# Industry leaders discuss the challenges and benefits of AI automation



Recent discussions among industry leaders highlight the evolving landscape of artificial intelligence (AI) automation within business settings. As companies increasingly recognise the widespread benefits of AI, the complexities of its effective implementation have become a focal point.

In a recent statement, Ted Kenney, the Chief Information Officer (CIO) of the technology firm Access, emphasised that while AI is omnipresent, its successful deployment in a business context is fraught with challenges. Kenney noted, “Balancing implementation with adequate training, proper adoption, and careful measurement of costs and benefits is essential, particularly to protect company resources.” His approach to integrating AI involves working closely with commercial software vendors to facilitate proofs-of-concept that demonstrate their out-of-the-box functionality. He asserted that the measure of success in this endeavour would hinge on user adoption, a reduction in manual tasks, and improvements in both sales and customer satisfaction.

In addition to operational considerations, the focus on responsible AI usage is gaining traction. Denise Reilly-Hughes, Secretary and CIO of the Vermont Digital Services Agency, brought attention to the dual nature of AI's rapid advancements, stating that while the opportunities for utilising AI are expanding daily, so are the associated risks. Her comments underline the importance of not only leveraging AI for business growth but also ensuring that its implementation is ethically sound and minimizes potential drawbacks.

These insights reflect a broader trend within the business community, where the integration of AI is seen not just as a technological upgrade but as a complex transformation that requires strategic planning and ongoing oversight. The implications for how businesses operate, engage with customers, and train their workforce are profound as AI continues to evolve.

Source: [Noah Wire Services](https://www.noahwire.com)

## Bibliography

1. <https://www.cio.com/article/3629833/9-it-resolutions-for-2025.html> - Corroborates Ted Kenney's statement on the challenges of AI implementation and his approach to integrating AI with commercial software vendors.
2. <https://www.cio.com/article/3629833/9-it-resolutions-for-2025.html> - Supports the focus on responsible AI usage and the comments from Denise Reilly-Hughes on the ethical implementation of AI.
3. <https://www.pwc.com/us/en/tech-effect/ai-analytics/ai-predictions.html> - Highlights the importance of responsible AI practices, risk management, and systematic approaches to AI governance in 2025.
4. <https://www.pwc.com/us/en/tech-effect/ai-analytics/ai-predictions.html> - Discusses the broader trend of AI integration as a complex transformation requiring strategic planning and ongoing oversight.
5. <https://cloudwars.com/innovation-leadership/top-5-2024-cio-challenges-ai-cloud-migration-remote-work-business-alignment-and-cybersecurity/> - Details the challenges of AI adoption, integration into business processes, and the need for upskilling the workforce, aligning with the operational considerations mentioned.
6. <https://cloudwars.com/innovation-leadership/top-5-2024-cio-challenges-ai-cloud-migration-remote-work-business-alignment-and-cybersecurity/> - Emphasizes the importance of aligning IT with business expectations and managing the ethical and operational implications of AI.
7. <https://www.cio.com/article/3629833/9-it-resolutions-for-2025.html> - Mindy Lieberman's comments on transforming operational efficiency, maximizing business productivity, and enhancing employee experiences through AI.
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9. <https://cloudwars.com/innovation-leadership/top-5-2024-cio-challenges-ai-cloud-migration-remote-work-business-alignment-and-cybersecurity/> - Discusses the cultural and technological shifts required for effective AI integration, including the need for continuous oversight and strategic planning.
10. <https://www.cio.com/article/3629833/9-it-resolutions-for-2025.html> - Highlights the importance of measuring AI success through user adoption, reduction in manual tasks, and improvements in sales and customer satisfaction.
11. <https://www.cio.com/article/3634947/9-buoni-propositi-it-per-il-2025.html> - Please view link - unable to able to access data