

Shift your operating model to unlock AI benefits

Transcript

SPEAKERS:

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VLAD ANICHKIN: I think there are starting points before and after efficiencies that companies need to consider, specifically around change management, how they operate and how they work together. It's not as easy to just put AI in, flip a switch in an organization, and assume everything is going to work great. I think the reality is it's a big shift in the way companies are working. It's a big shift in the operating model.

ADAM WENGERT: Efficiency is obviously important. Think about an airplane. You can keep adding power to that plane, but at some point friction is going to limit its ability to go any faster. So you add power and nothing happens. And that's the same when you look at AI and introducing efficiencies. You have to be able to take the organization along with it. So organizational elements that might get in the way, create friction, confusion, those are critical to adopting. Otherwise you're not going to be able to take full advantage of all that power — and the reduced friction that you just created in the environment. Change enablement is hugely important. Humans are still a critical part of the equation.