genpact's Agentic Intersourcing Solution offers a comprehensive approach. Based on our innovative use of AI, deep operational expertise, and outcome-focused partnerships, we help businesses navigate these uncertainties and create strategic advantages.





# Today's landscape

## Tariff-driven business challenges



### Compliance complexity

**Regulatory volatility:** The US government's recent tariffs on Mexico, Canada, and China created a rapidly shifting compliance environment. Their expansion – and retraction – to a broader set of countries created further uncertainty and the potential for an escalation of costs.

**Technical challenges:** Organizations struggle with classification errors, origin-rule ambiguities, and the risks of retroactive duty assessments. Worse still, the cascading effect of these duties through multiple tiers of suppliers is opaque to many organizations, creating further complexity and barriers to effective decision-making.



### Supply chain disruptions

**Supplier diversification:** Tariffs push companies to rapidly change suppliers without adequate time to vet and integrate them properly. And retaliatory measures from targeted countries introduce additional sourcing complexity.

**Inventory management crisis:** Unpredictable supply chain networks can quickly lead to costly overstocking or shortages that pose a real threat to businesses.



### Financial strain

**Margin compression:** Tariffs typically increase landed costs by 15%–25%, significantly impacting profitability.

**Cash-flow challenges:** Organizations face liquidity pressures, particularly for those heavily reliant on imported materials.



### Strategic uncertainty

**Investment delays:** The lack of clarity on long-term trade policies hampers critical business investment decisions.

# Introducing agentic intersourcing

Agentic intersourcing is a novel operational design. It strategically embeds AI-powered agents throughout an enterprise's operations while blending internal and external resources in new ways. How does it differ from traditional outsourcing? Here are a few key ways:

- **AI agent integration:** Instead of simply moving operations to external providers, agentic intersourcing deploys intelligent AI agents across the entire business to monitor, analyze, and optimize processes in real time – essential for an effective response to tariff fluctuations
- **Cross-boundary operations:** The solution works across boundaries – between departments, onshore and offshore operations, and client and service provider organizations
- **Function-agnostic approach:** Unlike traditional outsourcing that targets specific functions, apply intersourcing across all business operations

**Intersourcing** addresses the unique challenges presented by major disruptions, such as geopolitical conflicts or volatility in global trade, by creating an agile operating model that quickly adapts to changing conditions. And the **agentic** component uses AI to drive continuous optimization and decision support.





# The Genpact advantage

Genpact has been helping enterprises transform their operating models for over 20 years. We give companies access to a global talent pool, drive automation at scale, and significantly reduce the cost of business operations. Organizations that have a significant number of people in countries with a high cost of living are rethinking their approach to driving efficiencies.

Genpact's agentic intersourcing approach combines advanced AI technologies, deep operational expertise, and strategic partnerships to create a comprehensive solution to address this challenge. Our cross-business approach delivers value across the entire enterprise while building resilience in a world of uncertainty driven by rapidly changing global trade.

## Key solution components



### End-to-end operational AI integration

**Enterprise-wide AI agent deployment:**

AI-powered agents embedded throughout business functions, not just back-office operations.

**Predictive analytics:** Advanced modeling to anticipate the impact of tariffs on pricing, the cost of doing business, and risk exposure while also recommending proactive measures.



### Strategic technology partnerships

**Microsoft AI framework integration:**

With cutting-edge large language models and cognitive services, we accelerate the deployment and adoption of copilots in almost every business function.

**ServiceNow-enabled workflow automation:**

Enterprise-grade workflow orchestration, with effective collaboration between AI agents and human operators.



## Focused on performance outcomes

### **Contractual savings commitments:**

Defined financial improvements based on a comprehensive operational assessment.

**Risk-sharing model:** A pricing structure aligned with delivered outcomes.



## Embedded expertise

**Embedded expertise:** Genpact specialists work alongside client teams to augment capacity wherever needed.

**Capability enhancement:** We build organizational resilience by developing critical skills.



## Tariff control tower

**Unified visibility:** Detailed insights on the enterprise-wide impact of tariffs within an organization, enabled by process intelligence from Celonis.

**Real-time monitoring:** Continuous tracking of the impact of regulatory changes.



## Rapid deployment

**Genpact's AI Value Studio and Gigafactory:** Our experts are adept at identifying high-value use cases for agentic solutions. And our Gigafactory resourcing enables rapid deployment at scale.

**Agentic library:** We cut the time to value with prebuilt agents, ready to be put to work in key functional areas.



# Implementation

## Our methodology

Our results-focused approach creates rapid value while building long-term capabilities. This is what we deliver in each phase:

### **Phase 1: Assessment and design (2–4 weeks)**

- Quickstrike assessment of intersourcing opportunity areas
- Fit-gap assessment for the deployment of prebuilt agents
- An agentic roadmap for implementation

### **Phase 2: Integration and deployment (1–3 months)**

- Strategic use of AI agents embedded in prioritized business functions
- Configuration of monitoring and reporting systems

### **Phase 3: Optimization and scale (3+ months)**

- Expansion to additional business functions
- Long-term value sustainability planning

By combining next-generation AI technology with our deep business and industry expertise and our commitment to measurable outcomes, we can help businesses to navigate complex tariff environments with confidence while driving meaningful operational improvements.

Get in touch to see the difference we can make for you.

Don't miss our guide to navigating tariff uncertainty

**React. Rewire. Reinvent**

Our three-stage strategic framework helps enterprises navigate near-term shocks, build medium-term resilience, and create long-term competitive advantage with advanced technologies.

[Learn how here](#)

Genpact (NYSE: G) is an advanced technology services and solutions company that delivers lasting value for leading enterprises globally. Through our deep business knowledge, operational excellence, and cutting-edge solutions – we help companies across industries get ahead and stay ahead. Powered by curiosity, courage, and innovation, our teams implement data, technology, and AI to create tomorrow, today. Get to know us at [genpact.com](https://genpact.com) and on [LinkedIn](#), [X](#), [YouTube](#), and [Facebook](#).