




2020 State of AI

Insights and Findings



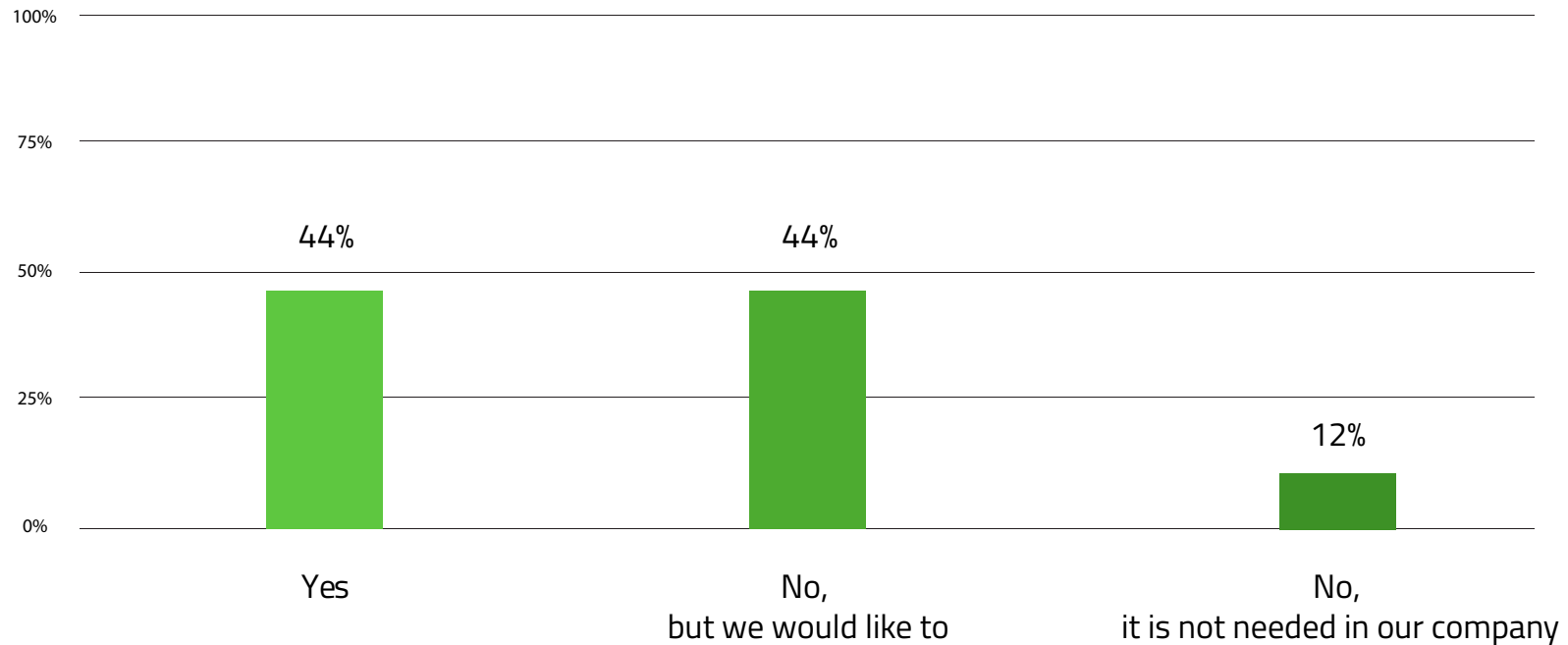


State of AI Survey Overview

The following results are from the State of AI survey that went out in July of 2020. The survey was sent to Technology, Financial, and Operations leaders within a variety of industries such as Healthcare, Financial Services, Insurance, Non-Profit and Government and results were gathered over a 2 week period.

For the purposes of this survey, the term “AI” can include any automation related project using any of the following technologies: Natural Language Processing (NLP), Machine Learning models, Robotic Process Automation (RPA), OCR/Computer Vision or Neural Networks.

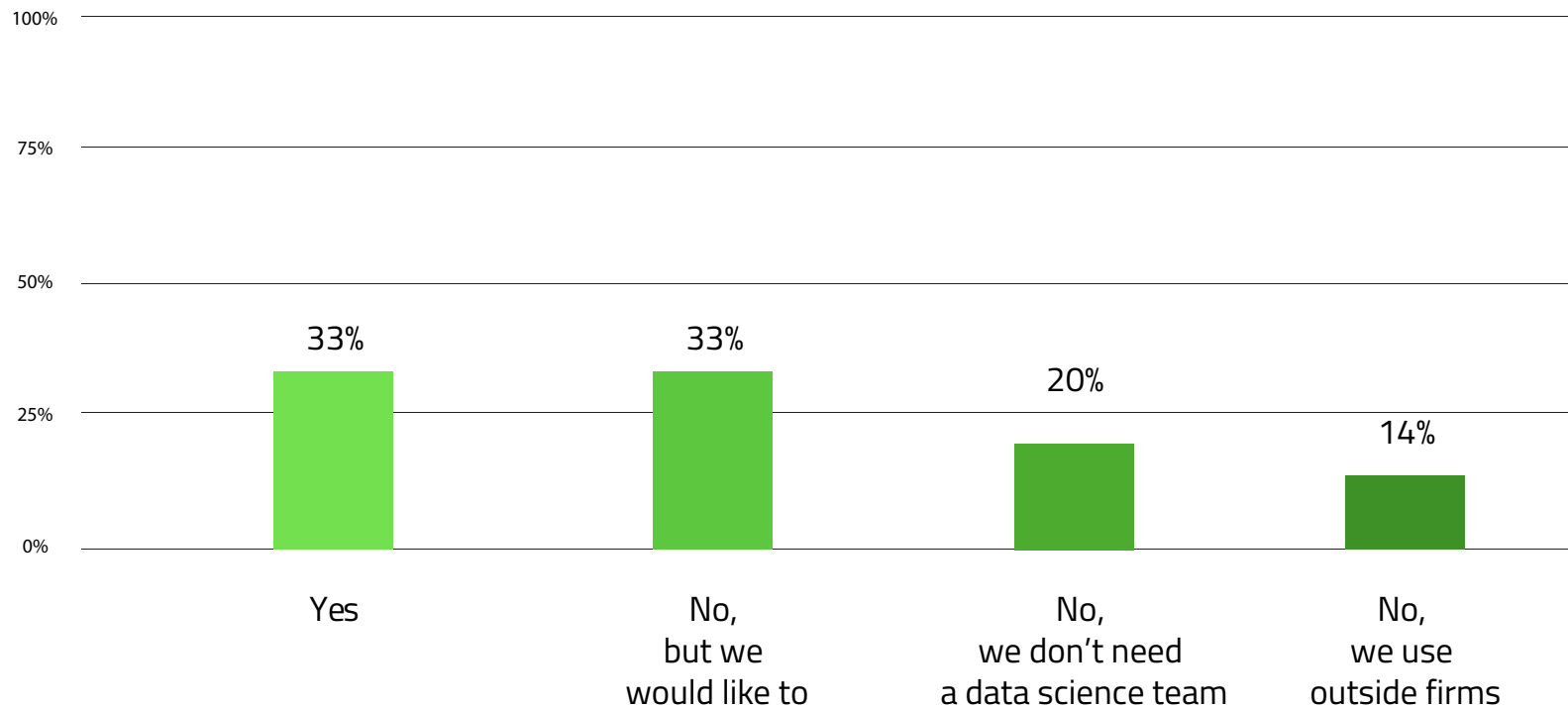
Is your company currently utilizing AI/Machine Learning?



An overwhelming 88% of respondents indicated that they are either already using AI/Machine Learning, or they would like to implement it in their organization.

This is in line with what we hear from our clients as more organizations are embracing AI/ML projects to help drive efficiencies and cost savings.

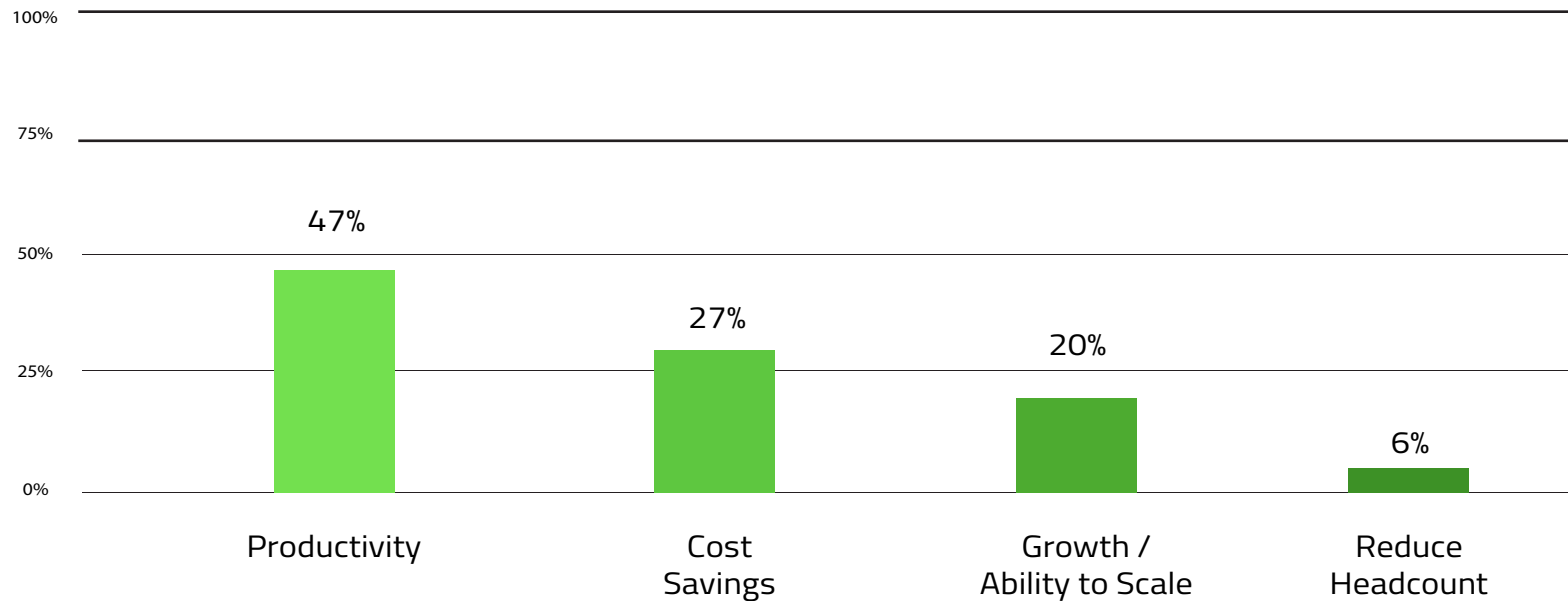
Does your company have an internal data science team?



Although the need for in-house data science teams continues to increase, there is still a lack of internal skills to build custom AI/ML Solutions.

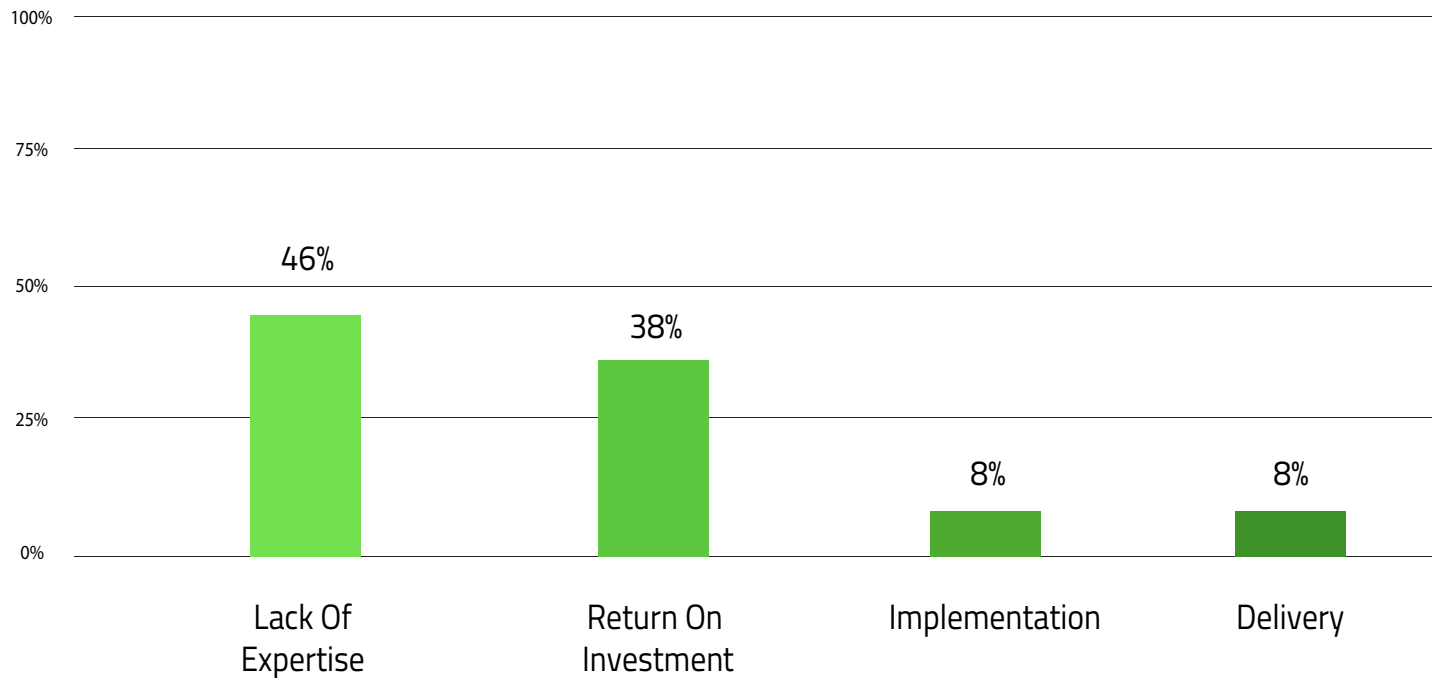
Hiring for these skill sets continues to be challenging due the mathematics, engineering, and software development skills needed to round out a data science team.

What is the main driver for your company leveraging Automation?



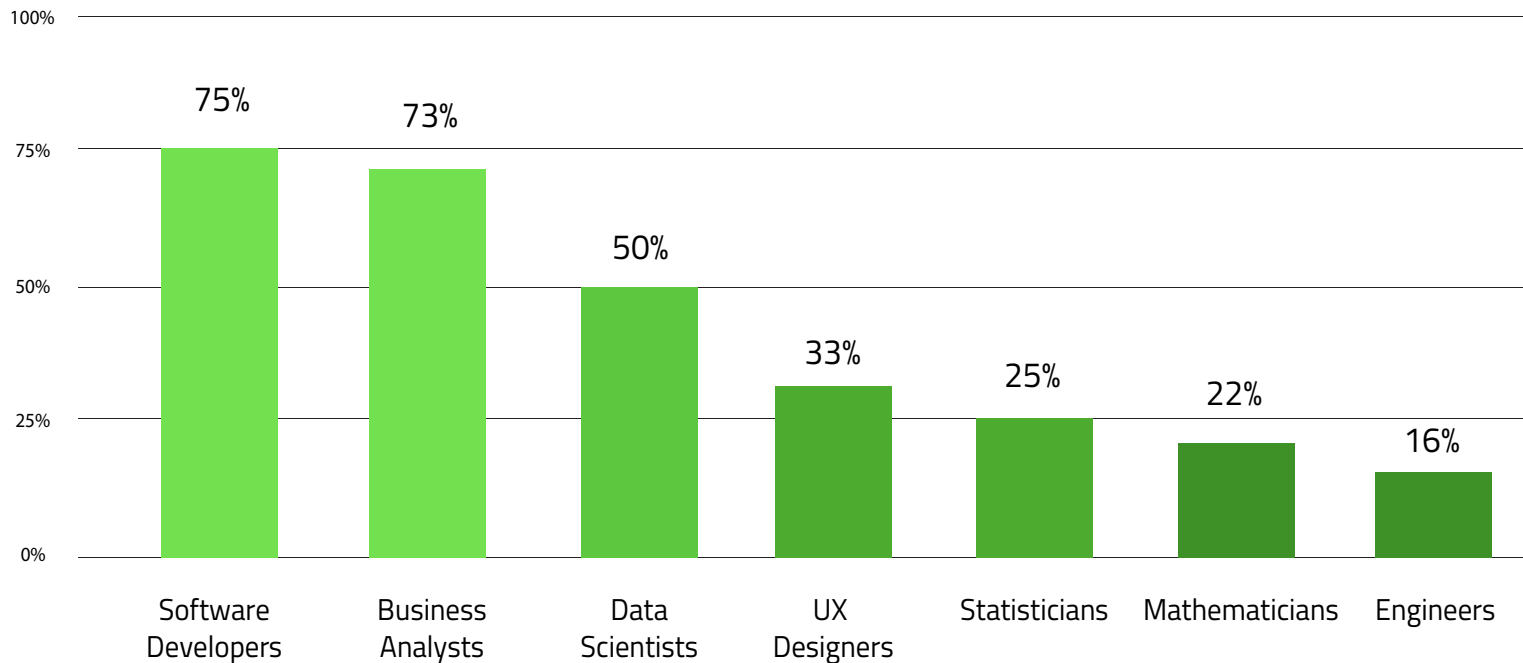
Productivity continues to be the main driver behind implementing automation solutions followed by cost savings. These are often the top two reasons why clients are adopting AI/ML into their organization.

Where do you see the biggest challenge with AI adoption?



Building and implementing AI Solutions can be very difficult if you lack the proper expertise. Many companies are leveraging the expertise of outside AI firms to partner with them as they build out their internal teams.

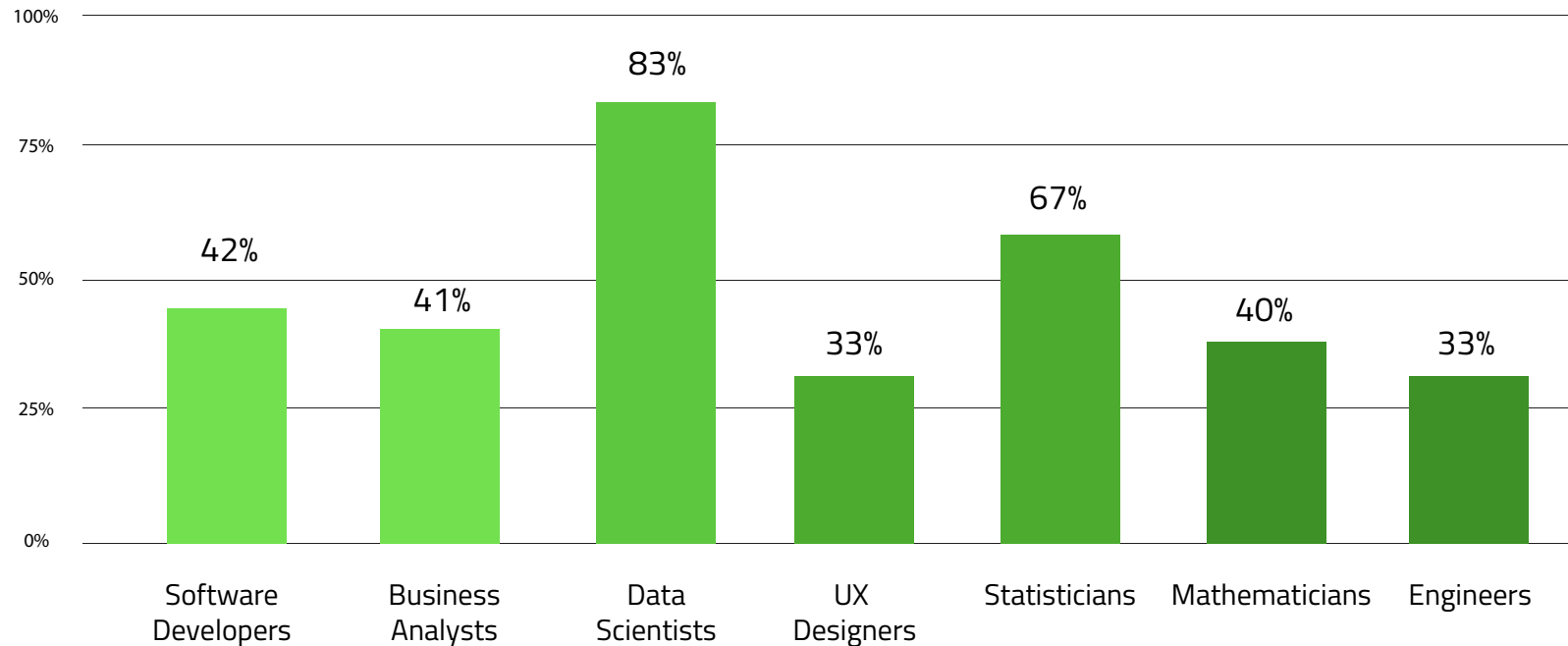
Which skill sets does your company currently have in-house?



Many companies already have some components of a data science team, but many lack the specific skillsets such as engineering and mathematics.

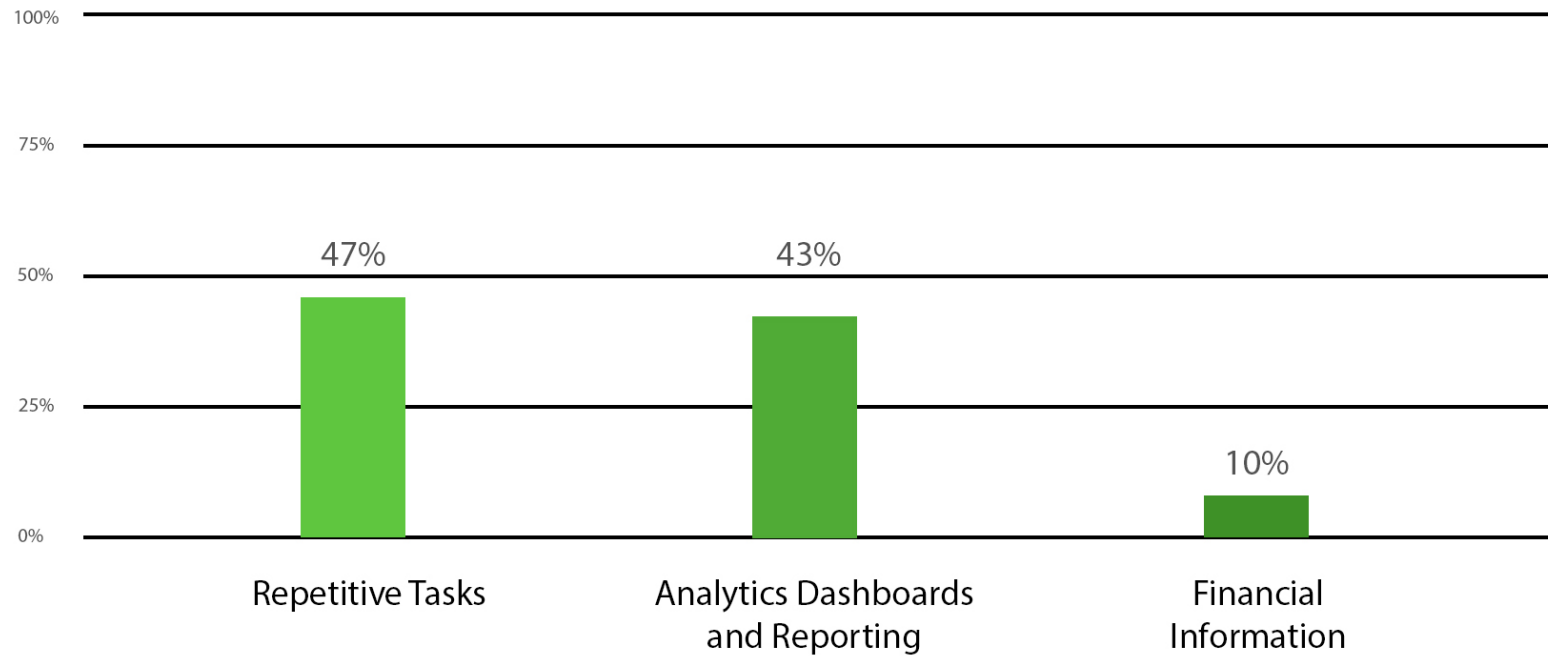
Each AI/ML project is different and will require a slightly different mix of these skills.

Which skill sets do you see as valuable to have access to?



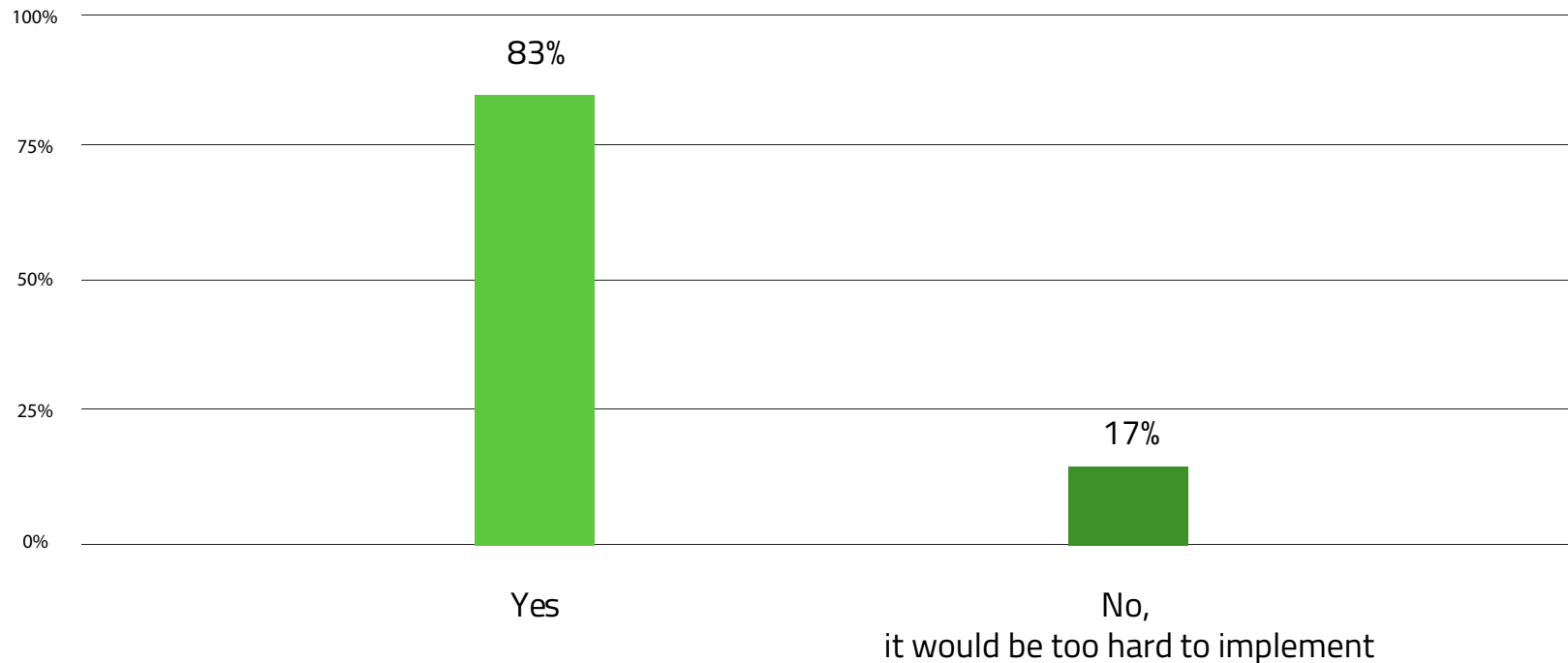
As we like to say, "Data Science is a Team Sport". Although a true data scientist will generally have a well-rounded skillset, an optimal team will likely require more diversity through multiple team members.

What parts of your business would you most like to automate?



It is no surprise that many companies are looking at AI/ML to automate a high volume of less complex, repetitive task which frees up more time for humans to focus on other meaningful areas of the business.

If you were able to get stakeholder buy-in, would you ultimately prefer to bring automation into your business?



Executive buy-in continues to be an obstacle for implementing automation projects within an organization. It is critical to tie in estimated ROI or cost savings into your automation projects. Many of these numbers can be found in industry specific AI whitepapers and case studies.

Learn More...

To learn more about these survey results, or to discuss possible AI or automation projects within your own organization, contact us:

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