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AI STAKEHOLDERS ↗

The Operations Perspective

FEBRUARY 2025

AI is not just for technology teams anymore. It's everywhere, transforming every business function and delivering tangible results across the enterprise. Departments are now empowered to harness AI directly, fuelling innovation and efficiency without waiting for IT. The result? A more agile, data-driven organisation where AI unlocks value and drives competitive advantage.

Over the past two years, Ecosystm's research – including surveys and deep dives with business and tech leaders – has consistently pointed to AI as the dominant theme.

Here are some insights for Operations Leaders from our research.

Optimising Operations with AI: Leaders See the Value

60% currently use AI for Intelligent document processing but Operations Leaders plan to expand its application to other areas.

70%

Workflow Analysis

63%

Fraud Detection & Prevention

61%

Streamlining Risk & Compliance Processes

Source: Ecosystm, 2025

The Voice of Asia's Operations Leaders

"AI is transforming how we work – from streamlining workflows to optimising transportation routes, making operations faster and smarter."

"With AI-powered vision and sensors, we've boosted efficiency, accuracy, and safety in our manufacturing processes."

"From fraud detection to claims processing, AI is safeguarding our transactions and improving trust in our services."

"Our AI-driven logistics solution has cut costs, saved time, and turned complex operations into seamless processes."

Operations Takes a Seat at the AI Strategy Table

With 54% of organisations prioritising cost savings from AI, Operations shapes AI strategy and use cases – but often lacks control over data and solutions.

56%

of Operations Leaders help define high-value AI use cases

Yet only 7%

have data governance responsibilities

Source: Ecosystm, 2025

Operations Leaders Face Barriers in AI Adoption

40%
Data access across siloed systems

38%
Limited use cases & insufficient research

34%
Limited AI skills, expertise, or knowledge
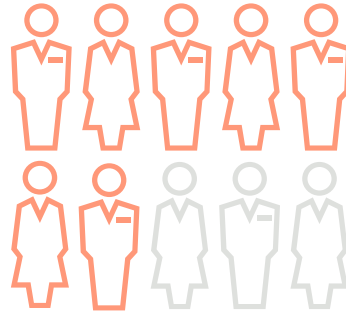
Source: Ecosystm, 2025

Despite the Challenges, Operations Leaders Will Prioritise AI in 2025
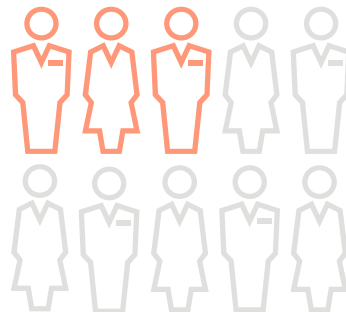
KEY OUTCOME EXPECTED

7/10

Cost savings

MAIN DATA FOCUS

3/10

Identifying Better Use Cases

Source: Ecosystm, 2025

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