Enterprise Horizons 2024: Digital business priorities for tech leaders

The future of AI in global enterprises

Research shows the growing importance of AI in global enterprises. Technology leaders worldwide have shared their thoughts on AI opportunities, implementation roadblocks, and its impact on networks.

We're piecing together the AI puzzle to help technology leaders successfully bridge the gap between AI ambition and implementation.

The current state of AI adoption within global enterprises:

The possibilities offered by AI are attractive to large, global enterprises looking to drive growth, efficiency and innovation.

% of companies using AI:

50% of companies with more than 5,000 employees

60% of companies with more than 10,000 employees

Source: MIT Management: Sloan School

Only **7%** of companies don't use AI, but even they're looking into using it in the future.

Source: PwC third annual AI Predictions Report

Where do technology leaders see the opportunity when it comes to AI?

The focus is on AI to help improve efficiency and drive productivity across the board.

AI's personalized communications abilities mean it can improve customer services and company reputation. Its capacity to analyze data make it a viable solution to enhance security measures.

AI saves an employee **2.5 hours** per day on average.

Source: Hubspot

The top AI initiatives that will be prioritized over the next 2-3 years:

56% Customer service

47% Digital personal assistants

51% Cybersecurity/ fraud management
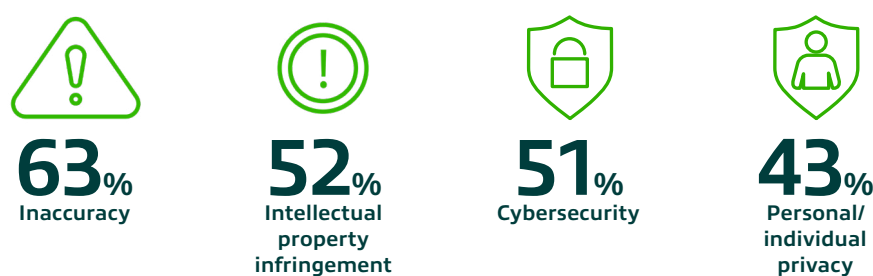
46% Customer relationship management

Source: Forbes Advisor

Excitement is high, but there are roadblocks to implementation that need to be addressed

The reality of AI usage at enterprise level is complicated on several levels. Many technology leaders have also found that their organizations aren't yet ready to take on the AI initiatives they want.

The top concerns over implementing AI initiatives:

63% Inaccuracy

52% Intellectual property infringement

51% Cybersecurity

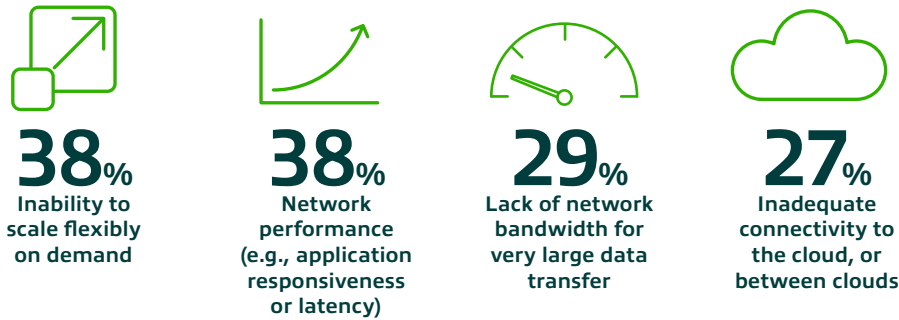**43%** Personal/ individual privacy

Source: McKinsey Global Survey on AI, 1,363 participants at all levels of the organization, Feb 22 – Mar 5 2024

Only **14%** of organizations' network infrastructures are fully ready to support them.

Source: IDC InfoBrief, sponsored by Expereo, "Enterprise Horizons 2024, Technology Leaders' Priorities on Their Digital Business Journey", #EUR252162924, June 2024.

Four areas where enterprise networks currently struggle to support AI initiatives:

38% Inability to scale flexibly on demand

38% Network performance (e.g., application responsiveness or latency)

29% Lack of network bandwidth for very large data transfer

27% Inadequate connectivity to the cloud, or between clouds

Source: IDC InfoBrief, sponsored by Expereo, "Enterprise Horizons 2024, Technology Leaders' Priorities on Their Digital Business Journey", #EUR252162924, June 2024.

What can enterprise technology leaders do to get AI ready?

Technology leaders looking to leverage AI for their business should follow these three steps:

1 Ensure your network is flexible enough to support the data, performance and bandwidth needs required by AI and cloud applications.

2 Work with a knowledgeable Managed Service Provider, like Expereo, to transform your network so it's AI-ready.

3 Collaborate with the C-Suite to enable responsible and ethical adoption of AI with humans kept at the center.

To learn more about what's keeping 650 global technology leaders awake at night, check out the *IDC InfoBrief, Enterprise Horizons 2024: Technology Leaders' Priorities on their Digital Business Journey.*

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