



## HFS HORIZONS SUMMIT

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HFS

# Automation Does Not Equal Autonomous: What's the Ongoing Role of Automation and AI in the Autonomous Enterprise?



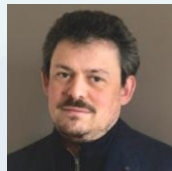
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An autonomous enterprise is about delivering the data at speed that will drive success with minimal manual interventions impeding progress.

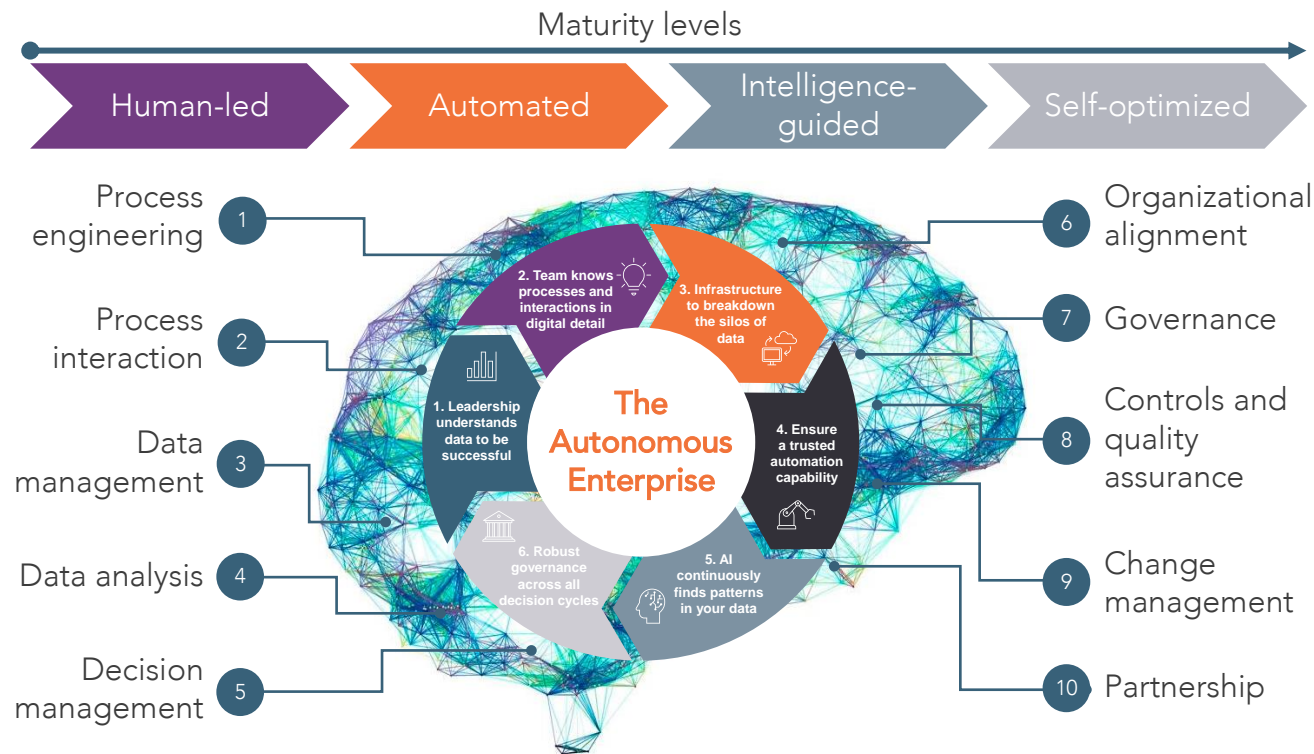
The philosophy behind the autonomous enterprise is simple: data is the strategy, process the method, automation the discipline, and AI the refinement.

The goal of an autonomous enterprise is to allow humans to remove themselves from some parts of the system to continuously improve the whole ecosystem.

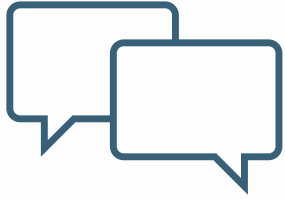
# The autonomous enterprise is about operationalizing business agility—automation and AI are strategic enablers for achieving the vision

A successful autonomous enterprise requires a combination of changes across culture, people, data, process, operating model, and governance—all working together to achieve a common goal.

Moving from one maturity level to the next generally requires all 10 core areas to evolve simultaneously.

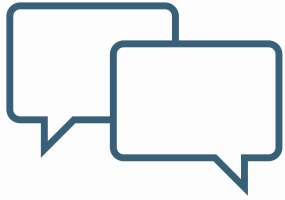


Source: HFS study, The autonomous enterprise is much more than technology—it's about operationalizing business agility



## Question 1

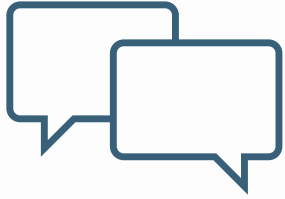
What role do you see automation and AI playing on the road to the autonomous enterprise?



## Question 2

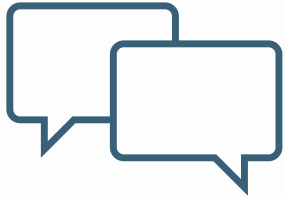
Why are 70%\* of enterprises still “automation beginners” despite significant investments and advancements in automation and AI?

\*Sample: 511 executives across Global 2000 enterprises  
Source: HFS Research Automation State of the Union study, Q4 2022



### Question 3

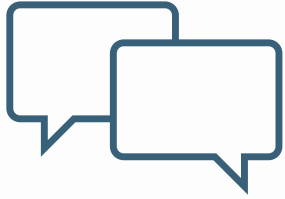
Technology is an essential component of building the autonomous enterprise. What else must evolve to operationalize business agility?



## Question 4

Will Generative AI and the LLM-ization\* wave bring us closer to the autonomous enterprise?

\* LLM: Large language model



### Question 5

What role will business and IT service providers play in helping enterprises drive the autonomous enterprise vision?