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Agents of *impact*

How to leverage AI for sustainable and scalable business operations

In Summary

- By driving digital transformation through artificial intelligence (AI), organizations can strengthen resilience, enhance operational excellence, and accelerate progress on key global development goals.
- Organizations across the world are facing an enormous challenge: balancing sustainability with competitiveness, in an increasingly uncertain context. While AI can deliver enormous business value, it can also come with steep environmental costs.
- However, when implemented strategically with proper guardrails and a robust human-AI framework, agentic AI enables a new model for creating value while embedding sustainability into core business operations at scale.

The degradation of our planet – through water waste, biodiversity loss, climate change, and other disruptions – is one of the greatest threats to humanity today. Shifting environmental conditions affect businesses worldwide. In this context, organizations need solutions that address current and future challenges while continuing to drive innovation and competitiveness.

Agentic AI offers a breakthrough in sustainability, reshaping digital transformation by enabling organizations to pursue sustainable practices more effectively, efficiently, and at scale. These systems represent a significant shift in how businesses operate. Instead of defining solutions, humans can state the problem while intelligent agents – powered by data, generative AI, and advanced algorithms – research, analyze, and act collaboratively with minimal intervention.[i]

Though eager to implement AI, organizations are concerned about its potentially negative impact on the climate. Our most powerful AI – agentic AI – can in fact be put to work to support sustainability throughout organizations. It can boost everything from planning to reporting, with applications from materials science research to agriculture. Implementation can pose its own challenge, but with expert partners and a full understanding of how to build an effective human-AI framework, the business and sustainability rewards can be substantial.

[i] Capgemini, "Business, meet agentic AI: confidence in autonomous and agentic systems," May 2025. https://www.capgemini.com/wp-content/uploads/2025/05/Confidence-in-autonomous-and-agentic-systems_19May.pdf

1. From automation to autonomy: redefining operational excellence

AI has unfolded in waves, each expanding what machines can do. Early AI systems were designed for precision and repeatability within narrowly defined tasks. Expert systems in medicine, for example, applied symbolic logic to diagnose diseases based on predefined rules, while early spam filters relied on supervised learning to classify emails. These approaches excelled in stable environments but faltered when conditions changed, requiring human retraining and oversight.

The emergence of generative AI broke through these boundaries. Flexible, able to draw on large data sets, and requiring less expert human direction, generative AI was the next step towards autonomous action in AI. By training large language models (LLMs) on massive datasets, developers enabled machines to create original outputs – text, images, or code – through natural language interfaces that human managers could easily understand. Tools like Microsoft Copilot brought this capability into everyday workflows, democratizing access to AI across functions. However, by itself, generative AI remains fundamentally reactive and goal-agnostic. It can mimic knowledge and generate convincing outputs, but it lacks capabilities in long-term planning and business objective alignment.

Agentic AI emerges as a powerful enabler

For maximum impact, businesses need a tool that can go beyond traditional automation and generative AI. This tool must reason, collaborate across its environment, and act autonomously to accomplish goals. What has emerged to address this need is agentic AI.

The building blocks of agentic AI are AI agents: intelligent software systems that perceive their environment, reason, and act autonomously to achieve objectives. Equipped with persistent memory, the ability to harness other types of AI and automation, and self-reflection, agents adapt across interactions and coordinate with humans or other agents to undertake complex, end-to-end workflows.

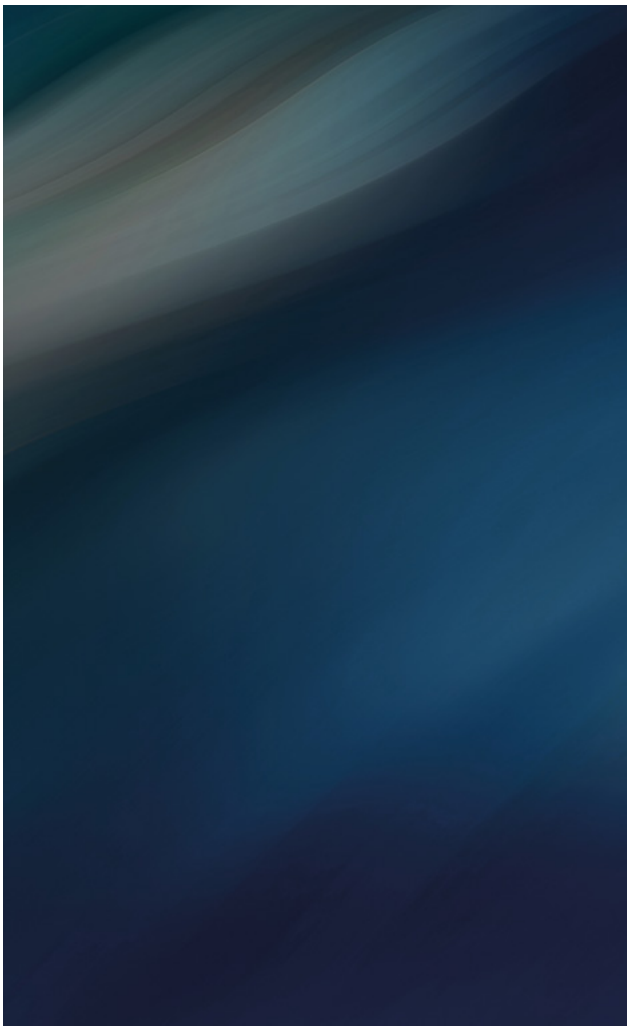
Agentic AI goes further, orchestrating a network of agents with memory, planning, and collaboration to enable agents to learn across interactions, self-correct, and work in multi-agent systems. Unlike earlier systems that only execute instructions or generate responses, agentic AI is goal-oriented and can act iteratively with minimal human oversight.

By moving beyond task execution to goal-oriented collaboration, this 'agentification' is redefining enterprise intelligence and architecture, transforming AI from a support tool into a powerful enabler in driving better business outcomes.[ii]

[ii] Capgemini, "Agentification of AI : Embracing Platformization for Scale," June 2025. https://www.capgemini.com/insights/expert-perspectives/agentification-of-ai-embracing-platformization-for-scale/

A clear, expanding return on investment

AI is already delivering measurable business value, with clear gains in efficiency, agility, and resilience across key areas such as supply chain, manufacturing, and environmental, social, and governance (ESG) compliance and operations. And agentic AI has the potential to go even further. Many organizations have conducted pilot projects, deployed agentic AI in a limited capacity, or scaled smaller use cases. According to Capgemini's research, organizations that have started to implement AI for business operations are reporting a return on investment (ROI) of 170%.[iii]



The data is inspiring further action – Capgemini is finding a clear shift from experimentation to strategic investment [iv] as confidence in AI's commercial viability grows. Around 40% of organizations surveyed anticipate positive ROI within one to three years, and another 35% within three to five years, reflecting trust in AI's ability to deliver operational and financial returns.[v]

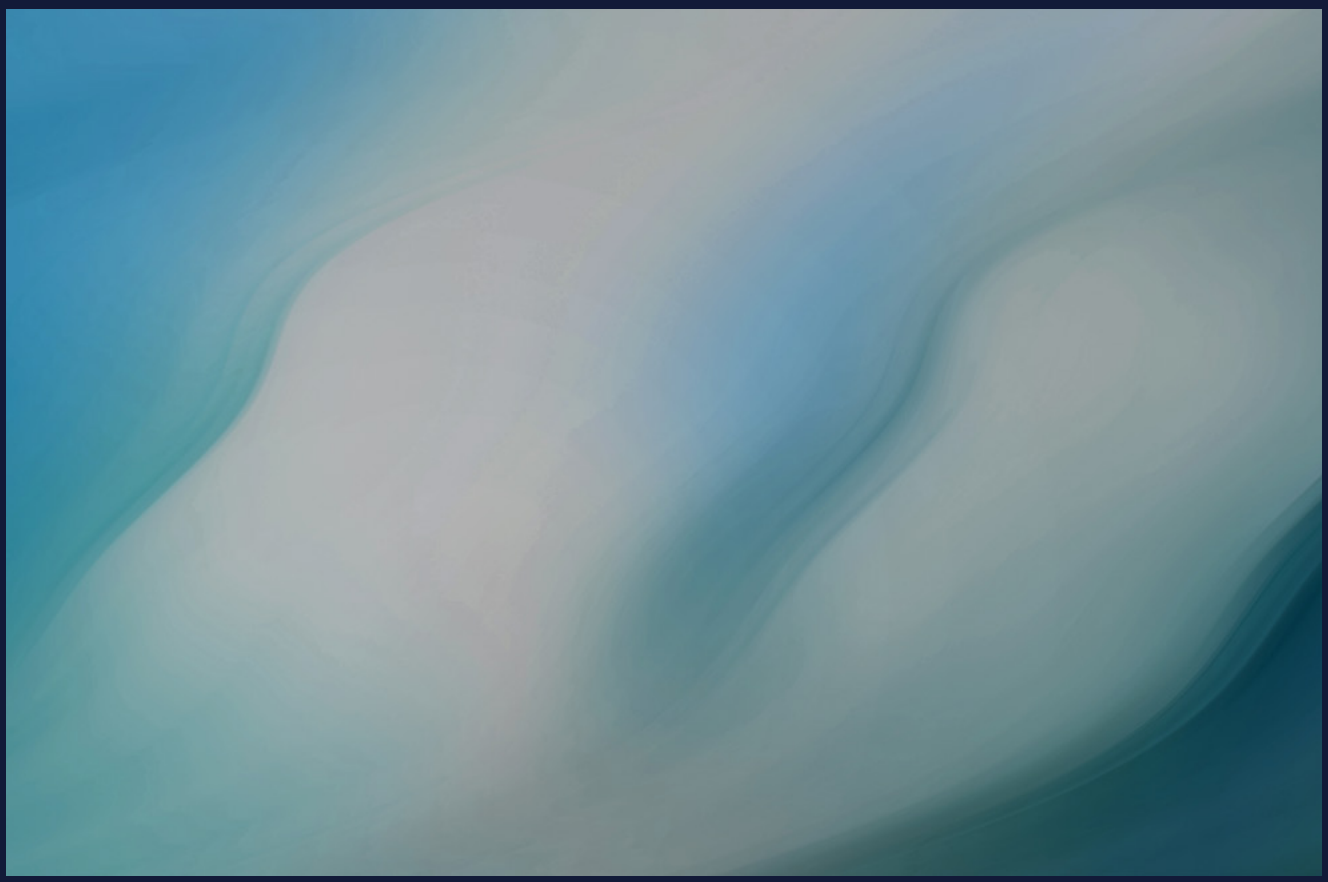
These expectations are already translating into tangible benefits across business functions, particularly in procurement, manufacturing, and ESG compliance. Agentic AI is enabling operationalized sustainability at scale, moving beyond compliance to actively managing performance in real time.

In manufacturing, for example, digital twins and virtualized research and development reduce the need for physical builds, cutting waste, costs and emissions while continuously optimizing production. In logistics, agentic AI can self-correct and optimize last-mile delivery, lowering costs and reducing carbon footprints. The value is also clearest when applied across full processes rather than one-off steps. Organizations are seeing fewer mistakes, less waste and greater efficiency in supply chain, resource allocation, and maintenance management.

The greatest long-term value, however, comes when agentic AI is embedded across end-to-end workflows. By integrating AI into core business architectures, organizations can unlock compounding benefits: optimizing resource allocation, automating compliance and sustainability reporting, and enabling real-time tracking of emissions. At scale, the impact is striking. AI agents and multi-agent systems have already reduced complex task errors, such as contract analysis, by more than 40%.[vi] This underscores their reliability in operations where precision is essential, and its potential to positively impact financial, operational, and ESG strategies.

[iii, iv, v, vi] Capgemini, "AI in action: How gen AI and agentic AI redefine business operations," July 2025. https://www.capgemini.com/wp-content/uploads/2025/07/30062025-Digital-AI-in-Business-Operation-CRI_V6.pdf

2. Sustainability challenges persist in the age of AI



Organizations face increasing pressure to meet sustainability commitments while contending with the environmental costs of digitization, supply chain emissions, trade tensions, and the need to build food systems resilient to climate change.

When implemented strategically and with proper guardrails, agentic AI can drive digital transformation to boost operational excellence.

By optimizing energy use, improving supply chain transparency, and enabling data-driven strategy, it can also help organizations reach their sustainability goals.

However, while both AI implementation and the wider sweep of digitization are often seen as drivers of efficiency, they can bring steep environmental costs.

Digitization drives energy use

While not all digital services require large-scale data processing, many do – especially AI. In 2024, the International Energy Agency (IEA) reported that U.S. data center investments had doubled in two years,[vii] while in Ireland they already accounted for 20% of national energy use.[viii]

The digital transformation is deeply intertwined with the global energy transition. Rising electricity demands, driven by the rapid electrification of transport, industrial transformation, and the exponential growth of digital infrastructure – including AI and data centers – are pushing energy systems to their limits.[ix] To balance growth with decarbonization, the energy sector must accelerate grid modernization.

However, this transformation will not happen in isolation. Geopolitical pressures and the quest for energy sovereignty intersect with a digital revolution where AI and advanced analytics are increasingly vital for forecasting, predictive maintenance, and real-time grid optimization.[x] Without systemic innovation across these fronts, the momentum of digitalization risks undermining rather than advancing climate targets.

[vii] Capgemini, "The urgency in energy," February 2025. https://www.capgemini.com/insights/expert-perspectives/the-urgency-in-energy/

[viii] International Energy Agency, "What the data centre and AI boom could mean for the energy sector," October 2024. https://www.iea.org/commentaries/what-the-data-centre-and-ai-boom-could-mean-for-the-energy-sector

[ix, x] Capgemini, "2025 energy and utilities trends: five key themes shaping the transition," January 2025. https://www.capgemini.com/insights/expert-perspectives/2025-energy-and-utilities-trends-five-key-themes-shaping-the-transition/

Indirect emissions complicate accountability

Addressing indirect emissions, such as those from energy use, poses another challenge to sustainability. Scope 3 emissions – indirect emissions that occur in an organization's value chain – account for 70% of the industrial sector's total emissions, and over 24% of global greenhouse gas (GHG) emissions.[xi] The dominance of these emissions complicates accountability for organizations with intricate production models and global supply chains.

It also highlights how deeply accountability is tied to global supply chains, where trade tensions and export restrictions are already driving up costs. To adapt, U.S. and European firms are increasingly localizing supply chains.[xii] In these highly-regulated contexts, failure to comply comes with steep consequences. 44% of organizations report reputational damage from inaction, while nearly three in ten have faced regulatory challenges.[xiii] Moving beyond risk avoidance, sustainability has become a driver of competitiveness, making advanced monitoring and reporting essential.

"Agentic AI represents a paradigm shift in how organizations approach sustainability. By enabling intelligent systems to autonomously optimize energy consumption, reduce waste, and align operations with ESG frameworks, businesses can move beyond reactive compliance towards proactive environmental stewardship. This evolution positions agentic AI not just as a technological advancement, but as a strategic enabler of sustainable growth and resilience."

Joana Santos
Commercial Strategy Lead - Azure AI Platform
(incl. Agent Service & Agent Factory) at Microsoft EMEA

[xi] Capgemini, "Building sustainable value chains: How leading organizations are making value chains low-carbon and more resilient," August 2025. https://www.capgemini.com/wp-content/uploads/2025/08/Building-Sustainable-Value-Chains-Playbook.pdf

[xii] Capgemini, "The battery revolution: Shaping tomorrow's mobility and energy," February 2025. https://www.capgemini.com/wp-content/uploads/2025/02/CRI_Future-of-batteries_V12.pdf

[xiii] Capgemini, "Driving business value through sustainability," April 2025. https://www.capgemini.com/wp-content/uploads/2025/04/Final-Web-Version-Research-Brief-Sustainable-Business-Value.pdf

Direct environmental costs continue to rise

Sustainability concerns are not always so abstract. Some processes vital to modern life directly impact the earth, and are impacted in turn by shifting climate conditions.

Raw material extraction remains damaging

As digitization expands, more data centers are built, requiring more hardware and raw materials. Minerals like lithium and nickel are vital for batteries and electronics, but extracting them is environmentally destructive. Lithium mining, often conducted in arid regions, is highly water-intensive. Nickel extraction through strip mining causes deforestation and soil erosion. This mining can also pollute water supplies, contaminate crops, reduce soil fertility, and lead to biodiversity loss in already vulnerable contexts.[xiv] Many of these mining ventures are in remote areas of the world that may also be prone to unethical labor practices.

Shifting conditions threaten agriculture

Agriculture is equally exposed, facing climate-driven pressures that threaten food security. Unpredictable weather events are already eroding crop yields and altering growing conditions, while volatile energy prices further squeeze farmers. These changing conditions make harvests harder to plan. They are compounded by the sector's own footprint: agriculture accounts for roughly 70%[xv] of global freshwater, and the agrifood sector contributes between 19 and 29% of global GHG emissions.[xvi] By 2050, the Intergovernmental Panel on Climate Change (IPCC) warns that 10% of today's arable land for key crops and livestock may become unsuitable under high-emission scenarios.[xvii]

The agricultural sector now faces a dual challenge: continuing to mitigate its environmental footprint while adapting to an already-changing climate.[xviii] Through sustainable practices and technological innovations, the sector is minimizing its impact on ecosystems, water reserves, and GHG emissions. But in this severe context, it must go a step further to anticipate and respond to shifting conditions – like by using data and weather forecasts to guide planting and harvest decisions.

[xiv] Capgemini, "The battery revolution: Shaping tomorrow's mobility and energy," February 2025. https://www.capgemini.com/wp-content/uploads/2025/02/CRI_Future-of-batteries_V12.pdf

[xv] United Nations Educational, Scientific and Cultural Organization, "The United Nations World Water Development Report 2024: Water for prosperity and peace," March 2024. https://www.unwater.org/publications/un-world-water-development-report-2024

[xvi] ScienceDirect, "Special issues: Assessing the Environmental Impact of Agri-food System toward Low Carbon," July 2024. https://www.sciencedirect.com/special-issue/10P1KC95H2J

[xvii] Food and Agriculture Organization of the United Nations, "Climate change impacts and adaptation options in the agrifood system," June 2023. https://openknowledge.fao.org/server/api/core/bitstreams/0e0d0aef-a8f9-40ea-9024-a79c320d0fc5/content

[xviii] Capgemini, "Adapting to climate change while reducing environmental impact: the dual challenge for the agrifood industry," June 2024. https://www.capgemini.com/insights/expert-perspectives/adapting-to-climate-change-while-reducing-environmental-impact-the-dual-challenge-for-the-agrifood-industry/

3. Implementing agentic AI for sustainability

High-powered digitalization, when combined with agentic AI, can play a pivotal role in addressing today's sustainability challenges. By optimizing resource allocation, AI enables greater efficiency, productivity, and environmental performance, helping businesses advance both operational excellence and sustainability goals.[xix] And agentic AI has the potential to propel organizations even farther.

[xix] Microsoft, "Accelerating Sustainability with AI: Innovations for a Better Future," January 2025. https://cdn-dynmedia-1.microsoft.com/is/content/microsoftcorp/microsoft/final/en-us/microsoft-brand/documents/Accelerating-Sustainability-with-AI-2025.pdf

AI directs energy grid capacity

An example can be found in the energy sector, where autonomous measuring systems are being applied to measure, optimize, and predict across complex systems. On long-distance power lines, several startups are helping utilities increase the capacity of the U.S. transmission grid by deploying AI-enabled sensors to continuously monitor weather conditions and line performance. This data allows operators to identify favorable times to increase transmission capacity, boosting throughput on existing lines by up to 40%. Critically, the technology can be deployed in just two to three months, compared to more than a decade typically required to build new high-capacity lines.[xx]

AI-driven insights support farmers

In agriculture, precision farming powered by AI is reshaping resource allocation. On select sugar cane farms in India, sensors monitor a range of factors including soil health, humidity, crop conditions, and weather patterns. The AI system translates this data into daily recommendations for irrigation, fertilizer use, and pest control. In pilot plots, cane stalks at harvest were 30 to 40% taller and thicker and sucrose content increased by 20%. Farmers achieved these outcomes with less water and fertilizer, while shortening the crop cycle from 18 months to 12 months.[xxi]

"At Microsoft, we bring together a full breadth of trusted data and AI solutions with an ambitious commitment to sustainability to help organizations operate responsibly and thrive in a changing world. Microsoft Sustainability Manager unifies data across ERP and business systems to deliver AI-driven sustainability insights, empowering organizations to optimize operations, reduce environmental impact, and streamline ESG compliance reporting as they accelerate progress toward their sustainability goals."

Khurram Zaki
Commercial Strategy Lead - EMEA for Dynamics 365 (Agentic ERP, Sustainability Manager) at Microsoft

[xx] My Climate Journey, "How LineVision is Boosting Transmission Grid Capacity Without New Power Lines," February 2025. https://mcj.vc/inevitable-podcast/linevision

[xxi] Microsoft, "Chasing peak sugar: India's sugar cane farmers use AI to predict weather, fight pests and optimize harvests," January 2025. https://news.microsoft.com/source/asia/features/chasing-peak-sugar-indias-sugar-cane-farmers-use-ai-to-predict-weather-fight-pests-and-optimize-harvests/

Materials science boosted by AI-conducted research

Agentic AI is a catalyst for sustainable innovation. From digital twins to digitized materials science, it can accelerate the development of new solutions across industries to enable faster, more cost-effective pathways to resilience and improved ESG performance.

In scientific research, the combination of advanced agentic AI and next-generation cloud infrastructure is accelerating breakthroughs at speeds that were previously unthinkable. Developing new battery technologies, for example, typically takes years of trial-and-error experimentation. However, in one case, AI agents were deployed to screen 32 million possible inorganic materials. They narrowed the field to 18 promising candidates in just 80 hours – up to 500,000 times faster than traditional methods.[xxii] Such advances bring sustainability technologies to market more quickly, directly supporting the clean energy transition.

Complex reporting simplified with AI

In corporate sustainability, similar gains are emerging. The Carbon Disclosure Project (CDP), one of the world's leading environmental reporting platforms, requires companies to process large volumes of emissions data.[xxiii] While basic AI supports data handling, agentic AI can go further: deriving insights, benchmarking performance against competitors, and drafting structured responses.

Because CDP reporting often involves coordination across multiple teams and suppliers, this automation reduces the administrative burden and improves the data quality. In turn, sustainability professionals can shift focus from reporting to designing strategies that strengthen resilience and deliver on ESG commitments.

AI observations directly protect environments

AI also supports environmental protection directly. In Latin America, Microsoft and partners have deployed AI agents to analyze satellite data and detect deforestation patterns in real time. Project Guacamaya uses daily images and region-specific models to identify high-risk areas quickly, enabling faster intervention to preserve biodiversity and prevent ecosystem loss.[xxiv]

Together, these cases demonstrate how agentic AI creates immediate efficiencies while enabling long-term sustainability innovation across sectors.

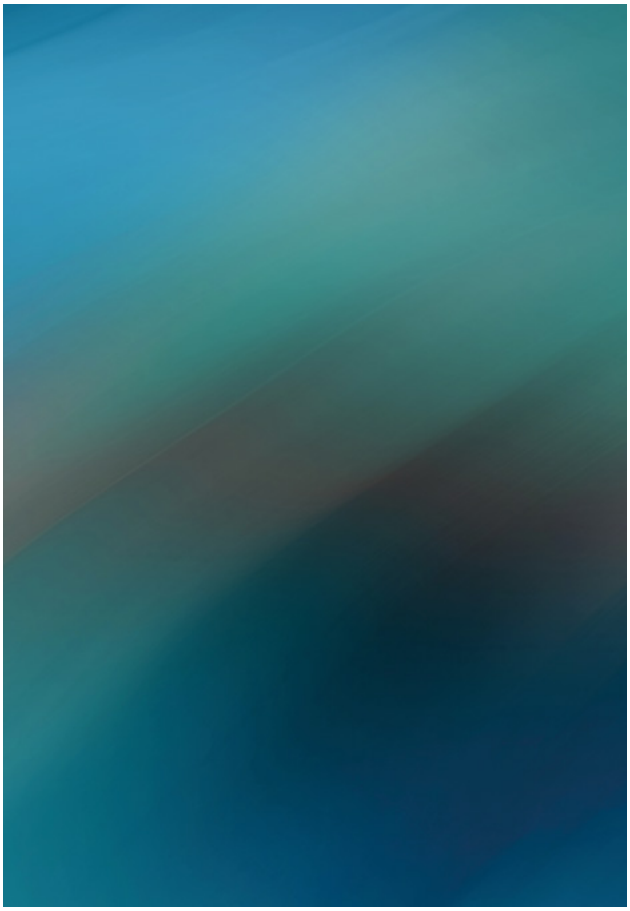
[xxii] Microsoft, "Discoveries in weeks, not years: How AI and high-performance computing are speeding up scientific discovery," January 2024. https://news.microsoft.com/source/features/innovation/how-ai-and-hpc-are-speeding-up-scientific-discovery/

[xxiii] Carbon Disclosure Project, "Our Question Bank," January 2025. https://www.cdp.net/en/disclose/question-bank

[xxiv] Microsoft, "Project Guacamaya uses daily satellite images, Amazon-specific AI models in battle against deforestation," September 2024. https://news.microsoft.com/source/latam/features/ai/project-guacamaya-rainforest-deforestation/

Case Study

Optimizing reporting for a global power company



To support one of the world's largest integrated power companies with their ESG reporting, Capgemini and Microsoft deployed the Agentic ESG Reporting Optimizer. This agentic AI workflow automates the creation, validation, and traceability of ESG and Corporate Sustainability Reporting Directive (CSRD) disclosures. The solution ingests source evidence, performs European Sustainability Reporting Standards (ESRS) gap analysis, and orchestrates specialist agents to draft audit-ready narratives. This cuts reporting effort by 50% and eliminates manual compilation errors.

Through iterative refinement with validation agents, each disclosure was automatically linked to its source document, ensuring full audit traceability and regulatory compliance. The company now maintains continual CSRD readiness, with dashboards tracking progress across material topics and AI-driven quality assurance. Beyond compliance, the same agentic framework continuously updates disclosures, identifies performance gaps, and feeds insights into sustainability planning – transforming reporting from a static annual exercise into an adaptive, intelligence-driven capability.

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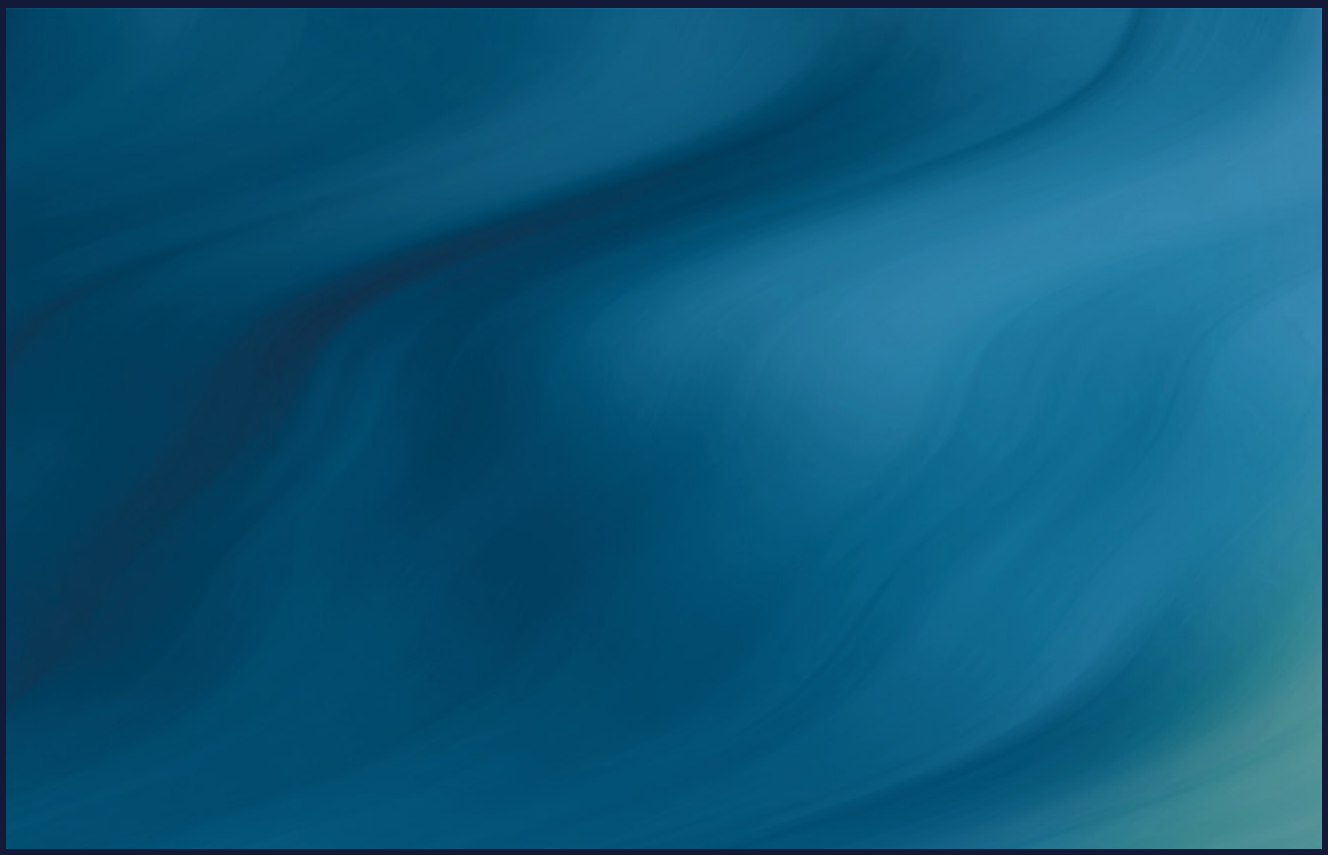
4. Effective AI use unlocks sustainable and resilient growth



In implementing agentic AI, precision is key. Getting it right at the start ensures that agentic systems are optimized not just for operational efficiency but also for limiting unnecessary resource consumption to directly support sustainability objectives. By designing for scale and keeping the full business process in view, organizations can avoid bottlenecks and maximize impact across the value chain.

Clarity and precision support streamlining

When scaling, businesses must also resist the temptation to over-engineer. The most effective approach is to begin with a clear understanding of actual needs, then select the right algorithm, model, and agents to address them. A proper business-driven AI roadmap helps prevent duplicated usecases, duplicated efforts, and inconsistent outputs. In practice, this is where expert partnerships become crucial.

Data provides a solid foundation

The foundation of effective AI implementation is strong, clean data on clear and connected platforms. It is important to know where your data is coming from, where it is flowing, and how it is organized. This clarity enables efficiency in AI and ensures that insights are accurate, traceable, and actionable. It also supports security, governance, and model optimization. Real-time data flows further increase accuracy, making outputs more reliable for business decisions.

Model optimization drives impact

Optimization ensures that efficiency and sustainability go hand in hand. AI should be designed to run smoothly on the fewest possible tokens (the number of words moving into and out of a model) so it consumes less computational power, reducing both cost and energy use while maintaining accuracy. Smaller, more efficient models are often a better fit for the task than large models. Optimization also applies to workflows: for example, a chatbot can automatically learn where to find data, route queries correctly, and store frequently asked questions so other agents can respond instantly. In practice, this also reduces carbon footprint, proving that when done right, optimization drives both business value and sustainability impact.

"At scale, the critical factors for a successful AI implementation are a clear vision, a robust data foundation, and optimized fit-for-purpose models. A strong, future-proofed data foundation is the down payment for an AI future."

Christopher Scheefer
Vice President, Global Data &
AI Sustainability Lead, Intelligent Industry,
AI Ambassador, Capgemini

Enterprise-wide deployment for better results and greater trust

While precision in implementation sets the foundation, real transformation comes from scaling AI across the enterprise. Organizations that move from pilots to enterprise-wide deployment unlock significant advantages in cost efficiency, productivity, and innovation.

To achieve this, AI adoption must extend across the organization, breaking down silos that create duplicated use cases, redundant efforts, and disconnected systems. A proper business-driven roadmap provides the structure to keep outputs consistent and aligned. And crucially, scaling should cover entire processes. Agentifying workflows end-to-end prevents bottlenecks that appear when only certain steps are automated.

Standardize and begin at scale

Designing for scale also matters. Like any enterprise software, AI delivers its full value only when applied across the board. Proof-of-concept pilots may show promise, but sustainable impact comes when AI is deployed company-wide with a consistent model. This ensures aligned outputs and avoids inefficiencies from departments taking different approaches. With organization-wide data integration, AI can project multiple scenarios and give leaders a holistic view of the company's trajectory – a deeper perspective than what siloed systems can provide. Standardization across the enterprise and the value chain brings aligned data, smoother operations, and reliable decision-making.[xxv]

Build a sustainable a human-AI framework

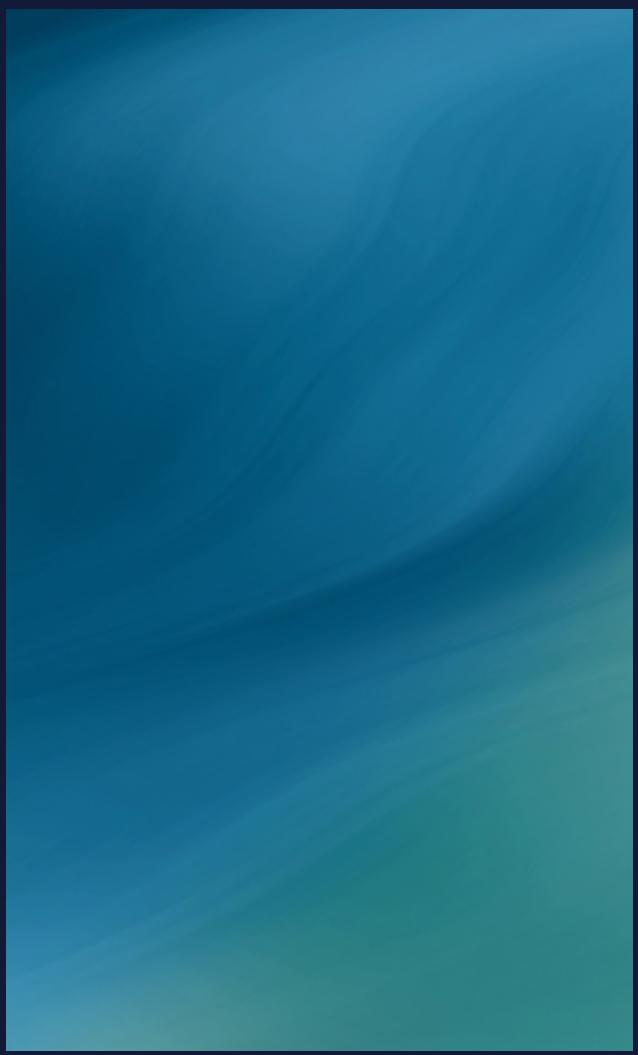
No matter the power of AI, its framework is not complete without humans. Building a sustainable human-AI framework demands trust, transparency, explainability, accountability, and clear ownership.[xxvi] To facilitate this, a number of guardrails must be established. Agents' behavior and scope must be defined, to ensure they behave properly and complete assigned tasks reliably. Privacy and protection guardrails keep agents within boundaries, ensuring they follow only authorized data and never share private information. Building trust in agents' outcomes through bias reduction and embedded explainability ensures humans can understand and validate results. Embedding governance then provides discipline through monitoring, early issue detection, and human oversight to keep systems aligned with business goals.

[xxv] Capgemini, "The blueprint to scaling AI for business transformation: Transitioning from Pilot to Production," June 2025. https://www.capgemini.com/wp-content/uploads/2025/06/Everest-Group-The-Blueprint-to-Scaling-AI-for-Business-Transformation.pdf

[xxvi] Capgemini, "The trusted AI orchestra: Building trust in an AI agent world," August 2024. https://www.capgemini.com/wp-content/uploads/2024/08/Capgemini_Trusted-AI-PoV.pdf

Guardrails for a sustainable human-AI framework

- **Define behavior and scope so agents behave properly and complete tasks reliably**
- **Protect privacy by ensuring agents follow only authorized data, and never share confidential information**
- **Build trust through bias reduction explainability**
- **Embed governance in systems to enable agents to stay aligned with business goals**



Nurturing AI management skills in the workplace

AI is most powerful when it complements human strengths. By taking on simpler cognitive tasks, AI frees people up to focus on higher-value activities such as problem-solving, strategic planning, and leadership. AI cannot run itself: it requires human supervision, typically known as a "design authority," to step in when judgment is needed, especially in regard to ethical matters. Humans need to understand and validate AI outcomes, assign responsibility, and avoid duplication.

Just as AI models must be tailored and strengthened, so, too, must the human component of the human-AI framework. Leaders have a responsibility to help people develop the capability to use and manage AI responsibly.

Conclusion

Working smarter, together, to scale for lasting impact

To harness the value of agentic AI, leaders must begin with the problem that matters most: how to advance sustainability while driving growth and resilience. The opportunity lies not in experimenting with isolated use cases, but in reimagining core operations through goal-oriented, intelligent systems. By starting with clear sustainability and business objectives, executives can ensure AI is aligned to strategy, not just technology.

From there, the right partnership is key. Capgemini brings deep industry expertise and transformation know-how, while Microsoft provides the technology foundation for scalable, secure, and efficient agentic AI. Together, these capabilities help organizations design and implement tailored solutions.

Business leaders who act today to scale AI-powered digital transformation across enterprises will not only gain a competitive edge, but also address some of the most pressing challenges facing our world today.

Experts

Aurélie Lustenberger

Vice President Global Sustainability,
Sustainable Future Performance lead, Capgemini Invent

Aurélie shapes global sustainability strategies by embedding data and AI at the core of Sustainable business transformation. She orchestrates enterprise-wide programs that leverage advanced analytics, scalable architectures, and AI-driven insights to turn ESG imperatives into engines of growth and resilience. Aurélie partners with leadership teams to design and implement future-proof operating models, prioritize high-impact use cases, and deliver multi-year roadmaps that align sustainability with business performance imperatives. Her expertise spans building robust ESG data foundations, industrializing AI and GenAI capabilities, and operationalizing data-driven sustainability across strategy, operations, and supply chains—unlocking new value streams and accelerating the transition towards a sustainable performance.

Christopher Scheefer

Vice President, Global Data & AI Sustainability Lead,
Intelligent Industry, GenAI Ambassador, Capgemini

Christopher is the Global Sustainability Leader for Data and AI at Capgemini, based in North America, with over two decades of experience in sustainability advisory and data and analytics leadership. A recognized thought leader, speaker, and author, Chris specializes in driving sustainable business transformation through artificial intelligence and automation at scale. As a Global Generative AI Ambassador, he has played a pivotal role in integrating artificial intelligence, climate tech, and energy transition technologies into corporate value chains, fostering resilience and purpose-led growth.

Joana Santos

Commercial Strategy Lead - Azure AI Platform
(incl. Agent Service & Agent Factory) at Microsoft EMEA

Joana Pinto Santos leads the commercial go-to-market strategy for Azure AI Platform across Europe, Middle East, and Africa. With over 11 years at Microsoft, an INSEAD MBA, and a background in consulting, Joana combines business acumen with technology expertise to drive impact at scale. A passionate advocate for Agentic AI, Joana champions solutions that help organizations reduce environmental footprint, optimize resources, and accelerate sustainable innovation—delivering measurable benefits for both business and the planet.

Khurram Zaki

Commercial Strategy Lead - EMEA for Dynamics 365
(Agentic ERP, Sustainability Manager) at Microsoft

Khurram Zaki leads the commercial go-to-market strategy for Dynamics 365 across EMEA at Microsoft, championing AI, Agentic Automation and Data Analytics to modernize Finance, Supply Chain, and Commerce. With a deep passion for sustainability, Khurram advocates for embedding ESG priorities into core business processes, leveraging the latest ERP and Agentic AI capabilities to help organizations operate more responsibly and efficiently. Over his 18-year journey at Microsoft, he has built a rich foundation of expertise across Business Applications, Technical, and Product Development roles, driving innovation that aligns business growth with environmental impact.

Mark Oost

Vice President - AI, Analytics & Agents
Group Offer Leader, Capgemini

Prior to joining Capgemini, Mark was the CTO of AI and Analytics at Sogeti Global, where he developed the AI portfolio and strategy. Before that, he worked as a Practice Lead for Data Science and AI at Sogeti Netherlands, where he started the Data Science team, and as Lead Data Scientist at Teradata and Experian. Throughout his career, Mark has worked with clients from various markets around the world and has used AI, deep learning, and machine learning technologies to solve complex problems.

About Capgemini

Capgemini is a global business and technology transformation partner, helping organizations to accelerate their dual transition to a digital and sustainable world, while creating tangible impact for enterprises and society. It is a responsible and diverse group of 340,000 team members in more than 50 countries. With its strong over 55-year heritage, Capgemini is trusted by its clients to unlock the value of technology to address the entire breadth of their business needs. It delivers end-to-end services and solutions leveraging strengths from strategy and design to engineering, all fueled by its market leading capabilities in AI, cloud and data, combined with its deep industry expertise and partner ecosystem. The Group reported 2023 global revenues of €22.5 billion.

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