

Sponsored content | White paper

# AI is redefining the role of the knowledge worker



CIO

Sponsored by



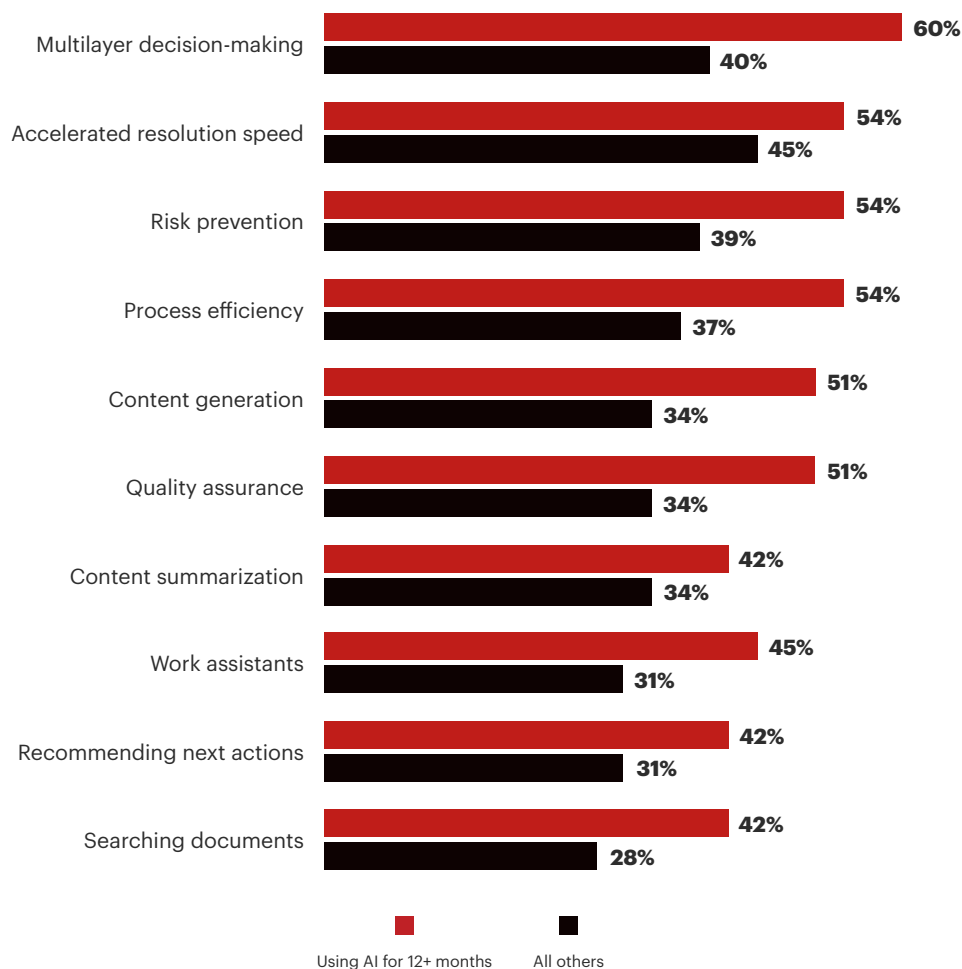
## The rise of the AI-enabled digital knowledge worker

The role of the traditional knowledge worker is evolving. [As artificial intelligence](#) (AI) becomes more deeply embedded in daily workflows, a new class of employees is emerging — [digital knowledge](#) workers. Empowered by intelligent agents, automation, and contextual data, these employees can move faster, make more informed decisions, and generate greater value for their organization.

This shift is already under way. According to new global research conducted by Foundry on behalf of OpenText, 52% of employees today are using AI-enabled tools, with that figure expected to rise to 67% within three years.<sup>1</sup> AI adoption is especially strong in Europe and in industries such as retail, where workers rely on real-time insights for rapid decision-making.

Digital knowledge workers represent the front line of AI-enabled transformation. They aren't being replaced by AI — their work is being enhanced by it. And the organizations enabling this evolution are already seeing the benefits.

### Percent of respondents who consider the following AI capabilities to be 'game-changing'



<sup>1</sup>Foundry

## Productivity is just the beginning

Improved productivity is the most common reason organizations adopt AI — and for good reason. Among the survey respondents, 59% ranked productivity among their top three anticipated benefits, and mature organizations are seeing a broader and more strategic set of returns.

Among all the respondents, 69% said that modern information and automation tools such as AI are already delivering measurable productivity improvements. For organizations with more mature AI practices, that number climbs to 78%. This demonstrates a clear link between AI maturity and its impact on human performance.

But the gains don't stop at productivity. Digital knowledge workers are helping drive improvements across the board:

- **53% of the organizations reported better decision-making**
- **46% see improved employee experiences**
- **42% reported increased innovation**
- **40% noted stronger collaboration across teams**

These findings highlight the role of AI not just as a process optimizer but also as a driver of creativity, culture, and connection. Employees empowered with the right tools can focus on more strategic work, act with greater confidence, and contribute more meaningfully to innovation and team success.

## ROAI: Maturity unlocks resilience, innovation, and scale

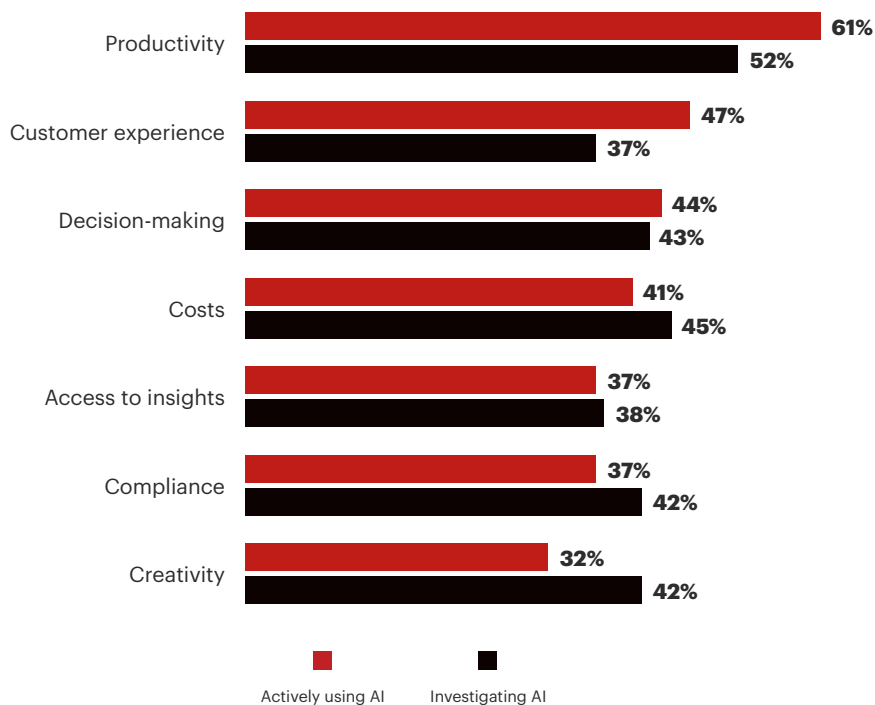
The more organizations invest in AI-enabled tools and practices, the more they shift their view of AI from seeing it as a tactical solution to regarding it as a long-term business enabler. For mature adopters, AI is a strategic asset — a force multiplier that enhances resilience, supports innovation, and reduces operational risk.

These organizations don't just measure return on AI investment (ROAI) by efficiency gains. Instead, they assess value through problem-solving and risk reduction. Among the mature users, 69% reported high satisfaction with their ROAI, showing that when AI is integrated with strong data practices and human workflows, the payoff is significant.

That satisfaction is grounded in confidence. As organizations gain experience, their trust in AI-ready information platforms and automation tools grows. The result is a more empowered, agile workforce that can respond quickly to change, adapt to new demands, and scale innovation across the business.

Crucially, this maturity is reflected in how digital knowledge workers operate. They aren't just using AI passively — they are increasingly working alongside [agentic AI](#) systems: intelligent agents capable of executing tasks, learning from interactions, and proactively assisting without requiring constant human direction. This shift enables employees to delegate routine or data-intensive work to AI, freeing up their time and energy for higher-value contributions. The digital knowledge worker, supported by agentic AI, becomes a dynamic collaborator in a system designed for continuous learning and impact.

## Top benefits of AI



## Building the limitless workforce of tomorrow

Digital knowledge workers aren't just driving short-term gains — they are laying the foundation for a more resilient, scalable, and future-ready workforce. In this model, people and machines don't compete; they collaborate. AI is not replacing employees but augmenting their work.

The limitless workforce of the future is not about replacing humans with AI but about enhancing their work with intelligent tools. That vision is becoming reality for organizations that invest in the right platforms, partners, and governance structures.

Mature enterprises are increasingly selecting AI partners that support key capabilities such as integration with existing systems, data classification and enrichment, and enterprise-

grade security. These are the pillars of a scalable digital workforce — one that can evolve in step with technological change and shifting market demands.

## The limitless workforce starts here

To build a limitless, future-ready workforce, organizations must empower a new class of employees: digital knowledge workers. This requires going beyond short-term automation and investing in platforms and partnerships that enable secure, scalable, AI-driven transformation. When paired with agentic AI, the work of these employees represents the next frontier of productivity, resilience, and innovation.

**Read the [Marketpulse report](#), or [learn how to unlock the full potential of AI](#).**