



SURVEY REPORT 2017

WHAT IS THE CURRENT STATE OF
ARTIFICIAL INTELLIGENCE SYTEMS?



FOR MORE INFORMATION, GO TO:
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i.CONNECT
THE MULTITOUCHPOINT STRATEGY EVENTS

STUDY PROFILE



- **RESEARCH PURPOSE**
Research on the current state Artificial Intelligence systems and machine learning
- **TARGET AUDIENCE**
C-level IT professionals from leading companies across Europe
- **PROCEDURE**
Online survey
- **PARTICIPANT GENERATION**
Email and social media invitations
- **STUDY SAMPLE SIZE**
n = 146
- **DATA COLLECTION PERIOD**
March 2017

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INDUSTRY TRENDS

AI WITHIN THE COMPANY



Does your company **currently** use any form of AI?

WE ARE CURRENTLY NOT USING OR EVALUATING ANY FORM OF AI

33%

WE HAVE MADE FIRST FORAYS INTO AI AND HAVE INTRODUCED SOME PROTOTYPES OF AI TECHNOLOGY

33%

WE ARE CURRENTLY EVALUATING THE USE OF AI

23%

AI IS AN INTEGRAL PART OF OUR TECHNOLOGY LANDSCAPE

11%

AI WITHIN THE COMPANY



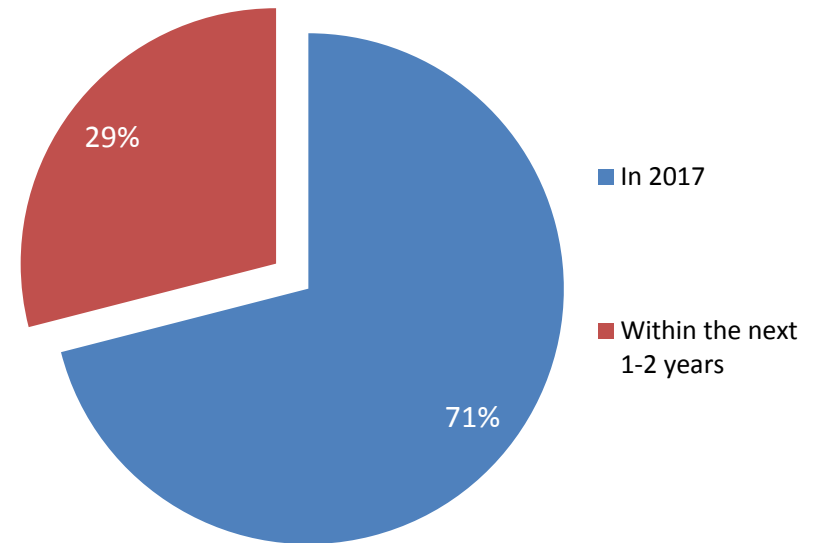
Do you have specific plans to intensify the use of/introduce AI?

41% WE ARE PLANNING TO TRY OUT AI ON A SMALL SCALE

34% AI IS NOT PART OF OUR STRATEGY AT THE MOMENT

24% AI IS AN INTEGRAL PART OF OUR STRATEGY

In what **timeframe** are you planning to intensify the use of AI?



AI WITHIN THE COMPANY

Are you planning to put **data quality measures** in place to be able to put AI to use?

40% **YES WE NEED TO IMPROVE OUR DATA QUALITY BEFORE WE CAN HAVE A MENANINGFUL AI INITIATIVE**

37% **WE HAVE NOT INVESTIGATED OUR DATA WITH REGARDS TO AI YET**

10% **OUR DATA IS ALREADY IN GOOD SHAPE**

13% **I DON'T KNOW**

Are you planning to **upgrade or re-implement your ERP system** or parts of it with a view of introducing AI?

53% **WE HAVE NOT EXAMINED OUR ERP WITH REGARDS TO COMPATIBILITY WITH AI YET**

23% **YES, WE ARE WORKING ON MAKING OUR ERP SYSTEM AI-READY**

13% **NO, OUR ERP CAN COPE WITH THE INTRODUCTION OF AI**

10% **I DON'T KNOW**

AI ADOPTION

What are the **major hurdles** with regards to **AI adoption**?

Missing expertise/lack of qualified specialists

41%

Complexity

28%

Legacy processes and systems

21%

Other

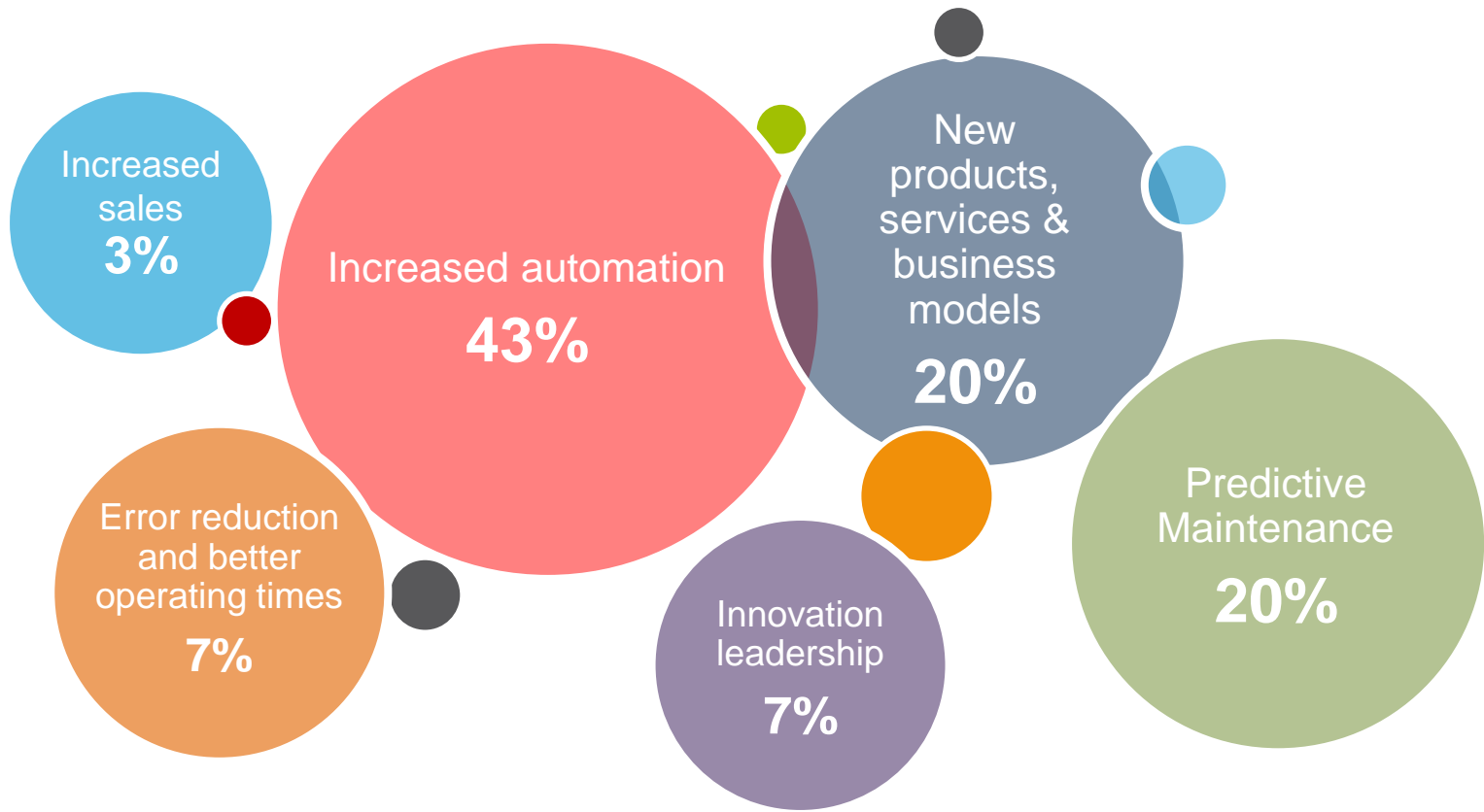
7%

Internal politics

3%

BENEFITS OF AI

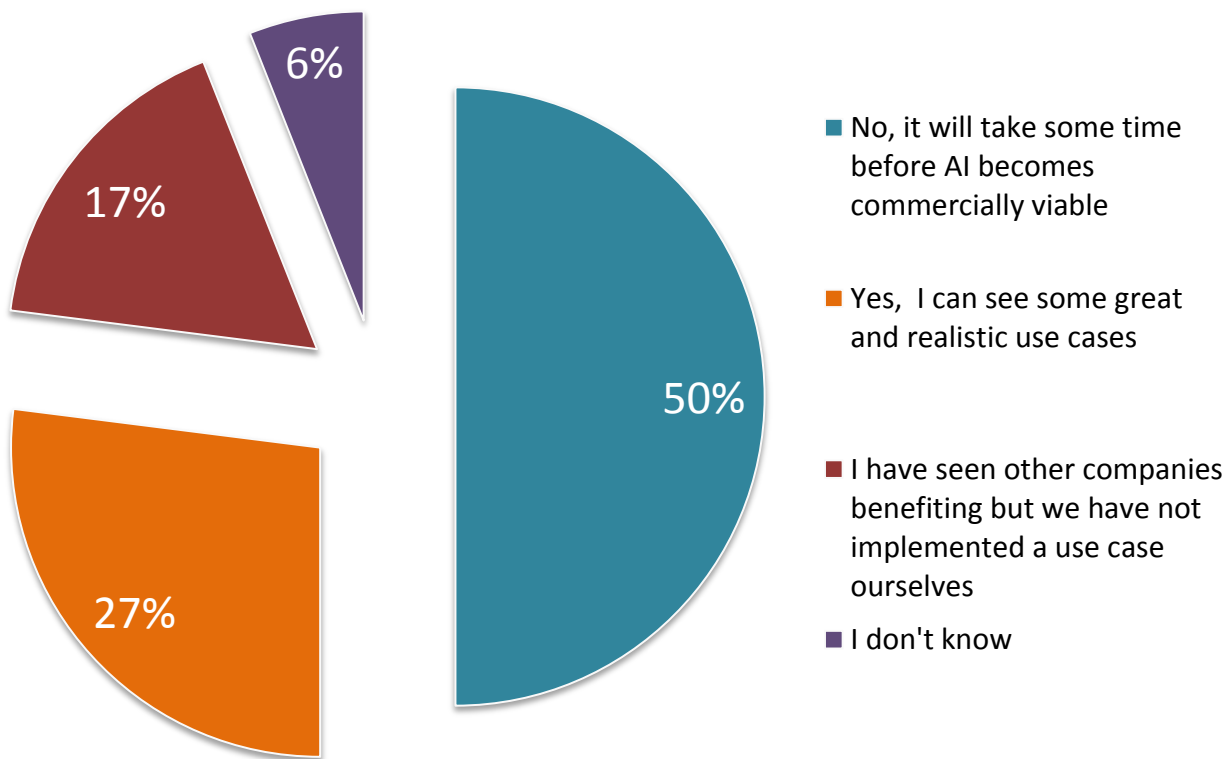
What are the **benefits** you can see for the use of AI?



BENEFITS OF AI

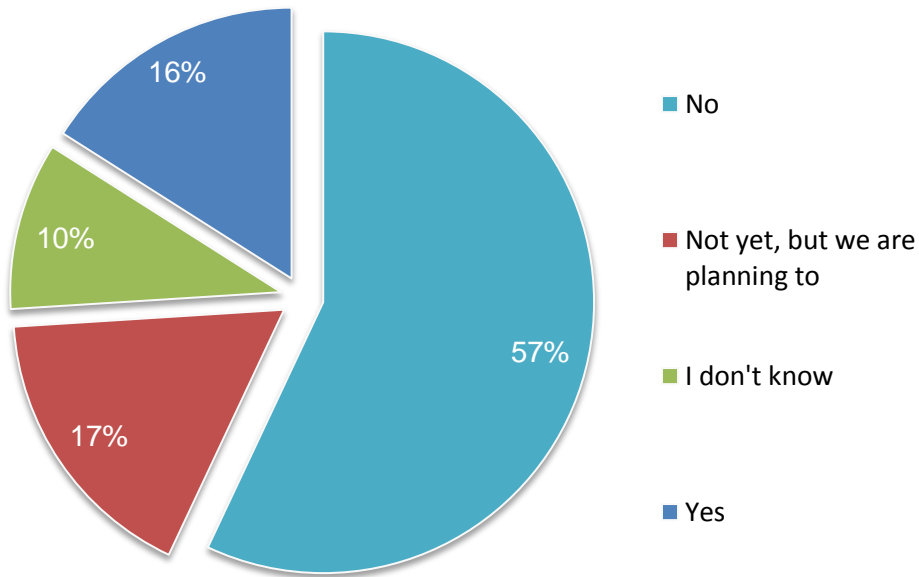


In your opinion, is AI already providing tangible commercial benefits for your company?

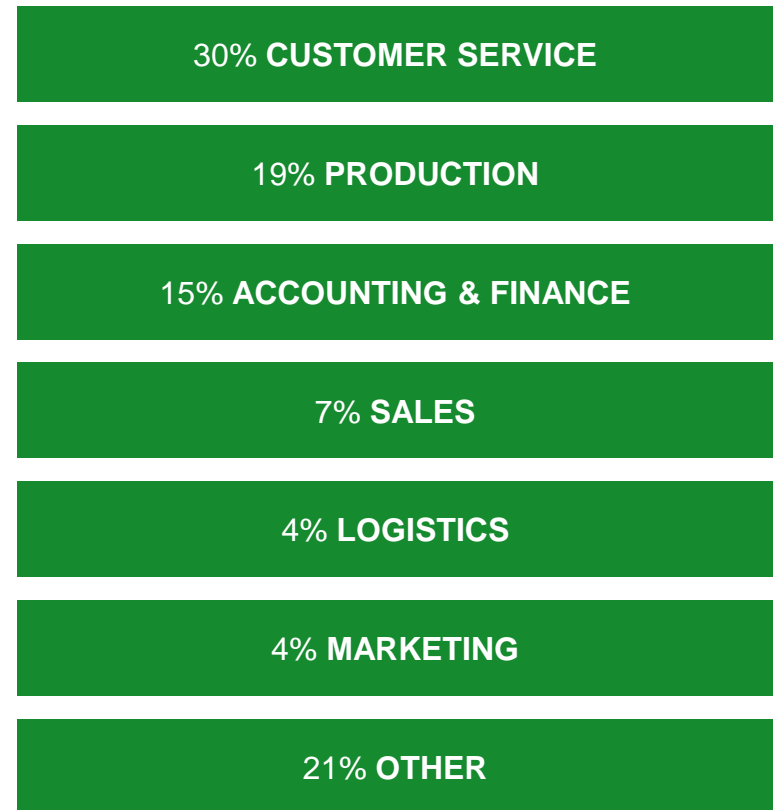


AI-AS-A-SERVICE

Has your organization used any **AI-as-a-Service offerings**?

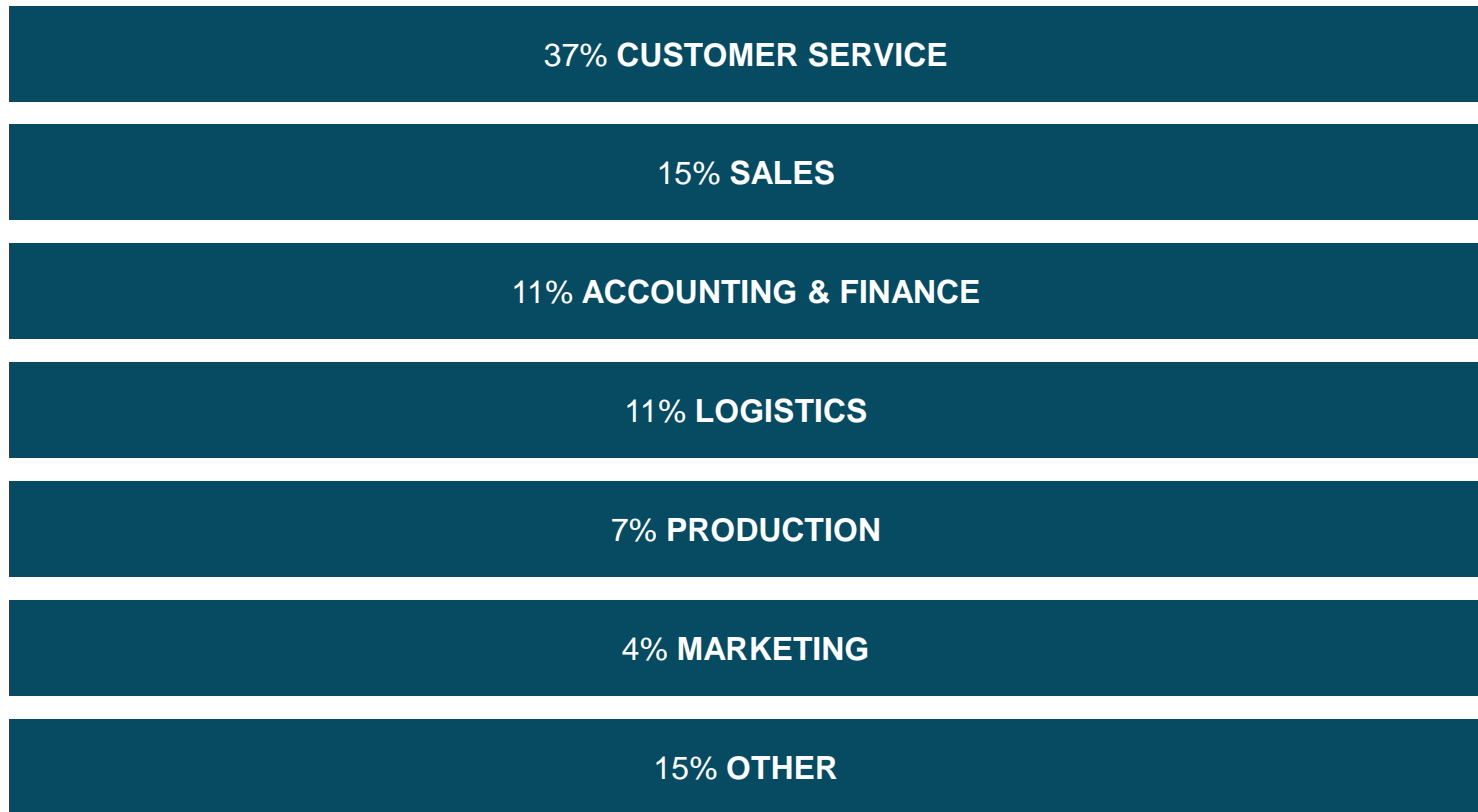


In which **areas** has your company been using AI services?



AI-AS-A-SERVICE

In which areas are you **planning to introduce AI** in the foreseeable future?



AI & PREDICTIVE ANALYTICS



AI demands real-time data, i.e. has the ability to perform transactions and run analytics at the same time. What is your **current use of predictive analytics**?

We are planning to introduce predictive analytics

57%

We are currently using predictive analytics

27%

There is no plan for the introduction of predictive analytics

16%

AI STRATEGIES



Scientist Stephen Hawkins thinks: “**AI could be the best that happens to mankind or the worst.**” Tick which of the following considerations influence your AI strategies.*

I THINK AI IS AN OVERALL POSITIVE DEVELOPMENT THAT WILL BE BENEFICIAL TO OUR BUSINESS

82%

ARE YOUR COLLEAGUES WORRIED ABOUT REPLACING “HUMAN” JOBS?

25%

ARE YOU WORRIED ABOUT AI'S POTENTIAL TO DAMAGE AND/OR BECOME UNCONTROLLABLE

14%

I DON'T THINK ABOUT AI BEYOND IT'S TECHNOLOGICAL IMPLICATIONS

4%

* Multiple choice possible

SURVEY - PROFILE OF THE RESPONDENTS

RESPONDENT PROFILE

Which **industry** is your organization primarily associated with?

23% IT, TELECOMMUNICATIONS & MEDIA

17% FINANCE

17% MANUFACTURING

13% HEALTH

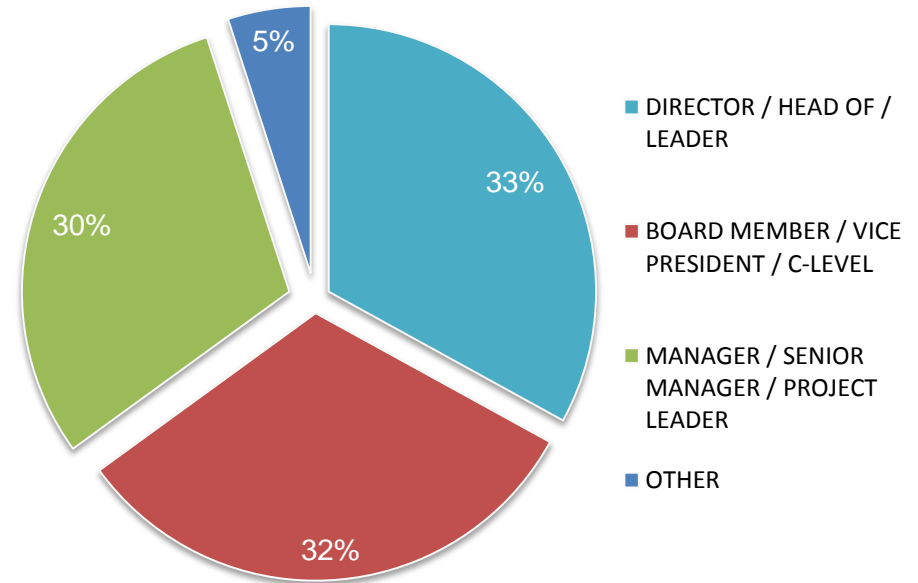
10% AUTOMOTIVE

10% SERVICES

3% TRANSPORT & LOGISTICS

7% OTHER

What best describes your current **job position**?





For a chance to hear from leading experts from the IT ecosystem and exchange experiences and knowledge on how your business can benefit from new technologies and digital transformation, join us at **Rethink! IT Europe** on **April 27-28** in **London**.

Over 150+ attendees and speakers will challenge current thinking, unveil the latest innovations and **define the future of the IT space**.

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- Cover your training needs all in one place
- A programme that definitely has something for everyone
- Make sure the organisation gains 360° understanding of the topic by attending all sessions
- More minds think better than one 😊

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