# A GenAI orchestration platform for today's business challenges
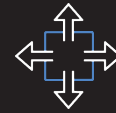
# Highlights

- **Organizations are eager to implement Generative AI (GenAI) in a variety of business processes to stay ahead of competitors, but they are unsure which models to choose, how to address compliance obligations, which strategy to use to onboard the right security guardrails, and how to optimize cost while adopting GenAI.**

- **To achieve real business benefits from AI and GenAI in a variety of use cases, these organizations need to implement changes to their tech stacks and business processes.**

- **With the TCS AI WisdomNext™ platform, which aggregates multiple GenAI and cloud services into a unified interface, Tata Consultancy Services (TCS) and Oracle help organizations confront the challenges of implementing GenAI.**

# Low-code solutions can help businesses implement GenAI

Organizations are scrambling to implement generative artificial intelligence (GenAI) in a variety of business process use cases to stay ahead of their competitors. But they are unsure how to begin the journey—which models to choose, how to scale across the enterprise, and what infrastructure changes they need to make to get the most from this powerful emerging technology.

Many business leaders are realizing that their companies need to make substantial changes to their tech stacks and business processes for AI to provide the benefits they're hoping for. According to the TCS AI for Business Study[1]:

- 55 percent of executives surveyed reported that they are making changes to their business models, stakeholder roles, or offerings to take advantage of AI
- 17 percent are making enterprise-wide plans for AI, and
- 72 percent are seeking better KPIs to measure the success of their AI implementations.

Yet they struggle to build or fine-tune custom GenAI applications that will provide the secure, tailored resources they need for business growth.

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[1]  *"From potential to performance by design: TCS AI for Business Study, Key Findings Report," Tata Consultancy Services Limited, 2024, https://www.tcs.com/content/dam/global-tcs/en/pdfs/insights/global-studies/report/ report-tcs-ai-for-business-study.pdf*

Business users can benefit from low-code solutions that facilitate the onboarding of GenAI use cases and fast-track their GenAI adoption. A first-of-its-kind platform, TCS AI WisdomNext™ is based on Oracle Cloud Infrastructure (OCI) to help customers take advantage of the power of GenAI to help enhance their productivity, save time, optimize costs, and enrich their work products.

# Enterprise-scale AI offers opportunities–and challenges

AI has the potential to significantly transform businesses by helping optimize operations, reduce manual effort, and accelerate digital transformation across domains. Companies can use GenAI to address a number of business challenges:

### Automation and documentation in the software development lifecycle:

AI can transform the software development lifecycle by automating tasks like code generation, testing, and debugging. GenAI can also create and update documentation in real time, allowing for more efficient development workflows, reduced errors, and faster delivery.

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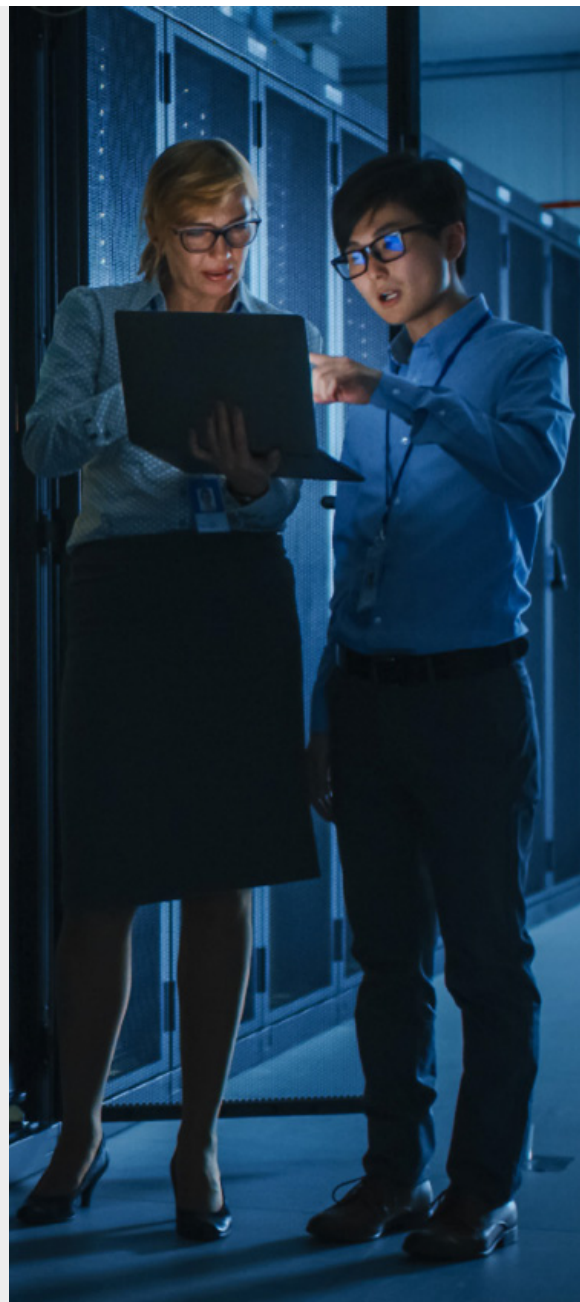### Legacy modernization and migration:

AI tools can automate the process of modernizing outdated and inefficient legacy systems through tasks like analyzing code, pinpointing dependencies, and recommending cloud-compatible alternatives to bring down the time and cost of migration

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### Reducing manual intervention in business processes:

The automation and machine learning that AI enables can help streamline workflows, accelerating tasks such as data entry, report generation, and customer engagement. Employees who are freed from manually conducting such work can focus on more strategic activities to enable business growth.

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### Improving IT transition and post-transition efficiency:

AI can facilitate IT transitions such as system upgrades and platform migrations by automating, monitoring, testing, identifying risks, suggesting mitigation measures, and enabling deployment. AI can also monitor systems post transition to troubleshoot and allow for optimal performance

The potential of AI and GenAI for transforming business processes is clearly immense, allowing businesses to accelerate and streamline software development and legacy system modernization, as well as daily operations. Yet enterprises face a number of challenges in implementing AI tools:

**Choosing which model to use:**
It can be a challenge for enterprises to decide which type of AI model best fits their needs. Options include implementing a pretrained foundation model, training an existing model, or building a new tailored model—each of which comes with its own challenges. A foundation model, for example, will likely require fine-tuning. Training an existing model involves inputting domain-specific data for greater customization, and building a new model allows for full customization but demands substantial resources.

**Transforming data into a unified format:**
Enterprises may struggle to determine how to transform data stored on-premises and in the cloud into a unified format that can be ingested by the AI model. Doing so may require changes to IT systems, such as instituting cloud platforms, data lakes, or hybrid solutions, all of which come with cost considerations.

**Enabling compliance and data security:**
Enterprises must learn how to safeguard sensitive data by complying with existing regulations like the European Union's General Data Protection Regulation (GDPR) and Artificial Intelligence Act, as well as a variety of other AI-specific laws that are emerging globally and locally.

**Gathering scattered enterprise knowledge:**
Fragmentation of organizational knowledge is a major barrier to implementing AI at an enterprise scale. Organizations may store the data needed to inform AI models in diverse departments and in unstructured or semi-structured formats, such as emails, contracts, and codebases. They may need to invest in tools that can extract, unify, and deploy this data.

**Creating proper documentation:**
One challenge for business users in implementing GenAI is lack of a document base. In some cases, they have only a code base and need to create documentation, which is a time-intensive task to do manually. GenAI can help with this work, automating the process of creating the necessary document base to facilitate AI deployment.

# The power of a unified AI platform

As they seek to implement GenAI for a more intelligent and sustainable business, organizations can benefit from a holistic platform that aggregates multiple GenAI models and cloud services into a unified interface, such as TCS AI WisdomNext. Built on Oracle Cloud, TCS AI WisdomNext provides ready-to-use blueprints for quickly adopting GenAI solutions, centralized governance with guardrails for those solutions, and data-driven insights to encourage disciplined, productive usage.

Enterprises using the platform can access more than 250 templatized use cases related to a wide range of industries, ready to be implemented right out of the box and able to be hosted with any cloud service provider. These resources, built on Oracle's native GenAI use cases and APIs, allow businesses to adopt GenAI technologies quickly and cost-effectively at scale and in alignment with regulatory guidelines—regardless of where their database is hosted.

Designed to provide rapid, error-free data processing for a number of enterprise uses, the TCS AI WisdomNext platform helps reduce human intervention in processes such as content generation, summarization, and classification for GenAI models. The platform's centralized governance includes built-in access controls, compliance features, and guardrails at every stage. And TCS provides FinOps and comparison recommendations to help customers choose the right model, as well as seamless migration from one model to another.

The platform allows for real-time experimentation with GenAI solutions from different vendors and with internal and open-source large language models (LLMs). It comes equipped with intelligent evaluator bots to assist in comparing available GenAI ecosystems and related technology stacks.

As a first-of-its-kind platform to enable out-of-the-box deployment of enterprise-scale GenAI, TCS AI WisdomNext provides a number of crucial benefits

**Fast adoption of AI use cases:** The TCS AI WisdomNext platform uses OCI's LLMs to help facilitate and accelerate adoption of GenAI use cases. Any business use case can be mapped to one of the platform's templates, easily and quickly, creating a customized use case that can be employed repeatedly and scaled up to streamline the use of GenAI for targeted purposes.

**Adaptability:** As a multi-model, multi-modal platform, TCS AI WisdomNext allows users to avoid vendor lock-in and enables data translation in a number of ways, such as image-to-text, text-to-image, voice-to-text, and other modes. A trusted Oracle Cloud systems integrator, TCS can integrate its orchestration platform into any LLM. Such capabilities allow for full customization of the platform and adaptable use of resources.

**Cost savings:** The ability to integrate into LLMs such as OCI Cohere means customers can productionize GenAI use cases and optimize costs by deploying them strategically. This capability allows for better cost controls, as use cases can be used individually as needed.

**Security and compliance:** The templates provided within the TCS AI WisdomNext platform provide organizations with the ability to host business use cases with strong support for security guardrails, user control, and FinOps. These elements of AI implementation are vital but can present a particular challenge for businesses to institute on their own without experience in this area.

**End-to-end services:** TCS provides customers with full support across advisory services, implementation, and managed services to ensure smooth deployment of the platform.

## Harness the power of Gen AI

As an emerging technology, GenAI presents unique challenges along with its unique possibilities. An AI orchestration engine that leverages the powerful solutions and services of two experienced GenAI leaders can help organizations with the complex task of implementing the technology into current and future business processes.

TCS and Oracle continually work in partnership to apply their extensive experience and expertise in this field to help businesses realize their GenAI ambitions. The TCS AI WisdomNext platform on OCI enables users to leverage GenAI to help streamline business operations, save time and money, and supercharge business growth.

# Awards and accolades

**Contact**

Please write to esu.oracle@tcs.com to learn more about end-to-end capabilities that can accelerate your cloud migration.

**About Tata Consultancy Services Ltd (TCS)**

Tata Consultancy Services (TCS) (BSE: 532540, NSE: TCS) is a digital transformation and technology partner of choice for industry-leading organizations worldwide. Since its inception in 1968, TCS has upheld the highest standards of innovation, engineering excellence and customer service.

Rooted in the heritage of the Tata Group, TCS is focused on creating long term value for its clients, its investors, its employees, and the community at large. With a highly skilled workforce of over 607,000 consultants in 55 countries and 180 service delivery centres across the world, the company has been recognized as a top employer in six continents. With the ability to rapidly apply and scale new technologies, the company has built long term partnerships with its clients – helping them emerge as perpetually adaptive enterprises. Many of these relationships have endured into decades and navigated every technology cycle, from mainframes in the 1970s to Artificial Intelligence today.

TCS sponsors 15 of the world's most prestigious marathons and endurance events, including TCS New York City Marathon, TCS London Marathon and TCS Sydney Marathon with a focus on promoting health, sustainability, and community empowerment. TCS generated consolidated revenues of US $$30.18 billion in the fiscal year ended March 31, 2025.

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