

# BUCKLE UP!

## The Era of AI and the Connected Human Experience Has Taken Off.

We surveyed 500 leaders, in US organizations with 500 or more employees responsible for the selection and purchase of IT solutions for their organizations, to get their insights on the impact the emergence of generative AI is having on their organization. Here's what they said.

100%

of organizations are developing new KPIs to monitor the application of generative AI. The new KPIs cover topics such as "need for further interaction after AI."

99%

of organizations accelerated their adoption plans for AI with the emergence of generative AI - 51% significantly accelerated them.

96%

of organizations describe their level of generative AI use as moderate to very high, with 75% indicating it as high to very high.

90%

OF ORGANIZATIONS AGREE THAT AI IS USED FOR

### elevating connected human experiences

FOR EMPLOYEES.

80%

of organizations believe adopting generative AI is very/extremely important to elevating employees' quality of work and collaboration.

76%

of organizations believe adopting generative AI is very/extremely important to elevating the quality of work and collaboration with customer interactions.

65%

of organizations have revised their cyber security program to include risk considerations potentially introduced by generative AI.

### How organizations are using generative AI now

85%

for enhancing automation.

84%

for co-developing products & services.

84%

for supporting code development.

68%

for virtual assistants/co-pilots.

52%

OF ORGANIZATIONS INDICATED CONDUCTING SMALL PROJECTS TO ASSESS THE EFFECTIVENESS OF AI IN ADDRESSING SPECIFIC USE CASES IS THE PRIMARY WAY THEY ARE IDENTIFYING WHERE GENERATIVE AI CAN BE HELPFUL.

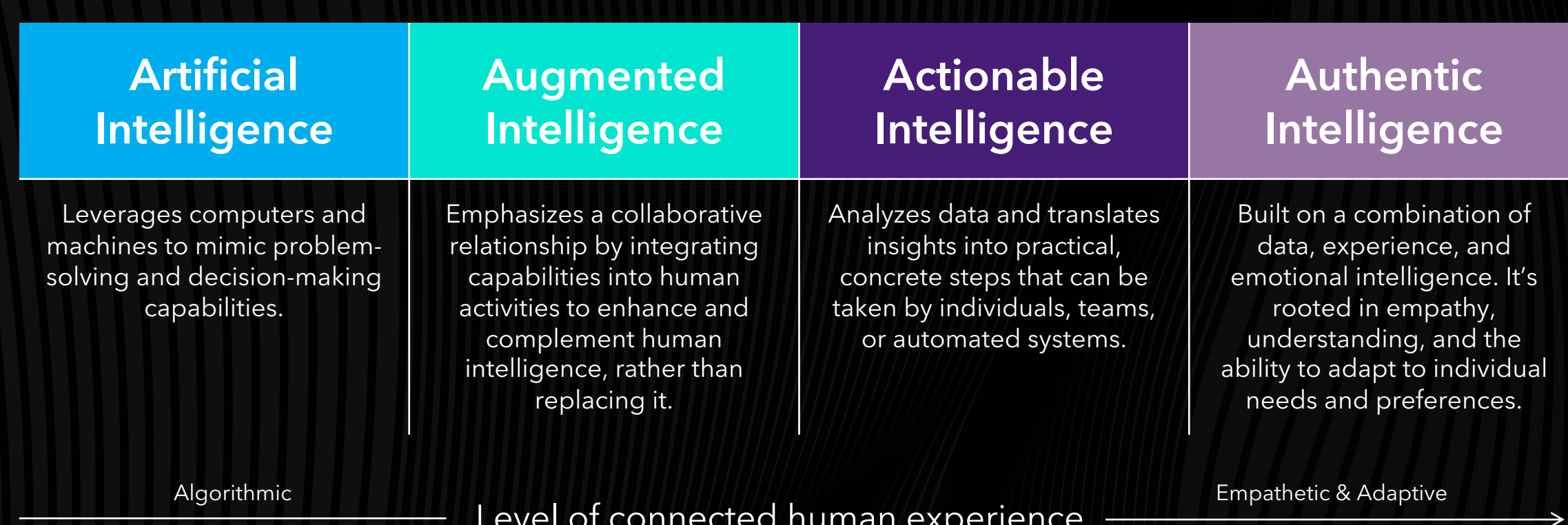


Here's how experience with generative AI breaks down across industries:

Use	Education N=95	Finance/Insurance N=93	Healthcare N=95	Manufacturing N=95	Utilities N=97
Enhancing automation	80%	84%	87%	91%	80%
Co-developing products & services	78%	78%	85%	85%	92%
Supporting code development	73%	81%	88%	86%	95%
Virtual assistants/co-pilots	49%	57%	73%	76%	78%

### How the use of generative AI will evolve

Using this framework:



Organizations estimate significant advancements in the level of generative AI used for each area:

		Now	Next 24 months
Co-developing products and services	Artificial	23%	10%
	Augmented	28%	27%
	Actionable	29%	34%
	Authentic	20%	28%
Enhancing automation	Artificial	22%	9%
	Augmented	25%	27%
	Actionable	32%	39%
	Authentic	21%	25%
Supporting code development	Artificial	20%	10%
	Augmented	29%	24%
	Actionable	33%	35%
	Authentic	19%	31%
Virtual assistants and co-pilots	Artificial	33%	10%
	Augmented	20%	32%
	Actionable	28%	37%
	Authentic	19%	21%

49%

OF ORGANIZATIONS ARE CURRENTLY AT THE ACTIONABLE OR AUTHENTIC LEVEL OF GENERATIVE AI FOR CO-DEVELOPING PRODUCTS AND SERVICES WITH THE EXPECTATION OF GROWING TO 62%.

53%

OF ORGANIZATIONS ARE CURRENTLY AT THE ACTIONABLE OR AUTHENTIC LEVEL OF GENERATIVE AI FOR ENHANCING AUTOMATION WITH THE EXPECTATION OF GROWING TO 64%.

52%

OF ORGANIZATIONS ARE CURRENTLY AT THE ACTIONABLE OR AUTHENTIC LEVEL OF GENERATIVE AI FOR SUPPORTING CODE DEVELOPMENT WITH THE EXPECTATION OF GROWING TO 66%.

47%

OF ORGANIZATIONS ARE CURRENTLY AT THE ACTIONABLE OR AUTHENTIC LEVEL OF GENERATIVE AI FOR VIRTUAL ASSISTANTS AND CO-PILOTS WITH THE EXPECTATION OF GROWING TO 58%.

### Platform and partnership for success

86%

of organizations agree that obtaining converged employee and customer experience solutions from a single technology and business partner is critical to ensuring the best employee and customer experience.

84%

of organizations agree that implementing employee and customer experience technologies (including security and infrastructure) from a single partner significantly reduces the risks typically associated with implementing new solutions at their organization.

79%

of organizations indicate it's very/extremely important to partner with a single provider that offers end-to-end solution/ services to future proof their investments.

89%

of organizations are likely to leverage managed services to assist with the generative AI transition in applications, security, and infrastructure.

To get additional insights about how your peers in your and other industries are using generative AI to shape the future for their organizations, visit us at [onec1.com/c1-edge](https://onec1.com/c1-edge).