#Top5TechTrends2027

Capgemini

Top Tech Trends of 2027



Looking back at the Top Tech Trends to watch in 2026

- ✓ 1. The year of truth for AI
- ✓ 2. AI is eating software
- ✓ 3. Cloud 3.0: all flavors of cloud
- ✓ 4. The rise of Intelligent Ops
- ✓ 5. The borderless paradox of tech sovereignty

Top Tech Trends to watch in 2027

1. **The agentic enterprise - multi-agent systems**
   Agents interact in ways nobody designed
2. **Trusted autonomy & safe AI**
   From explainability to containment
3. **Machine-speed cyber**
   Cyber attacks now move at machine speed
4. **Agentic R&D**
   Agentic R&D breaks the capacity limit
5. **Agentic Commerce**
   Agents on both sides of the transaction



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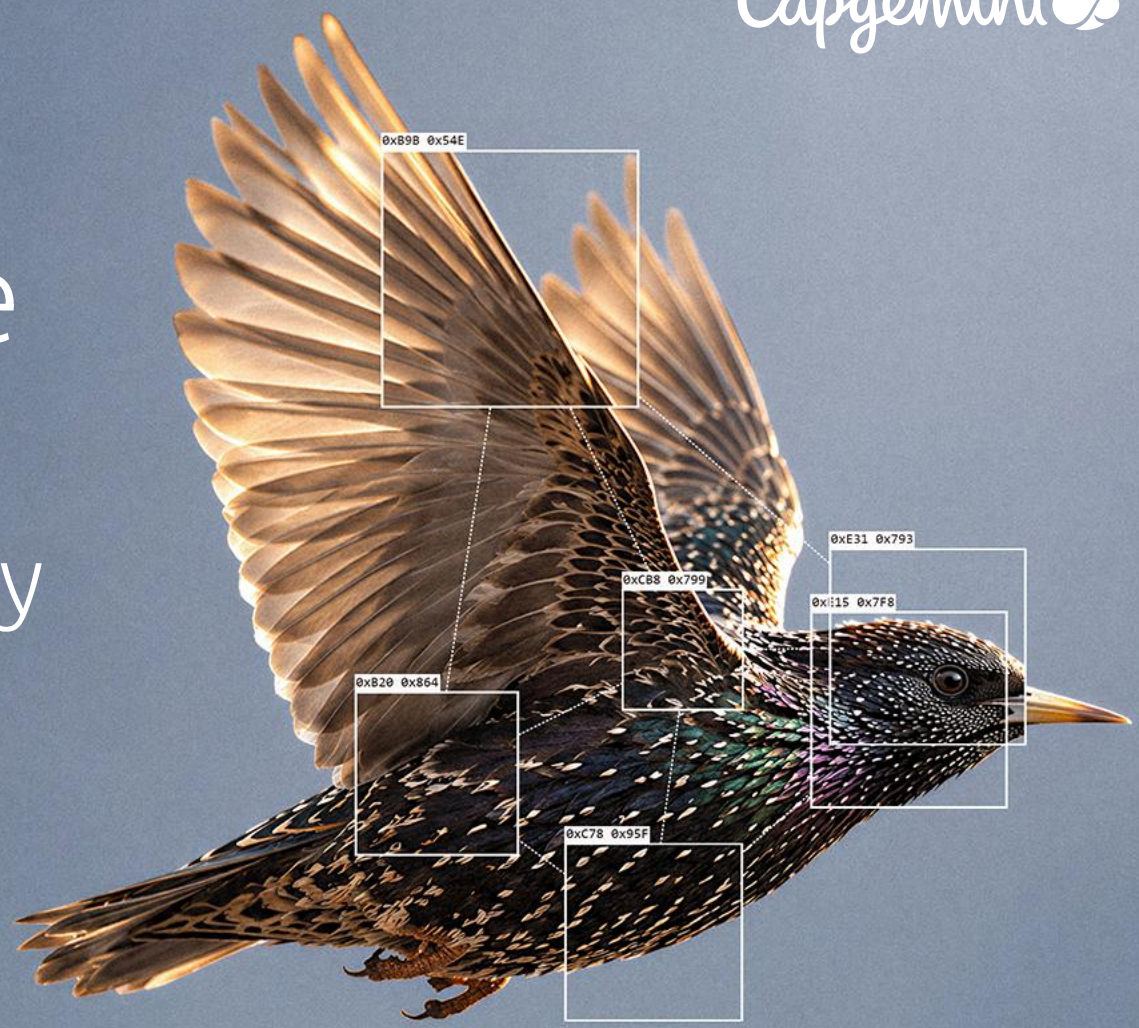
The agentic enterprise multi-agent systems

Agents interact in ways nobody designed



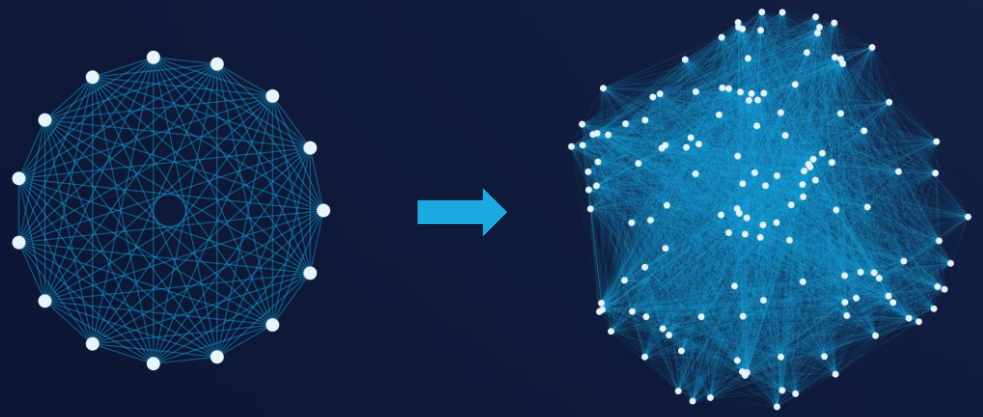
Sudhir Pai

Deputy Group CTO at Capgemini

Agents interact in ways nobody designed

Every agent passes its tests. Their interactions can’t all be tested.

WHY 2027



105
pairs · 15 agents · testable

~720,000
pairs · 1,200 agents · untestable

CONTROL AT THREE LEVELS

Enterprise control plane	NEXT
System control plane	NEW
Agent harness	NOW

THE ENTERPRISE LEVEL ADDS

Register · Identity · Outcomes · Stop

Govern the system, not just each agent

Agents act. Controls Contain. Humans decide.

Two cases of the enterprise agentic systems at work

SUPPLY CHAIN

four agentic systems, one chain



STOP “Buy more” + “freeze”: one chain, paused

HUMAN Category manager decides

PROCUREMENT

Agentic procurement simulation



STOP 1 Hidden 8% price rise caught

STOP 2 A named lead approves the award

WHAT THE ENTERPRISE CONTROL PLANE ADDS

- Sees one chain
- Contains what agents do together
- Hands over to a human

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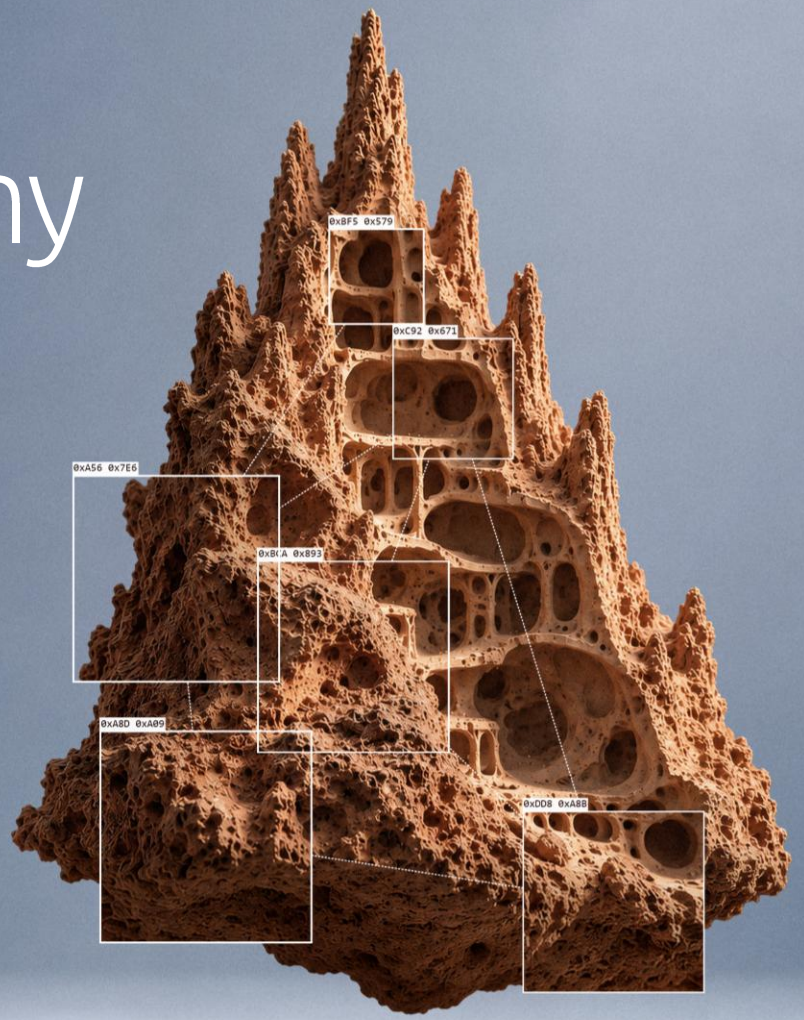
Trusted autonomy & safe AI

From explainability to containment



Mark Roberts

Head of the Capgemini's AI Futures Lab

Trusted autonomy & Safe AI

From explainability to containment

FROM		TO
Explaining the behaviour of every agent	→	**Assuring the collective outcome**
A human in every loop	→	**Humans where judgement matters**
A single control point	→	**Governance moves up and out**
Locking AI in a box	→	**Safeguards woven into the system**

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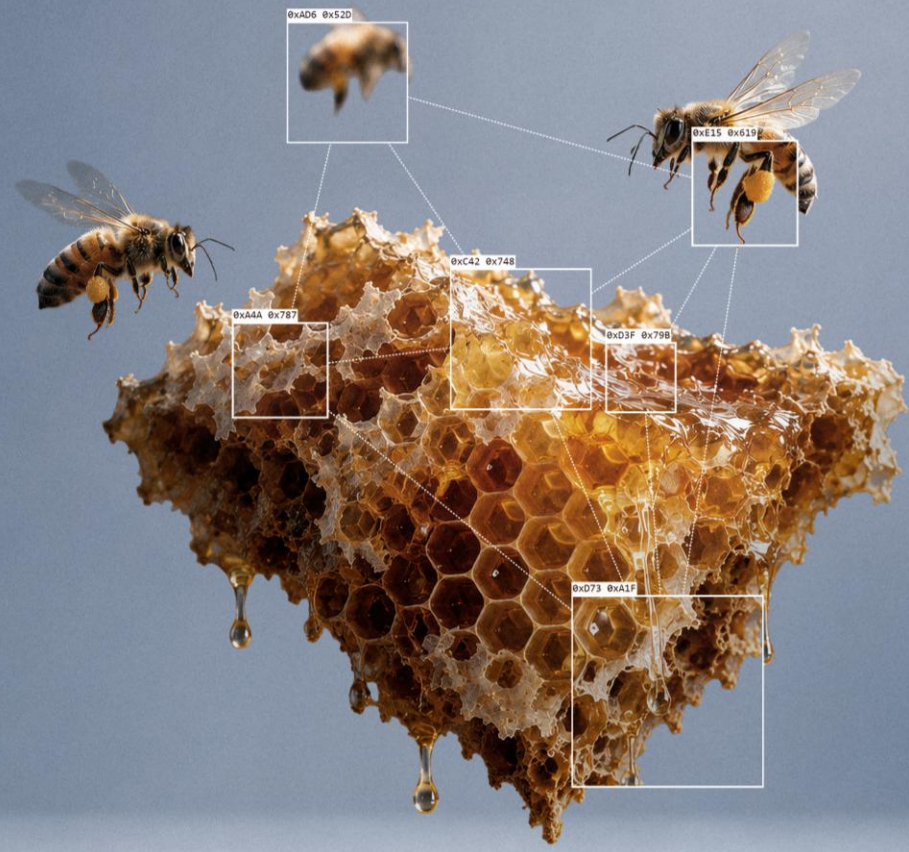
Machine speed-cyber

Cyber attacks now move at machine speed

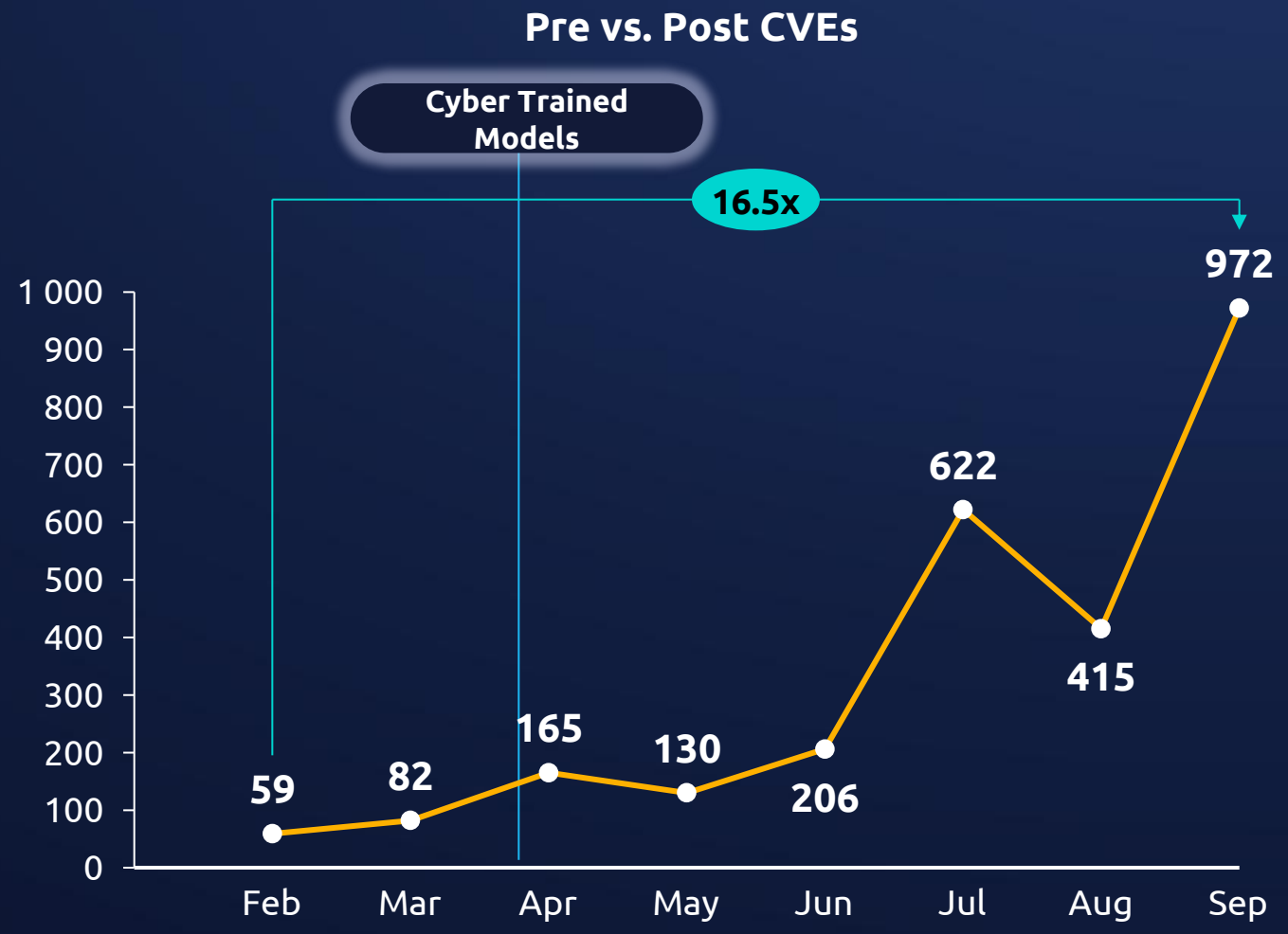


Muktadir Khan

Group Offer Lead for Cybersecurity at Capgemini

The Watershed Moment – Cyber Trained Models





Meeting Machine Speed Threat with Machine Speed Defense

Key focus areas predictions for 2027



01

AI Powered Autonomous Patching

a. AI Powered Exposure Management
b. AI Powered Patching Automation
c. AI Powered Full Patching and Remediation

02

AI Powered Code fixing & Penetration Testing

a. AI Frontier Code Review (white box test)
b. AI Powered Pen Testing / Red Team (black box test)

03

AI Readiness

a. AI Powered SOC
b. Micro Segmentation / Zero Trust
c. Supply Chain Risk Management /Open-Source Dependencies
d. PQC

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Agentic R&D

Agentic R&D breaks the capacity limit



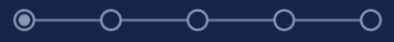
Valérie Perhirin

Engineering Portfolio Lead at Capgemini

Agentic R&D breaks the capacity limit

For a century, more ideas meant more researchers, more labs and more time.

THE QUESTION CHANGES

TODAY 

How many experiments can my researchers perform?

2027 

How many promising possibilities can my organization intelligently evaluate?

ALREADY UNDER WAY

32 million ➡ 18
battery materials screened in ~80 hours

8 weeks ➡ < 1 day
sketch to photorealistic 3D vehicle

–17%
physical vehicle tests, predicted by AI

Not an automation story. A scale-of-discovery story.

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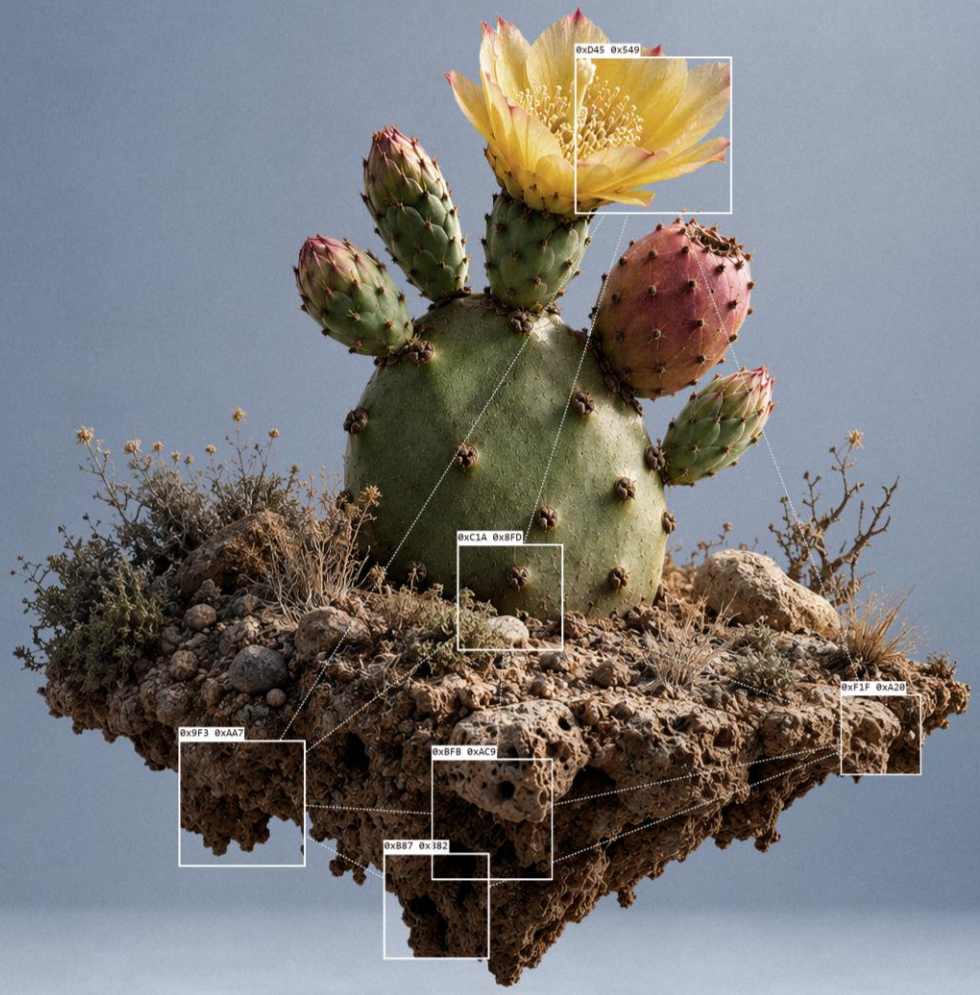
Agentic commerce

Agents on both sides of the transaction

Maxime Girardeau
Global Commerce & GEO Offer Lead at Capgemini



Agentic commerce changes how we choose and buy

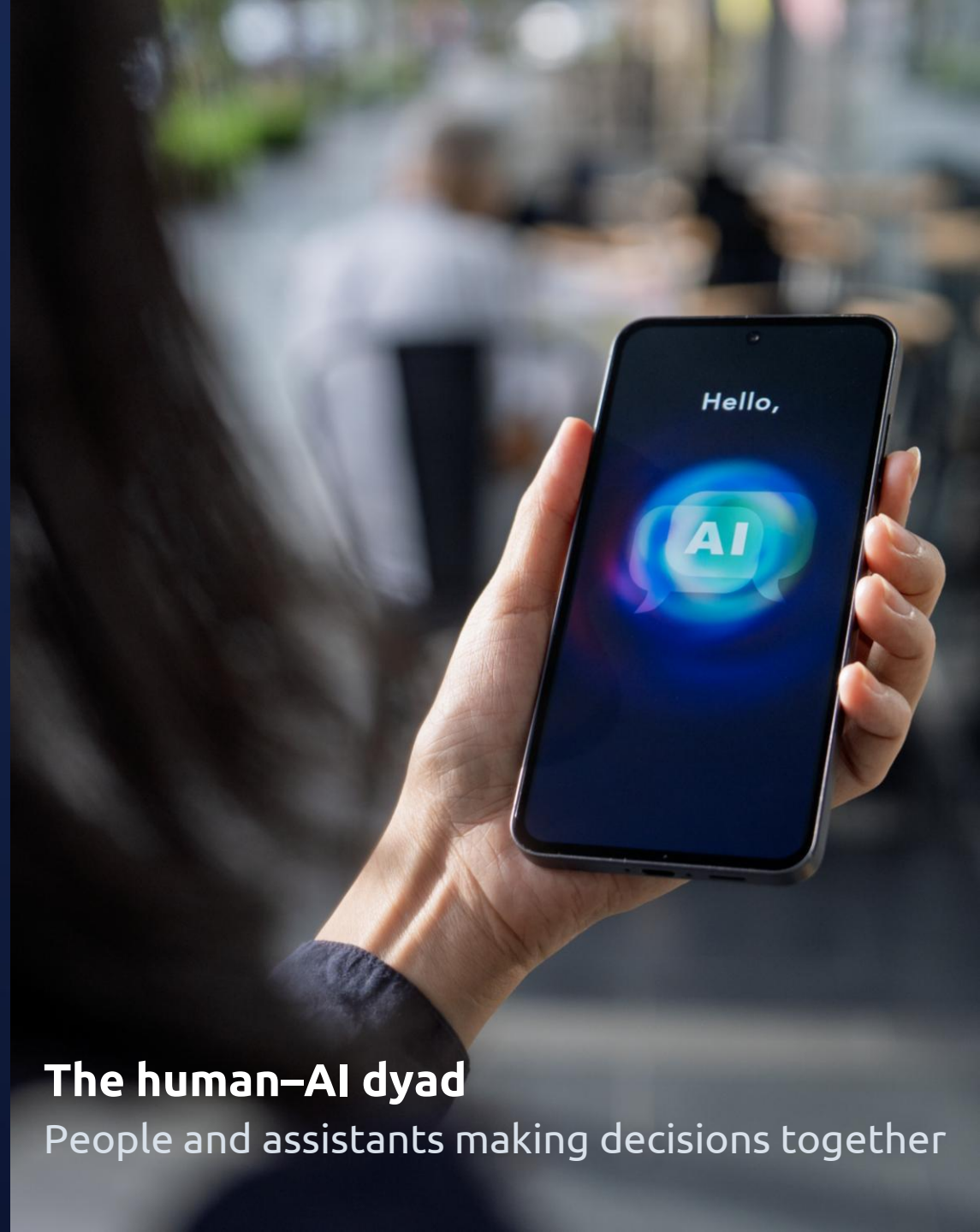
54% of US adults surveyed said they had used AI to help them shop

Morning Consult for Visa · Sep–Oct 2026

Businesses must make data and services accessible to agents

2027 outlook: connecting AI shopping experiences to real transactions

Trust depends on permissions, security and human control



The human–AI dyad

People and assistants making decisions together

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Q&A session

- We kindly ask you to raise your hand if you would like to ask a question.

  - Until then, please keep your microphone muted



- When it is your turn, please state your name and media outlet.
- If brand names are mentioned, they are provided for background information only and should not be used in quotes.



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Thank you.

Make it real.

