# 3 reasons workplace AI adoption stalls

After two years of experimentation in the wake of ChatGPT's initial release, 75% of workers say they are already using some form of AI to support everyday workplace tasks, and 46% have begun using it in last six months.[1] Among employees who already use AI, 90% said it saves them time, 85% said it allows them to focus on more important work, and 84% said it lets them be more creative.[1]

Despite the rapid adoption of AI among employees, organizations are still playing catch-up. In this solution brief, we'll address the 3 most common adoption concerns around workplace AI.

Security and control

Almost 80% of AI users bring their own AI tools to work, leading to significant security and governance challenges. These unsanctioned tools, often referred to as "Shadow AI," can expose sensitive company data, violate privacy regulations, and create IT vulnerabilities. For instance, improper configuration can result in AI systems oversharing information, giving users access to data they shouldn't see. To mitigate these risks, organizations must implement clear policies, provide employee training on data security, and ensure their IT environments are properly configured to support AI technologies.
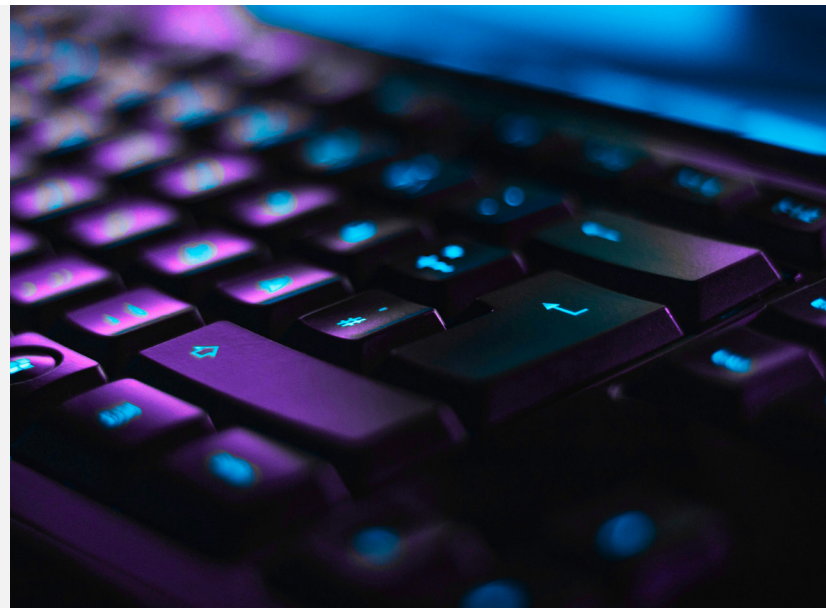
Uncertainty about ROI

While 75% of business leaders agree they need to adopt AI to stay competitive, 59% worry about quantifying its productivity gains.[1] Establishing a baseline for expected time and cost savings, increased productivity, and improved customer satisfaction is crucial. To gain greater certainty about ROI, businesses can begin with well-defined AI projects that address specific pain points and measure their impact using clear metrics. Leveraging pilot programs and phased implementations allows for incremental evaluation and adjustment, ensuring AI initiatives align with business goals and deliver measurable value.

Planning and adoption

Some 60% of leaders worry their organization lacks a plan or vision to implement AI.[1] For AI to boost productivity and efficiency, it's essential to prepare people and processes for the change. The main challenge with new technology typically is not the technology itself, but its adoption—requiring organizations to address skills gaps and manage communication, learning, and change effectively. Developing a clear AI strategy demands buy-in from across your organization, but taking the time to establish guardrails and expectations—with expert help, if needed—will accelerate your AI ROI and help avoid pitfalls.

[1]SoftwareOne: Redefining productivity: Realities of AI at work, March 2025

Summary

Organizations have begun to recognize the power of AI tools to improve productivity and employee experience, as long as they are implemented with foresight and care. Whether your concerns revolve around security and control, unpredictable ROI, or adoption processes, a strong strategy built to address your business goals is the answer.

Implementing any technology carries unforeseen hazards—workplace AI tools like Microsoft Copilot 365 are no exception. SoftwareOne has helped over 720,000 users in organizations of all sizes and sectors adopt workplace AI, becoming the leading reseller of <Link2>Microsoft 365 Copilot</Link2> licenses. Our experience deploying leading workplace AI tools has shown that, to get the best results, you need to create optimal conditions for success. AI has the most impact and is most secure when organizations prepare their IT environment and their people for change. By leading with strategy and effective change management, you can truly unleash AI's potential.

Learn more about how SoftwareOne can help your organization prepare for workplace AI adoption.
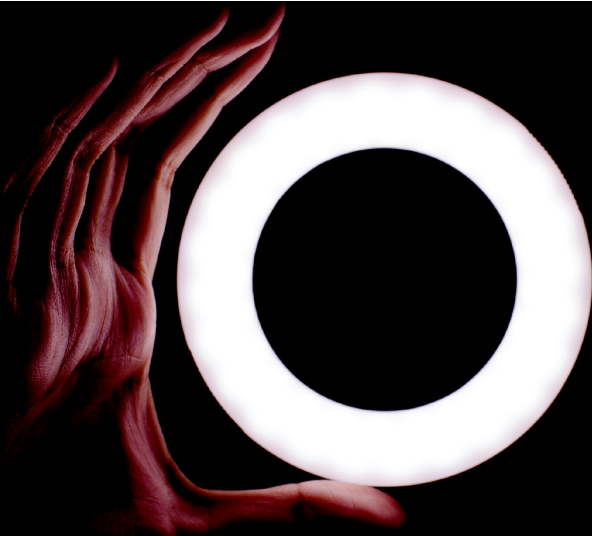
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