

Top Organizational Challenges



- *78% of CIOs & Sr IT leaders identified governing AI usage as their top challenge*
- *AI Governance is the critical outlier, affecting nearly **8 in 10** organizations*
- *Shadow IT & unknown SaaS usage continue to create **risk & inefficiency***
- *Despite economic pressure, optimization is **far less urgent** than governance & control*

The challenge is no longer just security. It's control and visibility across AI + SaaS ecosystems.

Where AI Delivers the Most Value



- *64% of IT leaders pointed to reducing operational overhead through automation*
- *27% of leaders want to streamline end-to-end processes*

AI is being deployed as an efficiency engine

Vendor Replacement & Selection

- *The "Silent Killer": Poor Support (27%)*
- *36% of replacements are driven by value perception (cost + ROI)*
- *When it comes to vendor selection, ROI clarity leads (33%)*
- *Peer recommendations & Vendor stability accounts for over a third of decisions*

Vendors don't win on price. They win on proven value, seamless execution, and trusted reputation.

Critical Priorities for the Next 12–24 Months

- *“We are looking at AI to help us accelerate and de-risk around sensitive data”*
- *When it comes to vendor selection, ROI clarity leads (33%)*
- *Peer recommendations & Vendor stability accounts for over a third of decisions*

The next wave of transformation will be defined by secure, governed AI adoption, not speed alone.

Key Take Away from CIOMeet Chicago



The Chicago IT landscape is defined by Safe Innovation. The goal isn't just to deploy AI, but to do so while aggressively eliminating the technical debt that hinders speed. Partners who can offer security-first AI implementation and Legacy Modernization will be the most valued.