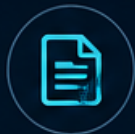


AI Interferences in Business 2027

What the supplied sources actually support
about disruption, productivity, and governance



- Date of report: 2026-06-05



- Sources 1-4 only



- 2027 lens, not a forecast model



- Evidence strongest on adoption and risk management

AI

AI ASSISTANT

Analyzing information
and generating insights...



ADOPTION
Accelerating

GOVERNANCE
Risk-aware
by design

AI Is Scaling Inside Firms

OpenAI says enterprise use is moving from pilot to core infrastructure

- More than **1 million** business customers use OpenAI tools
- More than **7 million** ChatGPT workplace seats are active
- Enterprise seats are up about **9x** year-over-year
- ChatGPT message volume grew **8x**
- API reasoning tokens per organization increased **320x**

ENTERPRISE ADOPTION



Scaling across teams and functions

IMPACT AT SCALE



Higher productivity



Faster workflows



Stronger outcomes



1M+

Business customers



7M+

ChatGPT workplace seats



Usage accelerating across the enterprise

Generative AI Lifted Productivity 14%

In customer support, novice workers gained the most from AI assistance



NBER studied 5,179 customer support agents



Issues resolved per hour rose 14%



Novice and low-skilled workers improved 34%



Effect on experienced workers was minimal



Study title: *Generative AI at Work*



Source: NBER | Study: *Generative AI at Work*



AI ASSISTANT



Suggested response



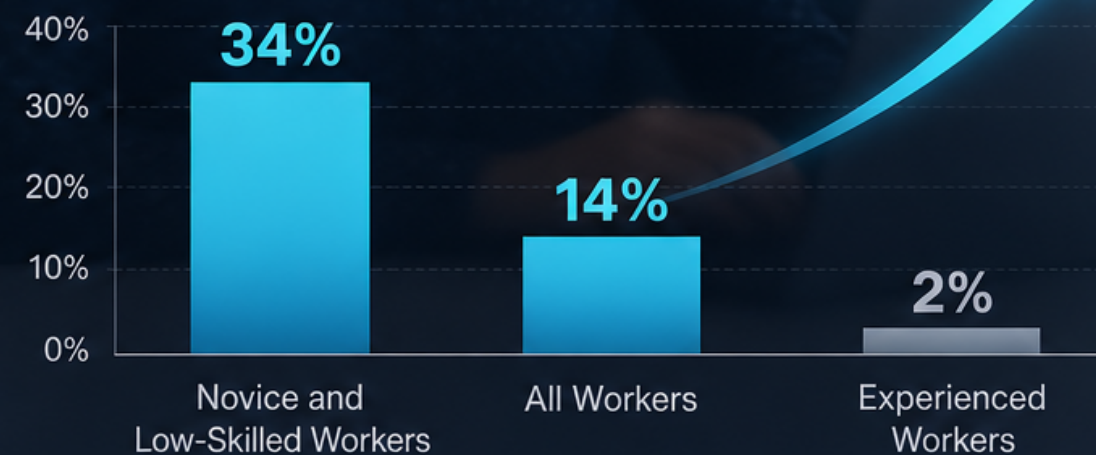
Relevant knowledge



Confidence high

PRODUCTIVITY LIFT

Issues Resolved per Hour



AI Risk Management Is Formalizing

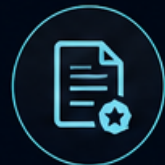
NIST treats AI as an organizational and infrastructure risk issue



- NIST AI RMF is voluntary



- Covers individuals, organizations, society, critical infrastructure



- Generative AI Profile released 2024-07-26



- Critical infrastructure concept note released 2026-04-07



- Tailored controls are explicitly needed



GOVERNANCE
Accountable leadership
and clear oversight



RISK FRAMING
Contextual, evidence-
based, and proportionate
to impact



AI CONTROLS
Documented, tested,
and continuously
improved



APPLIES ACROSS
Individuals • Organizations • Society
Critical Infrastructure

What 2027 Evidence Actually Supports

AI value is real; direct claims about disruption remain unverified

 OpenAI and NBER support measurable productivity gains

 NIST links AI to governance and risk management

 Frontier firms send 2x as many messages per seat

 Frontier workers send 6x more messages

 No source quantifies 2027 downtime, fraud, or compliance losses.



 **FRONTIER ADOPTERS**

 **2x** more messages per seat

 **6x** more messages per worker

 Measurable productivity gains

 **MEDIAN ADOPTERS**

Early adoption; evidence of smaller or mixed impact

TODAY



Conclusion: Evidence supports AI's productivity upside—not the unverified disruption claims.



FOCUS FOR 2027:

Adopt AI deliberately. Measure rigorously. Manage risk. Validate outcomes.