

THE ENTERPRISE AI OPPORTUNITY

TIME TO FOCUS ON WHAT'S REAL AND ACTIONABLE



in association with



When 192 IT professionals were surveyed on Artificial Intelligence (AI) in the enterprise, a wide range of perceptions and experiences were revealed.

MANY ARE STILL NOT CONVINCED ABOUT THE VALUE OF AI

AI is receiving much attention, but sensationalist media coverage and overzealous marketing has created uncertainty, mistrust and doubt in the minds of many.

ARE YOU CURRENTLY PRIORITIZING AI INVESTMENTS?

YES

42%

NO

54%

WHY?

Too much hype, and concerns about relevance and readiness

"The platforms available are far from ready."

"Lack of interesting and relevant products."

"AI is such an overused buzzword that it is hard to see through all the marketing."

"AI is a solution looking for a problem."

"Cost to benefit ratios are full of unknowns."

"Apprehension and hype. The real value of systems are being lost in all of the Skynet discussions."

BUT SOME DO GET IT

Despite the bandwagon-related concerns most acknowledge the potential of AI to generate competitive advantage or enhance operational efficiency.

SEE A ROLE FOR AI IN RELATION TO Business Competitiveness

SALES

56%

COSTS

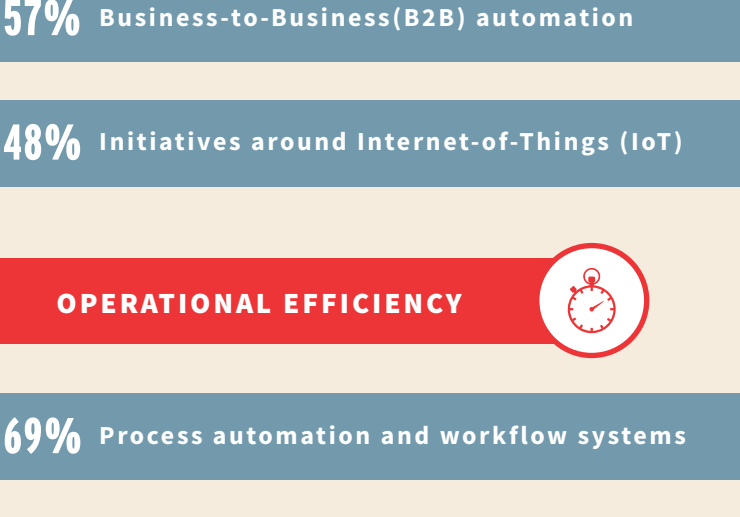
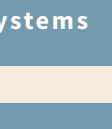
48%

SEE A ROLE FOR AI IN RELATION TO Operational Efficiency

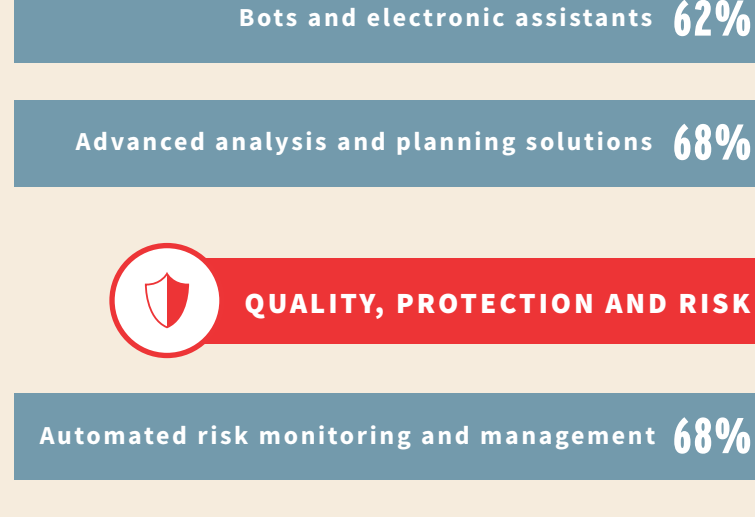
USE CASES CLARIFY THE OPPORTUNITY

Research participants related better to specific AI propositions, highlighting the need to move beyond high-level visions and generalities to drive meaningful discussions.

THE CONNECTED BUSINESS



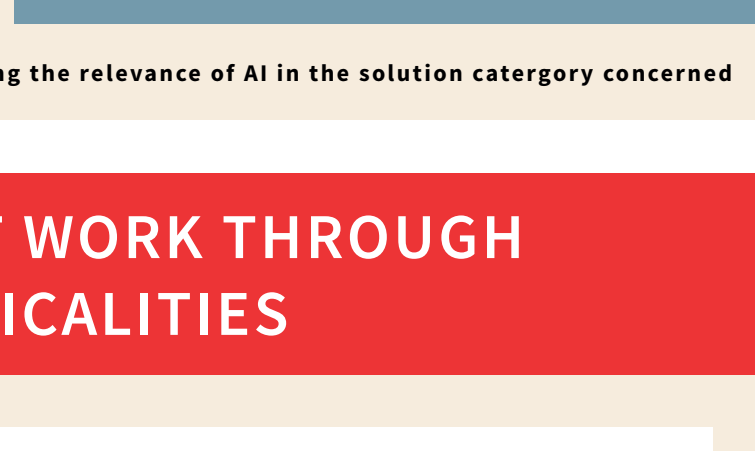
A DIGITAL HELPING HAND



OPERATIONAL EFFICIENCY



QUALITY, PROTECTION AND RISK



Percentages reflect the number of respondents acknowledging the relevance of AI in the solution category concerned

THOUGH YOU MUST WORK THROUGH THE PRACTICALITIES

Acting on the opportunity requires working through a range of concerns and challenges, from initial planning through to dealing with operational requirements.

HOW MUCH OF A CHALLENGE OR POTENTIAL CHALLENGE, WOULD YOU CONSIDER THE FOLLOWING?

BUSINESS PLANNING AND PREPARATION

25% BIG CHALLENGE

41% SIGNIFICANT HURDLE

Business level scoping and prioritization

33% BIG CHALLENGE

37% SIGNIFICANT HURDLE

Estimating ROI and time to value

27% BIG CHALLENGE

41% SIGNIFICANT HURDLE

Assessing implementation cost and time

TECHNICAL PLANNING AND PREPARATION

21% BIG CHALLENGE

42% SIGNIFICANT HURDLE

Technical platform scoping and prioritization

23% BIG CHALLENGE

41% SIGNIFICANT HURDLE

Specifying platform components

30% BIG CHALLENGE

39% SIGNIFICANT HURDLE

Acquiring the necessary skills

DEALING WITH OPERATIONAL REQUIREMENTS

20% BIG CHALLENGE

46% SIGNIFICANT HURDLE

Ongoing platform operation and evolution

27% BIG CHALLENGE

35% SIGNIFICANT HURDLE

Ongoing security management

'BIG CHALLENGE' EQUATES TO A RATING OF 5 ON A 1 TO 5 SCALE

'SIGNIFICANT HURDLE' EQUATES TO A RATING OF 3 OR 4

REMEMBER ALL DELIVERY MODELS HAVE THEIR PLACE

We sometimes hear that AI is best delivered via cloud services, but our survey points to a need for all delivery models, including on-premises and hybrid deployments.



DATA CENTER

47%

SEE AS RELEVANT

PRIVATE HOSTING

49%

SEE AS RELEVANT

HYBRID APPROACH

45%

SEE AS RELEVANT

PLATFORM AS-A-SERVICE

44%

SEE AS RELEVANT

FUNCTION AS-A-SERVICE

53%

SEE AS RELEVANT

44%

SEE AS RELEVANT

AI FEATURES EMBEDDED WITHIN COMMERCIAL BUSINESS APPLICATIONS (E.G. ERP)

EMBEDDED OPTIONS

28%

SEE AS RELEVANT

AI ENABLED EQUIPMENT PLANT MACHINERY, VEHICLES AND OTHER PHYSICAL ASSETS

AND SUPPLIERS ARE STEPPING IN TO HELP

For IT teams interested in creating their own AI environment, a number of options are available from suppliers to reduce the cost and effort, and accelerate time to value.

APPEAL OF DIFFERENT OFFERINGS

GENERIC PLATFORMS

Capable of supporting a range of common use cases

58%

FOR GENERAL PURPOSE AI

56%

FOR BUILDING EXPERT SYSTEMS

62%

FOR NATURAL LANGUAGE PROCESSING

48%

FOR IMAGE RECOGNITION

OTHER ACCELERATION OPTIONS

To help you get up and running quickly and efficiently

63%

REFERENCE ARCHITECTURES

57%

PRE-INTERGRAED SYSTEMS

43%

PROFESSIONAL SERVICES

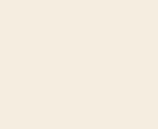
43%

MANAGED SERVICES

PERCENTAGES REFLECT THE NUMBER OF RESPONDENTS RATING THE OPTION AS 3 OR HIGHER ON A 1-5 SCALE OF APPEAL

BUT ULTIMATELY INTERNAL HARMONY IS KEY

Beyond the technology, it's important that all relevant stakeholders and disciplines work together on AI initiatives, but this is clearly proving to be a challenge for many.



50%

THE IT TEAM IS INSTRUMENTAL

15% SAY THEY SHOULD BE BUT AREN'T



43%

NON-IT ENGINEERS ARE INSTRUMENTAL

18% SAY THEY SHOULD BE BUT AREN'T



40%

BUSINESS MANAGERS ARE INSTRUMENTAL

24% SAY THEY SHOULD BE BUT AREN'T

HOW WELL IS EVERYONE THAT'S REQUIRED WORKING TOGETHER EFFECTIVELY ON AI INITIATIVES?



11%

FULLY

19%

PARTIALLY

37%

NOT AT ALL

AROUND A THIRD OF SURVEY RESPONDENTS SAID THESE QUESTIONS WEREN'T RELEVANT AT THE MOMENT (TOO SOON)

FOR MORE INFORMATION ON FUJITSU'S AI PLATFORM SOLUTIONS PLEASE SEE HERE