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11 Ways AI Will Deliver Business Value in 2026—and Beyond

Ready to get a jump on the competition? Outfit your workforce with AI-powered tools and automation.

Table of contents

Ready to get the AI advantage?

Generative AI is now embedded in many of the applications and clouds your people use every day. The next move is to help them apply GenAI to unleash their expertise.

For this ebook, we identified some top ways that large organizations are using AI right now, such as to spur creativity, increase efficiency, and provide tools to better serve customers. They do so by connecting their internal expertise, choice of AI models, and agentic applications to bring all relevant data—structured and unstructured, historical and real time—to power effective AI programs.

They use technology that's available today and, in many cases, already running in their organizations. Take these examples and add your own imagination, because if you can envision a use case, odds are the means to execute it are within your grasp.

How to Build a Business Case for AI

Adopting AI without a plan can lead to integration and data dilemmas. Instead, do the following:

Create an AI center of excellence

- Gather leaders from across the org, plus IT's AI evangelists.
- Identify short- and longer-term projects with solid ROI.
- Shortlist the right AI tools.
- Plan to provide training and track success metrics.

Develop a data strategy

- Success with AI depends on connections to enough of the right data.
- You can give LLMs secure access to your financial, sales, and other systems using RAG.
- You can fine-tune AI to understand your industry.

Understand vendor AI roadmaps

- Most tech suppliers embed AI to boost adoption.
- The cloud provides benefits, including easier data access and frequent updates.

Adopt AI when departments are ready

- Identify early adopters to champion AI.
- Address employee concerns.
- Executives may need to push for adoption.

Create a roadmap for your AI rollout

- With your AI center of excellence team, prioritize quick projects with measurable benefits and strong ROI. Automation is a popular place to start.
- Show some quick wins.

Share your wins

- Get the word out on successful use cases.
- Use the good PR to sell more ambitious AI initiatives.

AI agents step up

AI agents are software entities that use LLMs for general knowledge and, commonly, add retrieval-augmented generation (RAG) to pull relevant data that provides organization-specific insights. These agents, often running inside or alongside your enterprise's front-office and back-end applications and databases, can take on assigned tasks, continuously monitor data inputs, examine their environments, take actions as prescribed by their roles and instructions, enlist other agents and software tools, and fine-tune results based on their previous experiences.

And, instead of relying on keyword triggers or precoded business rules and workflows, AI agents can talk to employees, customers, and partners using natural language and access data sources and tools through Model Context Protocol. With contextual reasoning, they adapt to novel scenarios, understand individuals' roles, and respond to spoken prompts.

In 2026, AI agents can improve organizational efficiency and accuracy, help inform complex decisions, and autonomously complete routine business tasks.

Here are some ways that will happen.

1 Draft a wide range of important documents

By offering tighter integration with business applications, AI agents can rapidly draft complex, context-aware documents in HR, inventory, finance, customer service, and other areas. Potential use cases include personnel reviews, sales proposals, supplier bid requests, marketing presentations, business briefs, financial disclosures, and product documentation. These are custom materials drafted or updated by an agent that understands your business. What's more, agents can produce those documents in a variety of languages and formats.

By putting an AI data platform at the center of your business, your people gain the freedom to fine-tune models, combine LLMs, and connect them to specific data in your spreadsheets, database tables, and PDFs.

One global pharmaceutical company uses such a platform to tap into its knowledge management platform, so scientists can generate literature reviews, summarize new research findings, and securely draft regulatory documents—without exposing sensitive IP to external providers.

With the most recent releases of Gemini, Claude, and other LLMs, GenAI can draft ideas, write copy, and create engaging visualizations. They can even generate text for your web pages, such as H1 and H2 headings and SEO keywords—often without needing explicit instructions. Cloud data platforms allow you to link these models and others to AI agents by providing secure, governed access to your data and documents. Simply tell the agent what type of document to create and what you'd like to see included. Review the drafts and ask for revisions until the results are exactly what you want.

How Oracle helps

Oracle AI Data Platform unites industry-leading foundational models your governed enterprise data. Rapidly and easily build lakehouses, AI agents, and applications and use agentic experiences to transform your business.

2 Turn notes and summaries into action plans

In 2026, expect speech recognition to help generative AI agents act less like stenographers and more like executive assistants—or project managers.

We've seen healthcare firms lighten the administrative load on doctors and other clinicians by allowing them to approve proposed text and add context as needed rather than wading through notes and filling out fields. For example, AI agents are turning approved patient conversations into formatted summaries and action items, often by alerting stakeholders, noting deadlines, and offering other workflow aids within a patient's electronic health record. This can improve the patient experience by shepherding cases efficiently and freeing clinicians for more one-on-one interactions.

Beyond healthcare, any industry can now configure AI agents that, for example, suggest messaging groups with the appropriate participants, configure shared storage, offer ideas for milestone metrics, and even schedule tentative meetings. Because AI agents may have access to documents and collaboration platforms, such as SharePoint or Slack, they can help keep projects moving and alert staff if important items seem to be falling through the cracks.

How Oracle helps

Oracle's OCI Document Understanding AI service lets you extract text, tables, and other key data from document files, including patient records; automate tedious business processing tasks with prebuilt AI models; and customize document extraction to fit your industry-specific needs.

3 Automate fast-moving, complex invoicing

The rough-and-tumble world of restaurant and grocery delivery has a lot of moving parts. As drivers and motorcycle or e-bike carriers zip between vendors and customers, they create complex trails of payments, expenses, and invoices. One global firm brought in an AI-powered invoicing system that has transformed its operations from slow and manual to automated, cutting invoice processing time by 70%—from three minutes to less than one—and freeing up 330-plus finance-team hours monthly. By eliminating manual data entry and automating goods received notes (GRNs) matching, the system also significantly enhanced accuracy and helped address compliance.

Using a centralized AI repository, the new process detects an invoice uploaded by a driver and initiates a process. An AI document understanding model extracts invoice details, stores the data for secure and efficient retrieval, and allows for easy matching with a GRN. A dashboard lets business users review and approve transactions, which show up in the ERP system. This simplified the handling of more than 10,000 invoices per month, allowing the firm to manage 37% more volume without additional staff.

How Oracle helps

Oracle's OCI Document Understanding AI service lets you extract text, tables, and other key data from document files, including patient records; automate tedious business processing tasks with prebuilt AI models; and customize document extraction to fit your industry-specific needs.

Oracle Fusion Cloud Applications, with built-in AI capabilities, bring consistent processes and a single source of truth across your most important business systems, including ERP.

4 Evolve chatbots into empowered service agents

By connecting data sources and LLMs, chatbots can move beyond offering customers superficial advice and referring them to a website or human to schedule an appointment, process a payment, or cancel a transaction. When today's AI service agents have secure access to knowledge about products, services, and customers, when you ask how to reset your modem, it can verify which one you have and refer to that exact model's tech specs and manual to provide step-by-step directions. If you need a replacement device shipped to you, it can process that order autonomously.

AI agent chatbots are also helping write and edit documentation in regulated industries and government operations. By integrating the chatbot with relevant public data sources, firms can quickly produce drafts that help account for changing codes, laws, and guidelines.

Beyond customer-facing service bots, advances in speech recognition and translation let your employees and customers interact with agents via spoken language. AI can often handle nuances in dialect and pronunciation better than humans while using knowledge about previous calls and a customer's other interactions to make solid inferences when requests are vague or confusing. This can delight callers, who get correct results quickly, and free up your staff to handle more challenging situations and edge cases.

While you'll always need human service personnel, expect AI agents to handle an increasing percentage of queries and requests from customers and employees.

How Oracle helps

Oracle Digital Assistant delivers a complete AI platform to create conversational experiences for business applications through text, chat, and voice interfaces.

OCI Speech is an AI service that transcribes speech to text and synthesizes speech from text, delivering more accurate, text-normalized, time-stamped transcriptions and synthetized voice.

5 Let AI agents explain anomalies

Machine learning excels at anomaly detection. It can often identify—with remarkable accuracy—fraudulent credit card transactions, network traffic indicating a coordinated cyberattack, retail partner return reports suggesting product defects, or combinations of prescription medications that may cause undesirable side effects.

If you have lots of data, machines can mine it. But while ML can spot problems, it typically can't explain why a warning light turned from green to red, other than to produce reams of log files or text tables. What you need now are explanations and context. What's the problem, exactly?

AI can take the data that ML generates and explain what an anomaly likely means: It appears this credit card number was part of a breach and sold on the dark web. This pharmaceutical clinical study warns about a rare mix of medications. The common issue on these product returns seems to be batteries manufactured in this plant in late April.

AI agents can then go to the next step and, where possible, offer a way to remediate. Let's notify the customer, cancel the credit card, and issue a new one. Let's flag the medication issue to the doctor, cite the research, and suggest one or two alternatives. Let's ask the product team to investigate those batteries while compiling a list of retailers that still have inventory; it's too soon for a recall, but let's get ready.

Manufacturers have picked up on this capability, using sensitive vibration detection and GenAI to help keep their shop floors humming. Detectors mounted to machines sense an altered vibration, interpret it based on historical data across many similar machines, and kick off remediation, even ordering and shipping parts for preventive maintenance.

AI agents' anomaly explanation capabilities, augmented with clear-language GenAI reports and summaries, can help inform—and even make—a range of decisions.

How Oracle helps

Oracle Machine Learning Services harness in-database tools and algorithms to build, manage, and deploy ML models and get more accurate, contextually relevant answers from generative AI by combining LLMs with your proprietary data.

Built-in AI delivers business results

Each department in your organization depends on specialized software. Developers have integrated development environments (IDEs), languages, libraries, and templates. Accountants and controllers have financial systems while other departments work with software tailored for human capital management, supply chains, ERP, manufacturing, marketing, customer service, sales, and research and development.

If you're using commercial software, expect 2026's major updates to center on AI. Cloud platforms built to connect data and AI have matured. These platforms allow you to leverage the work you've done to safely store, connect, and share your proprietary data stores to drive AI initiatives.

And your application data is just the start. Next, bring your enterprise data and document stores together in a secure lakehouse. Easily use this data with industry-leading LLMs, connecting them to create agentic applications and experiences that are designed specifically for your business. Now, GenAI tools can handle routine tasks in business applications so that your people can focus on the more complex work they enjoy—and that helps your organization stand out from competitors.

Here are some examples of how AI embedded in apps can pay off now.

Looking for tips on building your AI business plan? Here are nine use cases, plus tips to get a program from pilot to production.

Access the guide

6 Developers deliver better code, faster

GenAI is proving itself just as good at writing C++, Python, and JavaScript as it is at writing English, Spanish, and Japanese. Think of GenAI as a member of your software development team—the vision now is for AI to go beyond writing functions to help design and create full applications.

You can already use GenAI, embedded in development tools and databases, to turn natural language prompts into SQL queries, low-code applications, and even simple mobile apps. In 2025, GenAI assisted with creating test cases, writing documentation, and performing code reviews. The next step in 2026 is to use AI agents within development platforms for more complex tasks, such as designing an application architecture, mapping out the microservices needed for a cloud native app, and turning those results into ready-to-use application templates and frameworks.

How Oracle helps

OCI Generative AI Service allows for easy integration of versatile language models into a wide range of use cases, such as generating code drafts, performing code correction and refactoring, and creating multiple IT architecture designs and iterating on them.

7 Security teams can be more effective

In 2026, the cybersecurity landscape will become even more complex as bad actors continue to take advantage of AI to improve their tools and attack methods. Defenders will need to keep up.

Consider phishing emails. Your organization likely gets hit with thousands of these attempts daily, and employees have mostly learned to spot emails that slip through filters based on clues that include misspelled words, poorly formed URLs, and lack of detail. Now, GenAI can help produce massive, targeted phishing attacks using emails with flawless grammar and personalized touches, along with URLs that may look valid and can bypass filtering mechanisms.

Part of the answer will be to fight AI with AI by improving both filters and anomaly detection throughout a network. In addition, AI embedded in identity and access management (IAM) tools can help automate the end-to-end lifecycles of user identities and entitlements across enterprise systems, in data centers, and in the cloud. GenAI can assess the risk associated with each data access attempt based on factors such as user location, device type, and recent activity. AI can also facilitate more precise authentication policies where higher-risk login attempts—determined by algorithms—can require additional verification steps.

ML algorithms excel at analyzing vast amounts of data to identify unusual patterns and events that may indicate malicious activity, such as suspicious login attempts, data breaches, or the phishing attacks we mentioned. With GenAI and agents, organizations can take the next step to automate responses, such as quarantining suspected infected systems or blocking malicious users.

How Oracle helps

Oracle Cloud Infrastructure Security helps organizations reduce the risk of security threats for cloud workloads. With simple, prescriptive, and integrated security capabilities built into OCI infrastructure and services, Oracle helps customers easily adopt and secure their cloud infrastructures, data, and applications.

8 Data use improves

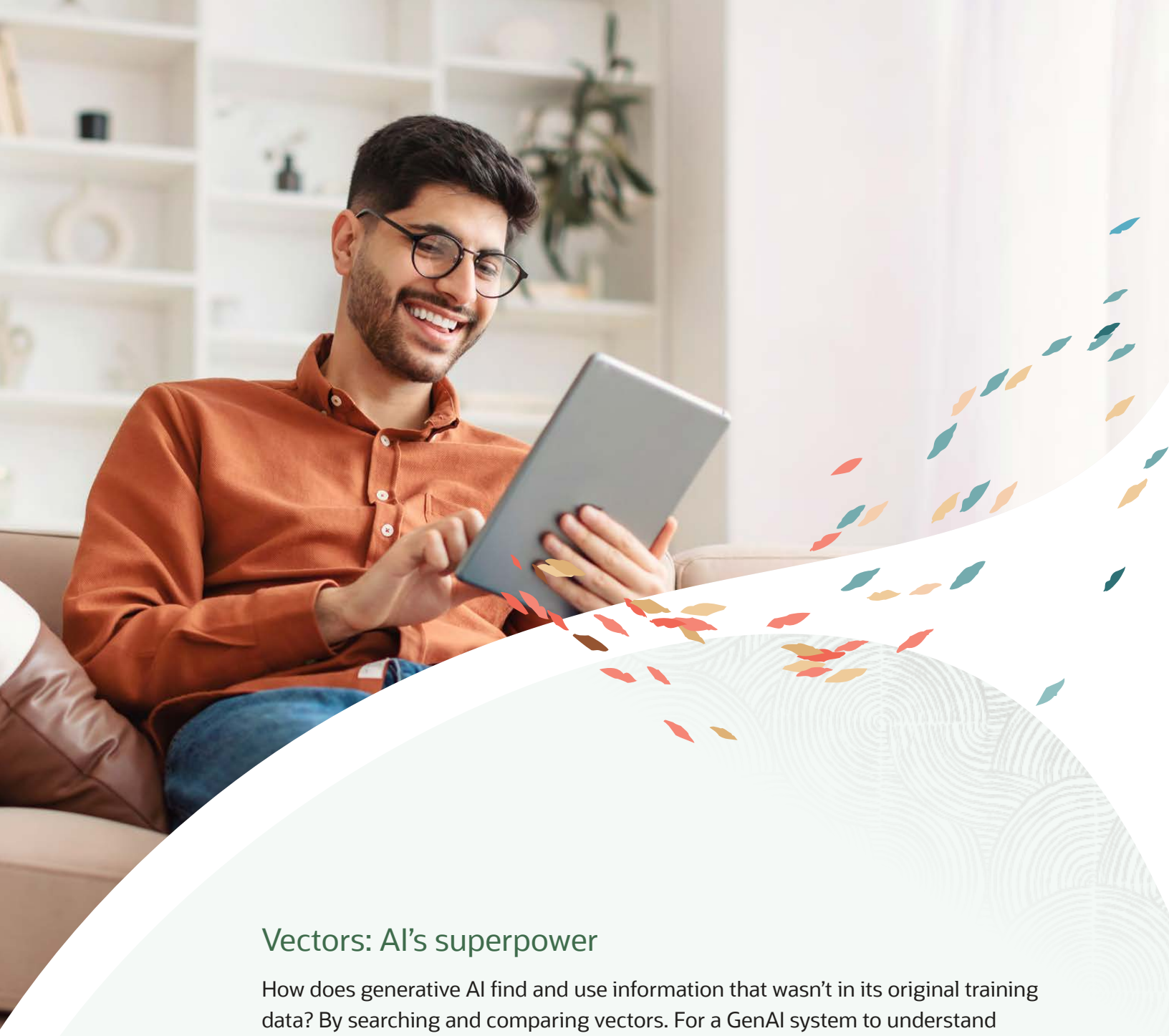
Data is often called the lifeblood of companies—not only the structured information that we know and use daily, but also unstructured and semistructured documents, such as spreadsheets, PDFs, memos, manuals, product reviews, sales call notes, customer-support chat records, and so on. What AI can do now, broadly speaking, is help you get more value from that data. Searches will have greater scope, and results will come with more context and generate deeper insights.

Businesses typically analyze numerical data within specific disciplines, such as financials, inventory management, or marketing program responses. You can use pattern recognition, predictive modeling, and anomaly detection to find problems, gain insights, and plan future actions. By expanding the scope across silos and across the wide range of information at your disposal, you can make better predictions, spot more subtle patterns, and find answers to the thorniest questions.

GenAI interactions get smarter over time by analyzing past interactions and building on their success. Give it more data, and it can find more patterns. As systems improve, applications—homegrown and commercial—will become more insightful.

How Oracle helps

Oracle AI Data Platform unites industry-leading foundational models with governed enterprise data. Rapidly and easily build enterprise lakehouses, AI agents, and applications, and use agentic experiences to transform your business.



Vectors: AI's superpower

How does generative AI find and use information that wasn't in its original training data? By searching and comparing vectors. For a GenAI system to understand the content and context of the latest data and documents in your organization, a separate AI system converts data into numeric formats, or vectors, that map to an abstract representation of the data. Then a GenAI model can compare vectors and accurately infer meaning from the data they represent.

All those vectors must be stored somewhere. At first, AI researchers used special-purpose vector databases, but many now use Oracle AI Database, which incorporates vectors as a native data type. Using a single database that stores embedded vector data alongside the original data reduces complexity and redundancy during inference.

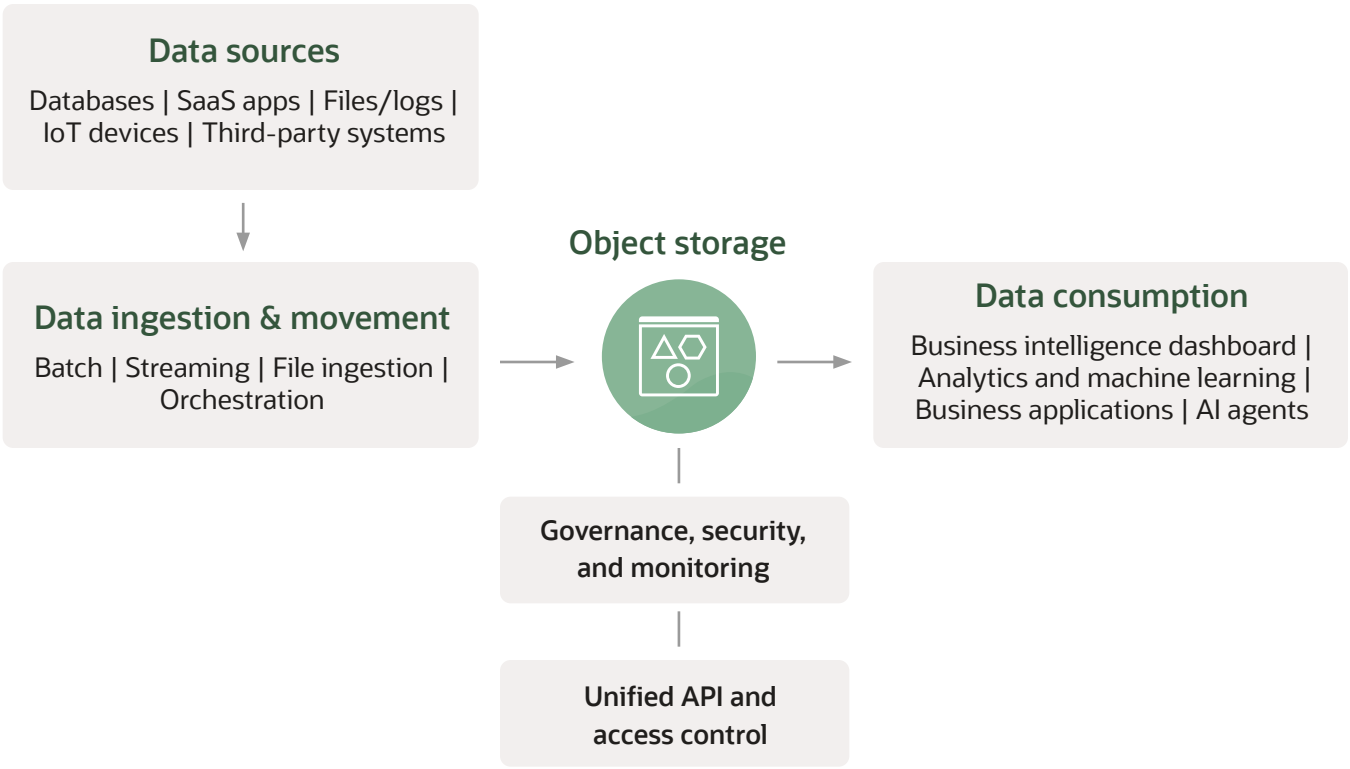
The data lakehouse takes center stage

AI grows more powerful the more data, and types of data, it wields. So for 2026, a data lakehouse is the next step in your advanced data analytics architecture. It takes over from two foundational workhorses: data lakes, which handle raw, unstructured data, and data warehouses, which store clean, structured application data.

A data lakehouse provides a unified, scalable, and reliable place for managing all the diverse data types required by sophisticated AI models, while data scientists and AI application developers gain a data source that doesn't ask them to move or duplicate data across different systems. You'll find data lakehouses at the heart of the large-scale batch processing needed for model training and the real-time streaming needed for applications, including natural language querying of data systems, immediate fraud detection systems, personalized recommendation engines, and many others.

Data Lakehouse Architecture

The lakehouse combines low-cost storage with warehouse-like performance via open table formats and optimized query engines.



9 Smart software becomes more useful when it understands context

As discussed, agents and other AI technologies built into the software you already use—for CRM, ERP, HCM, supply chain management, and so forth—bring together business data, ready-to-use analytics, and specialized AI models to deliver deeper insights and help accelerate decision-making. As time goes on, expect AI to become much more useful because, when it's integrated into all those apps, you don't have to go through the work of providing context, either within the prompt or by using an access technology such as RAG. The AI can look for itself.

Context, however, benefits from broader access to information. Many organizations have started down the data unification path with data lakes, which provide a central repository for storing large amounts of unstructured data in its original formats. Now with the cloud, you can go further by leveraging an infrastructure that combines a range of data types in the same database as native vector search.

The payoff: Whether you're talking finance, HCM, ERP, manufacturing, sales, finance, or R&D, your everyday applications can benefit from vast amounts of information. Reports can show results that consider a wider array of internal and external data sources. And the insights will be that much more, well, contextually insightful.

How Oracle helps

Oracle Autonomous AI Lakehouse lets you run AI on all your data in a simple, secure, and pay-per-use manner, using leading open source data lake technologies and enterprise data warehouse capabilities.

10 Agents grow more relevant as they leverage GenAI, ML, and data analytics

As discussed, GenAI will increasingly do the heavy lifting of interpreting the results of ML and analytics systems by adding context and presenting reports in real time. You'll still need to train ML systems on your specific data sets—anomaly detection tools, for example, need to know what a "good" transaction or a "real" security event looks like, and that requires access to a large data pool. However, the payoff is in applying what ML has learned in a current context.

AI helps here. For one thing, you can pare back the time spent generating and customizing reports. Let AI do that using natural language, as well as the LLM's understanding of your audience's needs. And because this can all happen in real time, you don't need to wait for end-of-month or end-of-quarter runs to see trends; ML-based triggers can raise a flag whenever it spots a shift.

Add AI agents and machine learning to spur appropriate actions. ML suspects fraud? Let the AI recommend the proper procedures and then perform them. ML sees that inventory is low or imbalanced? Let AI generate orders and shipping manifests while automatically finding the lowest-cost means of moving pallets from point A to point B. ML spots a pattern in late-paying customers? Let AI suggest the most appropriate actions, whether adjusting credit terms, alerting the sales team, or recommending policy adjustments.

How Oracle helps

Oracle Analytics is a complete platform for every analytics user role. AI and ML are embedded throughout the platform to accelerate productivity and power better business decisions.

11 AI works to unify your structured and unstructured data

Every organization has mountains of data: invoices, spreadsheets, databases, PDFs, scans, transcripts, and more. Employees often struggle to find the answers they need because all this information isn't easily indexed for search. That's where AI steps in to extract answers from messy, varied data sets and point directly to the source without needing you to first standardize or integrate data, all while maintaining security.

Even better, AI can analyze historical patterns, link yesterday's sales to today's activity, and make information current and actionable. For IT teams, once they allow GenAI to access data securely and put security controls in place, it's time to encourage broader data access across the organization to unlock the full potential of AI-powered insights.

Oracle is here to help

Oracle AI Data Platform helps you tackle any of the use cases in this book with confidence and be ready for the next opportunity. The platform combines industry-leading foundational models and governed enterprise data, so developers can build and deploy AI agents and applications that your businesspeople can use to transform their daily operations.

Oracle AI Data Platform is composed of trusted Oracle technology and open source tools to give you a single, secure, open lakehouse platform with a unified catalog and governance, as well as easy access to frontier models and a low-code and code-first developer workbench for building AI applications and agents. Now you can reduce integration efforts, automate workflows, and accelerate time to value on all your AI projects.

With AI Data Platform you can:

- **Unify enterprise data for AI:** Bring together structured and unstructured, batch and real-time data across the enterprise into an open, connected lakehouse using a medallion architecture. This curates governed data products designed for downstream use cases like analytics, AI, and agentic workloads, and lays the foundation for trusted, AI-ready pipelines.
- **Accelerate AI development:** Use an integrated development environment with shared notebooks, pipelines, a central model and agent registry, evaluation tools, guardrails, and orchestration frameworks to design, test, deploy, and monitor AI-powered applications and agents—without the complexity of integrating, managing, and securing separate tools.
- **Innovate with AI at scale:** Run AI workloads natively on OCI to leverage optimized compute, storage, networking, and security, while securely connecting to third-party clouds and on-premises environments. This allows data across your entire ecosystem to be governed and activated without unnecessary movement or duplication to contribute to enterprise AI.
- **Enhance Fusion Applications:** Oracle Fusion AI Data Platform is a standalone AI and analytics platform for Oracle Fusion Applications that delivers trusted, governed insights and next-best actions directly inside operational workflows—without requiring custom data engineering.

Imagine what comes next

Organizations large and small made tremendous inroads using GenAI and AI agents in 2025, and although it may be hard to believe, we're still near the very beginning of this journey. Imagine what you'd like AI to do. Chances are, you can make it a reality. As you set your AI strategy, we invite you to discover use cases across retail, healthcare, and other industries—and to dream big.

Explore Oracle AI solutions

Discover AI use cases

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