Turning AI into concrete value: the successful implementers’ toolkit

AI is already transforming how organizations do business, manage customer relationships and stimulate groundbreaking innovation. However, organizations are missing a bigger opportunity by ignoring the low-hanging fruit. Over half of organizations (58%) are tackling “need to do” use cases instead of “must do” (46%), which are of high benefit but low complexity.

Our research shows that organizations implementing a large number of “must do” use cases drive significantly higher benefits than those implementing a smaller share. The average gain of implementers of “must do” use cases over low-implementers (percentage points): Reduced churn by 25%, Reduced customer complaints by 26%, Reduced labor costs by 27%, Greater legitimacy/complexity/monitor variance by 30%, Improved risk/controlled outcomes by 30%.

So, where should organizations invest in AI? A number of “must do” use cases present lucrative opportunities for all sectors.

How to get started with an AI strategy and roadmap?

A roadmap for making systematic progress on AI implementation in large organizations.

1. Understanding the business drivers and use case definition

   - Identify the business drivers for AI
   - Define the use cases
   - Establish a governance structure

2. Select the right technologies and partners

   - Choose the AI technologies
   - Select the right partners
   - Leverage open-source frameworks

3. Launch proofs of concept & pilot implementations

   - Build proof of concept
   - Validate the technology
   - Test the technology in a controlled environment

4. Scale to business-wide scope

   - Scale the technology to business-wide implementation
   - Establish a governance structure
   - Implement the technology in a real-world environment

Interested in reading the full report? Head to: www.capgemini.com/resources/turning-ai-into-concrete-value-the-successful-implementers-toolkit