

Reimagine Work

The 5 critical considerations to amplify employee impact, without adding complexity to your tech stack.

What would a 10% efficiency increase mean to your business?

For most, it's a game-changer: millions in cost savings, accelerated innovation, a significant boost in productivity, and the agility to outmaneuver competitors.

Yet, many enterprises remain trapped in a cycle of outdated tools, fragmented data, and siloed AI initiatives that merely add complexity, not the breakthrough efficiency they had hoped for.

IT leaders' primary roadblocks

Information overload and fragmented productivity

Your teams are drowning in data, not insights. Legacy search and productivity tools fail to provide the contextual answers needed. Information remains siloed, hindering true collaboration and forcing manual, inefficient processes. This static environment stifles agility and makes crucial change management a complex battle."

Generic or siloed AI and strategic gaps

While AI promises transformation, many point solutions fall short. They offer generic automation without the deep integration and customization your unique workflows demand. Crucially, they struggle with orchestrating complex enterprise-wide processes and lack the robust governance, security, and compliance controls essential for widespread, trusted adoption. This limited scope stifles true enterprise-wide impact.

The real cost of scattered systems

30%

of workday is spent searching for information ⁽¹⁾⁽²⁾

47%

spend 1–5 hours daily finding content ⁽³⁾

EVERY 11 MINS

interruption → 23 mins to refocus ⁽⁴⁾

3 MINS

avg task switching frequency ⁽⁵⁾

76%

spend 1–3 hours/day on manual data tasks ⁽⁶⁾

40%

of HR teams spend 50% of time on admin tasks ⁽⁷⁾

\$48K/WEEK

(~\$2.5M/year) is lost due to knowledge retrieval inefficiency in companies with more than 1000 employees ⁽⁸⁾

(1) Human Resources Director, US

(2) Armedia, Federated Search: The Importance of Being Able to Find Information

(3) Gartner

(4) Forbes: "Brain-Based Tips For Sharpening Your Focus" - Gloria Mark cited

(5) Measuring the cognitive effort associated with task switching in routine EHR-based tasks. - Science Direct.

(6) Meetings aren't killing productivity; data entry is. - Data Reports, Xavier

(7) 21 Top HR Automation Statistics and Trends in 2025. - Article, Deel.

(8) The High Cost of Not Finding Information. - An ADC Whitepaper

FROM INEFFICIENCY TO IMPACT •

5 strategic shifts that actually move the needle

Real AI transformation doesn't begin with a tech stack overhaul. It starts with clearing the roadblocks that slow your people down—too many systems, too many silos, and not enough context. These five shifts help IT leaders cut through the noise, unlock real productivity gains, and deliver better employee experiences, without piling on more complexity.

Smart information discovery

Achieve contextual, unified access to all enterprise knowledge, transforming fragmented data into actionable insights for every employee.

Robust AI governance

Establish centralized control, granular access, and comprehensive auditing to ensure security, compliance, and trusted adoption of all AI initiatives.

Empowering dynamic AI agents

Democratize AI across your organization, enabling all employees to build, share, and utilize powerful AI agents that automate tasks and enhance workflows.

Seamless change management

Implement a solution designed for intuitive adoption, minimizing disruption and guiding your workforce towards new, more efficient ways of working with ease.

Accelerated functional transformation

Leverage purpose-built AI applications for rapid time-to-value and deep integration into core departmental systems like HR and IT, streamlining operations.

01

From information overload →
to smart information discovery

Challenge

Terabytes of valuable knowledge live across your enterprise—in cloud apps, legacy systems, email archives, and unstructured documents. But if employees can’t find the right information quickly, it becomes a productivity roadblock instead of an asset.

Traditional enterprise search tools, built around keyword matching and limited integrations, simply can’t keep up. Employees waste hours hunting for answers, leading to decision delays and missed opportunities.

As Nobel laureate Herbert A. Simon noted, “A wealth of information creates a poverty of attention.”

Today, that “poverty” is a major barrier to operational agility and efficiency.

Solution

What IT leaders
should look for

Contextual understanding	Prioritize solutions that move beyond keyword matching to deliver contextual, accurate answers, ensuring insights, not just data points.
Universal connectivity	Pre-built, optimized connectors for all your core systems, plus the flexibility to build custom connectors with no-code for unique data are critical.
Unified knowledge access + control	Ensure the ability to unify information from disparate sources, breaking down silos while maintaining granular control over access and usage.

02

From siloed bots →
to dynamic AI agents for every role

Challenge

Most enterprises start with siloed bots — an IT chatbot here, an HR assistant there.

But these isolated tools rarely scale or deliver enterprise-wide value. The result is a patchwork of “AI islands” that solve local problems but miss the bigger picture.

“We didn’t want ten tools solving the same problem in ten different ways.”
– Matt Kropp, CTO, BCG

Without a cohesive agent ecosystem, organizations end up with isolated AI islands that are hard to scale, govern, or sustain. To truly unlock value, enterprises must move from narrow use cases to a unified agent ecosystem that empowers every user—technical or not.

Solution

What IT leaders
should look for

Quick-answer agents	For immediate, intelligent responses.
Conversational interfaces	For natural, human-like interactions.
System-interaction agents	To automate tasks by integrating directly with your existing APIs.
Intelligent workflows	Solutions that embed AI into your business processes, creating agent-powered automation within workflows for end-to-end efficiency.
Orchestrated applications	Platforms that support complex, multi-agent collaborations to automate sophisticated, multi-step business processes, bridging critical integration gaps.

03

From generic AI platforms →
to built applications

Challenge

Generic AI tools often struggle to make an impact where it counts—inside business-critical functions like HR, IT, or Finance. The integration lift is heavy, and change management is even harder.

“Organizations must move beyond isolated proofs of concept to embedding AI deeply into core business processes for real value creation.” – Deloitte

The true impact of AI comes not from standalone tools, but from embedding intelligence directly into core business processes.

Solution

What IT leaders should look for

Rapid time-to-value

You don’t have to do it all yourself - leverage pre-built AI applications designed for immediate impact in critical areas, accelerating adoption and demonstrating value quickly.

Deep system integration

Ensure these applications offer robust, secure integration with your existing back-end systems (e.g., ServiceNow, Workday), leveraging advanced capabilities like tool calling for seamless data access.

Function-specific automation

Look for AI apps that streamline and automate common, complex tasks within these departments, enhancing efficiency and employee experience, minimizing disruption.

04

From fragmented oversight →
to enterprise-grade governance

Challenge

As AI usage spreads, so do risks. From shadow AI deployments to compliance blind spots, enterprises need control without slowing innovation.

“AI governance isn’t dull; it’s a strategic necessity. Fail to govern, and your AI could turn into a liability faster than you think.”
– Duncan Brown, Group VP, IDC EMEA

Effective governance ensures you scale AI safely, with transparency, oversight, and trust.

Solution

What IT leaders should look for

Centralized governance	Unified controls for access, monitoring, and policy enforcement across all AI agents and applications.
Granular permissions	Ensure the right people see the right data—with role-based access and built-in audit trails.
Explainability + compliance	AI outputs should be transparent and traceable, aligning with internal and external regulatory requirements.

05

From one-off pilots →
to strategic change management

Challenge

Even the most advanced AI initiatives fall flat when users don't embrace them. Tools are deployed, but they're not woven into the way people actually work. Employees revert to old methods, adoption plateaus, and ROI stalls.

"Adoption isn't just logging in once a month. It means using the tool every day to change the way you work." – Matt Kropp, CTO, BCG

The real blocker is not technology itself, but how people respond to it. Habits run deep, and uncertainty about new tools can create hesitation. Without clear communication and consistent support, even the best AI can end up unused.

Solution

What IT leaders should look for

Communication and training	Prepare employees with clear messaging, contextual training, and champions who model new workflows.
Workflow integration	Ensure AI tools show up where people already work—within tools and processes they're familiar with.
Ongoing adoption support	Provide guidance, metrics, and feedback loops to ensure continuous improvement and behavior change.



How leading enterprises are putting the five shifts into action

CASE STUDY •

Scaling HR support for a global semiconductor leader

Function
HR operations

Employees
30,000+

We had all the tools—but they were hard to use and took too long. What surprised us was how quickly we dropped a 12-minute task to just 2. We didn’t have to rewrite anything—just tagged our SharePoint docs, and it worked. Now employees simply say, ‘It’s just easier.’ And that’s the win.

Challenge

The organization was in a phase of rapid growth. As headcount scaled across regions, so did the complexity of managing HR operations. What once worked for a smaller, more centralized workforce quickly became a bottleneck.

Ticket volumes surged, overwhelming existing HR capacity

Tools like SAP, Workday, and SharePoint created a fragmented experience

Routine tasks like vacation requests took up to 12 minutes to complete

65% of HR queries came via email, bypassing automation entirely

Employees rarely used HR systems and often needed help with basic tasks

HR teams were stuck handling repetitive issues instead of strategic work

CASE STUDY •

What was done

A conversational AI assistant was introduced to consolidate all HR support into a single, chat-based experience, making it easier for employees to complete tasks without switching between tools.

Connected core HR systems like SAP, Workday, and SharePoint into a single interface

Enabled actions like applying for leave or requesting transfers directly through chat

Made existing SharePoint content searchable and usable by simply tagging it—no need to rewrite or recreate documents

Designed the experience to feel natural and intuitive, so employees could use it without any training

The impact

83%
faster task completion
(from 12 mins → 1-2 mins)

20%
ticket deflection during early rollout (targeting 30%)

50%
of queries auto-resolved via the AI assistant

95%
intent accuracy

99%
API success rate

70%
employee satisfaction with the new HR experience

More time
for strategic work as HR teams moved away from repetitive tasks

CASE STUDY •

How leading enterprises are putting the 5 shifts into action

Function
Enterprise-wide AI enablement

Employees
80,000+

We didn't want ten tools solving the same problem in ten different ways. With a unified platform, employees now have one place to go—whether it's finding information or completing a task. That's how we're scaling AI across the enterprise: not just to search or summarize, but to get real work done.

Challenge

As AI gained momentum across the enterprise, teams were building solutions in silos—multiple bots, tools, and platforms solving different problems, but with little coordination.

Advisors needed faster ways to summarize meetings and access client insights

Employees had to switch between systems to get answers and complete tasks

AI tools were fragmented, limiting scalability and increasing compliance risk

Legal and compliance teams needed greater visibility into how AI was being used

Scaling required strong governance, standardization, and a common framework

What was done

To overcome the sprawl and create consistent, secure access to AI, the company launched AI at MS—a centralized platform for enterprise-wide AI interaction.

Created a single interface for employees to search knowledge and take action

Unified backend systems (HR, Operations, Advisory, etc.) into one experience

Adopted a “buy to build” model—partnered with Kore.ai and OpenAI, then customized deeply

Developed a common API gateway and reusable components for LLMs

Standardized governance, model approvals, and compliance workflows

Drove adoption with internal hackathons and a firm-wide education push

The impact

100+

AI use cases deployed within 3 years
(vs. just 1 in Year 1)

Targeting 10% operational cost reduction

with no increase in headcount

8,000+

employees participated in early hackathons, generating 500+ projects

Shift from passive tools to agentic AI

AI not just finding, but doing

Centralized platform

increased auditability, governance, and legal confidence

Why AI for Work is built for enterprise-scale execution

While many tools promise to bring AI into the workplace, few are designed for the complexity, scale, and security that global enterprises demand. Kore.ai's AI for Work is built ground-up to handle real enterprise workflows across departments, systems, and roles, without creating new silos or relying on narrow point automation.

Enterprise-ready from day one

Get context-aware answers across structured and unstructured sources with secure enterprise search powered by RAG. Built-in role-based access ensures compliance, while 100+ pre-built connectors and low-code tools unify your systems—no patchwork needed.

Purpose-built with extensibility

Start fast with pre-built AI agents for HR, IT, and more—automating high-impact workflows like leave, ticketing, and lookup. Customize further using no-code, pro-code, and prompt builders to embed AI into how your teams already work.

Orchestration across workflows

The Universal Orchestrator handles multi-step tasks across systems—maintaining context, routing actions, and coordinating agents. Admins define which components activate when, ensuring the right knowledge, controls, and logic are applied throughout.

Governed, monitored, and compliant

Built-in SOC2 and ISO27001 compliance, role-based controls, audit trails, and data masking keep security airtight. Guardrails enforce safety automatically—monitoring data use, preventing leaks, and aligning AI with policy.

Continuous learning and insights

Analytics and observability track usage, performance, and escalation trends—giving you clarity on what's working. Tuning workflows like prompt retraining and multi-LLM evaluation ensure your agents keep getting smarter over time.

Unlike others that stop at search or chat,
AI for Work delivers productivity gains at
every layer and for every user.

Your next step toward an intelligent enterprise

Ready to move from disconnected tools to a truly intelligent workplace?
Let's make that shift happen.

Schedule a strategic consultation

Get a tailored walkthrough of how leading
enterprises are building intelligent work layers —
and how you can, too.

[Book a 1:1 Session → click anywhere here]

About Kore.ai

Kore.ai is a leading provider of enterprise AI technology with over a decade of experience in helping large enterprises realize business value through the safe and responsible use of AI.

It provides comprehensive offerings for AI work, process automation, and customer service use cases, coupled with an AI agent platform with no-code and pro-code tools for custom development and deployment at enterprise scale. Kore.ai takes an agnostic approach to models, data, cloud, and applications used, giving customers freedom of choice.



Trusted by over 500 partners and 450 Global 2000 companies, Kore.ai helps them navigate their AI strategy.

The company has a strong patent portfolio in the AI space and has been recognized as a leader and an innovator by top analysts.

Headquartered in Orlando, Kore.ai has a network of offices to support customers in India, the UK, the Middle East, Japan, South Korea, and Europe.

Visit [Kore.ai](#) to learn more.



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