Innovation at scale: Getting your workforce ready for AI and Spatial Computing

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Executive summary

Generative AI and Spatial Computing will not only reinvent how we work but also **reshape our workforce as a whole**. To be ready for what's next, enterprises will need to upskill their workforce and ensure their technology is ready to meet the computational demand of these new technologies.

New realities

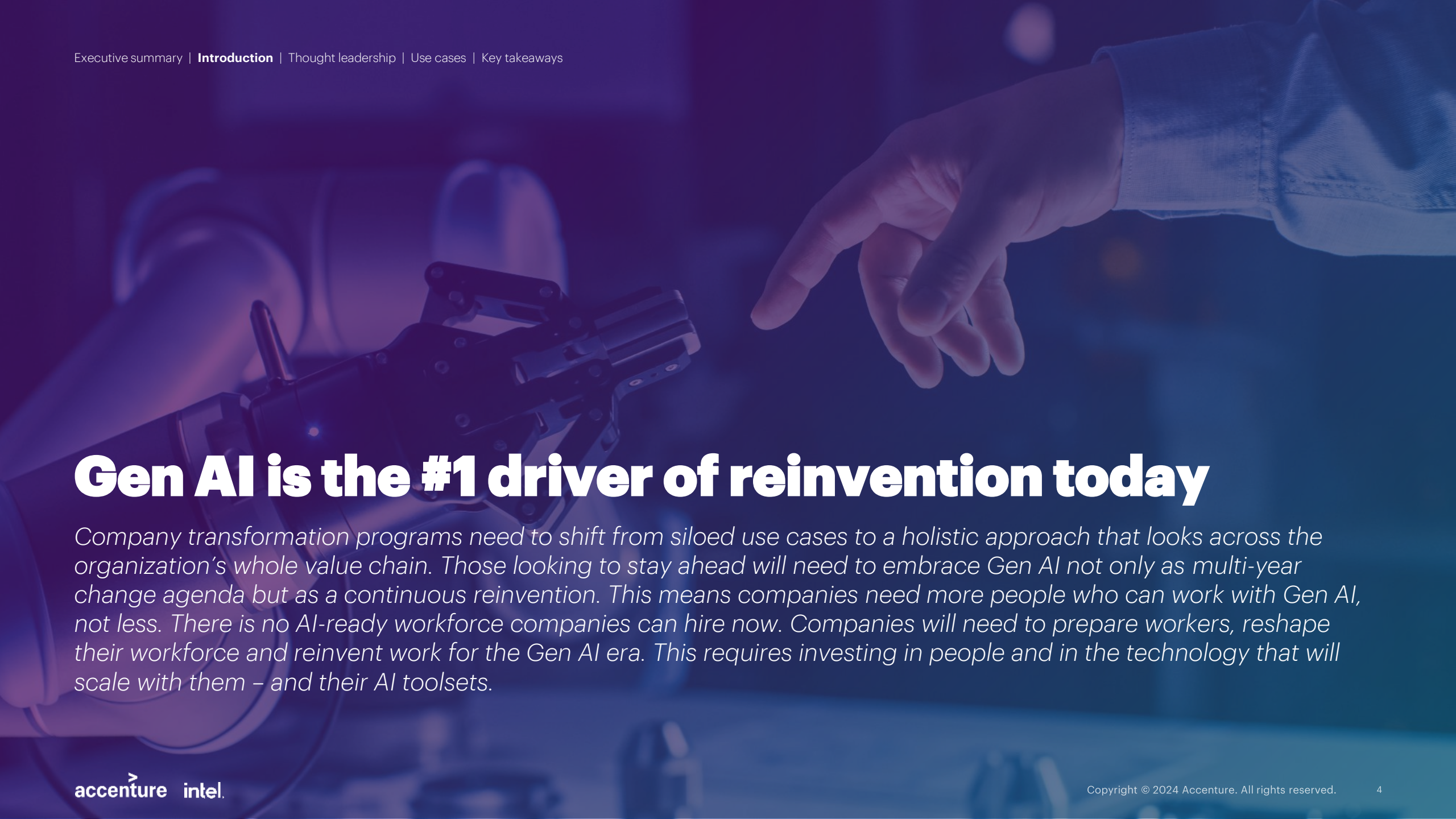
Technology disruption became the #1 cause of business change in 2023 catapulted by advances in Generative AI. Only 27% of Accenture surveyed companies claim their organizations are ready to scale up Gen AI.* As a result, companies are accelerating the executions of their **transformation programs** across talent and technology.

In addition to AI, **Spatial Computing technology** is already becoming an integral part of our enterprise fabric and could grow to be as groundbreaking as desktop and mobile, ushering in a new era of technology innovation.

Accenture research has found that companies that take a people-centric approach to AI could create $10.3 trillion in economic value.*

The successful adoption of these technologies will require significant change management, reinvention and a prepared workforce.

*Work Reinvented, Workforce Reshaped, Workers Prepared Accenture 2024



Gen AI is the #1 driver of reinvention today

Company transformation programs need to shift from siloed use cases to a holistic approach that looks across the organization's whole value chain. Those looking to stay ahead will need to embrace Gen AI not only as multi-year change agenda but as a continuous reinvention. This means companies need more people who can work with Gen AI, not less. There is no AI-ready workforce companies can hire now. Companies will need to prepare workers, reshape their workforce and reinvent work for the Gen AI era. This requires investing in people and in the technology that will scale with them – and their AI toolsets.

Our future with AI

In the coming years, businesses will have an increasingly powerful array of technologies at their disposal that will open new pathways to unleash greater human potential, productivity, and creativity.

Enterprises will need to develop investment strategies that enable employees to realize the value of these new tools.

Our relationship with data is changing – and with it, how we think, work, and interact with technology. The entire basis of the digital enterprise is being disrupted.

The announcement of Gen AI changed the "librarian" model of search to a new "advisor" model seemingly overnight. And now every company is working to implement LLMs. With this change comes the need to rethink our computing structures and efficiency.

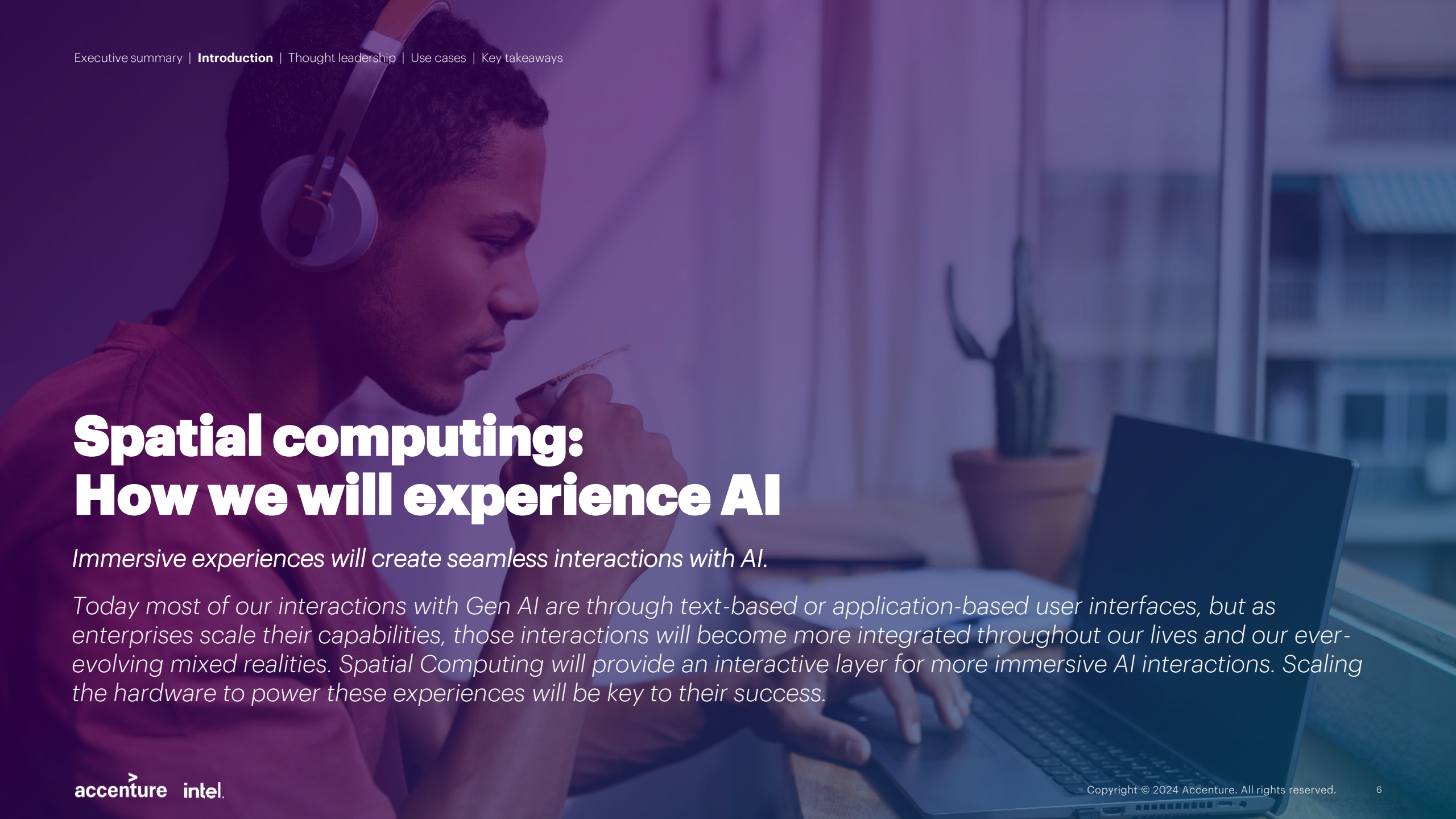
86%

*of CxOs are already using Gen AI to some degree in their work and nearly all believe Gen AI will be transformative for their company and industry**

70%

of client ISVs are integrating AI in apps

*Source: Accenture Pulse of Change Wave 10 Survey (Sept 2023)
**Source: Intel survey –PC AI ISV adoption (n=48)



Spatial computing: How we will experience AI

Immersive experiences will create seamless interactions with AI.

Today most of our interactions with Gen AI are through text-based or application-based user interfaces, but as enterprises scale their capabilities, those interactions will become more integrated throughout our lives and our ever-evolving mixed realities. Spatial Computing will provide an interactive layer for more immersive AI interactions. Scaling the hardware to power these experiences will be key to their success.

Immersion through Spatial Computing

Immersive experiences, empowered by spatial computing, will blend our digital and physical realities while reinventing business models to create new human connections.

Over the next decade, immersive experiences will revolutionize various aspects of life and business, facilitating learning, collaboration and sales in both virtual and augmented spaces, 2D and 3D, blurring the lines and changing how we interact.

These changes will create new business models and markets while also changing how we learn and work. This change will be more gradual than Gen AI, will often be powered by Gen AI and will also force significant changes across our enterprise data and computing structures.

92%

of executives agree their organization plans to create a competitive advantage by leveraging Spatial Computing.

This revolution will generate new lines of business and transform interactions between customers, employees and companies.

Source: Accenture Technology Vision 2024

Reinvention with Gen AI

The shift to Gen AI will require a multi-year change agenda and continuous reinvention powered by a modernized data foundation with flexible architecture and an efficient and secure digital core. As companies scale this technology, they will need faster computing power and an empowered workforce with a desire to facilitate change.

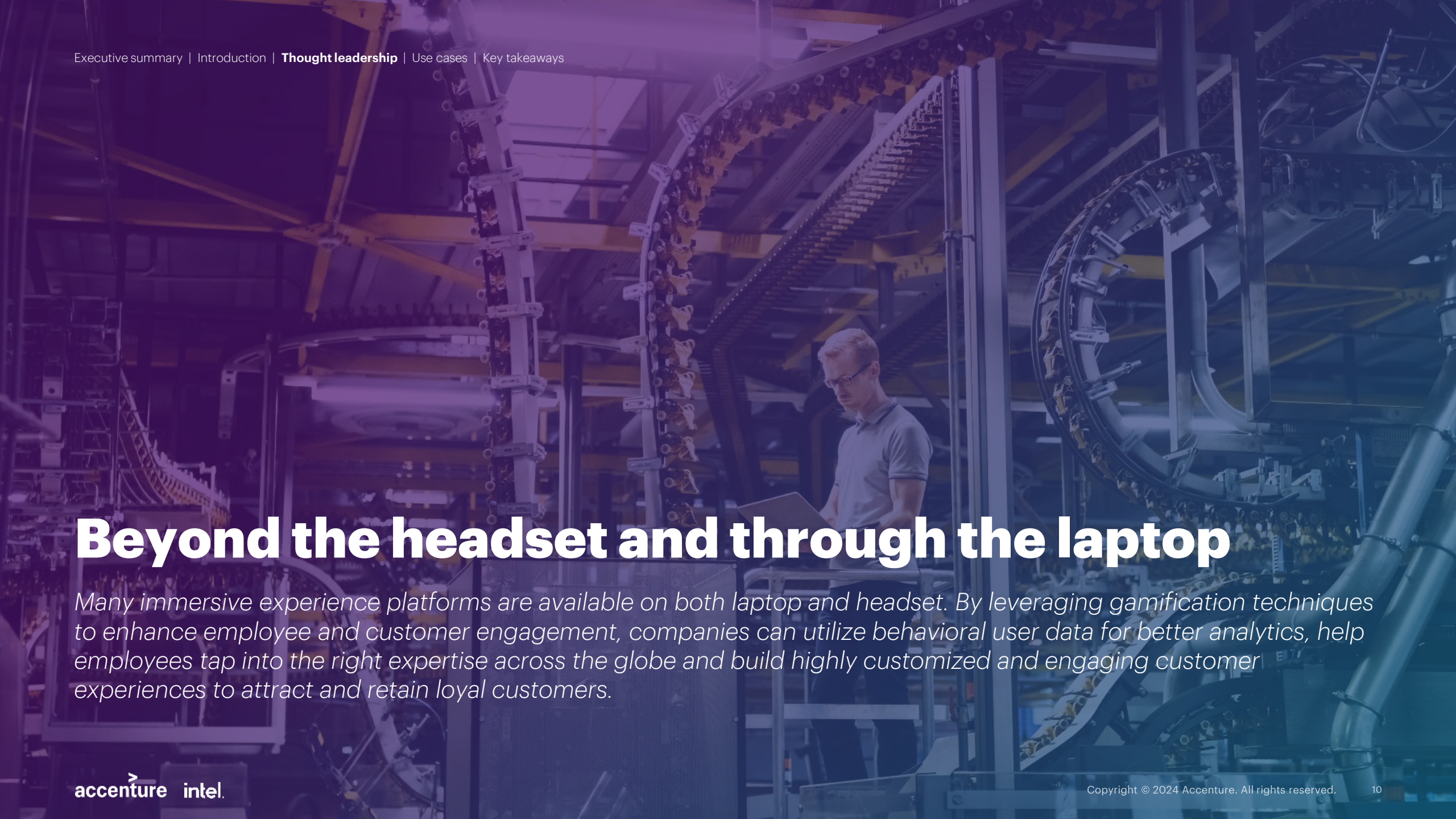
The reinvention of work

AI is unleashing new levels of productivity and creativity while forging a path to the future that is different and faster than any previous technology wave. Synthesizing data, comprehending natural language and converting unstructured data into actionable insights takes significant computational power along with new human interfaces and skills.

Gen AI will force a reinvention of work. These skills are not readily available in the workforce; companies need to focus on enabling an AI-ready workforce. **Enabling employees will require upskilling, change management, and AI-ready technology.**

Creating a Gen AI ready workforce

- Overall enterprise readiness for Gen AI must include focus on sustainability, cost efficiency, security and upskilling employees.
- Comparative analysis of global Gen AI adoption and innovation scenarios shows that more than $10.3 trillion in additional economic value can be unlocked by 2038 if organizations adopt Gen AI responsibly and at scale.
- Intel® Core™ Ultra Processors prepare your workforce to leverage Immersive meetings and the rapid proliferation of AI across tools and apps.
- Intel is leading performance and reliability, executing a wide range of AI software through its global AI PC Acceleration Program.



Beyond the headset and through the laptop

Many immersive experience platforms are available on both laptop and headset. By leveraging gamification techniques to enhance employee and customer engagement, companies can utilize behavioral user data for better analytics, help employees tap into the right expertise across the globe and build highly customized and engaging customer experiences to attract and retain loyal customers.

Powering the experiences beyond headsets

Traditionally, immersive experiences required headsets to deliver the highest fidelity. However, in an enterprise setting, headsets can be inconvenient and costly.

Many immersive platforms are now overcoming this challenge by offering accessibility through both headsets and laptop devices.

This accessibility ensures that **all enterprise employees with laptops can participate,** maintaining the benefits of Active Directory integration and enterprise level security.

The case for PC immersion:

- Empower employees to learn through simulation while retaining the benefits of immersive learning and collaboration.
- Leverage gamification techniques, utilize behavioral user data, and help employees tap into the right experience and expertise across the globe.
- Reduce enterprise operational costs, enhance engagement, and improve analytics.
- Create opportunities to leverage Spatial Computing using familiar and comfortable interfaces that have an easier bar for entry.

AI + Immersive Experiences are creating new realities

Gen AI workforce empowerment and enterprise class immersive experience use cases provide significant value in the workplace, each with its own unique benefits and situations:

Examples:

Collaboration
Virtual team breakouts and watercooler discussions to connect working groups and people across the organization

Onboarding
Memorable onboarding experiences to get new hires excited, engaged and job-ready powered by AI agents

Learning
Educational spaces to learn about specific, hard to replicate scenarios at work

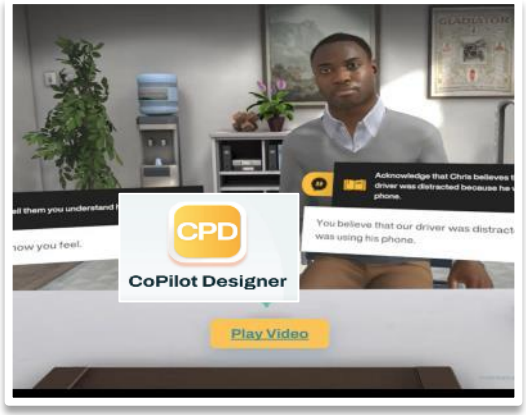
Brand Loyalty
Gamified experiences attract new customer demographics and build loyalty

The AI Accelerant: Generative AI propels Spatial Computing opportunities

Generative AI will be a driver for cost reduction as it reduces or eliminates the need for human-led work on content creation, but it also is an unlock to a previously impossible level of scaled personalized service. Together with the metaverse, Gen AI is the powerful, personalized content engine that provides the 'front-end' interface of spatial computing platforms.

ACCELERATED
Digital twin / Environment creation

AI is accelerating our ability to make digital twins of physical places like labs and manufacturing facilities. Faster scanning techniques, prompt-to-environment, and image-to-3D tools, and advanced analytics accelerate the creation of simulations, collaborative spaces, and digital learning areas.



ACCELERATED
Learning content development and evaluation approaches

Learning content platforms are speeding up their content production workflows with AI by incorporating co-pilot capabilities, making learning development, engagement, and evaluation faster and more personalized. What has previously taken months to create now takes mere weeks or even days, enabling learning to be more flexible and adaptive.

PERSONALIZED
Synthetic human agents for employees

Synthetic human agents provide a visual interface for large language models (LLMs). They can serve as a mentor, coach, and guide across various needs within the talent cycle. They can help onboard, lead immersive learning sessions, keep track of performance metrics, and provide a personalized, on-demand guide across various enterprise systems.

PERSONALIZED
Synthetic human agents for patients / Customers

Synthetic human agents, powered by LLMs, also enable more personalized, on-demand advice and guidance for patients and customers through complex information as part of digital therapeutics efforts. They can be deployed on websites, integrated with apps, or appear in virtual immersive spaces. This enables more on-demand care and guidance to supplement human capabilities.

Immersive Experiences: Scaling for adoption

As hybrid workplaces emerge, global teams collaborate more naturally using immersive spaces. Outdated hardware may hinder the compute demands of those processor-intensive environments, so ensuring that the right hardware is in place will be key for scaling. The future of virtual collaboration and immersive experiences will start off with familiar technologies and interfaces, namely laptop/desktop experiences, before making a jump to more mixed reality platforms.

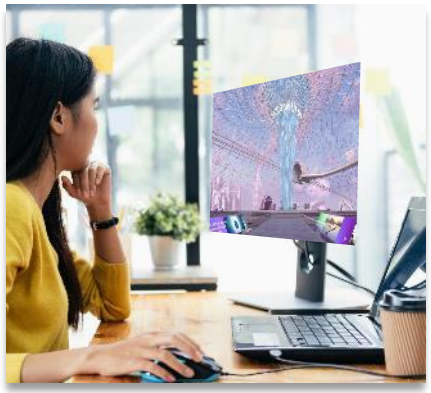
COLLABORATION & PEOPLE

Bridging physical space in the virtual

Enterprises will build custom immersive spaces for virtual team meetings, collaboration, breakouts & fun, enabling a more connected work experience.

Digital twins of offices, warehouses and manufacturing floors allow teams to interact in what feels like the real environment, to safely experiment with process improvements & layouts prior to implementations.

The benefits of this approach includes reduced travel costs, real estate savings, increased collaboration & innovation for hybrid work, employee engagement and retention.



SCALING FOR SUCCESS

Powering AI & immersion with the right hardware

Guaranteeing an optimal experience necessitates hardware that can handle the demanding CPU and GPU loads of programs like Microsoft Mesh.

Intel's Core i9 processors are well-suited to deliver a basic experience and enable employees to leverage use cases.

Moreover, the latest Intel® Core Ultra Series™ processors push the limits of multitasking performance to deliver real-world business computing, making a compelling case for upgrading to the latest hardware.

RAPID ADOPTION FOR GROWTH

Case study: Accenture

Accenture serves as a notable case study for Mesh adoption, having successfully onboarded over 300,000 new employees in AltSpace and Microsoft Mesh. These immersive experiences allowed Accenture to create both a consistent and unique global onboarding experience.

Their adoption of Mesh features has been rapid; Accenture enabled Avatars for 827,000 employees in May 2023, with over 100,000 unique self-installed users, within one month of the Avatars' launch in Teams.

Our future is digital

To support what's NEXT in innovation, we will need technology that's designed to support the demands of these new realities.

The new Intel® Core™ Ultra Processors, including Intel® AI Boost, support a new generation of personal computer able to span the physical-digital divide.

These chips will empower the transformation of individuals' and organizations' interactions with each other and with the world, striking the right balance of power and performance.

This includes personalizing and automating much of our daily lives through artificial intelligence.

Up to
65% faster
image creation

Up to
50% faster
photo editing

Up to
40% power savings
while streaming

Up to
38% power savings
while video conferencing

*Source: Intel AI Software Enabling November 2023

Key takeaways

The Enterprise technology revolution will be powered by next generation chips, designed for AI & Spatial.

AI will be endemic – Every industry will be impacted by adoption of AI to support our workforces. As the demand for more computational power grows, companies will need the workforce and hardware to meet that demand.

Spatial is already here – Video conferencing spatial experiences are already available; the capabilities will continue to expand.

Empower employees – Employee empowerment will accelerate adoption; hardware designed for these new technologies will enable employees to design our future AI and spatial processes and work environments.

Hardware matters – The new Intel® Core™ Ultra Processors, including Intel® AI Boost, support a new generation of personal computer able to span the physical-digital divide and touch all aspects of our lives – personal & professional.

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