

# India's leap to AI Maturity begins with skills as Agentic AI expected to redefine 10.35 million jobs by 2030: New ServiceNow Report 2025

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New research reveals Indian Enterprises are outpacing markets in APAC already in terms of AI Maturity

**INDIA, Wednesday 30, July 2025:** India is poised for the world's largest workforce transformation, with Agentic AI expected to redefine 10.35 million roles by 2030, according to newly released ServiceNow AI Skills Research 2025, conducted with Pearson. This shift signals a generational opportunity for India's vast talent base—shifting from process-driven tasks to purpose-led innovation and enabling a reimagined future of work.

"India's AI journey is at a defining moment with Agentic AI reshaping the workforce and redefining 10.35 million roles while creating over 3 million new tech jobs by 2030," said **Sumeet Mathur, Senior Vice President and Managing Director, ServiceNow India Technology and Business Center.**

ServiceNow's **AI Maturity Index** identifies Indian AI Pacesetters who are leading this transformation by getting five things right: a clear AI vision, platform-first thinking, the right talent mix, strong governance, and scaled Agentic AI implementation. The impact is significant — 57% report improved efficiency and productivity.

"India has a generational opportunity to lead globally by developing AI-ready talent, redesigning workflows, and reorienting business models around continuous innovation. The message for Indian enterprises is clear: the era of scattered pilots is behind us. Competing globally now requires bold execution, integrated strategy, and genuine human-AI collaboration based on trust, transparency, and skill" said **Mathur.**

## Agentic AI at work: what will change for 10.35 million Indian workers

The AI Skills research highlights a spectrum of role evolution:

- High-automation roles like change managers and payroll clerks are being redefined by AI agents that take over routine coordination.
- High-augmentation roles such as implementation consultants and system admins are increasingly partnering with AI—not competing with it.

The **manufacturing (8 million), retail (7.6 million) and education (2.5 million)** sectors will bear the highest impact of this transformation, spurring a seismic shift in how these industries operate and innovate.

With the world's largest youth population and a dynamic digital economy, India is poised to add **3 million tech workers** over the next five years.

## Indian Enterprises ascent to AI maturity with increased investments

The **AI Maturity Index** shows that as enterprises shift toward real-world AI deployment, they are prioritizing future-forward roles such as **AI Configurators (66%), Experience Designers (57%), and Data Scientists (65%)**.

Enterprise ambitions are expanding in parallel, and the results show that Indian organizations are moving decisively beyond pilots and proofs of concept, signalling a bold readiness to operationalize AI at scale:

- 13.5% of tech budgets are already committed to AI adoption.
- 25% of Indian enterprises are in the transformation phase—outpacing markets like Singapore (20%) and Australia (21%).
- Enterprises that redesigned workflows with AI reported a 63% boost in productivity.

## However, this AI momentum faces key tests in skills and security

While India's AI journey is gaining remarkable momentum, challenges remain. **Data security** tops the list of concerns for **30% of Indian enterprises**—the highest in the region. Additionally, **26% of organizations** remain unclear about the future skillsets required, highlighting the urgent need for strategic foresight and structured, cross-functional reskilling pathways.

To truly harness its potential, Indian enterprises must equip employees not only to review AI outputs, but to actively interrogate the processes and data that shape them. Becoming an AI-powered organization means building with

trust, fostering autonomy, and seamlessly integrating AI to elevate human potential across roles.

As India transitions from a labour-centric to an AI-powered economy, it has a historic opportunity to set global benchmarks in responsible innovation, unlocking the full power of its talent potential.

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### ServiceNow's AI Maturity Index Research Methodology:

To measure the current state of AI maturity in the enterprise, ServiceNow – in partnership with Oxford Economics – surveyed 4,473 senior leaders worldwide, including 511 from India. We developed a proprietary indexing model to identify how leading organisations are putting AI to work effectively. To learn more, read ServiceNow's Enterprise AI Maturity Index study [here](#) and review the India fact sheet [here](#).

### ServiceNow's AI Skills Research Methodology:

Commissioned by ServiceNow in partnership with Pearson, the team used machine learning to analyse census data, job boards and other public labour market data. Based on these data, Pearson built a proprietary ontology that assesses the tasks, skills, and knowledge required to perform thousands of jobs across the global economy. The findings predict how AI will change the global skills economy in the next five years. They also inform ServiceNow University's approach to helping professionals acquire the skills needed to thrive in in the AI era.

### About ServiceNow

ServiceNow (NYSE: NOW) is putting AI to work for people. We move with the pace of innovation to help customers transform organizations across every industry while upholding a trustworthy, human centered approach to deploying our products and services at scale. Our AI platform for business transformation connects people, processes, data, and devices to increase productivity and maximize business outcomes. For more information, visit: [www.servicenow.com](http://www.servicenow.com).