Three Strategic Considerations For AI Success

As AI usage expands across the enterprise, it will result in many benefits

Decision-makers adopt AI to boost IT efficiency, analytics and insights, and business automation. According to Forrester research, they expect the following benefits:

- **35%** Increased automation of internal processes
- **31%** Improved operational efficiency and effectiveness
- **30%** Improved customer experience
- **30%** Improved security
- **30%** Improved revenue growth

However, to properly prepare for AI adoption, firms must develop AI capabilities and models, improve collaboration, and employ open ecosystems.

**To develop AI capabilities:**
- **53%** will purchase packaged business applications with embedded AI capabilities.
- **47%** will leverage pretrained AI models from third parties.
- **47%** will hire AI consultants and insight service providers.

**To improve collaboration:**
- **31%** will increase their use of DevOps tools and practices.
- **29%** will use more cloud-based development environments.
- **28%** will use more cloud-native technologies.
- **25%** will use more open source software or components.

**To employ open ecosystems:**
- **23%** have public APIs.
- **23%** look for architecture strategies and designs that foster business agility over and above technical agility.
- **23%** find open source software important to their strategy.

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