AI ADOPTION IN THE ENTERPRISE

As consumers, we expect technology to be smart, simple to use, to anticipate our wants and needs and allow us to get back to tasks that humans do best: build relationships, make strategic judgements, create.
In contrast, enterprises are slower to adopt due to several perceived challenges.

AI makes employees :

HAPPY
74% agree that employee satisfaction has increased since implementing AI solutions to assist with operational tasks.
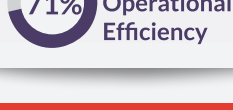
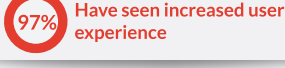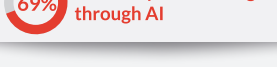**PRODUCTIVE**
82% agree that AI has given back hours used to perform additional value-add activities.

AI enablement will:

71% Impact Operational Efficiency

87% Reduce Risk and Increase Quality

AI offers a big boost to IT:

69% Currently automating IT through AI

97% Have seen increased user experience

86% of respondents expect to have network solutions making autonomous decisions, such as troubleshooting network or device problems, responding to individual issue tickets or managing the network's forward-looking capacity planning in the near future.

✓ Leadership within organizations expect AI to supplement and enhance their networking and cyber security capabilities which continue to rise in demand with an increasingly digital world.

✓ Adoption of AI in the networking space continues to accelerate, with a focus on enhancing user experience, predictive insights and augmentation of security duties.

IS YOUR ORGANIZATION READY?

ONLY

95% believe AI would benefit their organization if it were embedded into daily operations, products and services.

22% are using AI powered solutions to automate or aid decisions for their employees.

73% are struggling to prepare their workforce to integrate with AI systems.

3 TOP CHALLENGES RELATED TO AI ADOPTION

WE CAN HELP!

Juniper, driven by Mist AI makes adopting AI easy

1

AI-Ready Technology Stacks

58%
Challenge 1: Developing AI Models and Data Sets that can be used across the company.
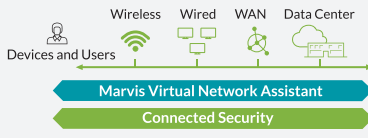
CLOUD ARCHITECTURE

Built with a modern microservices cloud architecture, Mist AI delivers scale and agility with AI-driven automation and insight across wireless access, wired access, and SD-WAN domains.

Marvis, the Virtual Network Assistant powered by Mist AI, is constantly learning, and uses an ever-growing knowledge base to proactively correct issues in real-time, predict problems before they occur, and/or solve trouble tickets.And Juniper's solutions translate into real cost savings - up to 78% on your investment.
Calculate your savings with Mist AI.

Wireless   Wired   WAN   Data Center
Devices and Users
Marvis Virtual Network Assistant
Connected Security

2

Readying the Workforce

56%
Challenge 2: Developing AI Tools and Opportunities for Employees.

EASE OF IMPLEMENTATION

The Marvis Virtual Network Assistant (VNA) leverages Mist AI to transform how IT teams interact and engage with enterprise networks.

- A conversational interface uses natural language to understand user intent.
- Real-time insights and simplified troubleshooting at the client, device, and site level help boost service quality.
- AI-driven support validated by Mist AI can **decrease** user-generated tickets by up to **90 percent**.
- With a plug-and-play model, automation with APIs, masterclasses and bootcamps - getting started is easy.
- See how Dartmouth transformed their Campus Experience with AI-Powered Insight and Automation.

3

AI Governance

87%
Challenge 3: Implementing meaningful and appropriate AI Governance

CLIENT-TO-CLOUD INSIGHT

Juniper AIOps helps maintain and regulate AI policies by providing critical capabilities that simplify complex networks and provide client-to-cloud insight that can be invaluable for AI Governance, like:

- Where does your data come from and how good is it?
- How secure is your data, the model and its use?
- Does your data cost and how does it generate value?

Juniper's Self-Driving Network predicts network behavior and offers recommendations or remediations for fixing degraded performance and other anomalies. It enables you to automate tasks, at the level just right for your organization, and helps improve:

- Accountability - Defining and documenting manual, assisted or automatic network rules and policies.
- Audit - Automatically generating activity, security and system logs for system operation and Governance.
- Time - Frequency and duration metrics support the creation and monitoring of KPIs

In January 2021, Juniper Networks conducted primary research of organizations to assess company positions in the Artificial Intelligence market. The survey (700 respondents) was conducted across various industries, covered AI market usage, acceptance, opportunities for growth, challenges in adoption, AI governance and strategic decisioning. The insights shared in this document summarize the survey results and Juniper's experience in understanding the future of the Enterprise Artificial Intelligence space. Click here to access the AI gap presentation.