



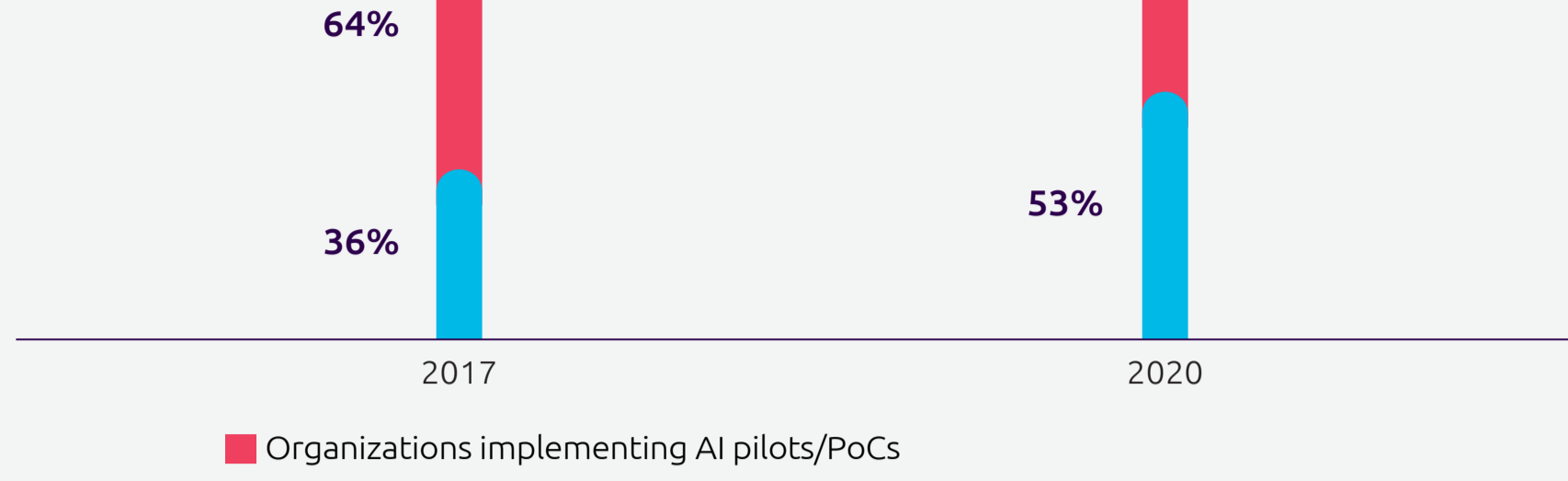
The AI-powered enterprise:

Unlocking the potential of AI at scale

Scaling AI is proving to be a tough nut to crack

Just over one in two organizations have moved beyond pilots and proofs of concept

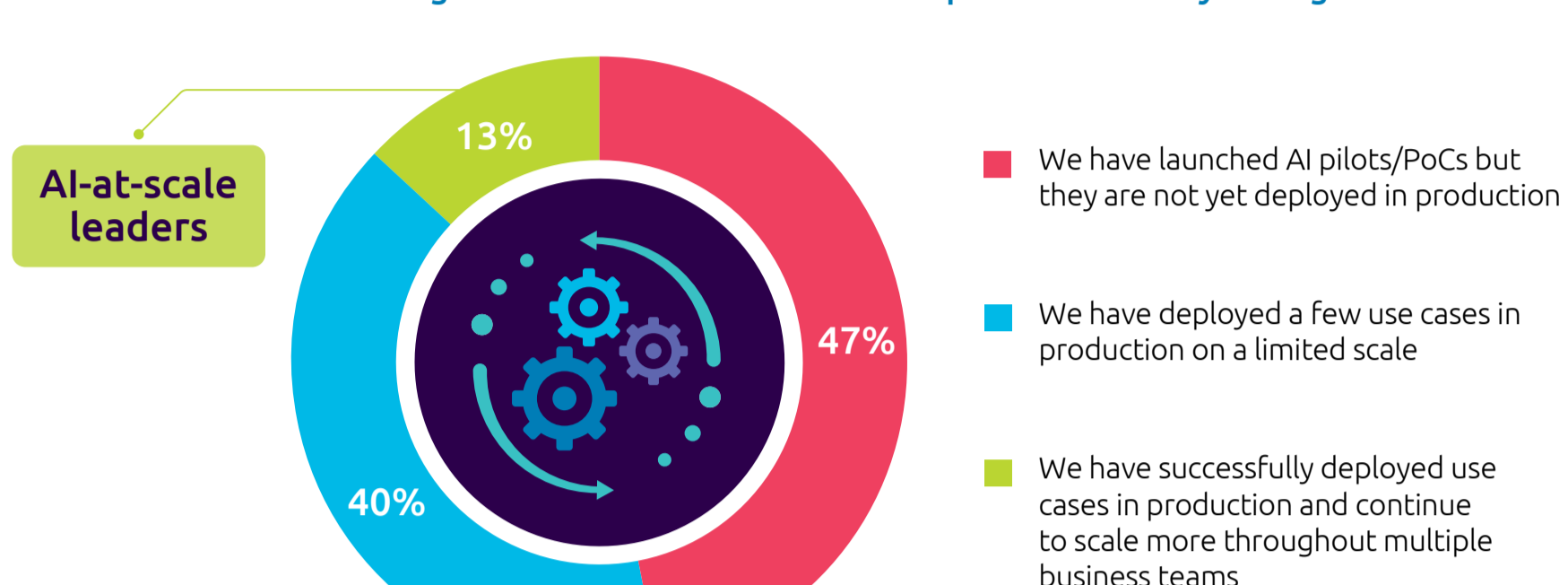
Evolution of AI deployments: 2017–2020



Source: Capgemini Research Institute, State of AI survey, March–April 2020, N=954 organizations implementing AI; State of AI survey, June 2017, N=993 organizations implementing AI.

Wide-scale deployment is still a challenge with just 13% of organizations having deployed AI throughout multiple teams

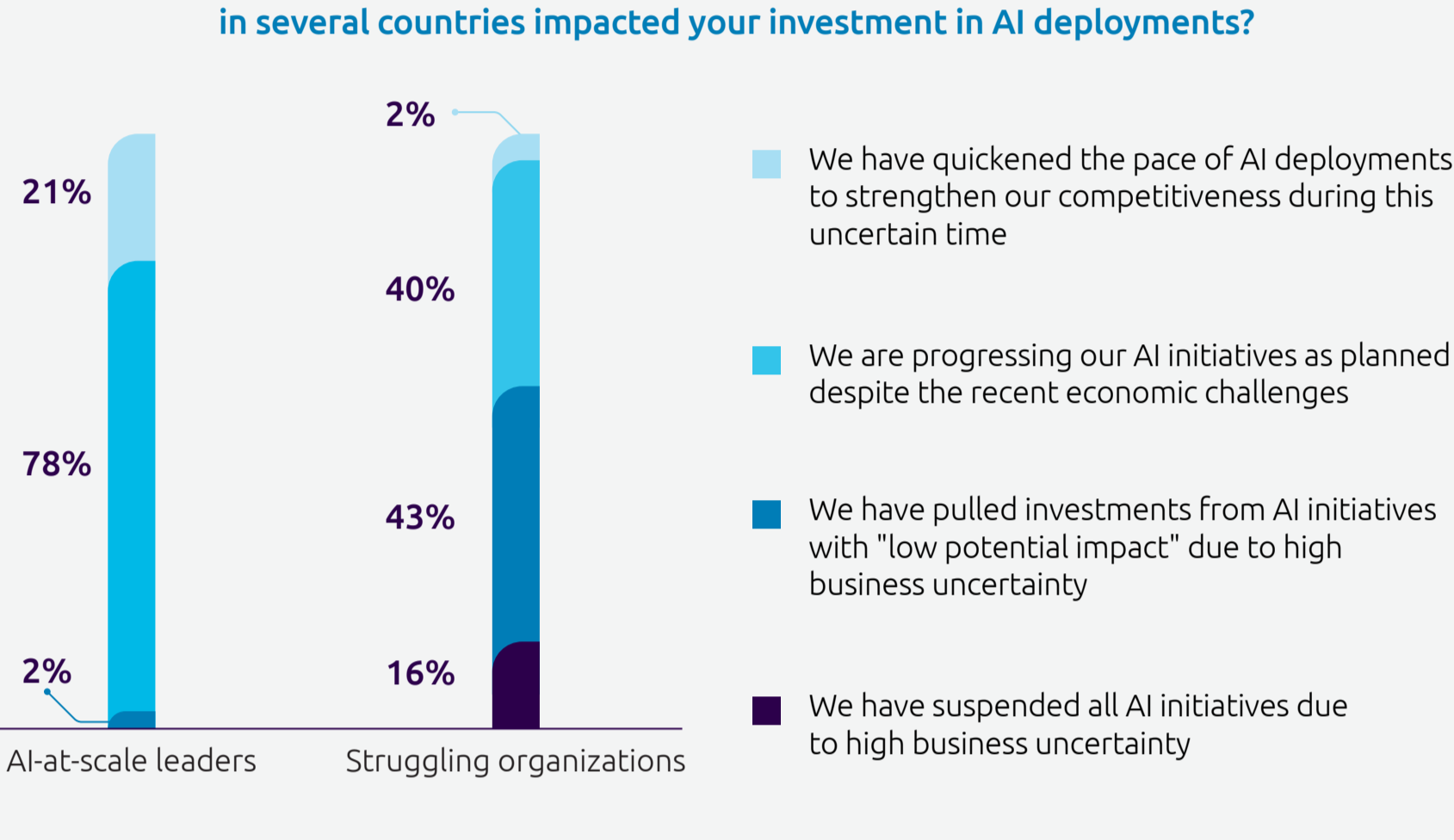
Which of the following statements best describes AI implementation in your organization?



Source: Capgemini Research Institute, State of AI survey, March–April 2020, N=954 organizations implementing AI.

COVID-19 crisis has further widened the gap between AI-at-scale leaders and struggling organizations

How has the recent economic shutdown (due to the Coronavirus spread) in several countries impacted your investment in AI deployments?



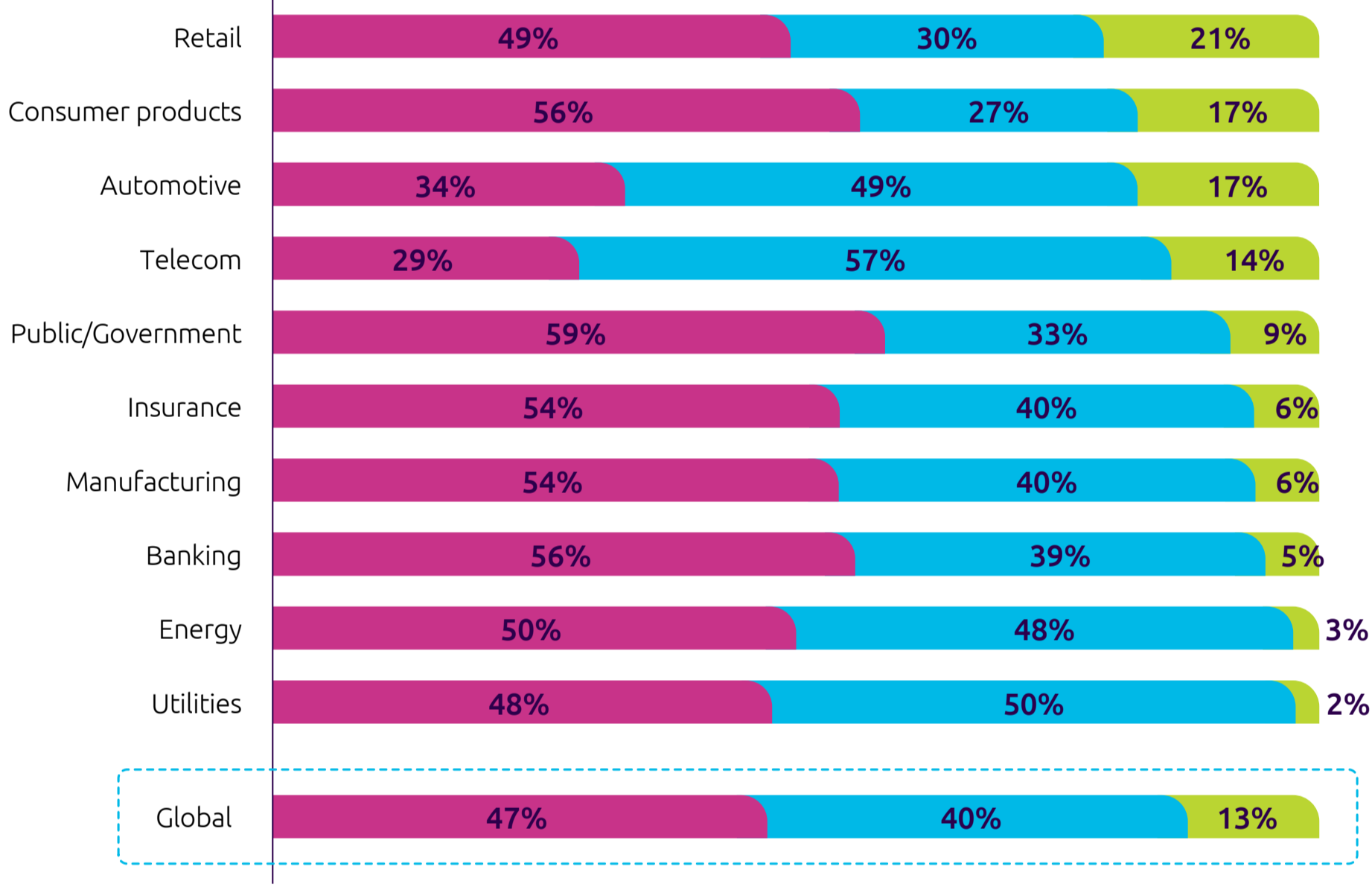
The AI-at-scale leaders cohort includes 13% of the total organizations surveyed that have rolled out multiple AI applications across numerous teams. The struggling organizations cohort are organizations who have begun their AI pilots pre-2019 but have been unable to deploy even a single application in production; these form 72% of the organizations surveyed.

Source: Capgemini Research Institute, State of AI survey, March–April 2020, N=120 AI-at-scale leaders, N=690 struggling organizations.

Decoding the AI-at-scale leaders

Life sciences and retail lead the scaling race

AI implementation maturity by sector



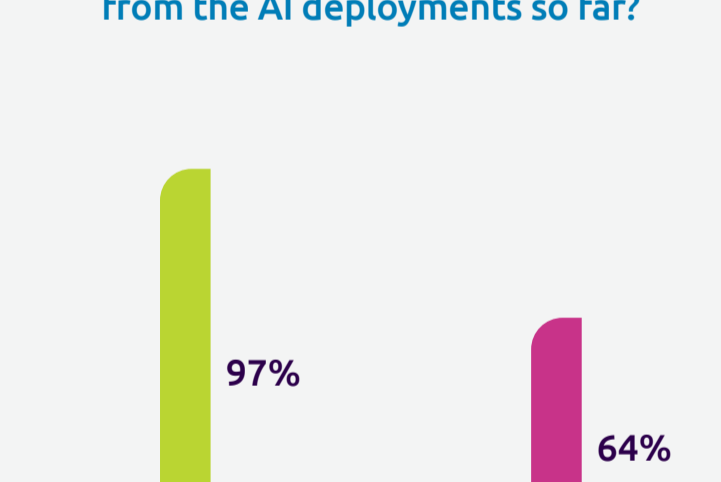
■ We have launched AI pilots/PoCs but they are not yet deployed in production
■ We have deployed a few use cases in production on a limited scale
■ We have successfully deployed use cases in production and continue to scale more throughout multiple business teams

Source: Capgemini Research Institute, State of AI survey, March–April 2020, N=120 AI-at-scale leaders, N=954 organizations implementing AI.

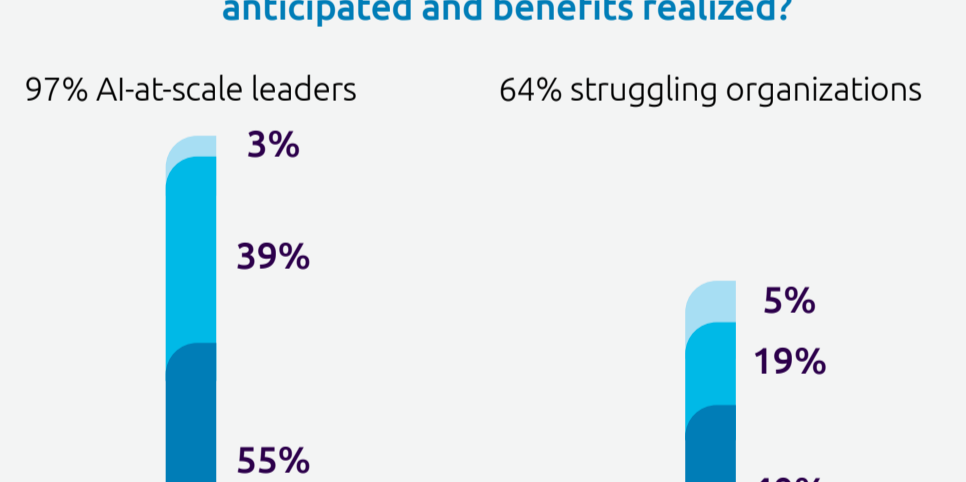
More than 9 out of 10 AI-at-scale leaders have realized quantifiable benefits

AI-at-scale leaders are also much more likely to have achieved benefits that exceeded or met their expectations (94% compared to 59% of the struggling organizations).

How would you categorize the benefits from the AI deployments so far?



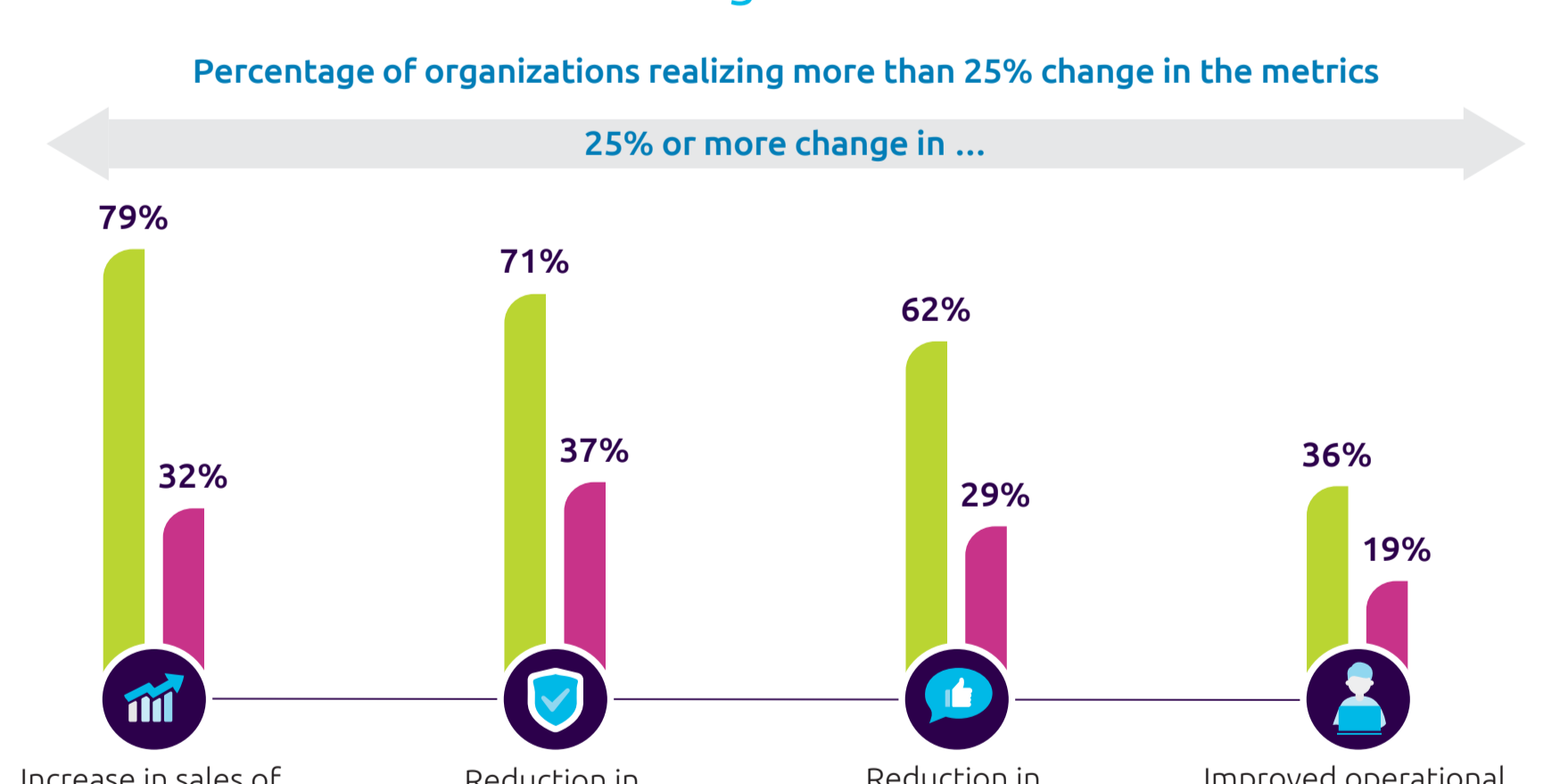
Was there a difference between benefits anticipated and benefits realized?



Source: Capgemini Research Institute, State of AI survey, March–April 2020, N=120 AI-at-scale leaders, N=690 struggling organizations.

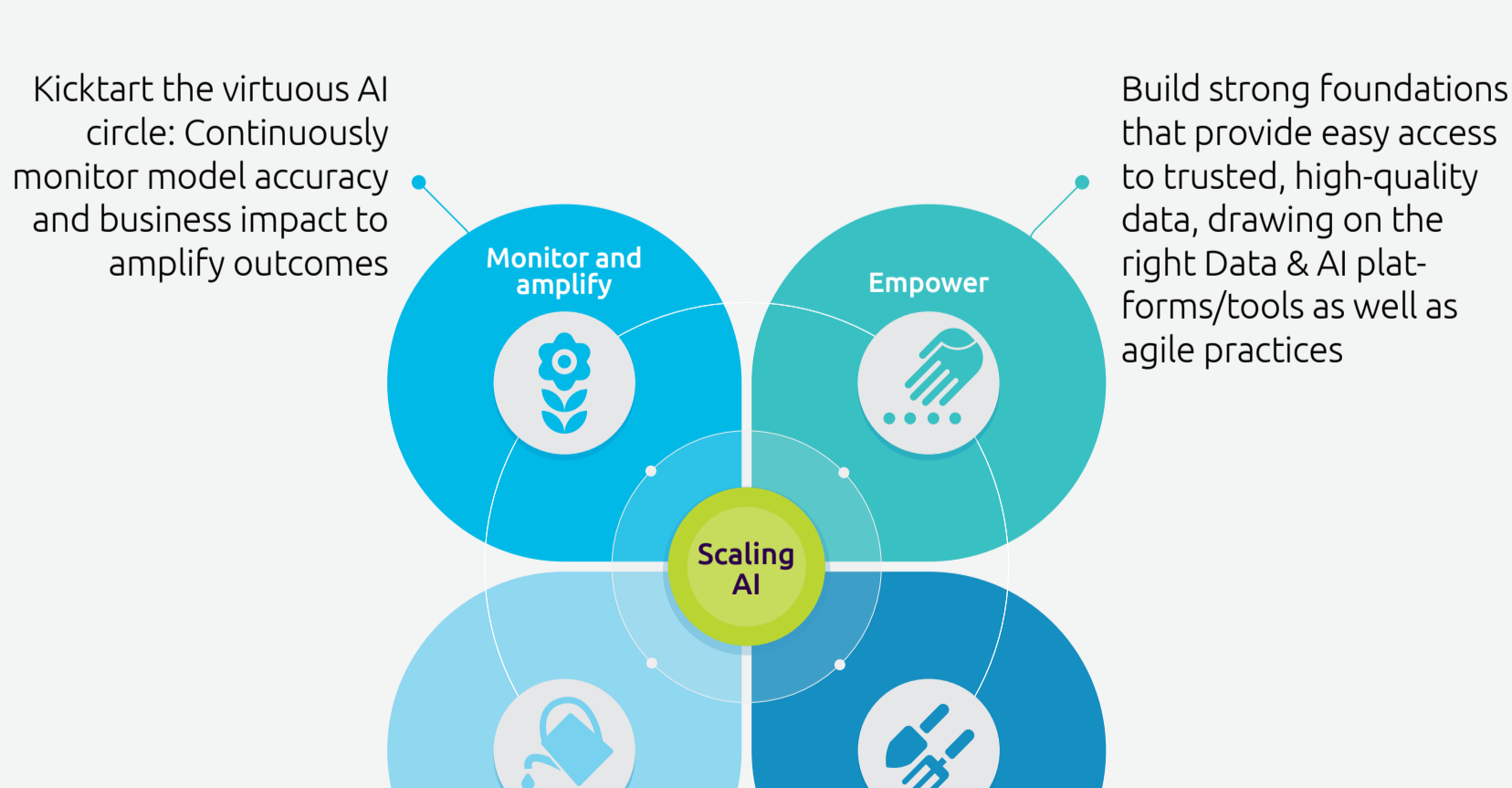
AI-at-scale leaders realize significant benefits across functions

Percentage of organizations realizing more than 25% change in the metrics



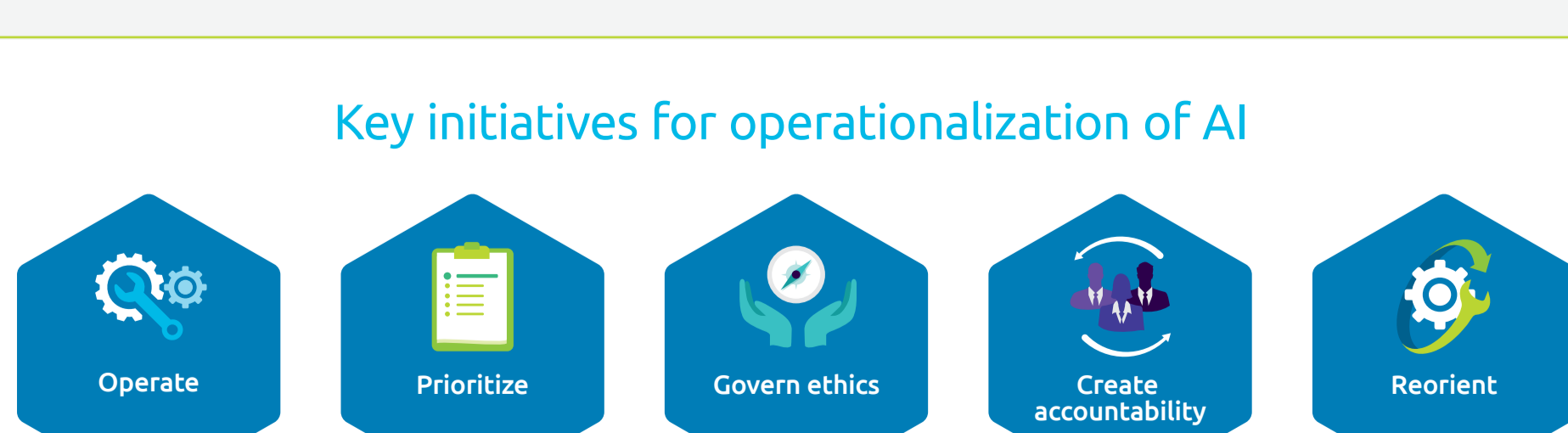
Source: Capgemini Research Institute, State of AI survey, March–April 2020, N=120 AI-at-scale leaders, N=690 struggling organizations.

Four principles for successfully scaling AI



Source: Capgemini Research Institute analysis.

Key initiatives for operationalization of AI



Source: Capgemini Research Institute analysis.

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