AI Benefits: What Sectors Will Gain the Most From Generative AI?

AI is poised to significantly transform all industries, with the largest early advantages in knowledge-based verticals.

The Global Impact of Generative AI

$1 trillion
in productivity gains by 2026[1]

$10 trillion
global GDP growth by 2034[1]

$3.50 ROI
for every dollar spent on AI[1]

70%
of employees are already using AI to raise productivity[1]

2/3
of the average workday could be saved by generative AI[1]

Key AI Use Case Areas by Business Function

AI is set to transform almost every job and business function:[1,2]

IT
- Automation
- Error reduction
- Simulations
- Data analysis

Cybersecurity
- Pattern recognition
- Incident response
- Predictive analytics
- Phishing and malware detection

Customer Operations
- Product aware chatbots
- Intelligent support
- Voice response

Marketing and Sales
- Media development
- Personalized communication
- Custom offers
- Augmented reality assistants and copywriting

Software Engineering
- Code development and maintenance
- Legacy code conversion

Employee Communication
- Summarizing emails, meetings, and messages
- Reduction in unnecessary emails
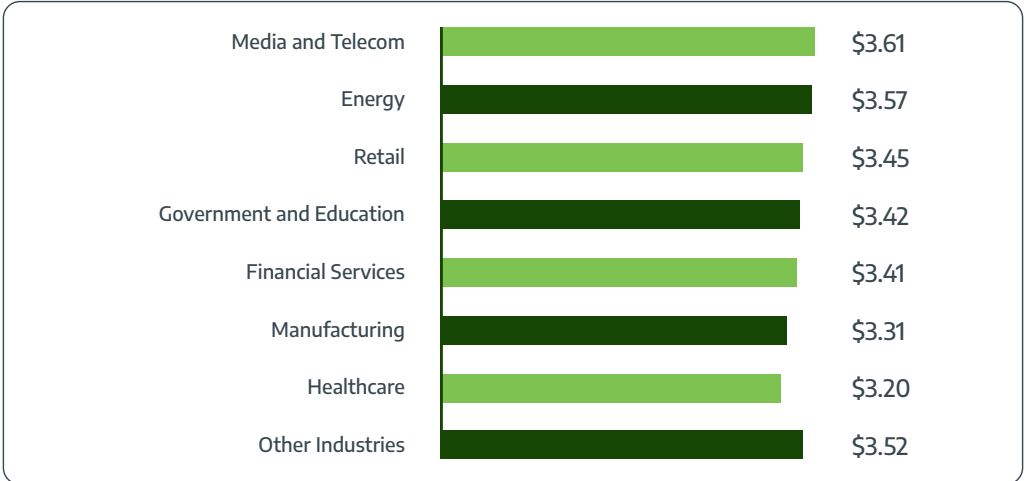- Meeting reduction

Product Development
- Research and development
- Knowledge base creation
- Sales content generation
- Contract generation
- Data analysis and customer communication

Business Processes and Workflows
- Supplier process enhancement
- Process optimization
- Intelligent inventory

Generative AI ROI by Vertical

Industries are already gaining significant returns for **every dollar spent on AI:**[1]

Industry	ROI
Media and Telecom	$3.61
Energy	$3.57
Retail	$3.45
Government and Education	$3.42
Financial Services	$3.41
Manufacturing	$3.31
Healthcare	$3.20
Other Industries	$3.52

At one company with 5,000 customer service agents, AI reduced requests to speak to a manager by 25%.[2]

AI May Reach Human-Level Competence Faster Than Expected

Business leaders project AI will soon reach human mastery in key core skills:[2]
- Creativity and problem solving
- Social and emotional output
- Generating new categories
- Sensory perception

Employees predict AI will help them:[1]
- Do high quality work in half the time
- Learn new skills twice as fast
- Cut meeting and email time in half
- Avoid irrelevant information

These innovations will create **$1 trillion** in productivity gains by 2026, adding **$10 trillion** to global GDP in 10 years.[1]

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