



# THE ADOPTION OF AI

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Business functions in which AI has been adopted, by industry,<sup>1</sup> % of respondents

	Service operations	Product and/or service development	Marketing and sales	Supply-chain management	Manufacturing	Risk	Human resources	Strategy and corporate finance
Telecom	75	45	38	26	22	23	17	15
High tech	48	59	34	23	20	17	21	17
Financial services	49	26	33	7	6	40	9	14
Professional services	38	34	36	19	11	15	16	11
Electric power and natural gas	46	41	15	14	19	14	15	14
Healthcare systems and services	46	28	17	21	9	19	18	13
Automotive and assembly	27	39	15	11	49	2	8	6
Travel, transport, and logistics	51	34	32	18	4	4	2	3
Retail	23	13	52	38	7	9	8	0
Pharma and medical products	31	31	27	13	28	3	6	4

<sup>1</sup>This question was asked only of respondents who said their organizations have piloted or embedded at least 1 AI capability in 1 or more functions or business units. Respondents who answered "don't know" or "none of the above" are not shown. For telecom, n = 77; for high tech, n = 215; for financial services, n = 306; for professional services, n = 221; for electric power and natural gas, n = 54; for healthcare systems and services, n = 67; for automotive and assembly, n = 120; for travel, transport, and logistics, n = 55; for retail, n = 46; and for pharma and medical products, n = 65.

We have all heard about self-driving trucks and drones delivering your packages. These trends are an example of how an increasing number of industries are implementing AI to maximize their workforce's outputs. Supply chain initiatives that were previously too complex or time consuming for an individual can now be powered by a machine in a fraction of the time. Supply chain professionals are using the applications to identify areas of improvement in addition to increasing their yield of services.

According to AI Multiple, automotive manufacturing, travel, transport and logistics service operations and high tech product development are three of the top areas where AI is making its mark. These fields are even implementing demand forecasting to "reduce error rate significantly compared to traditional forecasting methods such as ARIMA, AutoRegressive Integrated Moving Average, and exponential smoothing methods." Will your company be adopting AI?

# Sources

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AI Multiple- <https://research.aimultiple.com/logistics-ai/>

Ai Multiple- <https://research.aimultiple.com/demand-forecasting/>

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