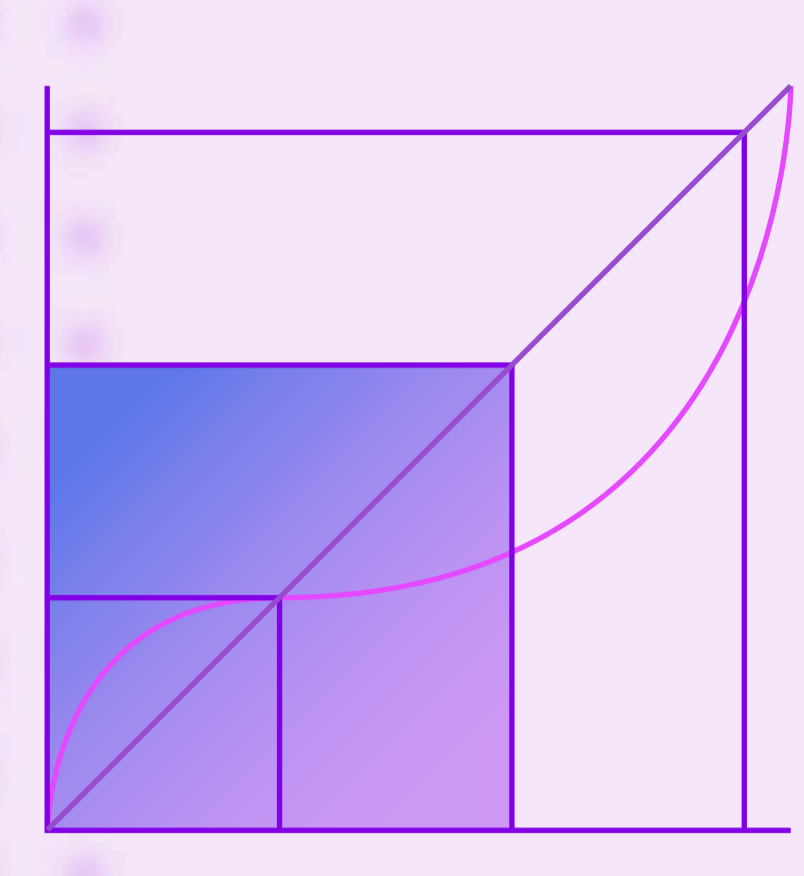


TRANSFORM IT WITH AI: STAY AHEAD IN 2025

A glimpse into the strategies redefining IT—get the complete guide for actionable insights.

Moveworks

4 Big Shifts IT Teams are Making with AI 2025

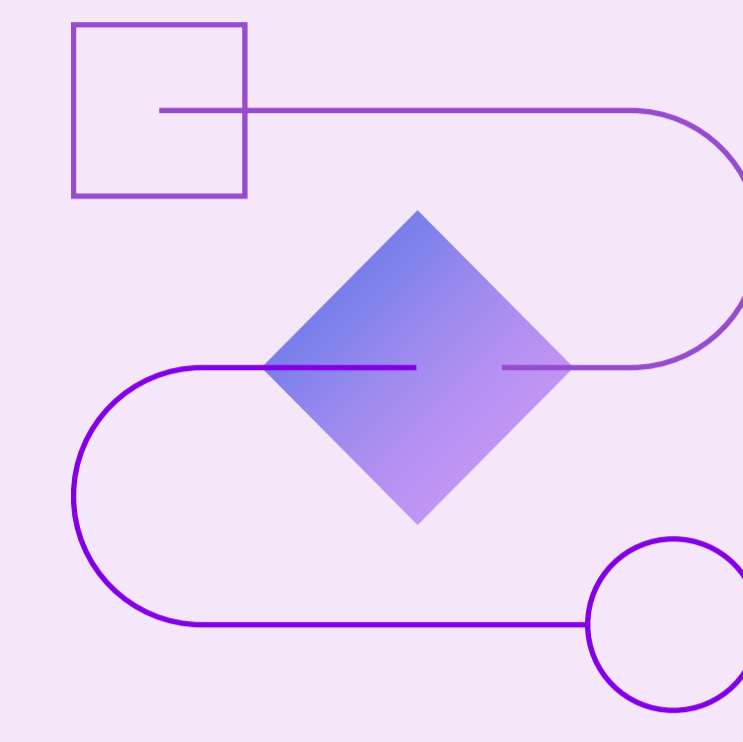
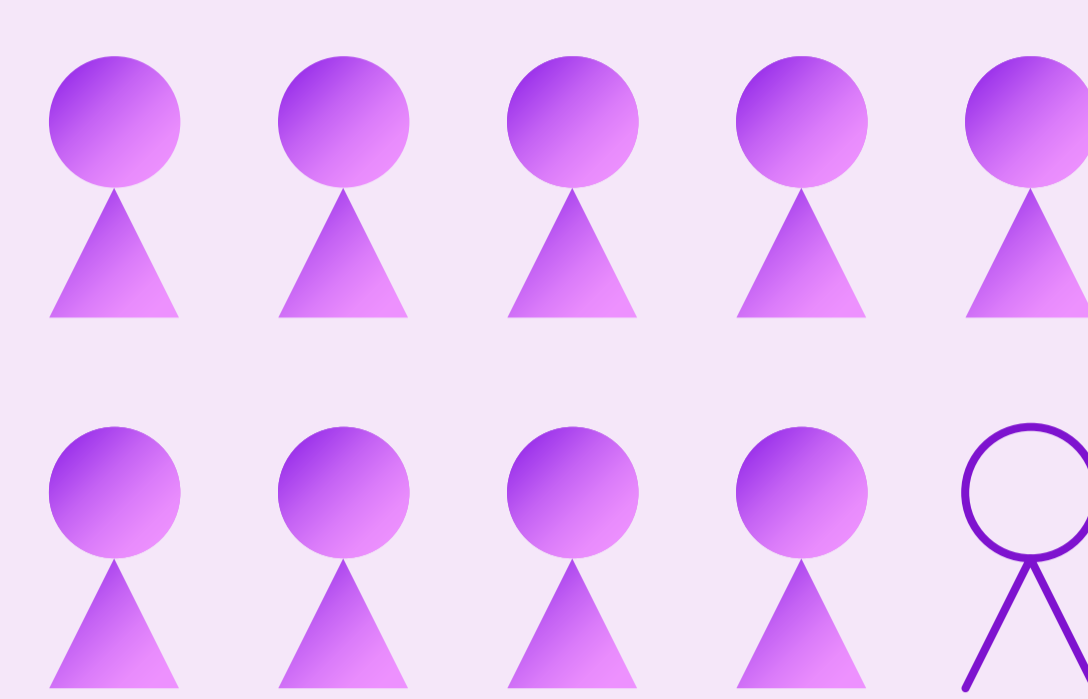


60%

report that their companies are increasing AI investments (1)

9 out of 10

believe that GenAI will have a major impact(2)



Now in 2025, the question is no longer, "Should I use AI?", but rather, "How should I use AI?".



See a sneak peak into the 4 big shifts IT teams are making in AI

50%

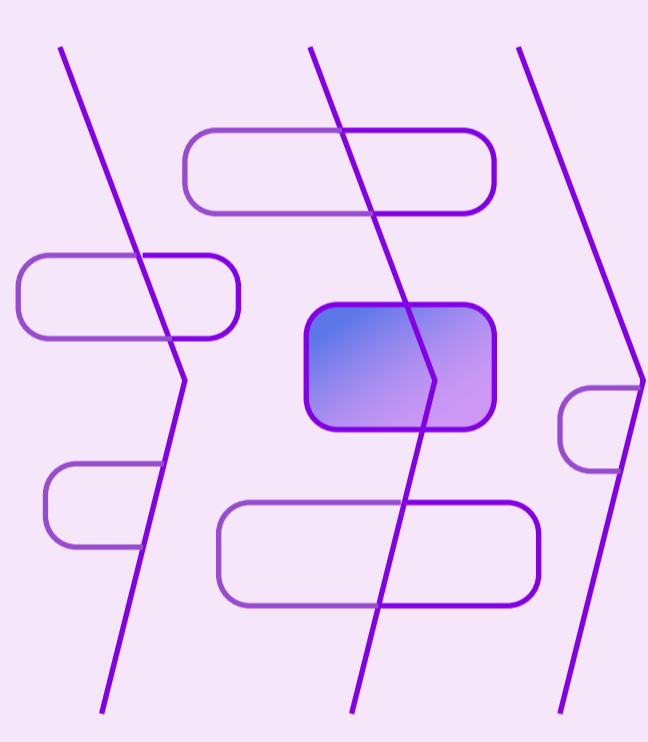
best-in-class organizations resolve tickets in less than half the industry average

1. Leading IT Orgs Use AI to Improve and Benchmark Performance



Why it matters: AI enables better performance across key IT metrics and lets you stay competitive by identifying gaps and optimizing resource allocation.

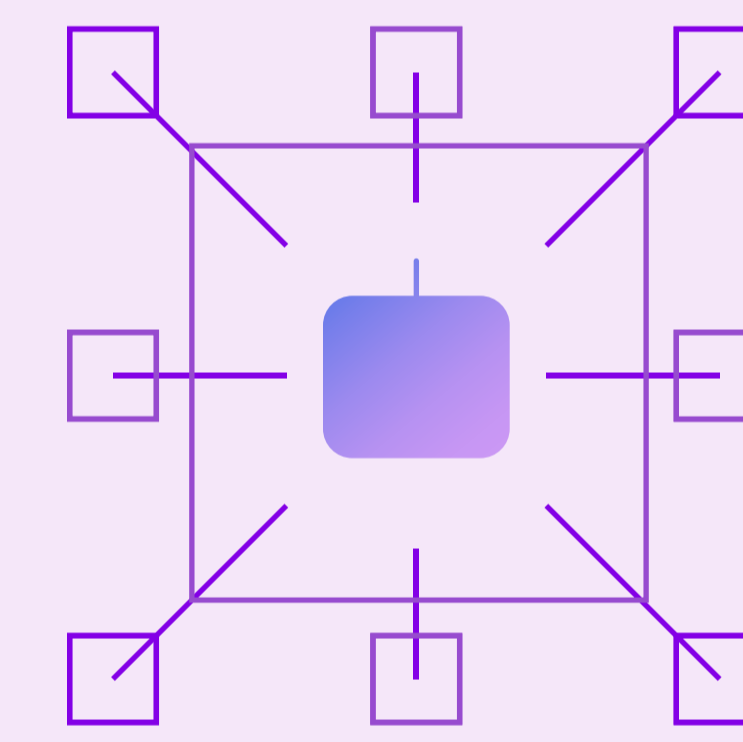
2. Leading Orgs Centralize & Simplify IT Operations



AI assistants help to streamline workflows, improve efficiency, and provide tailored support

30%

of Fortune 500 companies will offer service only through a single, AI-enabled channel through text, image, and sound by 2028.



Enterprises have hundreds of apps – leading orgs unify these into a single AI platform.



Key impact: Cut complexity, boost efficiency, and simplify workflows.

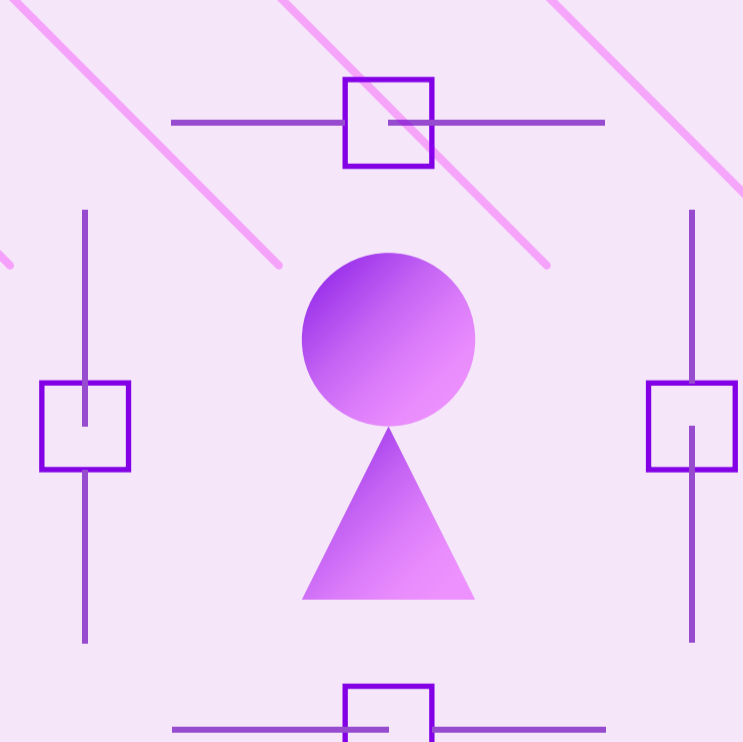
3. Reduce IT Workloads with Enterprise Search

30%

Knowledge workers spend 30% of their time looking for information(2)

35%

AI will facilitate more than 1/3 of all enterprise search activities, significantly enhancing the efficiency of data retrieval processes.(3)



Equip employees with self-service access to information.

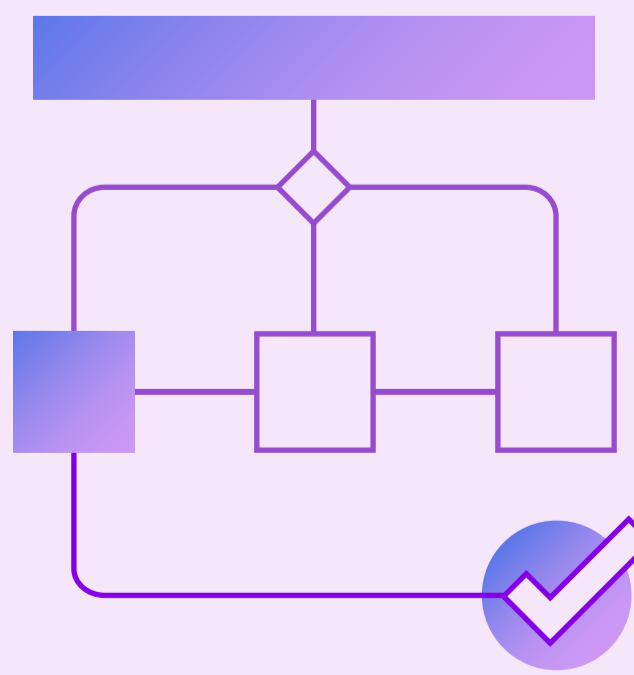


Results: Search enables reduced ticket volume and frees up IT for critical tasks.

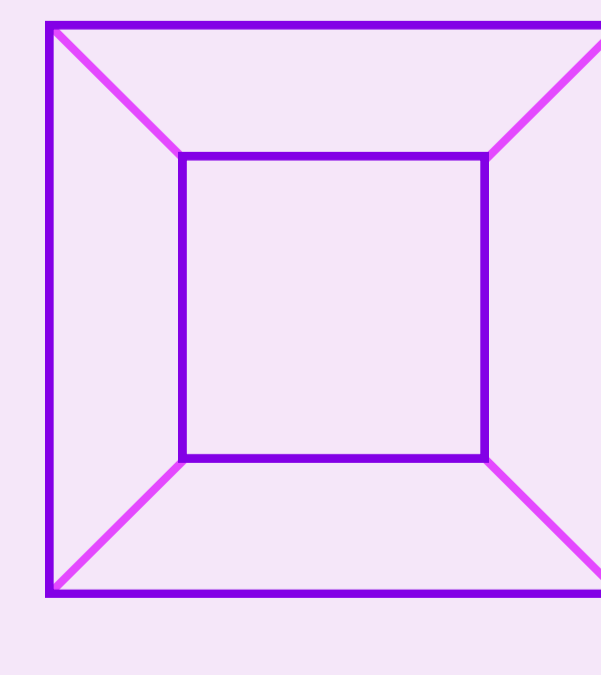
4. Build AI Agents to Accelerate Transformation

50%

Of respondents are using some form of agents today(4)



Combine reasoning, planning, and action for adaptable solutions.



Deploy AI agents to automate multi-step workflows.



Outcome: Make building automations ultra-fast to achieve higher productivity with fewer resources.

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