



ecosystem.

AI STAKEHOLDERS



The Tech Leader's Perspective

MARCH 2025



AI has evolved beyond IT, reshaping business functions – with increased autonomy, teams can build more agile, data-driven organisations where AI drives substantial value and competitive advantage.

The greatest impact, however, has been on tech teams.

AI has streamlined operations, automated routine tasks, and allowed IT to focus on strategic projects, boosting efficiency, cutting costs, and enhancing system reliability. This shift transforms IT from system maintenance to building the intelligent infrastructure and systems of the future.

Ecosystem research reveals key findings that Tech Leaders need to know.



Tech Leaders Are Betting on the Immense Potential of AI

Though 61% currently leverage AI for IT support and helpdesk automation, Tech Leaders are aiming for broader deployment across infra, development, and security.

80%



**Cloud Resource
Allocation &
Optimisation**

76%



**Network
Optimisation &
Performance
Monitoring**

70%



**Software
Development &
Testing**

63%



**Cyber & Threat
Detection**



The Voice of Asia's Tech Leaders

INFRASTRUCTURE LEADER

"We use AI to scale infra dynamically, while automating maintenance to prevent outages. We're achieving unprecedented efficiency and freeing our teams for strategic work."

CYBER LEADER

"AI isn't a silver bullet, but it's a powerful tool in combating cyber threats. It boosts our threat intelligence and fraud analysis – we use AI to enhance, not replace, our security team."

APPLICATION DEVELOPMENT LEADER

"AI QC tools have reduced our bug count by 30%, leading to faster release cycles and a 10% improvement in internal customer satisfaction with our software."

DATA SCIENCE LEADER

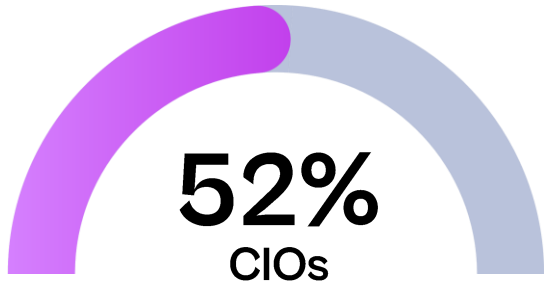
"We're finally being able to leverage our data! For e.g. AI-powered agents deliver personalised customer support at scale, and AI-driven network optimisation ensures seamless connectivity for our IT infra team."



Tech Teams Aligning for Smarter AI Deployments

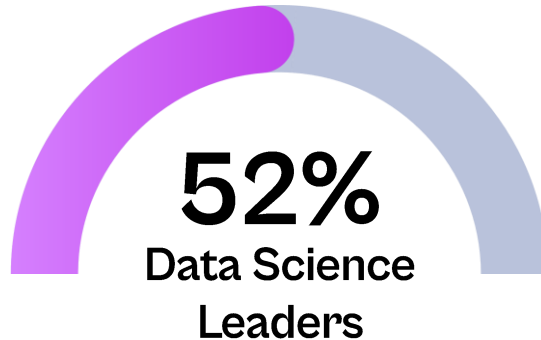
The responsibility of identifying viable use cases, building and maintaining systems, and ensuring data governance is shared across various tech leaders.

DEFINING AI USE CASES



CIOs, in collaboration with business leaders, define use cases considering infra needs.

IMPLEMENTING & MANAGING AI



Data Science Leaders bridge AI's technical capabilities and its real-world business applications.

DATA GOVERNANCE & OWNERSHIP



CISOs protect data, while CIOs manage the systems that store and organise it.



Despite AI's Potential, Tech Leaders Must Navigate Several Challenges

42%

Use case prioritisation

38%

**Limited AI skills,
expertise, or knowledge**

38%

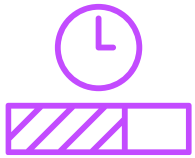
**Lack of a holistic AI
strategy**

Source: Ecosystem, 2025



Despite the Challenges, Tech Leaders Will Continue to Prioritise AI in 2025

KEY OUTCOMES EXPECTED



56%

Increased Productivity of Tech Teams



53%

Tech Cost Optimisation

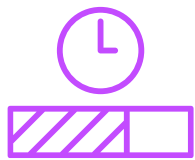
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For more Ecosystem
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