5 Key Trends 2026

proservartner

Advisory Firm of the Year 2025

GSA AWARDS 2025 WINNER

1 Optimising Technology

Many organisations struggle to fully utilise advanced technologies like RPA, process mining, and AI due to poor alignment with operational needs. Investing in these tools without a clear integration strategy often leads to inefficiencies and missed opportunities.

At Proservartner, we help businesses bridge the gap between technology and operations, ensuring automation, digital transformation and process optimisation initiatives deliver measurable impact. Our team works end-to-end, from identifying the right tools to implementing solutions that drive real ROI and sustainable performance improvement.

2 Orchestrating People and Tech will be the Key to Success

Automation and self-service are transforming HR and IT by reducing headcounts, enhancing efficiency, and empowering employees. Success depends on cultural adaptation and effective implementation, driving cost savings and greater agility.

Proservartner, helps organisations harmonise people, process and technology to unlock sustainable transformation. Through our expertise in automation strategy, shared services design and change management, we enable clients to drive measurable cost savings, agility, and long-term business resilience.

3 Insourcing Is Expected To Continue In GBS Organisations

In-sourcing is rising as companies prioritise control, innovation, and automation over traditional outsourcing. It enables greater alignment with strategic goals while leveraging technology for efficiency.

Proservartner enables organisations to find the right balance between internal capability and external partnership. Through our proven approach to automation, process excellence, and shared services transformation, we help clients turn in-sourcing into a driver of agility and growth.

4 Training and Upskilling as a Strategic Priority

Organisations are tackling talent shortages by focusing on retention, upskilling, and hybrid workforce models. Continuous learning and initiatives like Singapore's retraining subsidies highlight the need for adaptability in a changing landscape.

At Proservartner, we help businesses redesign their operating models to get the most from their people and technology. Through our expertise in change management, shared services, and process transformation, we enable clients to build resilient, future-ready workforces that thrive amid disruption.

5 Agentic AI: The Buzzword That Will Continue to Dominate

Agentic AI, the next phase of automation, integrates decision-making and anomaly resolution into systems. Early applications like predictive maintenance and revenue forecasting highlight its potential to streamline operations and improve agility.

Proservartner, helps organisations adopt and scale AI-driven automation that delivers measurable impact. Our expertise in process optimisation, digital transformation, and intelligent automation enables clients to move beyond task-based automation toward self-improving, insight-led operations that drive sustainable growth.