AI & automation in 2024



Unlock productivity without the risk

Automate or stagnate?

It's no longer a question of whether to automate or not, but how to use its capabilities - including Al - to accelerate productivity, reduce risk and create value. Yet surprisingly, almost 1 in 3 enterprises are yet to use Al or automation, and it's holding them back.

The value of automation

Business leaders and their teams are excited by the **benefits of automation**, but the challenge lies in **defining their goals** and navigating the journey effectively and safely.

8 in 10

enterprises not using Al or automation believe automation could solve problems for their company 87%

of employees are comfortable with increasing the use of automation

83%

say that automation can help with tasks outside of their core competencies







manual, repetitive tasks. When choosing new technology, leaders should ask themselves: will it eliminate this aspect of work so my employees can reap the benefits.

Over the next five years, employees hope to use AI and automation tools to remove



67% of employees would

like to see document creation tasks automated

7 in 10 think automation

can envision can help with document automation reducing

56%

tracking and/or reporting the time spent editing documents



2. Implementing automation: what to consider

But for budget owners, getting **internal buy-in** for this technology is key.

For employees, success depends on effective education and seamless integration.

86%

Budget owners

believe it should solve a tangible problem

say it must generate ROI within six months

thinks it has to relocate employee time more efficiently



68%

Employees

agree that dedicated training and education is important

sufficiently with existing tools to provide value

78%

say it needs to integrate



While the excitement of AI & automation potential is warranted, too many organizations fall into the trap of hype over substance.

allowing them to eliminate manual, repetitive tasks while creating more efficiency and less liability.

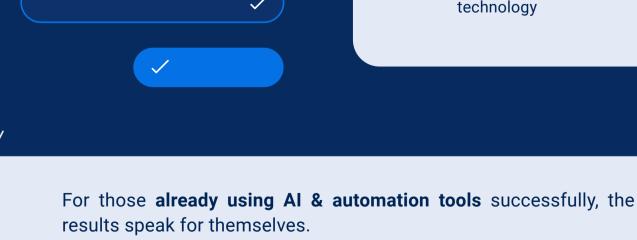
Organizations should choose technology that delivers on a practical level,

75% 30%

of current users don't think

their organization is making

the full use of this



technology

for the sake of doing so

think their organization

is just implementing it

77% 84%

report an increase in

job satisfaction

say it makes them

more efficient

agree it improves their

quality of work







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