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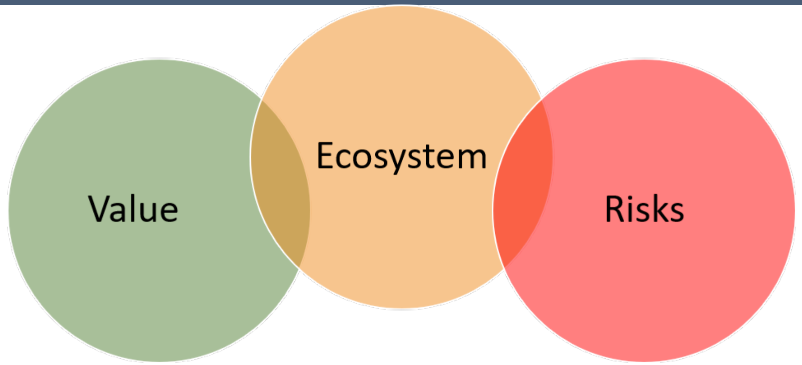
Evaluating Technologies in the AI Era: Value, Risk, Ecosystem



Value

- 19% say AI initiatives have met or exceeded ROI goals, while 18% say fewer than 33% of AI use cases meet defined metrics CIO.com
- AI ROI measurement of top-line revenue growth + bottom-line profitability nearly doubled to 21.7%, while productivity gains collapsed 5.8% as the leading success metric. – Futurum
- Primary benefits of AI (beyond ROI) – Protiviti
  - Efficient business processes (40%), process cost savings (31%), resource optimization (26%), employee productivity (25%)
  - CX enhancements (23%), Agility in changing markets (16%), improved product / GTM (15%)
- AI-native companies are operating at entirely different scales, with some achieving $300,000 to $450,000 per employee. Elvex

Risks

- AI risks most concerning – Deloitte
  - Data privacy/security 73%, regulatory 50%, governance 46%
  - Model quality 46%, workforce impact 30%
- How much do you trust the vendor's AI? And how much lock-in are you prepared to accept? – Kai Waehner
- "The enterprise's leverage is highest before signing and lowest after two years of integration" – Arjun Jaggi
  - 44% Of enterprise AI vendor contracts require renegotiation within 18 months due to unmet performance expectations
  - 3.1x Average price increase when an enterprise renews an AI contract after becoming operationally dependent
  - $8.4M Average switching cost when an enterprise replaces a deeply integrated AI platform after two years

Ecosystem

- Best AI APIs – Real-world performance + accuracy, transparent pricing, customization + flexibility for diverse use cases
- StarCIO – Partnership breadth · Integration/APIs/Plugins · Data portability · Skillset availability · Community sentiment · Leadership accessibility · Relevant case studies