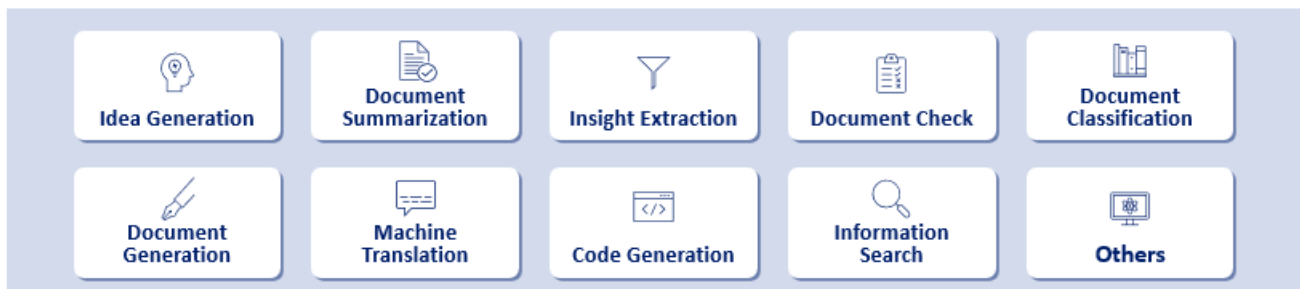


AGC to Generate Over 110,000 Work Hours in 2024 by Introducing “ChatAGC”, a Generative AI Usage Environment

Tokyo, March 12, 2025—AGC (AGC Inc., Headquarters: Tokyo; President: Yoshinori Hirai), a world-leading manufacturer of glass, chemicals and other high-tech materials, has confirmed in its own research that the introduction of "ChatAGC," a generative AI usage environment for in-house use, has resulted in the creation of more than 110,000 work hours in the period from January to December 2024.

[In June 2023](#), the Group introduced "ChatAGC", a generative AI usage environment for in-house use, and has promoted operational efficiency and new value creation through the use of this tool. [In August 2024](#), the Group added the function of linking internal data to this tool, creating an environment that enables employees to use it more conveniently. In addition, the Group is implementing a variety of measures, such as sending information via e-mail newsletters, holding events to compete for unique examples of use, establishing a community on the chat tool, and posting information on the corporate portal site. These efforts are likely to have contributed to the increased use of the tool by employees.

In this research, based on a survey of employees, the Group calculated the expected work reduction time for each operation and quantitatively measured the effectiveness of “ChatAGC”. The main tasks used by employees during this period were as follows.



At the same time, the use of internal data linking functions is also progressing. For example, the use of internally accumulated sales information, customer needs, and other information is expanding, and the exchange of information for further utilization is becoming more active across multiple departments and divisions.

Examples of Using Internal Data
Aggregate competitor and customer information and use it to create monthly reports.
Generate new business ideas from information on customer and market needs.
Have "ChatAGC" gather current customer information on issues during meetings to clarify priorities.

The AGC Group has set "Promotion of Value Creation DX" as one of the key strategies in its medium-term management plan [AGC plus-2026](#). The AGC Group will continue to accelerate the integration of digital technology with its manufacturing capabilities, which is one of the Group's strengths, by promoting "operational reforms through the use of generative AI and other technologies" to create new value for customers and society.

<Media inquiries>

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