# How GCash uses Glean to improve financial security for 100 million users through AI-powered knowledge management and agent creation

GCash is the leading finance app in the Phillippines. With over 20 years of commitment to digital financial inclusion, GCash empowers its nearly 100 million users to safely manage their finances and achieve financial security anywhere in the world.

## Before Glean

Like every fast-paced company undergoing growth, GCash had an information discoverability problem. Without a centralized intranet, finding information was a tedious, manual process that couldn't keep up with GCash's business needs. Furthermore, repeatedly toggling between applications and tasks took workers out of flow, impacting focus and productivity.

They needed a centralized, searchable intranet to consolidate data currently isolated across various applications and provide context for everyday work.

That's why they turned to Glean.

> "
> In five to ten years, the way we work will radically change—all our teams will have their own Glean AI agents assisting them.

**Benson Tan**
Senior Manager for Automation Solutions, GCash

## The context and capabilities to move at the speed of business

### Unified context across sources

Glean delivered GCash a comprehensive, unified view of all its knowledge, stitching together information and perspectives from its many data sources. This proved invaluable for teams like those in the compliance department, which can now index and always stay up-to-date with the sensitive compliance standards set by the many regulatory bodies they work with.

### Prioritizing focus and flow

Before Glean, workers regularly had to interrupt their workflows and those of others to ask about the information they needed. This method of information discovery wasn't just inefficient—it was actively detrimental to organizational productivity. Now, with a centralized index of all their enterprise information, workers can search and instantly find what they need, staying better informed and focused throughout the day.

### Enabling citizen-developers

Glean enabled GCash to extend its citizen developer program to include AI—empowering employees to build their own applications through Glean Agent Builder. Now capable of developing personalized business agents through just natural language, teams across GCash are increasingly integrating tailored agents into their workflows.

## What's next for GCash

Currently, Glean saves GCash employees 2-3 hours a week, leading to strong word-of-mouth support and over 90% adoption rates in some departments. Moving forward, they're looking to expand Glean to tackle additional projects, like improving turnaround times for IT support tickets.

With a mission to stay at the forefront of AI integration and innovation in finance, GCash aims to leverage Glean to build at least one customized AI agent for every business unit. Automating administrative work and focusing on higher-value tasks requiring judgment-based expertise sets them up to stay well ahead of the competition.
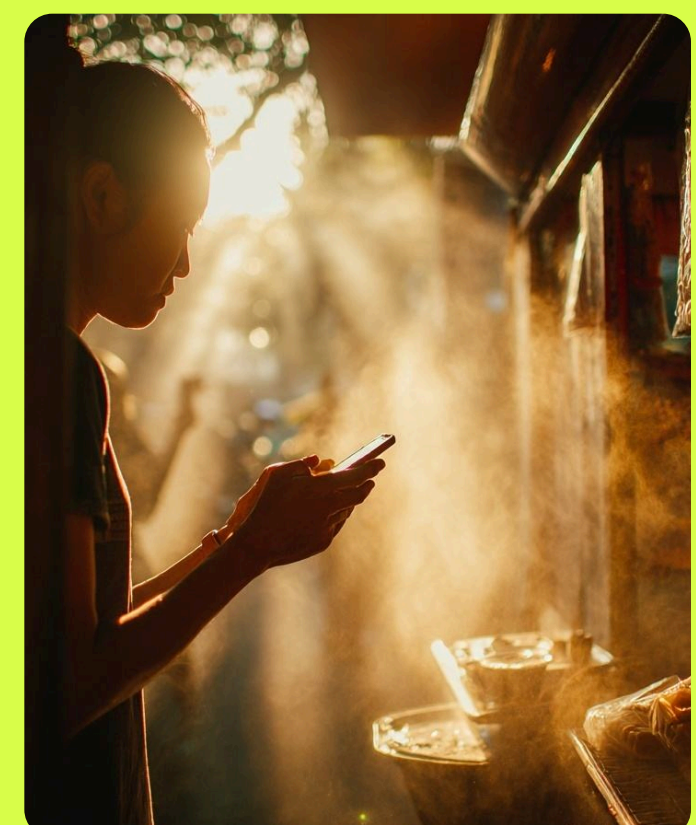
## Find out how Glean can work for you

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