

UiPath® on Tour

AI at Work



LONDON





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AI at Work

Drawing the Big Picture: How Automation Platforms Anchor AI For Business Value



Generic GenAI Consumer Service “Magic” Has Created FOMO Frenzy In Business

64%

organizations investing significantly in GenAI, or have already implemented use cases

Source: Future Enterprise Resiliency & Spending Survey Wave 4, IDC, April, 2024, WE N=220



Created with Microsoft CoPilot Designer (Dall-E 3)

Prompt: "FOMO frenzy"

A Growing, Diverse Set of GenAI Use Case Examples



- Using LLMs to build LBMs of robots



- Contact centre automation



- Fraud detection



- Commerce
- Product information
- Procurement



- Technical document analysis



NatWest

- Virtual Agent



Lufthansa

- Customer feedback analysis



- Hyper-personalized commerce customer experience



Mercedes-Benz

- Quality management



- Radiology service innovation

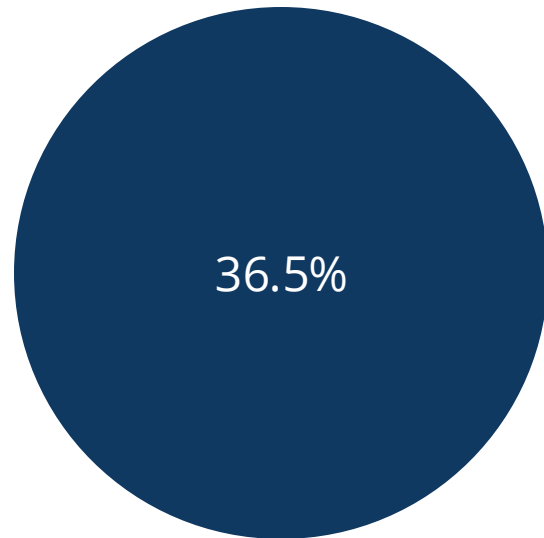


- Product innovation

dentsu

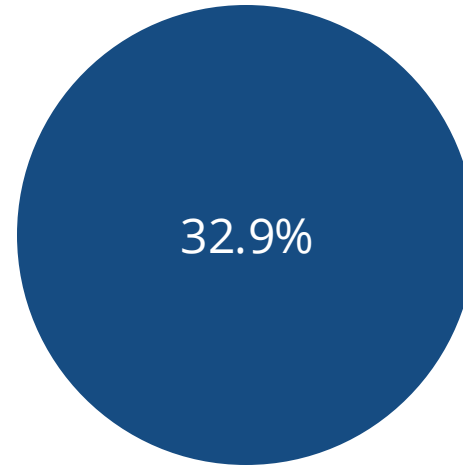
- Content automation

Three Types of GenAI Use Cases



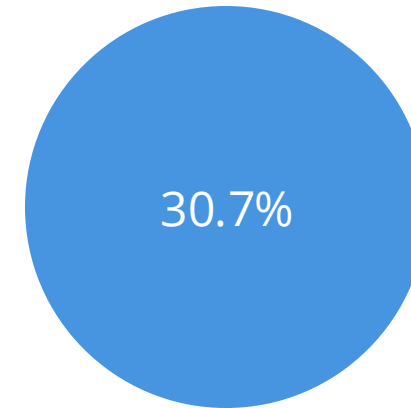
Productivity

Task productivity and operational efficiency



Function-specific

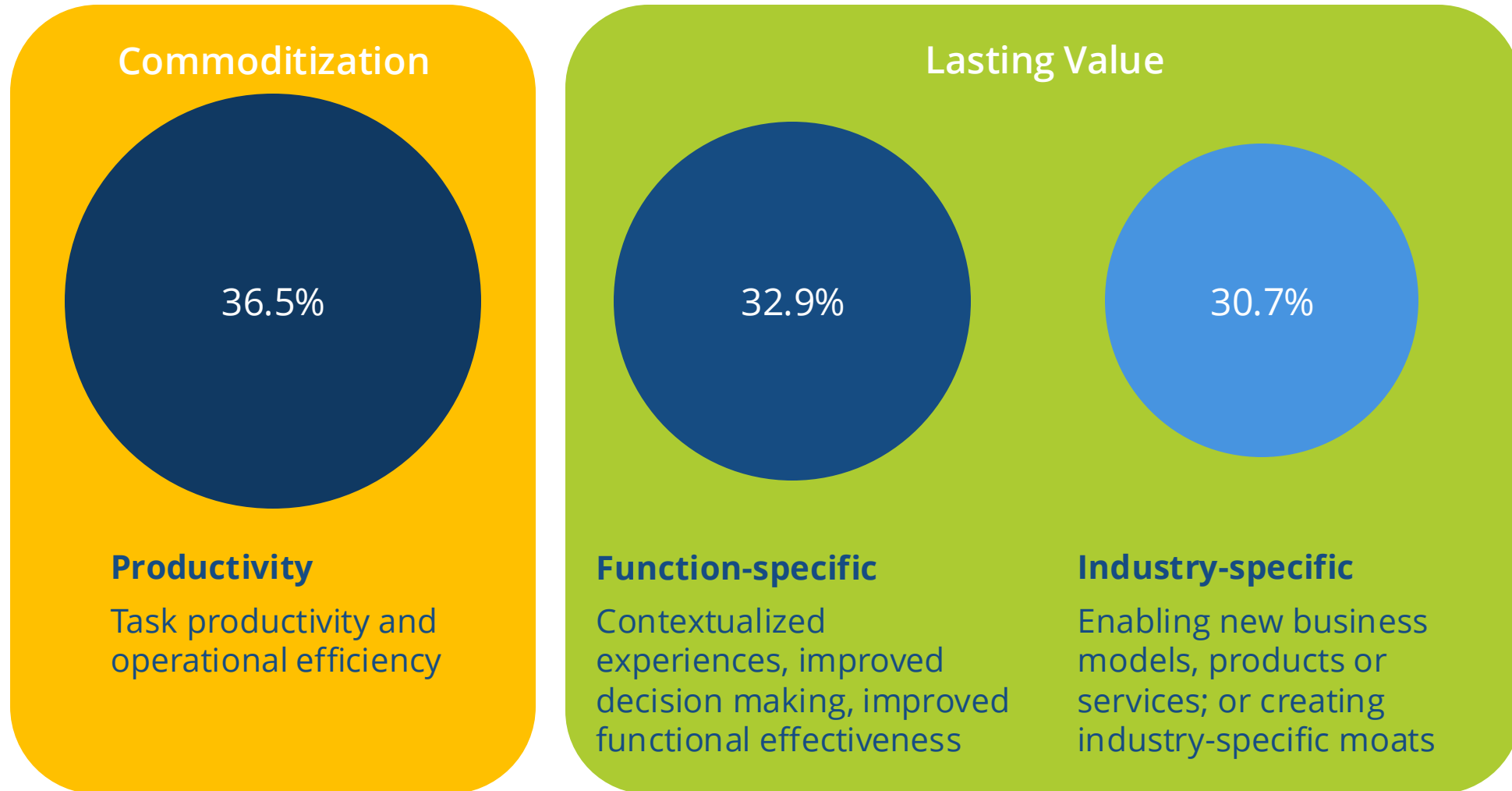
Contextualized experiences, improved decision making, improved functional effectiveness



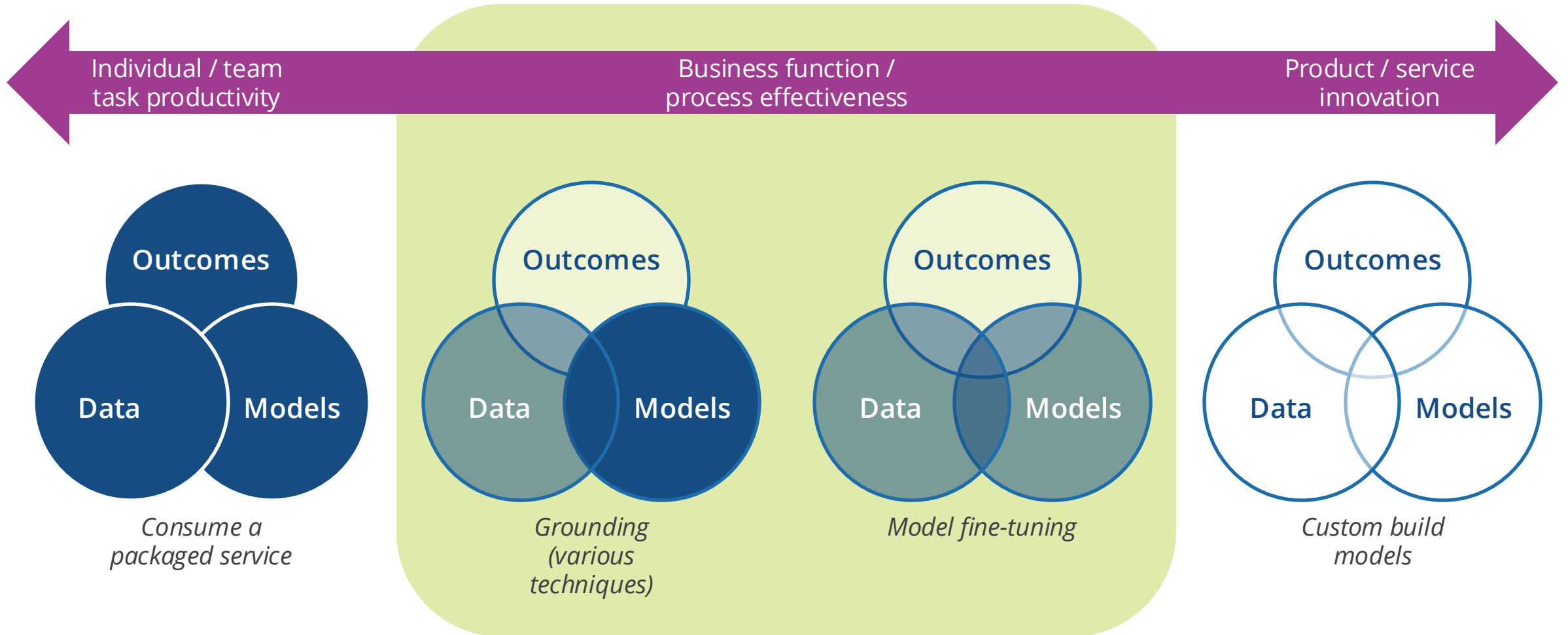
Industry-specific

Enabling new business models, products or services; or creating industry-specific moats

Where's the Value?

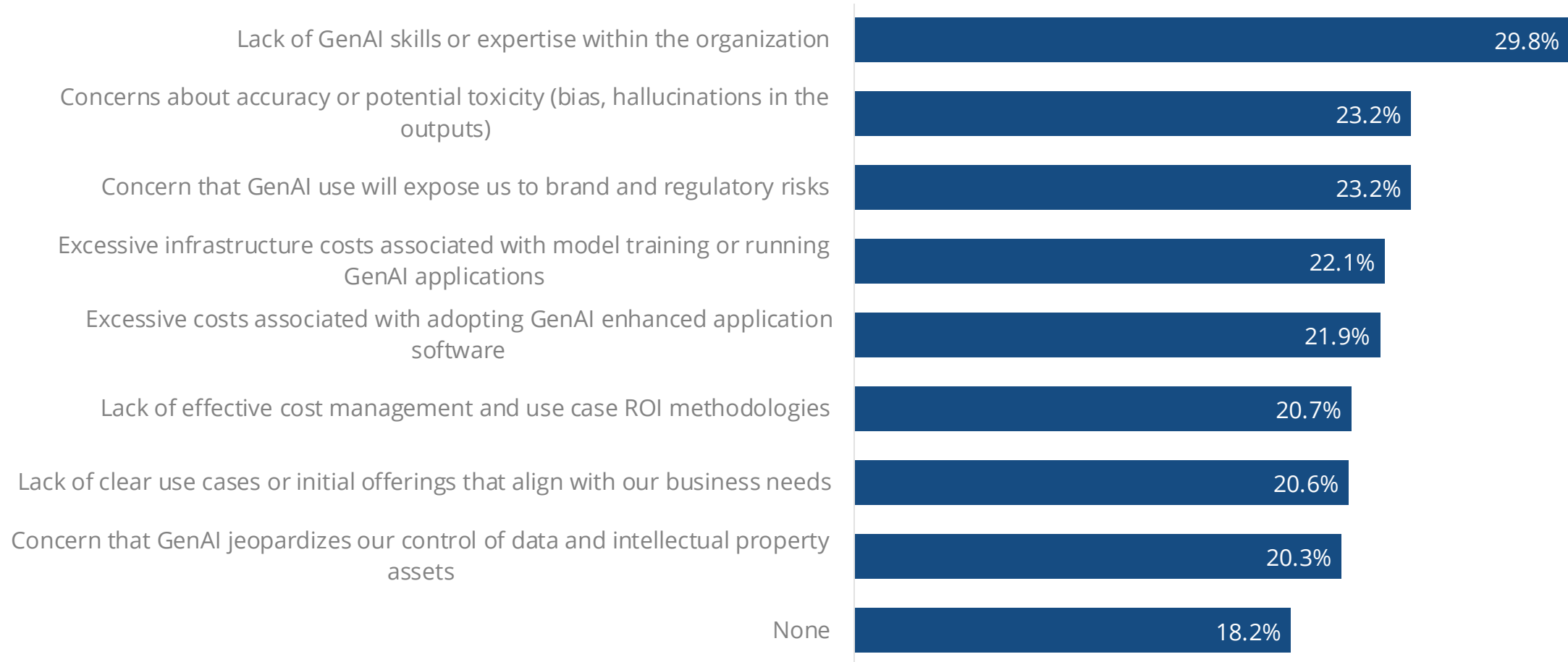


A Spectrum of GenAI Implementation Choices

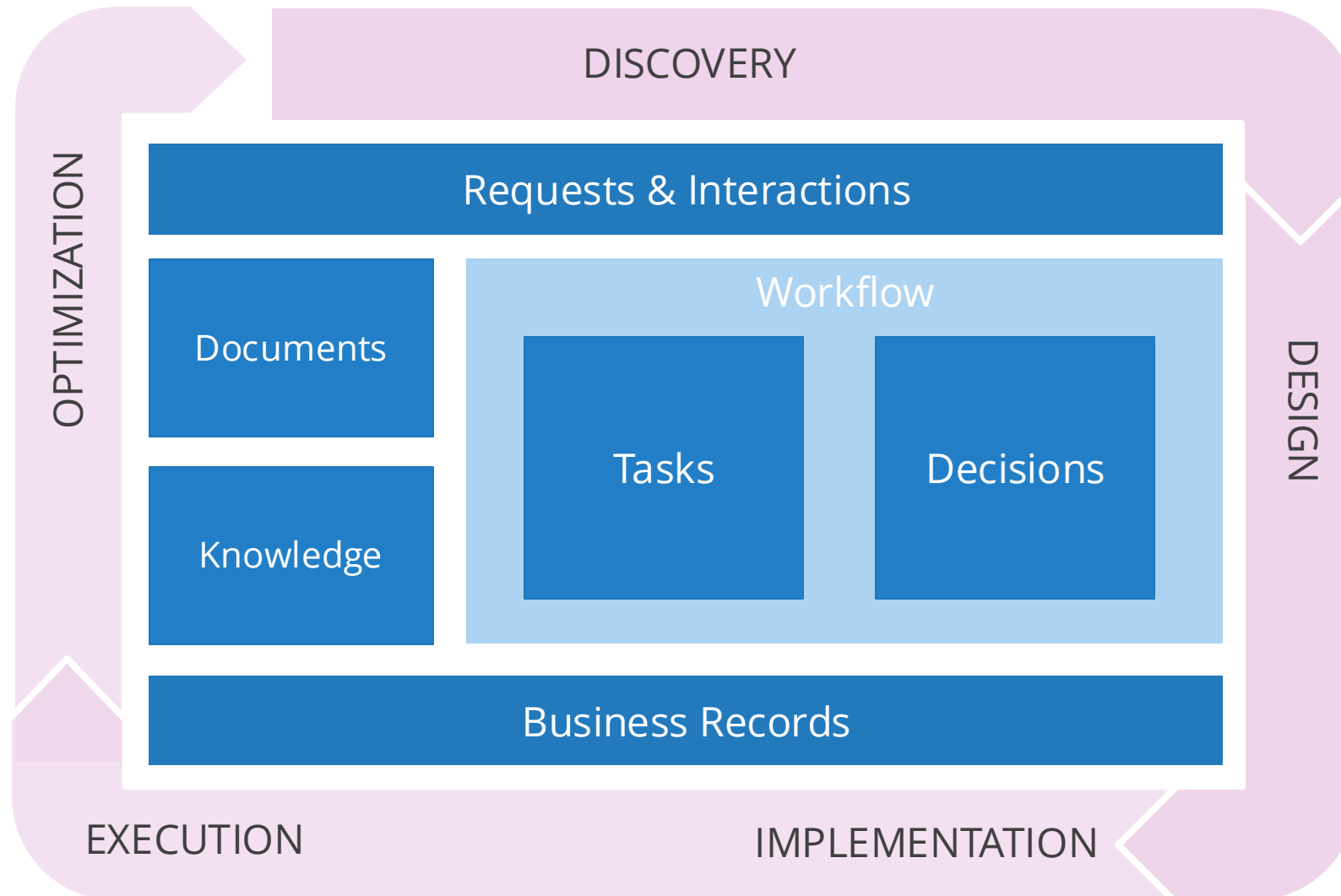


GenAI Limiting Factors: Skills, Risks, Costs, Business Alignment

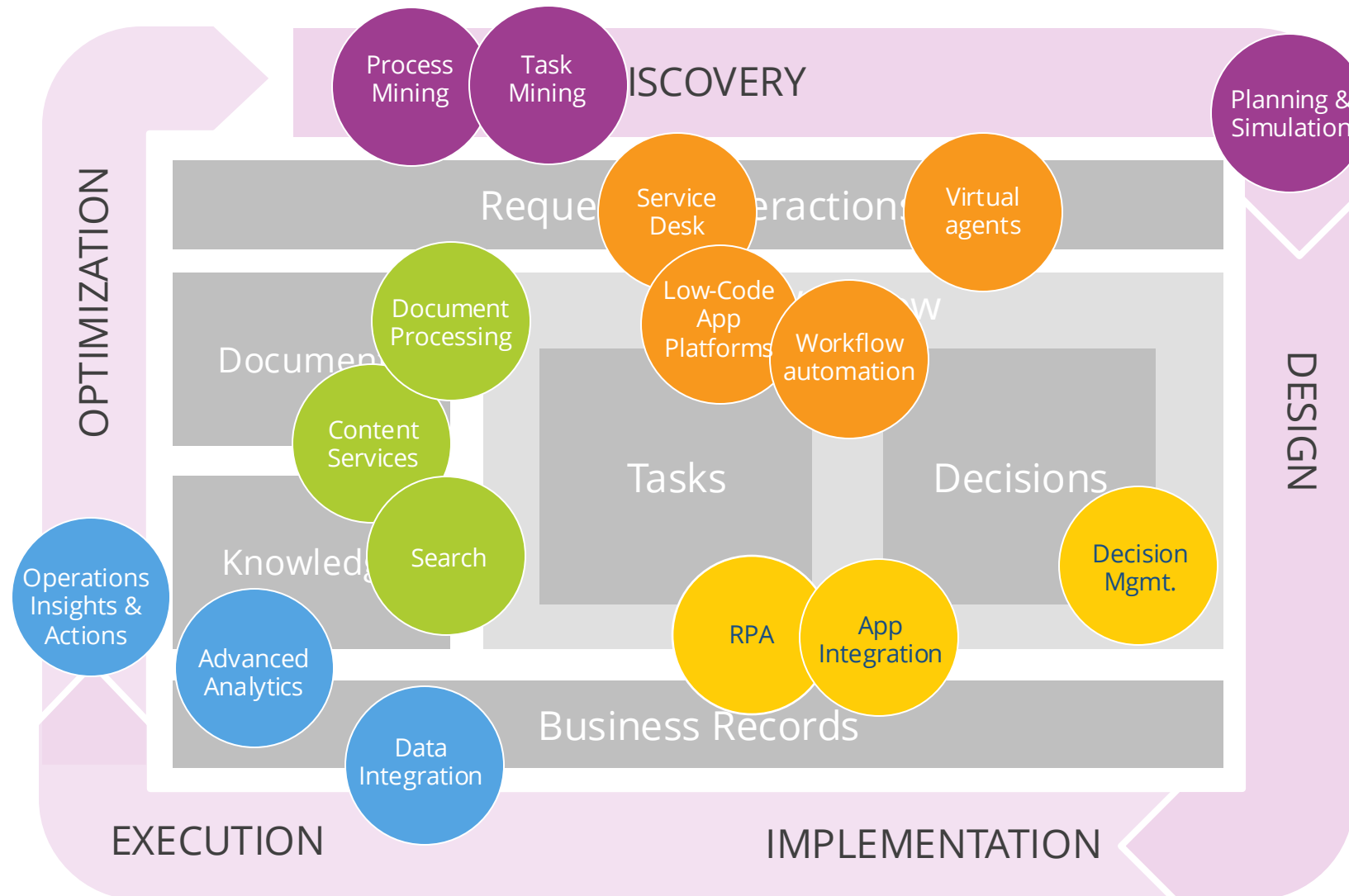
Overall - What two factors are most significantly limiting further evaluation or expanded use of GenAI in your organization?



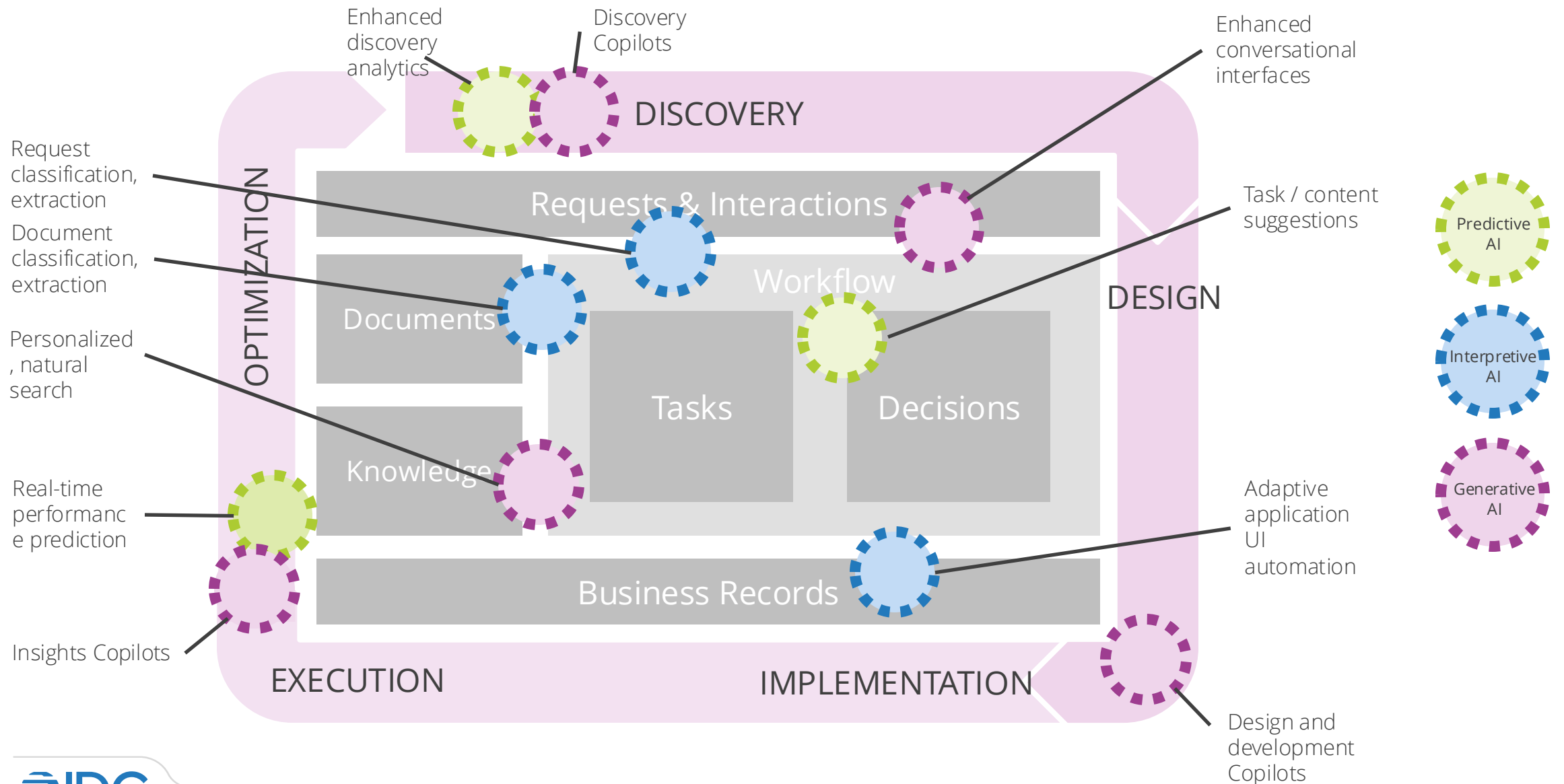
The Big Picture: a Blueprint For Modern AI-Powered Automation



5x Clusters of Automation Technologies Play Across the Blueprint



AI Technologies Add Value Throughout



Automation Leaders: It's Your Time to Shine (Again)



**AI FOMO
Energy Is
Not Enough**

The ability to **locate** AI business opportunity and **measure** AI value is critical



**Generic
Productivity
is Only the
Start**

AI use cases that really “move the needle” are anchored within **business processes**



**Automation
Platforms
Orchestrate
a Growing
Value Toolkit**

A **strategic approach to automation** embraces multiple tools and technologies to deliver maximum value



Thank you!

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