

FROM INSIGHTS TO IMPACT: CONNECTING THE AI-FUELED ENTERPRISE IN 2026



AI is moving from insight to action—and rearchitecting the future along the way. Today's leaders are already making moves towards human-agent teams—**only 1% of IT leaders surveyed by Deloitte report no major operating model changes underway.** But this shift demands more than experimentation—it requires readiness.

66%

of organizations are piloting or exploring options around AI-enhanced enterprise architecture.

EXPLORE THE TOP TRENDS FOR THIS YEAR AND BEYOND IN THE 2026 WORKFLOW AUTOMATION OUTLOOK.

[Read the report](#)

Here are five questions you can confidently answer with Deloitte's top workflow automation insights:

Q HOW CAN I LAY THE FOUNDATION FOR SUCCESS IN THE AI-ENABLED WORLD?

A BY ENABLING THE FUTURE OF YOUR BUSINESS WITH AI-READY ARCHITECTURE

With safe and trustworthy AI across integrated systems, you can make informed decisions in complex environments and build a well-connected enterprise.

Orica increased transparency of priorities and reduced effort managing documents and risk assessments.



Q WHAT'S THE IDEAL BALANCE WHEN FACED WITH TECH AND PROCESS TRANSFORMATION?

A REIMAGINING PROCESSES, AND NOT JUST TOOLS, IS THE CRUX OF SUCCESS

Turn firmly established processes into adaptive systems of action where context-aware agents can collaborate across departments autonomously.

A Giga City project saw:

30-40%

efficiency gains in IT operations

15-20%

improvement in employee satisfaction

Q HOW CAN I KEEP AI GUARDRAILS FROM CONSTRAINING INNOVATION?

A BY REPOSITIONING GOVERNANCE AS A GROWTH ENGINE

When you embed trust, transparency, and oversight into how AI operates, you can move faster, scale responsibly, and innovate without slowing momentum.

A health care authority achieved:

99.9%+

availability for critical health care operations

2,500

community profiles expanded

Q HOW CAN I MOVE SYSTEMS OF RECORD TOWARD AUTONOMOUS ACTION?

A BY STARTING WITH A SERVICE-LED CRM THAT ACTS—AUTONOMOUSLY

Gain real-time visibility into your customers' needs, enable autonomous action across their life-cycle, and turn every interaction into momentum.

An analytics software company delivered:

70%

front and back office sub-processes streamlined

84

legacy applications retired

Q HOW CAN I GO BEYOND A 'JUST KEEPING THE LIGHTS ON' MENTALITY?

A CLEARLY TYING TRANSFORMATION INITIATIVES TO OUTCOMES

By embedding continuous optimization into how work runs, you can turn platforms and services into engines of value that deliver results every day, not just at year end.

A communications enterprise realized:

USD \$69M

in net benefit

USD \$10.7M

in savings

Together, Deloitte and ServiceNow can help you turn insights into impact—building a world where AI acts, humans decide, and outcomes accelerate.



[Get in touch today](#)



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