

# HR is ready to move AI from pilots to REAL IMPACT



The future of AI in the workplace won't be defined by technology—but by leadership.

HR has the power to turn AI from a set of tools into a true driver of workforce performance and employee experience. See more insights and supporting data below based on a recent poll of people strategy professionals who attended Gallagher's High Performance Employer Summit in Orlando, April 2026.

## The Reality

### AI adoption in HR has begun—but impact remains uneven.

61% of HR leaders report AI is embedded in core workflows.

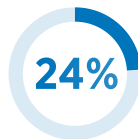
Progress is slowing due to foundational gaps:

#### Most use cases remain targeted:

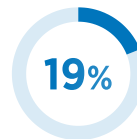


**31%**  
in data analysis & reporting

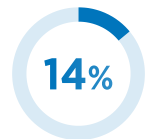
**30%**  
in recruiting and talent processes



cite governance, trust, and risk concerns as the top barrier



report limited internal expertise



lack clear ownership or strategy

## 3 WINS for HR

- 01 Reclaim time to focus on people, not paperwork
- 02 Improve service consistency
- 03 Employee experience is the next frontier for AI impact

## How HR can lead

01

Define responsible AI governance

02

Prepare the workforce with AI skills

03

Align investments to employee experience + business priorities

04

Build trust and transparency

# Where AI Delivers Value

Over the next 12 months, HR leaders are prioritizing



**30%**

Reducing HR/admin workload and improving automation of repetitive tasks

**20%**

Enhancing workforce insights and analytics

**19%**

Improving employee experience with benefits navigation and support



## How HR Moves From Insight To Impact

**Define ownership and strategy**

Build a cross-functional HR AI team to drive governance and adoption

**Start with admin reduction**


Automate routine tasks to free capacity for higher-value work

**Invest in analytics and decision support**

Enable predictive insights to improve workforce and business decisions

**Use AI to simplify employee experience**

Deliver more personalized, accessible HR interactions and support



### AI delivers the most value when it

- 01** Saves Time
- 02** Improves Decisions
- 03** Enhances Employee Experience

AI is already in the workflow. High-value use cases are clear. Now is the moment to scale.

**Ready to act?**  
Partner with Gallagher to streamline HR, strengthen analytics, and elevate employee experience with AI.

<sup>1</sup>Gallagher's US Organizational Wellbeing Poll: 2026 People Priorities in Benefits, Financial & Talent, conducted December 1-19, 2025; 231 respondents.

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