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AI Agent Case Studies: Six Patterns That Separate Success from Failure

What Klarna, HSBC, JPMorgan Chase and Salesforce Agentforce tell us about what actually works

6

documented enterprise AI
deployments analyzed

\$1B+

combined documented savings
across case studies

40%

average efficiency gain in successful
deployments

EXECUTIVE SUMMARY

The evidence base for enterprise AI has shifted from projection to documentation. This report examines six case studies across banking, payments, and consumer finance, not to prove that AI works, but to document how it works, where it fails, and what distinguishes deployments that scale from those that stall.

Six patterns emerge: dual-metric measurement, sustainable intensity, hybrid architecture, use-case specificity, data advantage leverage, and sequential scaling. Together they give FSI practitioners a decision framework

[The full analysis continues in the members' edition](#)

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Plus 8 further sections, including "Case Study 4: HSBC — The Specialist Agent Model"

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