

Deloitte Expands Alliance With Google Cloud and ServiceNow to Accelerate Agentic AI Adoption in the Enterprise

Deloitte introduces suite of more than 100 turnkey AI agentic capabilities to help clients reimagine their enterprises and collaboration with Google Cloud and ServiceNow and to establish an industry-wide interoperability protocol for AI agents

NEW YORK, April 9, 2025 – Cloud Next '25, LAS VEGAS –Deloitte announced today the expansion of its alliances with Google Cloud and ServiceNow to enable clients to rapidly scale their agentic AI capabilities, helping to build the enterprises of the future. As part of this expansion, Deloitte is introducing a suite of over 100 ready-to-deploy agents, powered by Google's Gemini models and AgentSpace, to transform customer interactions and enhance employee experiences.

Deloitte is also collaborating with Google Cloud and ServiceNow on Agent2Agent (A2A), Google Cloud's open interoperability protocol, to enable successful communication between agents across platforms and services. This interoperability protocol will enable multi-agent ecosystems and empower clients to more effectively exchange information across multiple data sources and cloud providers— improving agent efficacy, lowering development costs and maximizing long-term value.

AI agents of the future

"Clients are getting flooded with information about agents, and while they are interested, they often don't know where to begin. That's where we come in," said Jason Salzetti, chair and CEO, Deloitte Consulting LLP. "This is our largest investment yet with Google Cloud, to provide a clear, structured path for businesses to adopt and scale agentic AI. With collaborations like Google Cloud and ServiceNow, we aim to be a one-stop-shop for clients to reimagine their operations, driving innovation and enhancing productivity across their entire enterprise platforms."

Deloitte's AI agents are designed for a broad range of tasks across various industries and business functions, including customer service, procurement, technical, marketing, sales, legal and human resources. Industry-specific agents are also available for health care, consumer, financial services and public services. According to Deloitte estimates, teams can anticipate a greater than 30% improvement in productivity depending on the use case. Key agent examples include:

- **Contract Redlining:** Enterprise clients can deploy this agent to better understand legal jargon when reviewing contracts, with AI-powered insights and recommendations on how to optimize.
- **Credit Loan Automation:** Financial services and banking clients can utilize agentic AI to auto-populate loan and credit documents with curated data and intelligence reports.
- **Data Transformation:** Turnkey agents can help development teams more quickly complete technical work by automating multiple steps in data engineering workflows, such producing optimized BigQuery code or developing test cases.

Government and public services clients can also enhance efficiencies, streamline processes and improve constituent services with worker productivity agents that can search and filter documents, examine detailed regulations and improve IT management.

"Google AgentSpace allows employees and agents to easily find and explore information from across their organizations, enabling Google-quality search no matter where data is hosted," said Kevin Ichhpurani, President, Global Partner Organization, Google Cloud. "Through our collaboration with Deloitte, we can bring customers turnkey solutions that use AgentSpace and other AI technology to enhance everyday work across nearly every industry— and will make agents available for quick deployment through Google Cloud Marketplace."

Unified AI agent protocol

As AI agents become a competitive differentiator for companies to meet evolving customer and market demands, their collaboration across siloed enterprise systems is essential. To address this, Deloitte is working with Google Cloud and ServiceNow to advance A2A— Google Cloud's new open standard for agent interoperability. A2A will enable agents on any platform to effectively and securely interact, exchange information and coordinate actions, unlocking AI's full collaborative potential.

"As enterprises embrace the power of AI agents to streamline work and drive productivity, a critical challenge remains: interoperability," said Amit Zavery, president, chief product officer and chief operating officer, ServiceNow. "Most agentic platforms today operate in silos— built for specialized tasks, confined to one system and unable to collaborate across platforms. At ServiceNow, we are committed to openness and delivering enterprise-wide, AI agent-driven automation solutions. By Deloitte, ServiceNow and Google Cloud coming together, we are uniquely positioned to help teams of AI agents work across platforms to unlock the full potential of agentic AI."

Demonstrating A2A's practical power, Deloitte and ServiceNow are using this protocol on Google Cloud to build a unified agentic experience for field management. Organizations can now resolve customer queries about late orders with integrated AI agents working effectively across Google Cloud and ServiceNow. These AI agents will pull customer data from multiple sources like CRM, procurement and logistics to provide a unified view and recommendations for quicker, more intelligent issue resolution.

Expanding alliances

This collaboration signifies a broader effort, fueled by Deloitte's 360° relationship with Google Cloud, to help organizations transform their operations. This includes Deloitte's use of Agentspace to streamline internal business processes like project staffing, and the integration of advanced research tools such as Deep Research and Notebook LM within its innovation teams to accelerate client delivery. This year, Deloitte was awarded four Google Cloud Partner of the Year awards for AI Global Sales & Services, Government Industry Solutions and both Global and EMEA Security.

Deloitte and ServiceNow are [building on a 12-year alliance](#), delivering transformative solutions and offerings to turn insights into impact and unlocking business value. Most recently, Deloitte is one of the first wave of alliances creating AI agents, built on the ServiceNow platform and trained on ServiceNow data.

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