



# AI AT WORK: PRODUCTIVITY AND COST IMPACTS, MEASURED




What the data shows. No hype necessary.

## AI adoption: How people use AI today



## Productivity: More time for what matters



 AI agents are already powering finance **(34%)**, HR **(49%)**, IT and cybersecurity **(53%)** and customer support **(57%)**.<sup>2</sup>

 AI has reduced manual workloads in HR, IT and operations by up to **60%**.<sup>3</sup>

## Cost savings: What more time could be worth




## What this means for organizations

When people spend less time on tedious work, organizations experience compounding benefits:

 **Cost efficiencies through faster completion**

 **Faster turnaround for employees, customers and partners**

 **More time for work that needs judgment, creativity and connection**

 It's about doing the right work with less friction, consistently.

## What HR and business leaders can do today

A company-wide rollout of AI may be beneficial, but it's not necessary to create value now.

- **Start with a single use case:** Choose a workflow that frustrates your people.
- **Run a pilot:** A 30-day test can be plenty of time to notice time saved and quality changes.
- **Measure what matters:** Time spent, handoffs removed, rework reduced, dollars saved.



**Keep people involved.** AI works best, and risk levels drop, when qualified human experts remain in the loop to provide critical oversight.

## AI for HR and payroll: Built with purpose and insight

Make every HR and payroll moment matter with ADP's purpose-built AI solutions that simplify workflows, deliver data-driven insights and empower teams, all built on the industry's most extensive and trusted HR and payroll dataset.

[Discover ADP's AI capabilities](#) 

### References

1. ADP Research, [Today at Work: Meet the new hire, 2025](#)
2. PwC, [AI Agent Survey, 2025](#)
3. Boston Consulting Group, [How Agentic AI Is Transforming Enterprise Platforms, 2025](#)
4. Penn Wharton Budget Model, [The Projected Impact of Generative AI on Future Productivity Growth, 2025](#)

