WHITEPAPER

The Role of Artificial Intelligence in **Modern Financial Ecosystems**

The Strategic Imperative for AI Adoption in a Competitive, Regulated, and Customer-Centric Financial World

Gleecus TECHLABS
Forward Thinking Digital Innovation

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Executive Summary

Artificial Intelligence (AI) is rapidly reshaping the landscape of modern financial ecosystems, enabling smarter risk models, personalized advisory services, and automated compliance through traditional AI/ML, and more advanced capabilities like Gen AI and Agentic AI. The financial services industry is adapting to new competitiveness, regulatory pressure, and customer expectations.

Key Market Projections & Growth Trends

- **Global AI Market Growth**: The global AI in finance market is projected to expand from $38.36 billion in 2024 to $190.33 billion by 2030, a CAGR of approximately 30.6%.
- **Generative AI Segment**: Expected to grow from $1.52 billion in 2024 to $15.69 billion by 2034, at a CAGR of 26.3%.
- **Agentic AI Dominance**: AI Agent solutions are pivotal in fraud detection and customer automation, with North America capturing over 41% of the global Agentic AI market in 2024.

Realized Business Impacts

- **Cost Savings**: AI is estimated to save the banking industry up to **$1 trillion by 2030** and reduce operating costs by **22 %**.
- **Fraud & Compliance**: AI fraud systems have saved banks **$22 billion annually** and reduced false positives by **30 %** .
- **Efficiency Gains**: Major gains are reported **60 % efficiency improvements** in onboarding/compliance, **40 % reduction in costs**, and **58 % of institutions attributing revenue growth to AI**

Strategic Implications

Organizations embedding AI, particularly Generative and Agentic AI, can unlock significant returns in cost reduction, agility, personalization, and regulatory compliance. Navigating legacy architecture, securing talent, and establishing governance frameworks are critical for ROI.

The New Digital Finance Paradigm

Over the past decade, the financial sector has undergone a transformation unparalleled in its 300-year history. This change has been driven by the **convergence of digital-first business models, fintech innovation, big data analytics, blockchain, and Artificial Intelligence (AI)**. The financial ecosystem has evolved from being largely transactional to becoming **data-intelligent, hyper-personalized, and increasingly autonomous**.

From Digitization to Intelligence-Driven Finance

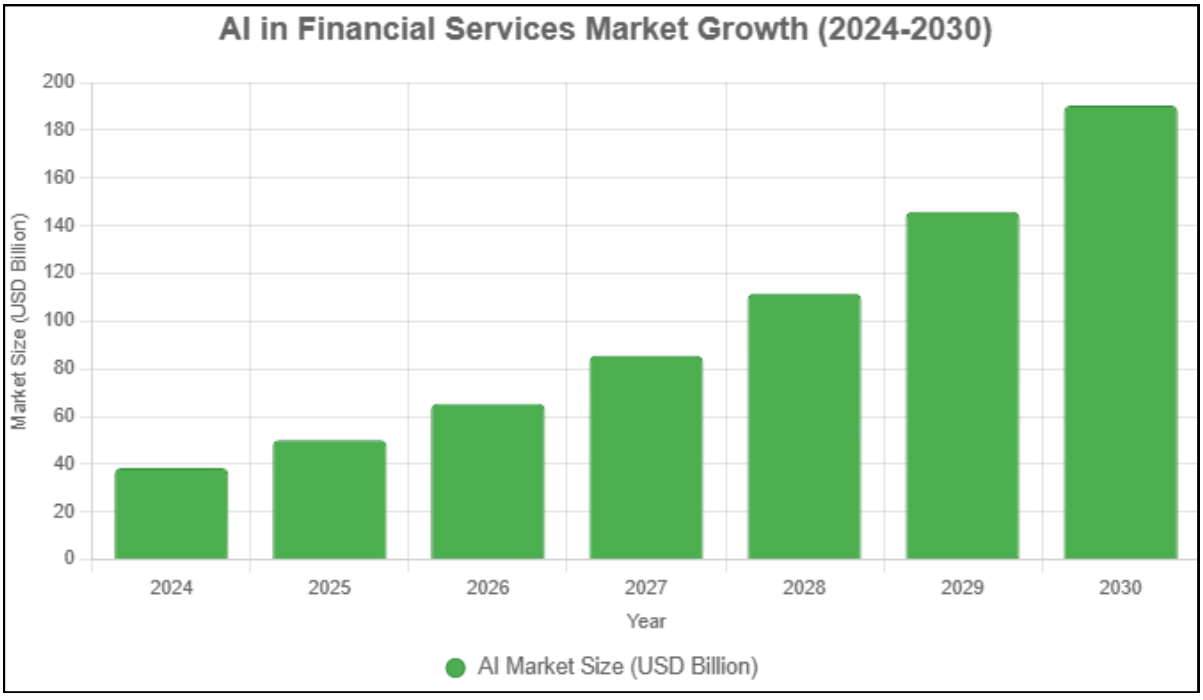
Early digitization efforts focused on moving manual, paper-based processes into software systems. While this improved speed and scale, the next wave, **AI-led finance,** is redefining not just how services are delivered, but what those services can achieve. AI is enabling:

- **Real-time risk scoring** for lending decisions.
- **Dynamic fraud detection** that adapts to new threat vectors within seconds.
- **Predictive advisory services** that adjust portfolio strategies before market changes occur.
- **Automated compliance monitoring** that prevents violations before they happen.

A Rapidly Expanding Market Opportunity

The scale of this shift is underscored by market data:

- **AI in financial services** is forecast to grow from **$38.36B in 2024 to $190.33B by 2030** (CAGR: **30.6%**).
- **Generative AI in finance,** once a niche three years ago, is expected to surge 10x over the next decade, hitting **$15.69B** by **2034**.
- AI adoption has the potential to save the global banking sector **$1 trillion annually** by 2030.



Changing Customer Expectations

Financial customers today, whether retail banking clients, corporate treasury teams, or institutional investors, demand **always-on, personalized, and secure services**. A recent PwC survey found that **80% of banking customers** are more likely to engage with organizations offering **AI-powered, hyper-personalized experiences**.

The Gen AI and Agentic AI Advantage

Traditional AI/ML models have improved predictions and automation. Yet, **Generative AI (Gen AI)** now creates entirely new content, from tailored investment reports to synthetic financial scenarios for stress-testing.

Meanwhile, Agentic AI brings autonomous, goal-driven agents that perform multi-step tasks, like onboarding customers, verifying KYC documents, opening accounts, and initiating investment orders, without human involvement.

Regulatory Complexity Meets AI Innovation

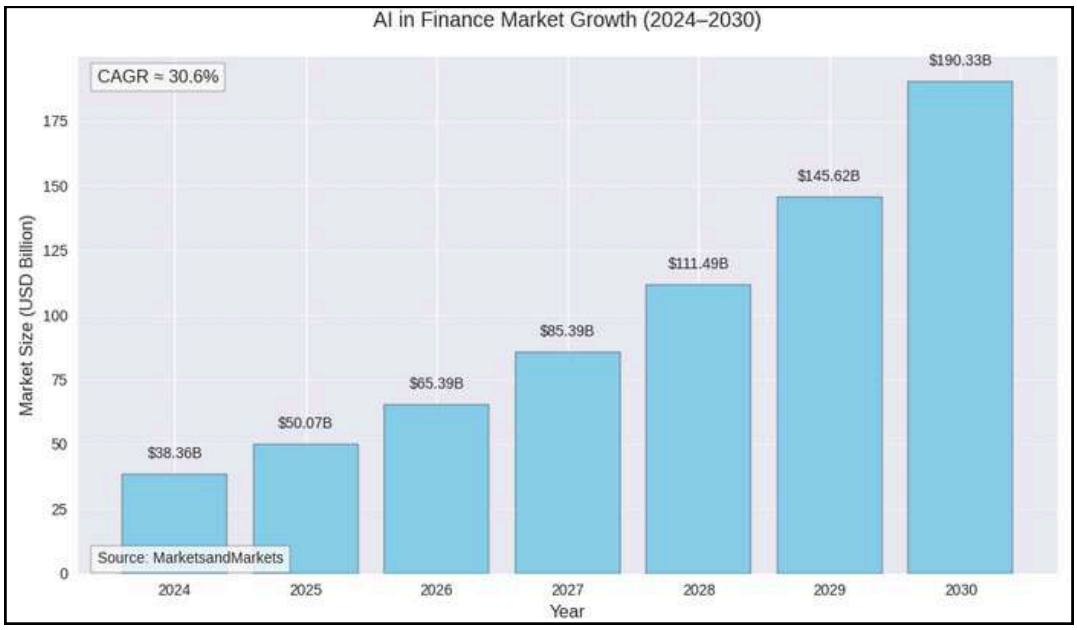
Regulatory bodies across **US**, **EU**, **MEA**, and **Asia** are actively shaping frameworks to ensure that AI in finance is explainable, ethical, and secure. From **PSD2** and **GDPR** in Europe to **OCC AI guidelines** in the US, compliance is no longer an afterthought—it is a competitive differentiator.

State of the Financial Industry in 2025

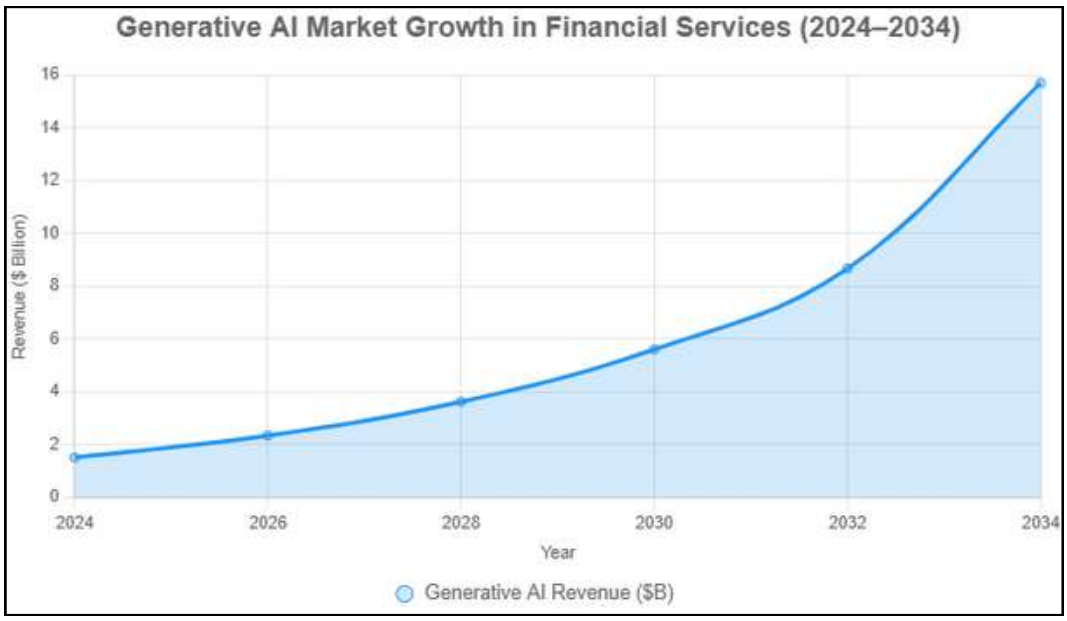
The global financial ecosystem entered 2025 with AI adoption accelerating across retail banking, capital markets, insurance, payments, and fintech. Adoption is driven by cost pressure, regulatory change, consumer demand for realtime digital services, and the rapid maturation of Gen AI and agentic systems.

Market Size & Projections

AI in Finance Market is projected to grow from **USD 38.36 billion in 2024** to **USD 190.33 billion by 2030** (CAGR ≈ **30.6%**). This MarketsandMarkets forecast is widely cited for finance-specific AI sizing.



Generative AI in Financial Services — forecasts vary, but several market reports estimate high growth (examples: Grand View Research and ResearchAndMarkets projects strong doubledigit to high30s CAGRs through 2030). Example: Grand View projects GenAI in financial services to grow rapidly (see Grand View).



Adoption & Trends

United States (North America)

- U.S. financial firms are among the fastest adopters of AI and Gen AI, with many large banks deploying AI for fraud, automation, and client advisory. PwC and McKinsey surveys report high adoption and integration rates in enterprise strategy. For example, PwC found many US organizations are integrating Gen AI and AI into operations.
- Regulators (OCC, SEC, Fed discussions) are actively exploring how AI should be governed in financial services (risk frameworks, model risk management). Recent industry commentary highlights both rapid adoption and growing regulatory interest.

European Union (EU / UK)

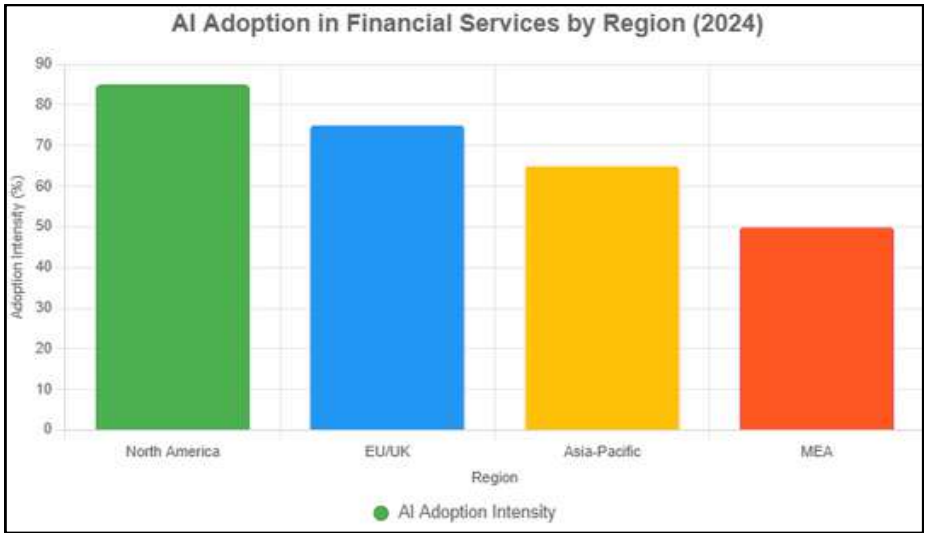
- AI penetration in finance is high in the EU, surveys indicate large shares of banks and financial firms are using AI in at least one function. The Bank of England / FCA work shows strong usage (e.g., 75%+ of firms using AI in UK surveys). EU regulators emphasize “privacyfirst” and explainability (GDPR, upcoming AI Act implications).
- ESG and dataprivacy compliance (e.g., CSRD, GDPR) are major drivers shaping AI implementations (auditability, model explainability requirements).

Asia (APAC)

- Asia-Pacific is a high-growth region for fintech and AI-enabled finance. Fintech revenue growth in APAC has outpaced other regions, and many superapps / neobanks embed AI for lending, payments, and personalization. Reports from Grand View and regional fintech analyses show rapid expansion and strong investment flows.

Middle East & Africa (MEA)

- MEA is rapidly modernizing financial infrastructure with mobile-first payments and fintech adoption; governments are investing in digital identity, realtime payments, and AI-enabled financial inclusion programs. While overall market size is smaller than US/EU/Asia, growth and public-sector digitization (e.g., smart city finance services) create fertile ground for AI pilots. The World Bank and regional surveys highlight this trend.



Key Drivers Shaping 2025

1. Regulatory & Compliance Pressure - Real-time reporting, AML/KYC automation, and auditability are pushing institutions to adopt AI that can be monitored and explained. (See Bank of England / FCA discussions and regulatory AI scrutiny.)

2. Customer Expectations - Demand for instant payments, personalized advice, and conversational interfaces drives investment in Gen AI and conversational agents. (PwC and McKinsey surveys).

3. Cost & Efficiency - Pressure to cut operational expense and improve margins—AI tools for claims automation, straightthrough processing, and intelligent automation deliver measurable savings. (Industry reports).

4. Security & Fraud Risk - AI is needed to detect sophisticated fraud schemes and reduce false positives in real time. The market is investing heavily in AI for fraud prevention.

What This Means for Financial Institutions

1. Short term (1–2 years): Expect a wave of pilots and targeted deployments—fraud detection, chatbots, onboarding automation, and compliance tooling. Institutions will prioritize use cases with clear ROI and low regulatory risk. (McKinsey / PwC evidence of adoption spikes.)

2. Medium term (3–5 years): Gen AI and agentic solutions will move from experimentation to production in middle- and back-office functions (e.g., report generation, KYC automation, autonomous trading assistants). Regulatory scrutiny will also intensify.

3. Long term (5+ years): Financial ecosystems may evolve toward more autonomous, networked models (realtime risk markets, alwayson compliance, and personalized financial agents managing client portfolios), but success will depend on governance, data quality, and crossindustry collaboration.

Core Challenges in Modern Financial Ecosystems

Modern financial institutions face a unique tension: rising customer and regulatory demands plus intense cost pressure — all while operating on legacy systems and an expanding threat surface. These constraints blunt the impact of AI investments unless addressed headon.

Escalating Fraud and Financial Crime

→ **What's happening**: Fraud and financial crime continue to rise in scale and sophistication. Criminals increasingly use automated tools, social engineering, synthetic identities, and now GenAI techniques to evade detection.

→ **Key facts:**

- Nearly **60% of banks**, **fintechs**, and **credit unions** reported direct fraud losses exceeding **$500K** in 2023; over a quarter reported losses above **$1M**.
- Regional examples: UK consumer fraud losses were **£1.17 billion** in 2024.

→ **Business impact:** Direct financial loss, customer churn, higher insurance/payout costs, and reputational damage.

Soaring Compliance & FinancialCrime Costs

→ **What's happening**: Compliance costs have ballooned as institutions scale AML/KYC programs, report suspicious activity, and adapt to new disclosure regimes.

→ **Key facts:**

- Annual financialcrime compliance costs in the U.S. & Canada reached **~$61 billion**
- Institutions report heavy investments in AML tooling, investigations staffing, and falsepositive management.

→ **Business impact:** Material OPEX increase, diverted investment from growth initiatives, and pressure on margins.

Legacy Systems & Data Fragmentation

→ **What's happening**: A large share of financial institutions still run on monolithic core banking, siloed data stores, and proprietary middleware that hinders realtime AI/ML.

→ **Key facts:**

- Surveys show **50–68%** of financial CTOs cite legacy systems as the top obstacle to AI adoption; compatibility delays of **12–18 months** are common for AI initiatives.

→ **Business impact:** Long, costly integration projects; limited model performance because of poor data access; inability to operationalize AI in real time.

Data Quality, Labeling, and Access

- **What's happening**: Even institutions with large data volumes struggle to make it Alusable — missing labels, inconsistent taxonomies, and poor lineage.
- **Key facts / indicators**: Industry studies repeatedly find that poor data quality is among the top reasons ML models underperform.
- **Business impact**: Model drift, high false positives in AML/fraud, inaccurate credit scoring, and lengthy model validation cycles.

Talent Shortage and Skills Mismatch

- **What's happening**: Demand for professionals who combine deep financial domain knowledge with ML/AI engineering far exceeds supply.
- **Key facts:**
  - Multiple industry studies report **widespread AI talent gaps**, with many firms unable to hire or retain financequalified data scientists and ML ops engineers. US federal analysis and recruiting studies highlight this constraint.
- **Business impact:** Slower model development cycles, overreliance on external vendors, higher labor costs, and elevated project risk.

Cybersecurity & DataBreach Risk (AI expands the attack surface)

- **What's happening**: AI tools enable defenders but also amplify attackers (synthetic identities, deepfakes, automated phishing). Data breaches remain extremely costly.
- **Key facts:**
  - IBM's Cost of a Data Breach Report shows rising breach costs and increased risks tied to cloud and AI misconfigurations. Average breach costs run into millions depending on sector and region.
- **Business impact:** Direct financial damage, regulatory fines, remediation costs, and erosion of customer trust.

Governance, Explainability & Regulatory Uncertainty

- **What's happening**: Regulators demand explainability, fairness, and documented model governance, but regulatory guidance is still evolving across jurisdictions (US, EU AI Act, FCA, central banks).
- **Key facts:**
  - Firms face an increasingly complex patchwork: GDPR (EU), PSD2 (payments), AML/KYC rules, and emerging AI regulation. Enforcement expectations are rising alongside tech adoption
- **Business impact:** Slowed deployments, heavier audit and documentation costs, and risk of noncompliance with fines/reputational harm.

Project Delivery & ROI Shortfalls

→ **What's happening**: Many AI pilots never scale; adoption often stalls between POC and production.

→ **Key facts:**

- Industry reports estimate that **many, sometimes 50–80% of AI/GenAI initiatives fail to meet expected outcomes** or ROI, driven by poor scoping, data issues, and integration gaps.

→ **Business impact**: Wasted investment, initiative fatigue, and executive skepticism toward future AI programs.

Practical Implications - What Leaders Should Do Now

1. **Prioritize data plumbing** (master data, lineage, quality and labeling) before largescale model development.

2. **Adopt a riskaware, compliancefirst AI strategy -** ntegrate model explainability & audit trails into DevOps and MLOps. Regulatory guidance (FCA/BOE, OCC) should inform design.

3. **Treat fraud/fighting as a priority use case -** deploy layered AI approaches (behavioral biometrics, graph analytics, GenAI detection) and measure their financial impact.

4. **Invest in talent and partnerships -** combine internal upskilling with vetted partners to bridge the skills gap and accelerate safe production deployments.

The Expanding Role of AI in Finance

AI in financial ecosystems is no longer a peripheral experiment, it is becoming the decision-making and execution core of banking, payments, insurance, and capital markets. The applications range from predictive analytics and real-time risk scoring to autonomous decision agents managing multi-step transactions.

We can group these innovations into **three overlapping categories**:

Traditional AI & Machine Learning in Finance

These systems primarily **analyze existing datasets to classify, predict, or detect anomalies**.

Key Applications

1. Credit Scoring & Underwriting

- AI-based scoring improves inclusion by analyzing alternative data (e.g., transaction history, behavioral signals).
- In the US, FICO and fintechs like Upstart use ML to boost approval rates without raising default rates.

2. Fraud Detection & AML Monitoring

- Supervised & unsupervised ML models spot unusual patterns in payments and account activity.
- Large European banks use network graph analytics to detect mule accounts before fraudulent transfers occur.

3. Algorithmic Trading & Portfolio Optimization

- Models analyze market signals in milliseconds, executing trades faster than human traders.
- Japanese and Singaporean hedge funds use AI-driven backtesting for high-frequency strategies.

4.Customer Service Automation

- Virtual assistants powered by NLP (natural language processing) resolve basic banking queries.
- Gulf-region banks deploy Arabic NLP chatbots to expand access to financial services.

Generative AI in Finance

Gen AI introduces the ability to **create entirely new content, insights, or scenarios** from structured and unstructured data.

Key Applications

1. Personalized Financial Advisory Reports

- Systems generate plain-language investment summaries tailored to the customer's risk profile.
- Morgan Stanley's wealth advisors use Gen AI to draft client memos and portfolio review notes.

2. Synthetic Data for Model Training

- Gen AI creates realistic but anonymized transaction datasets to improve fraud and risk models while complying with privacy laws.
- PSD2-compliant fintechs in Germany use synthetic data to test open banking APIs without risking customer data.

3. Regulatory Drafting & Compliance Summaries

- Gen AI parses evolving regulations, producing internal compliance checklists.
- Indian and Singaporean compliance teams use AI to auto-update AML/KYC rulesets.

4. Stress Testing with Scenario Generation

- Generating extreme but plausible market conditions for capital adequacy testing.
- African development banks model currency crisis scenarios for sovereign debt portfolios.

Agentic AI in Finance

Agentic AI goes beyond analysis, **these are autonomous, goal-driven agents** that can take actions in complex environments.

Key Applications

1. Autonomous Loan Processing Agents

- Agents verify documents, run credit checks, and initiate approvals end-to-end.
- Some US community banks now have AI agents handling small-business loan applications in under an hour.

2. Portfolio Rebalancing Agents

- Continuously monitor markets, execute trades, and rebalance client portfolios based on predefined rules.
- Robo-advisors with agentic layers autonomously adjust ETFs based on ECB policy signals.

3. KYC/Onboarding Agents

- Orchestrate ID verification, watchlist screening, and account setup without human oversight.
- Digital banks in the UAE have autonomous onboarding flows integrated with national ID systems.

4. Cross-Border Payments Agents

- Optimize route selection, manage FX risk, and confirm delivery in multi-bank networks.
- Fintechs in Southeast Asia run agentic settlement bots for remittances between Singapore, Malaysia, and the Philippines.

Integration Across Categories

In practice, **many systems combine these three AI forms**:

- **Fraud prevention** might involve ML detection (Traditional AI), synthetic transaction creation for testing (Gen AI), and autonomous dispute resolution (Agentic AI).
- **Wealth management** can combine predictive portfolio analytics, AI-generated investor letters, and autonomous rebalancing.

Real-World Case Studies

AI in finance is not a theoretical exercise — the technology is already embedded in the operational cores of banks, insurers, and fintechs worldwide. The following real-world deployments illustrate the tangible benefits of Traditional AI/ML, Generative AI, and Agentic AI in transforming financial operations.

Traditional AI Case Study – Fraud Detection at JPMorgan Chase (US)

→ **Background:**

With cybercrime targeting financial institutions at an accelerating pace, JPMorgan Chase needed to reduce false positives in fraud detection while increasing real-time response rates.

→ **Solution:**

- Deployed **graph-based machine learning** to detect anomalous transaction patterns in milliseconds.
- Integrated behavioral biometrics to detect unusual keystroke patterns or mouse movements in online banking sessions.

→ **Impact:**

- Reduced false-positive fraud alerts by 30%.
- Prevented $150M+ in attempted fraud in the first 12 months.

→ **Key takeaway:** Traditional AI excels at identifying subtle, evolving threats at scale.

Generative AI Case Study – UBS Client Advisory (EU)

→ **Background:**

UBS sought to improve client engagement in its wealth management division, where **relationship managers (RMs)** often spent excessive time preparing **portfolio review reports**.

→ **Solution:**

- Implemented a **Gen AI-powered document generation system** that produced personalized investment summaries based on client portfolios, market news, and ESG preferences.
- Integrated human-in-the-loop validation for compliance and brand voice consistency.

→ **Impact:**

- Cut RM report preparation time from **3 hours to 15 minutes**.
- Increased client follow-up meeting rates by **22%**.

→ **Key takeaway:** Gen AI can drastically improve productivity in high-value, client-facing roles without removing the human advisor.

Agentic AI Case Study – Liv. Digital Bank (MEA)

→ **Background:**

Liv., a digital bank in the UAE, faced onboarding bottlenecks — new accounts required **manual KYC verification** and multi-step approval workflows.

→ **Solution:**

- Deployed an **Agentic AI Onboarding Agent** capable of:

1. Extracting data from Emirates ID and passports.
2. Running AML and sanctions list checks.
3. Auto-approving low-risk applicants.
4. Initiating debit card dispatch and mobile app activation.

→ **Impact:**

- Reduced average onboarding time from **48 hours to under 10 minutes**.
- Increased account activation rates by **35%.**

→ **Key takeaway:** Gen AI can drastically improve productivity in high-value, client-facing roles without removing the human advisor.

All in One – Ping An's AI Ecosystem (China)

- **Traditional AI:** Real-time fraud and credit scoring.
- **Gen AI**: Auto-generated insurance claim summaries.
- **Agentic AI**: Autonomous claim approval and settlement in under 24 hours.

→ **Impact:** Ping An processed over 31 million auto claims in 2024 with 98% settled in under 24 hours.

Best Practices for Responsible AI Deployment in Finance

Adopting AI in financial services is not just about technology—it's about **strategic alignment, governance, and long-term trust-building**. The following best practices are derived from leading industry frameworks, including the **World Economic Forum AI Principles, OECD AI Guidelines, and Basel AI Governance Standards**.

Establish AI Governance & Oversight

- **Create a cross-functional AI ethics committee** including compliance, legal, technical, and business leaders.
- Assign an **AI Risk Officer** responsible for monitoring compliance with local and international AI regulations.
- Maintain a **clear AI accountability matrix** to define responsibility at each lifecycle stage.

Adopt Explainable & Transparent AI

- Use **Explainable AI (XAI)** techniques like SHAP or LIME to show how decisions are made.
- Ensure customers can **challenge AI-driven outcomes** (e.g., credit denials, premium hikes).
- Publish **transparency reports** annually to enhance trust.

Embed Privacy-First Design

- **Minimize personal data usage—**apply pseudonymization and anonymization wherever possible.
- Implement **federated learning** to train AI models without centralizing sensitive data.
- Align with **GDPR, CCPA, PDPA (Singapore)**, and other applicable regional frameworks.

Mitigate Algorithmic Bias

- Conduct **bias impact assessments** at both pre-deployment and post-deployment stages.
- Use **diverse and representative datasets** to train models.
- Perform **counterfactual testing** to detect and correct unfair outcomes.

Prioritize Security in AI Pipelines

- Implement **AI-specific threat models** for data poisoning, adversarial attacks, and model theft.
- Encrypt model weights and training data to prevent unauthorized access.
- Conduct **regular penetration tests** specifically targeting AI endpoints.

Ensure Human-in-the-Loop (HITL) Control

- Maintain **human oversight** in high-risk use cases like loan approvals, fraud blocking, or claims denial.
- Clearly define **when and how human overrides occur** in automated decisioning systems.

Invest in AI Talent & Literacy

- Provide continuous **AI ethics and compliance** training for all staff.
- Encourage **collaboration between data scientists and domain experts** to ensure models are context-aware.

Future Outlook

Artificial Intelligence is no longer an optional innovation lever for financial services — it's fast becoming a **foundational capability**. Over the next decade, the convergence of **Traditional AI, Generative AI, and Agentic AI** will redefine how banks, insurers, and fintechs operate, compete, and engage customers.

From Augmentation to Autonomy

- **Current State**: AI largely augments human decision-making in areas like fraud detection, credit scoring, and investment recommendations.
- **Future State:** Agentic AI will autonomously execute multi-step processes, such as end-to-end mortgage approvals or real-time portfolio rebalancing, with minimal human oversight.

Regulatory Landscape Will Mature

- Expect **global harmonization** of AI governance frameworks led by the EU AI Act, US NIST AI RMF, and regional regulators in MEA and Asia.
- Regulatory sandboxes for AI in finance will expand, enabling controlled experimentation while ensuring compliance.

Hyper-Personalization at Scale

- Gen AI will deliver **micro-segmented financial products** — for example, insurance policies tailored to a customer's real-time behavior or investment portfolios updated based on live market and sentiment data.
- This will shift competitive advantage from **price leadership** to **experience leadership.**

Financial Digital Twins

- AI-driven **digital twins of bank**s will simulate stress scenarios, capital flows, and customer behavior in virtual environments before executing strategies in the real world.
- This will enhance resilience against crises like liquidity shocks or sudden regulatory changes.

Ethical AI as a Brand Differentiator

- Institutions that **openly demonstrate AI ethics** will gain market trust and customer loyalty.
- Transparency in model explainability and data usage will become **a selling point**, not just a compliance checkbox.

Key Takeaways & Conclusion

Artificial Intelligence is no longer a “future technology” in finance — it’s the **core operating system** of the modern financial ecosystem. From **algorithmic trading** to **fraud prevention**, from **hyper-personalized banking** to **regulatory compliance automation**, AI has moved from experimental pilots to enterprise-critical deployments.

Key Takeaways

- **AI Is Driving Competitive Advantage**

  Institutions that strategically embed AI, particularly Generative AI and Agentic AI will outperform peers in efficiency, agility, and customer satisfaction.

- **Governance Is Non-Negotiable**

  The rapid evolution of AI regulations means compliance frameworks must be adaptive, proactive, and integrated into development cycles.

- **Ethics Equals Trust**

  Transparent, bias-aware, and explainable AI will define which financial brands gain long-term customer loyalty.

- **Security Is a Moving Target**

  AI systems themselves are becoming targets for cyberattacks, requiring continuous monitoring and AI-specific security controls.

- **Collaboration Will Accelerate Innovation**

  Partnerships between fintechs, traditional banks, and technology providers will fuel rapid AI adoption and cross-pollination of best practices.

AI in finance is entering its **second maturity wave, evolving from predictive analytics to autonomous, agent-driven ecosystems** capable of real-time decision-making across the value chain. The opportunity is immense:

- **$1 trillion in annual cost savings** projected across banking, insurance, and investment management by 2030 (McKinsey, 2023).
- **Market growth from $14.8B in 2024 to $43.4B by 2030** (Fortune Business Insights, 2024).

However, with this transformation comes heightened responsibility. Successful institutions will not be those who adopt AI fastest, but those who adopt it wisely. Balancing innovation with regulation, and automation with human oversight.

The next decade will reward strategic visionaries, the leaders who can imagine, design, and govern an intelligent financial ecosystem that is **resilient, ethical, and customer-centric**.

About Us

Gleecus Techlabs Inc. is one of the fastest growing IT innovation partners for startups, SMBs, and enterprises that help clients envision, build, and run more innovative and efficient businesses. We envision your business use cases for AI and ML solutions and assist in integrating state-of-the-art AI and ML solutions for the retail space like GenAI chatbots, personalized recommendations, and virtual try-ons.

Our team specializes in building cloud-native AI solutions with Azure, AWS, and GCP AI stack to offer resilient and scalable solutions to pinpoint and solve the bottlenecks in your customer journey. We follow a structured change management approach for transition into AI-powered operations smoothly fostering a sense of ownership among employees.

Lumenn AI – A Gleecus TechLabs Inc. Product

Lumenn AI, a flagship product by Gleecus TechLabs Inc., is a no-code, Generative AI-powered Business Intelligence (BI) platform that makes data analytics accessible to everyone. Users can ask natural language questions—like “What were our top-selling products last quarter?” —and instantly receive actionable, visually rich insights without technical expertise.

With enterprise-grade security and seamless data integrations, Lumenn AI delivers real-time insights without moving data, ensuring compliance and privacy. AI-driven data quality checks guarantee reliable analytics, while its self-service dashboard builder simplifies the creation and sharing of live dashboards. Trusted by enterprises across industries, Lumenn AI helps teams make faster, smarter, and confident data-driven decisions.

About Gleecus TechLabs Inc.

Gleecus TechLabs Inc. is an ISO 9001:2015 and ISO/IEC 20000-1:2018 certified Forward Thinking Digital Innovation partner creating impactful business outcomes with Engineering & Experience. With deep focus on Cloud, Data, Product Engineering, AI and Talent we help organizations become Digital Natives.

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