ensono®

Bridging the AI Value Gap and Building a Foundation for Innovation

A proven approach that turns AI ambition to results-focused action

Make better happen

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Executive summary

The AI revolution is reshaping how organizations run, compete, and grow. For IT leaders, the possibilities are thrilling, the pressure to execute is real, and the stakes are high. The right AI strategy can define the next era of your business, but the wrong move can leave you trailing behind.

Yet despite the promise, many organizations struggle to translate AI ambition into measurable impact. A 2025 MIT report finds that 95% of organizations are getting no return from their AI investments. Ensono's own research shows that 42% cite limited ability to adopt automation and AI as a top challenge, and only 39% report AI accelerating modernization efforts.

The barriers are systemic. 57% of IT teams spend most of their time maintaining day-to-day operations, leaving little capacity for innovation. Legacy complexity and technical debt consume budgets and focus, while hybrid IT environments add layers of integration and interoperability demands. Talent shortages compound the problem—9 in 10 organizations face skills gaps, and nearly 38% say stronger hybrid management tools would most accelerate progress.
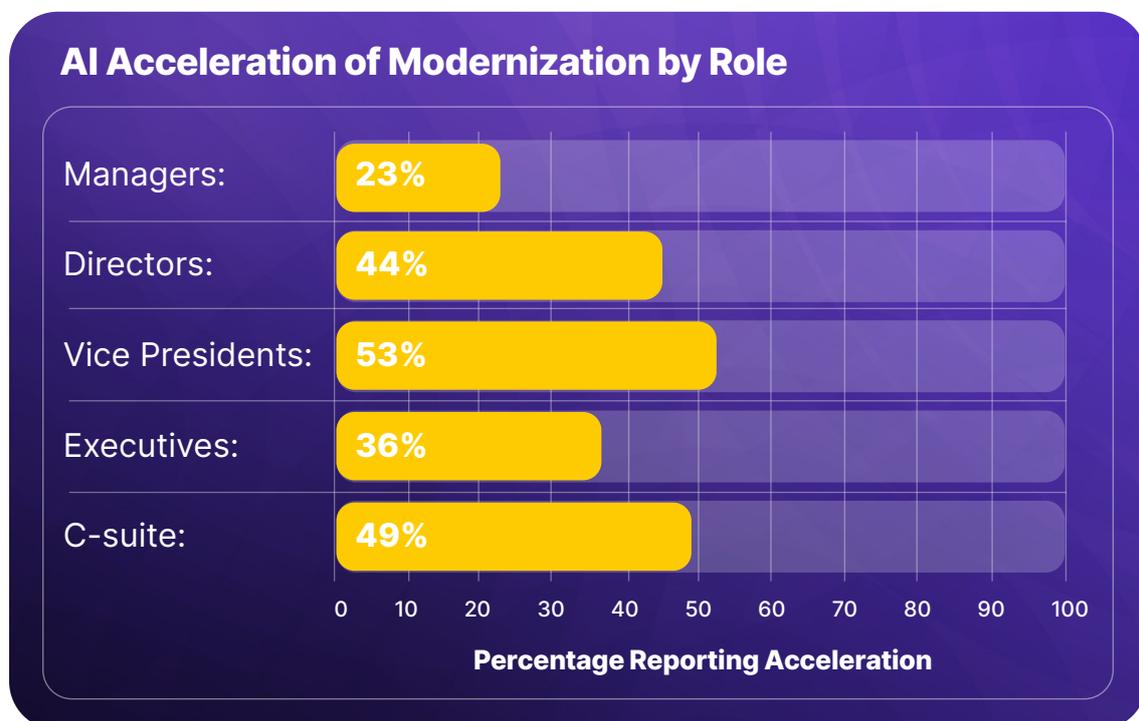
Even where AI is deployed, results vary widely. Managers closest to implementation report just 23% acceleration, compared to 53% of VPs. Regional differences persist too. UK organizations (45%) outpace U.S. counterparts (32%). These gaps reveal a disconnect between strategic ambition and operational reality. Among organizations furthest along in modernization, 60% say AI has been a catalyst, reinforcing that AI is most effective once foundational work is underway.

Closing this gap requires not only technology, but also demands governance, alignment, and a phased approach that modernizes core systems while enabling AI responsibly. This whitepaper explores why organizations struggle to realize AI's value, the foundational steps required to bridge that gap, and a practical approach for moving from readiness to results—without disrupting the systems your business depends on.

Why AI ambitions stall without a modernization foundation

AI is often positioned as the engine of innovation, but for many organizations, adoption remains elusive. Our research shows that **42%** of decision-makers cite limited ability to adopt automation and AI as a top driver for modernization, yet only **39%** report AI accelerating progress. Another **33%** say AI introduced new challenges, and **23%** saw mixed results. These numbers reveal this reality: AI can't fix what's broken, but it can accelerate what's working.

The AI gap goes beyond technical capabilities—it's also organizational readiness, and experiences vary widely. Of those closest to AI implementation, only **23%** of managers report that AI has accelerated modernization efforts, compared to **44%** of directors, **53%** of VPs, **36%** of executives, and **49%** of C-suite leaders. This disconnect suggests that senior leaders often underestimate the operational complexity their teams face.

AI Acceleration of Modernization by Role

Role	Percentage
Managers:	23%
Directors:	44%
Vice Presidents:	53%
Executives:	36%
C-suite:	49%

Percentage Reporting Acceleration

Regional differences add another layer: **45%** of UK respondents say AI has accelerated modernization outcomes, compared to just **32%** in the U.S. Among organizations furthest along in their modernization journey, **60%** say AI has been a catalyst, reinforcing that AI is most effective once foundational work is underway.

Underlying these disparities are systemic barriers:

Legacy complexity and technical debt consume time and budget, leaving teams stuck in maintenance mode.

Hybrid IT environments dominate (59% of organizations), requiring interoperability and phased modernization strategies.

Talent shortages persist, with 9 in 10 organizations reporting talent gaps, most commonly in cloud architecture and migration expertise (27%).

Poor governance and broad alignment, with only 42% saying IT modernization goals are very aligned with business objectives, and 49% saying their organizations lack structured progress tracking.

> **Key takeaway**
> AI amplifies strong foundations, but it doesn't replace them. Enterprises should address legacy complexity and clarify operating models first, then layer AI to accelerate outcomes.
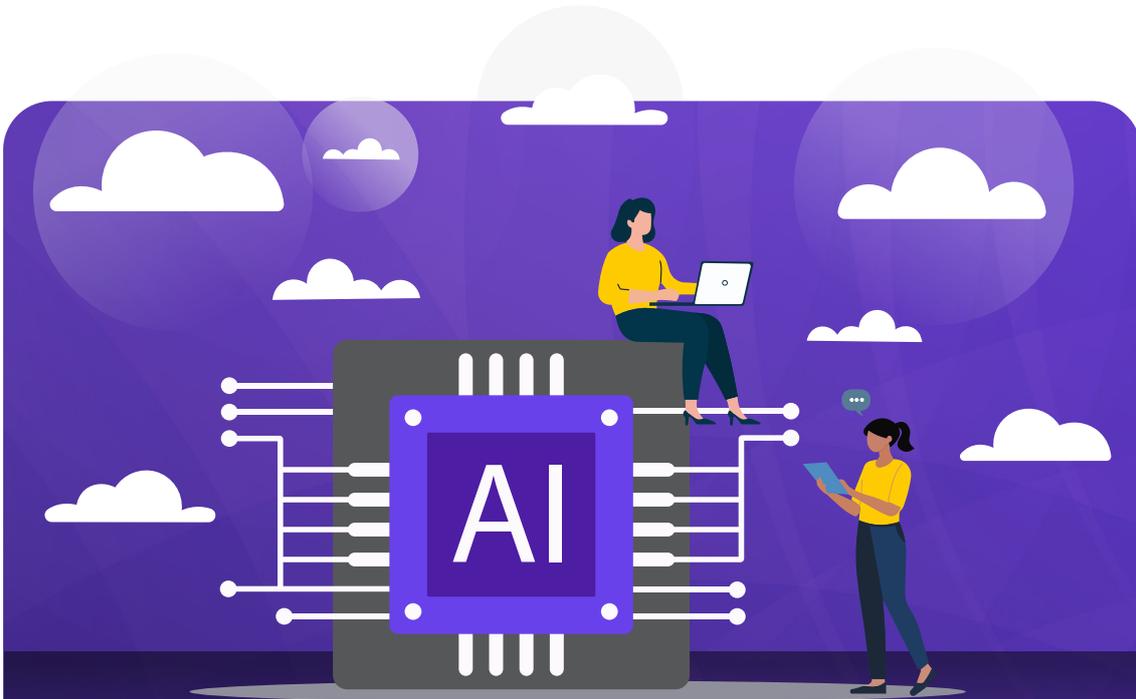
Bridging the gap with a proven three-pronged approach

Closing the AI adoption gap requires a structured, disciplined approach that balances bold progress with the realities of complex, mission-critical technology environments. The goal is straightforward: Use AI in areas where it drives real, measurable outcomes, not because it's trendy. This framework brings together foundational modernization principles and Ensono's service model to help organizations move from ambition to impact without disrupting the systems their business depends on.

I. A holistic vision for AI-driven modernization

We embed AI where it delivers real, lasting, outcomes-focused value—not only for the sake of innovation, but to solve real business challenges. Every client's AI journey is unique, so we meet you where you are with vendor-neutral integrations, strong governance, and a focus on results. Our approach is grounded in data privacy, transparency, and compliance, enabling innovation with confidence across regulated and hybrid environments.

Deploying AI isn't the end goal—your success is. Our managed services model blends deep expertise, flexible engagement options, and a culture of relentless allyship to help you realize AI's full potential securely and responsibly.

Ensono's approach to responsible AI

We adhere to strict data anonymization, retention, and governance policies. All AI solutions are developed and deployed with transparency, fairness, and compliance at the core, leveraging secure infrastructure and industry-leading partners like Snowflake.

Bridging the AI value gap demands experience, trust, and a partner that understands the realities of complex, mission-critical environments. Ensono delivers that advantage through:

The Ensono Difference

Industry focus
Deep expertise in heavily regulated industries including financial services, insurance, healthcare, government, and retail.

Real-world impact
Fraud detection, customer segmentation, predictive maintenance, demand forecasting, and intelligent document processing.

Best-in-class ecosystem
Certified expertise across AWS, Azure, and Google Cloud AI/data platforms. Partnerships with leading AI/ML technology providers for best-in-class solutions.

Relentless allyship
Flexible contracting—migrate workloads across platforms without penalty. 24/7 support and managed services for mission-critical applications. An average client tenure of 11 years, managing complex IT and data environments.

Ensono's commitment to AI is backed by a dedicated AI & Innovation Division and a $250 million investment in research, tools, and training—assuring strong governance and innovation go hand in hand.

II. Solutions aligned to readiness and ambition

Our AI & Data portfolio is built on four capability pillars, described below. Organizations can engage with any pillar based on their current maturity and goals.

AI Readiness Services
Foundational services to prepare organizations for AI adoption:

Data Preparation:
Data cleaning, normalization, structuring, and readiness for AI/ML.

Infrastructure Setup:
Designing and implementing scalable, secure, AI-capable infrastructure.

Strategic AI Planning:
Identifying high-value use cases and building AI integration roadmaps.

AI Integration & Enablement
End-to-end support for embedding AI into business operations:

Generative AI Implementation:
Building solutions using GenAI to improve processes, creativity, and efficiencies.

Modern Workplace AI (e.g., Microsoft Copilot):
Integrating AI assistants to enhance productivity and decision-making.

MLOps:
Deploying, monitoring, and managing ML models with CI/CD best practices.

AI-Driven Automation:
Intelligent automation for IT operations, business processes, and customer experience.

Data + AI Services
Specialist services that power AI initiatives:

Data Engineering & Management:
End-to-end data pipeline design, ETL, and management for reliable, scalable analytics.

AI & ML Development:
Deployment of predictive analytics, ML, and data science solutions to solve real business problems.

Intelligent Data Platforms:
Architecting and managing platforms that power AI initiatives.

Data Governance & Security:
Robust frameworks for data quality, privacy, and regulatory compliance.

Innovation Lab
A hands-on environment where we help clients:

Identify High-Value AI Use Cases

Assess Feasibility
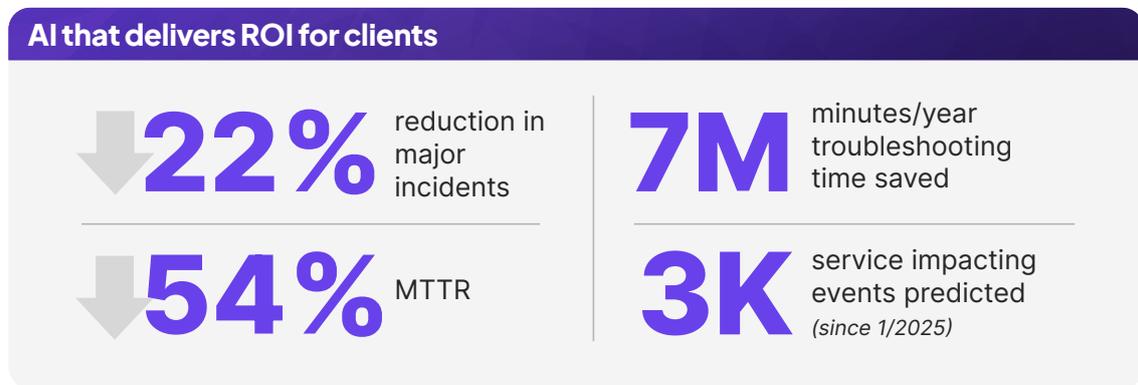
Build AI Proofs of Concept

Data Strategy

Without governance and alignment, AI initiatives risk becoming isolated experiments rather than enterprise-wide accelerators. By combining readiness, integration, governance, and innovation, organizations can bridge the gap between ambition and measurable impact.

III. A commitment to tangible value

Ensono embeds AI where it drives measurable outcomes. Proprietary platforms like Ensono Envision® Predictive Engine and DiagnoseNow proactively manage and optimize IT environments, predicting issues before they impact operations. Our secure EnsoAI platform powers automation across workflows, accelerates decision-making, and enables continuous improvement. These capabilities translate into tangible benefits: fewer incidents, faster resolution, and greater efficiency across mission-critical systems.

AI that delivers ROI for clients

↓22% reduction in major incidents

7M minutes/year troubleshooting time saved

↓54% MTTR

3K service impacting events predicted *(since 1/2025)*

This improved efficiency strengthens resilience, lowers operational risk, and expands capacity for innovation. By combining advanced AI capabilities with deep expertise in hybrid and regulated environments, Ensono helps organizations move beyond experimentation, turning AI into a strategic lever for growth.

Conclusion

A strong foundation and disciplined governance are essential for AI to succeed. The path forward isn't about deploying AI everywhere, it's about deploying it where it matters most. Enterprises can bridge the AI value gap by getting the basics right—modernize core systems, prioritize data readiness, close talent gaps, and establish clear frameworks that deliver real outcomes for the business—then they can scale AI solutions that deliver real outcomes for the business.

By combining modernization with disciplined governance and talent development strategies, Ensono empowers organizations to move beyond ambition and achieve tangible AI-driven outcomes.

Ready to take the next step?

The next step is clarity: assess your readiness, prioritize high-value opportunities, and build a roadmap that works within your core environment. Ensono can help guide every step of that journey.

Let's Connect

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