

Artificial Intelligence (AI) has fast become mainstream and accessible to businesses of all sizes. The range of applications and benefits are now being realised by business leaders, with the increase in adoption of such technology set to impact the workforce and workplace.

## Technology Evolution



### Onsite computing (pre-2006)

- Fixed desk computing
- On-site servers and datacentre space
- Physical office presence of employees
- On-site maintenance of hardware and software



### Cloud computing (2006+)

- Adoption of laptops and tablets alongside implementation of online storage
- Off-site IT maintenance and outsourced IT functions
- Reduced need for on-site servers
- Emergence of hybrid/remote working patterns

### AI: Implementation phase (2023+)

- AI takes greater role in storage and interpretation of data
- AI undertakes or enhances certain roles
- New roles created for implementation of AI

According to a recent IPPR report, approx. 4 million jobs are at risk from AI. Back office, entry level and part-time jobs are most exposed to automation. Analysis shows that between 11-59% of tasks done will be exposed by AI implementation, from routine cognitive tasks through to the strategic.

## AI: The Disruptor

All business sectors will be impacted differently by the implementation of AI processes. Whether AI applications serve to reduce labour requirements, optimise routine jobs to allow more time for workers to spend on aspects that matter, or encourage greater innovation, different sectors will be impacted to varying degrees. Here are just some examples:

- Administration** (Icon: Folder)
- HR related Tasks** (Icon: Person)
- Predictive** (Icon: Eye)
- Issue Detection** (Icon: Magnifying glass)
- Leads Generation** (Icon: Line graph)

### Legal

Faster & more accurate analysis and interpretation of contracts

Legal advice via chatbots – updated as and when the law changes

Analysis of legal sources, identifying the most relevant case law examples

Sped up research processes

### Healthcare

Integration with end-user apps to track personal wellbeing

Utilisation of patient data for predictive analysis and timely health interventions

Analysis of patient images for diagnosis purposes

Virtual 'realistic' training for healthcare staff

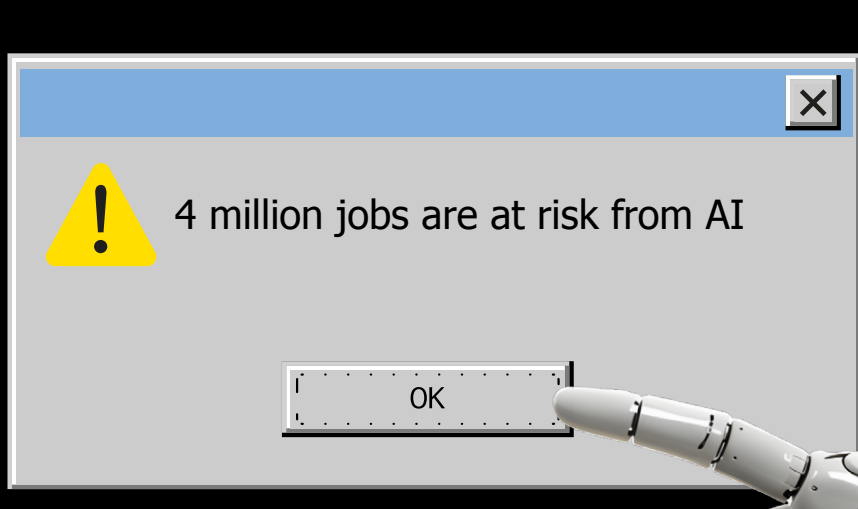
### Financial

Improved forecasting, interpreting trends from data

Enhanced fraud detection from irregular activity

Use of chatbots for out of hours queries

Tracking of end-user engagement to make relevant suggestions



## AI: Impact on the Workforce

### Upskilling

There are many existing roles in which AI is expected to reduce the number of people once needed to carry out those functions.

Given the novelty of the use of AI in these roles, it is unlikely that firms will be able to hire enough new talent with pre-existing experience of AI to satisfy their requirements.

Instead, firms will focus on upskilling their existing staff, training them in the use of AI while adjusting the worker's role so that they are able to focus on their more impactful functions.

### Competition

Both the implementation and maintenance of AI require different forms of talent, which many firms are unlikely to possess already.

This will require firms to recruit for entirely new roles including AI designers and engineers.

However, the talent pool for these roles is limited and geographically spread, meaning firms will have to compete on the following:

- Wages/Benefits
- Working Patterns
- Culture/Wellbeing

### The 'S' of ESG

Since AI has been applied to human resources, there have been a number of consequences for employees and the social element of ESG.

The application of AI to hiring processes enables more impartial recruitment.

In the same way, the use of AI also allows for the lessening of bias when it comes to making decisions around performance and promotions.

Integrating AI with HR software also allows for more accurate monitoring of employee wellbeing.

## AI: Impact on the Workplace

The business landscape is at a pivotal moment and how it engages with and adopts AI will influence the way in which people work and interact with the workplace. The pandemic introduced many to the concept of remote work, and now the next step of the workplace evolution has arrived.

Understanding your future space and people requirements is no easy task, taking a flexible approach to real estate could well be the answer to keeping your real estate aligned to your business growth and development.

### Size

Automation of processes and entire roles is expected to reduce the number of people once needed to carry out those functions.

The reduced employee count will impact the size of real estate needed.

In addition, AI will result in workers with more individualised roles who are potentially located further afield. This in turn will encourage engagement with flexible working patterns which will offer even more opportunity for space rationalisation.

Having less hardware embedded in the office will also mean size requirements can be reduced.

### Location

Firms hoping to integrate AI into their operations will look to locate near tech ecosystems – we have noted these developing in areas such as the City which accounted for 44% of AI firm activity in 2023.

Accessibility to transport links and local amenities will also be in high demand given that talent attraction will be a key priority.

### Cost

Initial investment will be significant to implement AI-as-a-Service (AIaaS) products, alongside the acquisition of the necessary hardware to fully realise the benefits of these systems.

Remaining competitive in terms of talent attraction will also require greater spending to secure best-in-class people and spaces, as well as to develop a strong in-office amenities offering.

### The 'E' of ESG

AI can also be used to achieve corporate "E" (Environmental) goals. This is largely dependent on building choice and fit-out, specifically in the context of workplace technology and smart buildings.

The use of AI with workplace technology not only allows occupiers to keep track of their carbon emissions but also to mitigate them.

For example, AI can detect when areas of the office are not currently in use and switch off any lighting and heating to save power, thereby helping to eliminate unnecessary energy usage.

### Space Type

TYPE

- Best-in-class spaces
- Smart buildings
- Serviced/Managed agreements

### OFFERINGS

- Collaborative spaces
- Hybrid-enabled meeting rooms
- Spaces for independent work
- Connected tech with a variety of workstation types

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