### AI IN THE ENTERPRISE INVESTING IN THE FUTURE

When it comes to making investments in artificial intelligence (AI), enterprises are energized. According to a recent study of 260 IT and business decision-makers performed by Vanson Bourne on behalf of Teradata, a whopping 80 percent of enterprises are investing in AI today.

Companies expect significant returns over the next 10 years for every dollar invested today.

### Industries that expect to see the greatest impact from AI:

<table>
<thead>
<tr>
<th>Industry</th>
<th>Impact from AI</th>
</tr>
</thead>
<tbody>
<tr>
<td>CUSTOMER SERVICE</td>
<td>59%</td>
</tr>
<tr>
<td>FINANCIAL SERVICES</td>
<td>43%</td>
</tr>
</tbody>
</table>

According to the survey, AI promises to produce significant returns for businesses that make the investment. The greatest returns from AI investments are expected to come from:

- **Revenue Increases**: 53%
- **Cost Savings**: 47%

### NAVIGATING OBSTACLES AHEAD

While views on AI are largely optimistic, 91% of respondents are anticipating some barriers to adoption and ROI— as is the case with nearly every emerging technology.

#### PERCEIVED BARRIERS TO ADOPTION OF AI:

- **Product innovation/R&D**: 50%
- **Customer service**: 46%
- **Supply chain & operations**: 42%
- **Lack of IT infrastructure**: 30%
- **Lack of access to talent & understanding**: 30%
- **Lack of budget for implementation**: 28%
- **Complications around policies, regulations & rights**: 23%
- **Impact on customer expectations**: 19%
- **Impact of AI & automation on employee morale**: 16%
- **Weak business case for AI technologies**: 15%

Despite the high level of current investment, 30 percent still believe that their organization isn’t investing enough and will need to invest more in AI technologies over the next 36 months to keep up with competitors in their industry.

### C-SUITE STRATEGY

Currently, businesses are turning to their CIO and CTO for AI strategy. But in the future, organizations will spin up a new position: the Chief AI officer.

#### RESPONSIBLE FOR AI STRATEGY

- **CIO**: 47%
- **CTO**: 43%

### SHORT-TERM AND LONG-TERM GAINS

<table>
<thead>
<tr>
<th>Area</th>
<th>Short-Term</th>
<th>Long-Term</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer service</td>
<td>53%</td>
<td>47%</td>
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<tr>
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<td>59%</td>
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</tbody>
</table>

Companies expect to employ a CAIO in the future.

### ORGANIZATIONS EXPECT TO ADOPT AI IN THE FUTURE

- **62%** of business leaders say that AI will have some impact on human jobs by the year 2030.
- **21%** say that AI will replace humans for most enterprise tasks.

Despite the potential barriers to entry, businesses think AI is here to stay and expect both short- and long-term gains from the investments in the technology.

### 95 PERCENT

95 percent of business leaders say that AI will have some impact on human jobs by the year 2030. A general view that it will replace humans for most enterprise tasks. The greatest returns from AI investments are expected to come from:

- **Revenue Increases**: 53%
- **Cost Savings**: 47%

### RESPONSIBLE FOR AI STRATEGY

- **52%**

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