

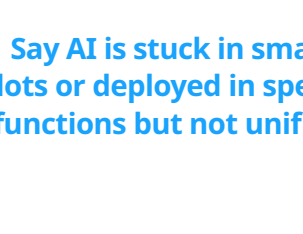
AI ambition is high, but enterprise foundation readiness is key for success

Five imperatives for enterprise AI adoption

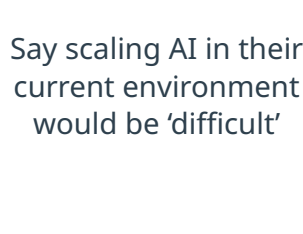
Enterprise AI ambition is accelerating, but the operating foundations beneath it are not yet ready. Research with 350+ IT leaders shows that **fragmented systems, broken processes, unclear governance, weak measurement models, and underfunded workforce readiness** are keeping AI trapped in pilots and isolated deployments.

AI ambition is rising faster than enterprise readiness

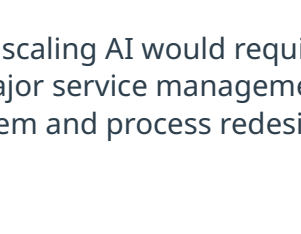
Organizations want to scale AI across enterprise service management, but many deployments remain stuck in pilots, isolated use cases, and disconnected workflows



Say AI is stuck in small pilots or deployed in specific functions but not unified



Say scaling AI in their current environment would be 'difficult'

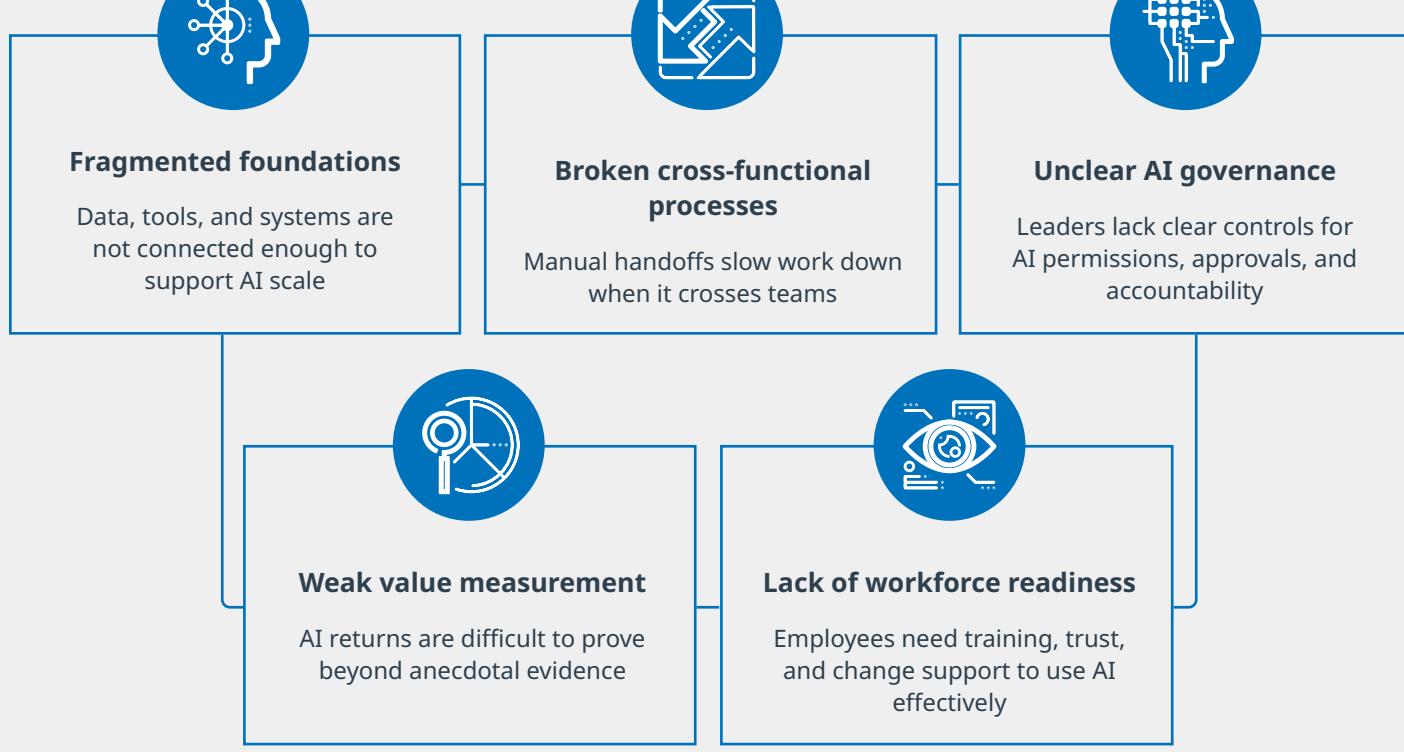


Say scaling AI would require a major service management system and process redesign

Workforce readiness must be funded alongside platform investment, because AI only delivers when people trust the outputs and understand how work will change

Five problems are preventing AI from scaling

The research points to five connected barriers that need to be addressed before AI can deliver value at scale



37%

Manual approvals and routing delays

Manual approval chains remain the biggest cross-departmental blocker. If AI-generated work still queues in human workflows, the speed advantage disappears.

31%

Lack of visibility into work status

AI cannot orchestrate work it can't see. Visibility into task status, ownership and handoffs becomes critical to scale.

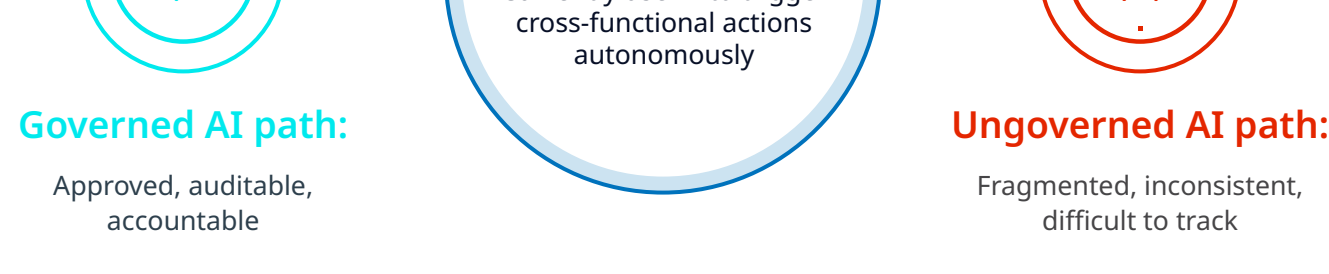
31%

Inconsistent data across systems

Agents are only as strong as the data environment underpinning them. If data is partial, duplicated or conflicting - outputs become harder to trust.

AI scale needs clear control points

As AI moves across teams and workflows, leaders need clear control over orchestration, permissions, approvals, audit trails, and accountability. Without this, AI adoption risks becoming fragmented and difficult to govern.



Build the financial case before AI scales

AI value needs to be measured from the start. Organizations that rely on anecdotal evidence will struggle to justify investment, while those with board-level metrics can connect AI to cost reduction, productivity, service quality, and business impact.

47%

Describe their demonstrated AI return as anecdotal

AI governance needs clear control points for orchestration, permissions, approvals, audit trails, and accountability

AI readiness also depends on people

AI adoption will not succeed through technology investment alone. Change management, training, employee confidence, and new ways of working need to be funded as part of delivery.

52%

Cite organizational change and adoption management as the most needed partner capability

38%

Cite accelerated technical implementation - second to change management by a significant margin

Five problems, one action agenda

To move AI beyond pilots, leaders need to address the foundations that determine whether AI can scale safely, efficiently, and commercially.



“AI built on fragmented data, legacy systems, and disconnected processes will underperform, regardless of model quality.”

Visit nttdata.com to learn more.

NTT DATA is a \$30+ billion business and technology services leader in AI and digital infrastructure. We accelerate client success and positively impact society through responsible innovation. As a Global Top Employer, we have experts in more than 70 countries. NTT DATA is part of NTT Group.