Shaping the future of IT with AI : highlights from the TechSense Summit 2025



TechSense Summit held on Tuesday, April 22, 2025, at DSquare, Deloitte Luxembourg main building, gathering 200 attendees. During this conference, leading experts from Luxembourg's tech ecosystem shed light on the future of IT infrastructure in the hands of artificial intelligence (AI), exploring how this technology is reshaping services to be faster and more efficient.

The innovation and evolution of IT management infrastructure is unstoppable. This Summit focused on clearing the fog over the relevance of AI's intervention in IT infrastructure and the foundations of AI-driven IT infrastructure, operations, data as "the core of AI", security & ethics in AI-driven IT and the sustainability of AI from a green world perspective.

The plenary conference kicked off with an opening speech by Summit moderator **Eric Mansuy**, Group Head of Operations, IT & Real Estate at Quintet Private Bank – **THECIO25**. In a few words, Eric launched the first edition of 2025 TechSense Summit, revealing details of the upcoming sessions, and introducing the first speaker.

Keynotes from sponsors: Insights on AI services, implementation and the sovereignty challenge

Maurice Schubert, Partner, and **Sébastien Genco**, Partner at Deloitte Luxembourg took the stage for the first keynote, focusing on the revolutionary transformation of Silicon Infrastructures to AI-based IT services and their foundations. The Deloitte Partners addressed the challenging issue of technological sovereignty, highlighting Europe's plan to invest heavily in this sector. This independence, they noted, has become crucial and existential from all perspectives.

The moderator then brought **Audric Lhoas,** Head of Product Management at Proximus NXT Luxembourg, onto stage to share with attendees crucial lessons from real-world business life. He explained and clarified the strategies for AI and Data implementation, AI-powered IT operations, and AIOps. "AI doesn't make you smarter; it is just a mathematical model, an enabler. It's up to humans to judge what is correct and what is not". With these words, **Audric** aimed to raise awareness for the right and wrong uses of AI. Before pursuing, adding that to be an enable, AI needs data, which is "the fuel of AI".

Yannis Nakos, Strategic Business Development Manager at NSI Luxembourg, delivered a speech revealing the key components and the perfect combination for efficient, compliant, and sovereign AI.

Sailing through the AI era: Key insights for the future of IT

In the next session, **Manuel Fischer**, Director Global IT at Amazon Operations, outlined another side of the paradigm, showing the audience how AI agents will transform IT management. He shared examples from Amazon's operations and discussed how this transformation has shaped the company's present and future. **Manuel** summed up the journey of this evolution with the words "Fail fast but act on it".

Michael Keusgen, CEO of Ella Media AG, brought an inspiring and engaging perspective, focusing on the importance of finding the right AI Agents to manage, ensuring that they align with principles of sustainability and environmental responsibility. He then emphasized the significance of learning how to handle AI: "Be aware of what you can do with AI. It is not just a simple tool; it is an adaptive technology. Your process will change and so will your whole company and organization".

Final round table: Balancing AI, sustainability and sovereignty

The summit concluded with a roundtable discussion moderated by **Sébastien Genco,** Partner at Deloitte Luxembourg. The session featured industry experts **Yannick Huchard**, CTO at BIL, **Nataliia Iskra**, Director and Head of Security IT at Deutsche Börse Group, **Maxime Dehaut**, Head of AI-based Product Development at Luxembourg Stock Exchange, and **Sofia Pogrebynska**, IT Officer and Cloud Officer at PayPal Europe. They shared valuable insights and perspectives while discussing the impact of AI on IT infrastructures and services.

Nataliia Iskra shared her captivating viewpoint on finding the right balance for an organization, stating: *“The right balance lies between AI and human judgement”*. She added: *“AI gives us scale, humans give us sense”. **Sofia Pogrebynska** noted that “AI needs to be trustworthy, and our decisions must be explainable”.*

Maxime Dehaut addressed the question of whether AI and sustainability can coexist, emphasizing the crucial role of three pillars embedded to succeed: “Planet, People, Prosperity”. **Yannick Huchard** acknowledged: “Sovereignty in terms of data must be tied to sustainability. If you want to invest, you need to understand the real cost”.

The fifth edition of the TechSense Summit event provided an open stage for speakers from the same industry, yet with diverse and refined experiences within the IT sector. The experts offered attendees a unique opportunity to explore the various layers of this fast-evolving field, delivering exclusive insights, ideas, and a comprehensive overview of the new era of AI intervention in the IT infrastructure domain.