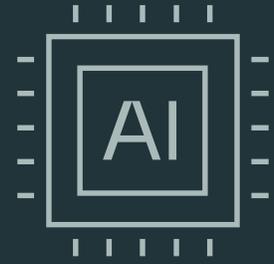


Business registration and foreign qualification with Agentic AI



Government

Business challenge and opportunity

Globally, foreign direct investment declined by 11% last year to \$1.5T.¹ The solution, in part, to reversing the problem is more – and better – digitalization of domestic company registration and foreign qualification processes, according to the United Nations' World Conference on Trade and Development.²

By removing friction from lengthy company registration processes, governments can attract foreign investment and encourage local entrepreneurship that boosts gross domestic product and generates tax revenues for reinvestment in citizen-facing services.

However, in many countries, setting up a business takes weeks and requires applicants to deal with multiple different government agencies. Even if the frontend of the process has been digitized and web-enabled, limited integration across legacy systems, processes and organizational structures at the backend creates latency at every step.

A new generation of Agentic AI technologies can enable intelligent, streamlined workflows that slash wait times, promote business growth, and boost a country's investment reputation on the global stage.

Technical challenges

Using Agentic AI, governments can stitch disparate processes across multiple systems into a seamless whole for significant gains in speed and efficiency. But first, there are technical challenges to overcome:

1. **Outdated legacy infrastructure** needs to be strategically modernized to enable Agentic readiness that can scale.

2. **Rigorous checks and balances** must be maintained to minimize fraud and ensure that existing best practices and regulations are respected.
3. **Public expectations of governance and accountability** demand that human decision-makers remain in the loop.
4. **Potentially sensitive data** on businesses and individuals must be protected to the highest levels of security.
5. **AI processes must be seen as equitable** to preserve public trust and produce the right results.

Our solution

To enable faster, more frictionless company-registration and foreign-qualification workflows, Kyndryl uses its **Agentic AI Framework** to help governments:

- Streamline and simplify the registration process by creating, training and orchestrating networks of AI agents to collaboratively execute target workflows across different departments, teams and roles, and continuously improve processes with machine learning. Establish multi-step processes spanning different backend systems to break through cross-departmental complexities.
- Optimize resource allocation, process flows and decision pathways across multiple systems, departments, and agencies with deep observability with receipts that show how and what continuous improvements were made.
- Keep sensitive data secure to preserve citizen trust through a zero-trust, policy-as-code approach in which all data stays on private sovereign clouds.

- Maximize operational efficiency and reduce costs by continuously analyzing workflows, identifying bottlenecks and automating the resolution where possible, and optimizing resource allocation.
- Enable organizational change with fresh thinking about structures, roles, responsibilities, and processes through right-skilling or upskilling.



Benefits you could achieve

Accelerate government services to promote business-friendly practices and foster economic growth. Using Agentic AI you can enable:

Quality and accuracy gains, and risk reduction: Agents reliably execute workflows within policy guardrails that produce better and reliably compliant outcomes.

Built-in checks and balances: Human experts validate agent outputs and approve decisions to grow trust in the technology and ensure that the most complex and nuanced registrations get the attention they deserve.

New internal efficiencies: Break down process silos with agents that create new interdepartmental synergies so the number of human interventions is reduced for a smoother, faster customer process.

Policy-driven automation: With AI agents handling execution, human experts are free to focus on developing, enforcing and improving policies.

Repeatable solutions: Once policies and organizational structures have been modeled, AI agents can be rapidly repurposed to add value in other areas of government.

Why Kyndryl?

Kyndryl helps governments turn AI ambition into enterprise-scale impact.

With decades of mission-critical operations experience, we bring deep expertise in designing, building, and managing AI across complex IT estates.

The **Kyndryl Agentic AI Framework** enables businesses to move beyond isolated pilots to integrated, intelligent systems. It combines secure, scalable agent orchestration with real-time observability and governance, powered by **Kyndryl Bridge**.

Through **Kyndryl Consult**, we align AI strategy with business outcomes. **Kyndryl Vital** provides proven user-centered design and rapid prototyping. And our trusted **delivery experts** ensure frictionless integration and help with reskilling and upskilling to build the foundation for success at scale.

We apply a forward-engineering approach – using insights from existing systems to design and deploy future-ready AI agents and architectures that are adaptive, resilient, and scalable. Our method is grounded in open ecosystems, data sovereignty, and transparent decision-making.

And with one of the broadest **alliance ecosystems** in the industry – across cloud, data, and AI – we bring the right partners and technologies together to design fit for purpose solutions and orchestrate AI at scale without disrupting the business.

With Kyndryl, AI becomes a core capability – not just a tool – driving productivity, innovation, and growth.

Accelerate your journey to AI-native

Our AI Benchmark Assessment provides a maturity snapshot and personalized roadmap for accelerating the value of AI in your organization.

[Take the assessment](#) →

What's your enterprise vision for AI?

Let's co-create it together.

[Talk to an expert](#) →

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¹ [2025 World Investment Report](#), United Nations.

² [2024 World Investment Report](#), United Nations.