

AI-driven Automation and Business Transformation

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Abstracts

This report analyses organisational transformations driven by the integration of AI into the contemporary economy and assesses the ability of institutions to adapt to end-to-end automation. It highlights the transition from isolated applications to integrated platforms that position AI as a cross-cutting service at the core of operations, aligned with innovation cycles, global investment flows, and increasing state involvement.

The study explores the consolidation of regulatory frameworks and their implications for governance, addressing issues such as traceability, human oversight, technical accountability, algorithmic fairness, and digital sovereignty. It also examines the technological and organisational models that underpin intelligent automation, including AI agents capable of setting objectives, planning tasks, and working alongside human colleagues in a co-piloting model that supports broad-based skills development.

Through sector-specific use cases – spanning supply chains, finance, healthcare, automotive, retail, and telecommunications – the report identifies key success factors: robust data governance, transparency, resource sharing, and effective change management. It further incorporates an analysis of valuation methods and ROI models, while outlining prospective trajectories for 2025–2035, including adaptive workflows, edge computing, and hybrid quantum technologies.

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