



State of AI in the enterprise

2nd annual survey highlights

Early adopters combine bullish enthusiasm with strategic investments

For the second year, Deloitte surveyed U.S. business leaders who are creating the future of artificial intelligence (AI) in the enterprise. They are looking to build competitive advantage by designing new ways of working where humans *with* machines automate processes, make smarter decisions, and enhance customer and employee engagement.

Each of the **1,100 survey participants** was knowledgeable about AI technologies, and 90% were directly involved with their company's AI initiatives.

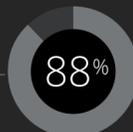
Positive return on AI investments



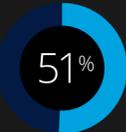
Claim a **positive financial return** on their AI investment.



Plan to **increase spending** in the coming year.



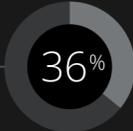
Cybersecurity tops AI concerns



Say cybersecurity is their **top 3 AI concern**.



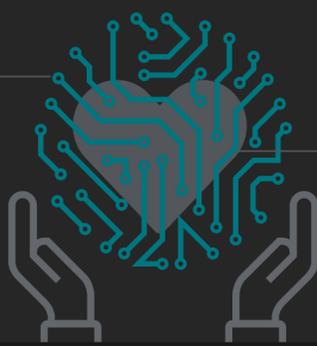
Are moving ahead despite these concerns—even though approximately **one-third** have experienced an AI-related breach within the last two years.



Minds plus machines equals more



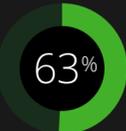
Agree that **AI technologies empower people** to make better decisions.



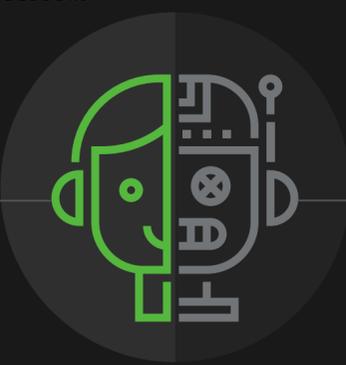
Believe **AI will increase job satisfaction**.



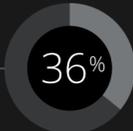
The automation dilemma



Agree their company wants to **cut costs by automating** as many jobs as possible.



Feel job cuts due to **AI-driven automation** could be an ethical risk.



Talent: more help wanted

4 in 10

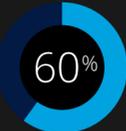


Have a high level of **confidence in their people's ability** to select, build, and manage AI solutions.

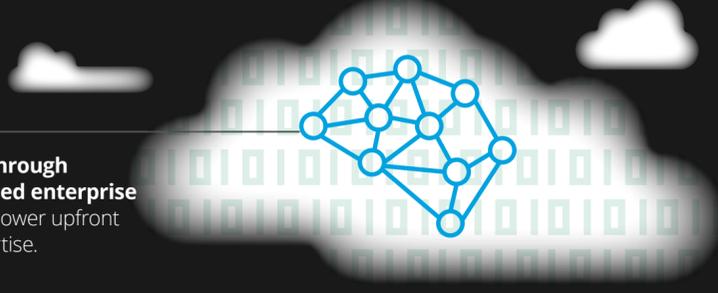
View lack of AI skills as a **top-three concern**.



Cloud jumpstarts AI adoption



Are **getting a foothold through cloud-based, AI-enhanced enterprise software** that requires a lower upfront investment and less expertise.



Insights from images and sounds unleashed



Use **deep learning**—an increase of 16% over last year—to help make predictions based on complex, multidimensional data, like speech and images.



More than half use **computer vision**, the technology behind facial recognition.

Ready for more?

Get the full report plus six lessons that can help reduce risk and increase the odds of success for your own AI initiatives.

www.deloitte.com/insights/stateofAI

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