Effective AI is more than just technology

The vast majority of organizations are using AI, but admit they have yet to see ROI from AI. This is because technology is only part of the challenge. Organizations must also consider the role employees play in maximizing the return on AI investments.
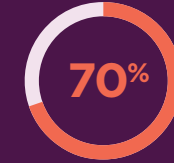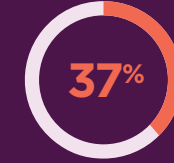
Ready or not, AI is here.

AI integration is still in its early stages at most organizations. Only 1% of C-suite leaders consider their generative AI efforts mature.[1] Nearly two-thirds of organizations admit they have yet to see ROI from AI.[2]
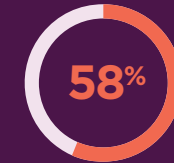
What prevents effective AI adoption? It starts at the top:

70% of leaders say their culture isn't ready for generative AI.[6]

37% of CIOs are skeptical about adopting AI.[4]

58% of IT leaders are concerned about using sensitive data in AI models.[5]

While leadership worries about the effects of adopting AI, employees are adopting AI anyway — on their own terms and without proper guidance. **41% of millennial and Gen Z employees admit to undermining their organization's AI strategy, including refusing to adopt assigned AI tools or strategies.[6]**

Empowering workers with the right skills and support is critical to unlocking AI's full value. Preparation is everything. Yet, nearly half of employees feel they lack sufficient AI training.[1]

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AI adoption will increase, with or without approval

Even with some skepticism about implementation, organizations understand the long-term value of AI. The vast majority of business leaders believe AI adoption will lead to more impactful work.[7]

The top business priority for organizations investing in AI is improving employee productivity.[2]

Employees understand this as well and have overwhelmingly embraced generative AI. In fact, **9 in 10 employees are using generative AI**, but without approval or oversight from their organization.[8]

Even more concerning, 80% of AI users bring their own tools to work.[9]

AI adoption will increase no matter what, so strategizing, securing, and optimizing for AI adoption is a must.

80% of organizations with a formal AI strategy report being very successful at adopting and implementing AI. Only 37% of organizations without a formal AI strategy reported the same.[6]

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Effective AI is employee-focused

AI adoption is much more than a technological challenge: **The biggest challenges are often people-based.**

92%

of organizations say the obstacles they're encountering to becoming more data- and AI-driven are people-based, not technology-based.[10]

Hiring employees with AI experience and training current employees on AI have become top priorities. **72% of organizations say they lack data infrastructure skills.**[10]

Until the ranks can be filled with upskilled employees,

79%

of organizations are planning to use, or are actively using, AI professional services to bridge internal skills gaps.[2]

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Go beyond technology with Lenovo AI Adoption and Change Management Services

At Lenovo, our professional consultants meet organizations wherever they are on their AI journey. Whether ensuring employees and IT teams are trained in technology and processes or transforming the work culture to adopt these technologies, organizations can thoughtfully apply proven Lenovo methodologies to their people, processes, security, and technology.

Lenovo AI Adoption and Change Management Services aids in deploying AI within organizations, equipping teams to be prepared for AI, and ensuring they meet their business goals.

Teams who follow our AI adoption framework report:[11]

- ✓ Higher adoption rates
- ✓ Reduced task completion times
- ✓ Greater user satisfaction
- ✓ Significant efficiency gains

31%
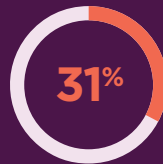
Employees using Microsoft Copilot with our AI adoption framework experienced a **31% improvement** in efficiency — **saving 3.5 hours** of work per week — compared to employees who used Copilot without our adoption framework.[11]

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Accelerate to smarter AI

Lenovo AI Adoption Services is a tailored set of consulting services that puts your team at the forefront of AI implementations. Lenovo AI expertise can help your organization unlock better business outcomes and empower your workforce. We work collaboratively with your team to:

Define objectives

We collaborate with stakeholders to define AI adoption objectives, establish KPIs, develop a tailored strategy, and assign roles to ensure alignment and accountability.

Gather data

Next, we gather data on departments and roles, segment users for targeted strategies, identify high-impact AI use cases with stakeholders, and prioritize them by business value and ease of adoption.

Identify personas

Then we identify distinct personas to tailor AI training and use cases, create persona-specific training materials, and develop a communication plan to drive awareness and manage obstacles.

Select champions

We identify and engage key influencers, define a delivery and communication plan, and train champions to promote AI adoption.

Implement and iterate

Together, we conduct training sessions to enable users, monitor adoption using identified tools, gather feedback to address challenges, provide ongoing support, and apply insights to enhance AI adoption.

Scale and support

Finally, we define expansion plans, provide scaling recommendations, measure adoption KPIs, and manage handover.

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Transform into a smarter AI organization

Lenovo AI Change Management Services provides a bridge from "not ready for AI" to ROI, through our suite of consultative professional services that draw on our global AI expertise. Lenovo's professional consultants help you cross that bridge through our:

Cultural Readiness Index
Assess organizational readiness through leadership interviews and deliver actionable recommendations.

Assessment and planning
Review current tools, culture, and workflows to identify gaps and shape a change strategy.

Strategy development
Build stakeholder engagement, communication plans, and user-focused adoption strategies.

Implementation
Deliver AI training and workshops, with tailored materials to support skill-building.

Closure and continuous improvement
Measure effectiveness, gather feedback, and refine the plan for long-term success.

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Why Lenovo AI Services?

Lenovo is at the forefront of AI leadership. With global reach, a wide range of industry partnerships, and deep in-house expertise, we empower organizations with:

Lenovo **AI Innovators** partnerships and **AI Center of Excellence** provide tailored solutions and actionable insights to continuously optimize your AI initiatives.

Customized training
Tailored programs for different skill levels

Change management
Expertise in smooth transitions and fostering innovation

User-centric design
Solutions designed with end-user input for better usability

Ongoing support
Continuous support and feedback loops for improvement

Ethical AI
Commitment to transparent, fair, and unbiased AI practices

Proven expertise
In-house proficiency and a successful track record

50+	AI solution providers
165+	enterprise AI solutions
180+	countries served
30+	channel partners
70	AI optimized infrastructure products
4	global AI Innovation Centers
18	research and development centers globally
10K	IT professionals and engineers in AI, cloud, and security

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Accelerate and optimize your AI adoption

Lenovo AI Adoption and Change Management Services ensures your culture is ready for innovation, your employees are equipped for change, and your AI implementation delivers on its full potential.

Contact your Lenovo sales representative to learn more about our AI Adoption and Change Management Services.

Smarter technology for all

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