

HUMAN AMPLIFICATION IN THE ENTERPRISE

AUTOMATION. INNOVATION. LEARNING.



A study that identifies how an enterprise's digital transformation can become more than an accelerator of business, **an amplifier of its people.**

96% say pervasive automation is key to digital transformation

63% see significant increase in innovation after automation

77% innovators believe lifelong learning improves their ability to fit into new roles

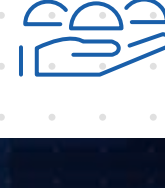
66% need freedom from performing mundane tasks to be more innovative

89% growth companies help their people automate, innovate and learn lifelong

98% generate additional revenue through AI-led transformation

AI-supported activities play a significant role in their digital transformation

Banking and Insurance



68% Machine learning

55% Cognitive AI-led processes or tasks

52% Automated predictive analytics

38% Institutionalization of enterprise knowledge using AI

34% Robotic automation

Healthcare and Life Sciences



77% Machine learning

61% Robotic automation

59% Institutionalization of enterprise knowledge using AI

50% Cognitive AI-led processes or tasks

47% Automated predictive analytics

Retail and CPG



45% Machine learning

42% Automation of decision-making

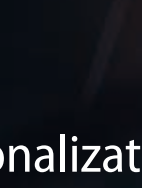
35% Automated predictive analytics

35% Cognitive AI-led processes or tasks

32% Institutionalization of enterprise knowledge using AI

30% Building AI-based applications to amplify and improve products and services

Manufacturing and High Tech



79% Machine learning

66% Institutionalization of enterprise knowledge using AI

60% Cognitive AI-led processes and tasks

54% Automation of decision-making

53% Building AI-based applications to amplify and improve products and services

46% Robotic automation

Resources and Utilities



92% Machine learning

81% Cognitive AI-led processes or tasks

77% Automated predictive analytics

84% Chatbots

78% Robotic automation

85% Institutionalization of enterprise knowledge using AI

Telecom and Communication



86% Machine learning

80% Building AI-based applications to amplify and improve products and services

71% Automation of decision-making

66% Chatbots

65% Cognitive AI-led processes or tasks

62% Automated predictive analytics

Purposeful AI can amplify outcomes

91%

AI has helped my organization make processes more real time and efficient.

88%

AI-led automation efforts undertaken by my organization have freed up some of my time to focus on more creative activities.

85%

My organization's AI implementations are the biggest driver of productivity increases that we experience.

84%

AI filling in the gaps in my tribal knowledge of the enterprise makes my work easier.