

INSIGHTS

FROM THE 2025 EPLUS AI INDUSTRY PULSE POLL

The ePlus AI Industry Pulse Poll reveals a pivotal shift: AI is evolving from a tool for efficiency to a driver of innovation and revenue growth. Yet, security, skills gaps and infrastructure readiness continue to challenge progress – especially as leaders explore new frontiers such as agentic AI.



FROM EFFICIENCY TO EXPANSION

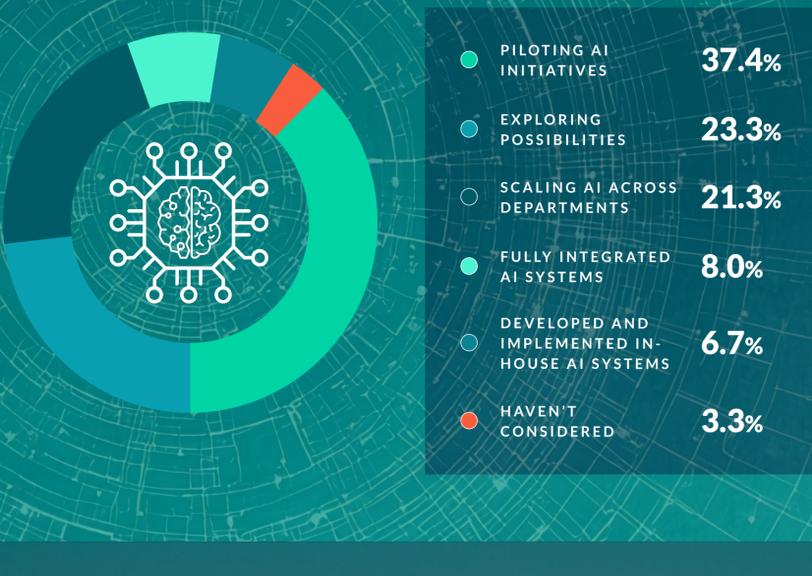
As AI reshapes the enterprise landscape, business strategies are evolving. Nearly **3 out of 4 IT leaders now identify revenue growth as the primary objective** of their AI initiatives, with customer satisfaction and cost reduction following behind.



Respondents were required to select their top two choices.

60.7% of organizations are still in the **early-to-mid stages of their AI implementation** (37.4% piloting initiatives and 23.3% exploring possibilities), while only 8.0% report having fully integrated, mature AI deployments.

STAGES OF ADOPTION



UNDERSTANDING THE CHALLENGES OF AI IMPLEMENTATION

80.7% of respondents express concerns that their current infrastructure may be **insufficient to support AI**.



The top three AI implementation challenges:



AGENTIC AI ON THE RADAR: PROMISE MEETS A PREPAREDNESS GAP

Despite the promise of agentic AI, an eye-opening **41.3%** of respondents are **slightly or not at all familiar with the concept of agentic AI**.



Opinions on the promise of agentic AI are divided, juxtaposing the **enthusiasm** and **uncertainty** surrounding this next wave.



KEY TAKEAWAYS

The ePlus AI Industry Pulse Poll reveals a critical inflection point in how IT and industry leaders perceive AI's role in business transformation. While most organizations remain in the early-to-mid stages of adoption, there is a growing focus on a cost-saving driver. Security, infrastructure limitations and talent shortages continue to challenge progress, underscoring the need for holistic readiness across people, processes and platforms.

As agentic AI's potential looms, organizations must bridge knowledge gaps and build structural promise to unlock its full potential. The findings emphasize that realizing AI's transformative promise requires not only technical maturity but also strategic alignment, empowering leaders to drive innovation, resilience and top-line impact.