

# Challenges to adoption and key strategies for SaaS innovation delivery

Software and digital organizations are facing increased competition and pressure to deliver rapid innovations with high reliability and security. They're adopting Artificial Intelligence (AI) to help overcome resource challenges and deliver results. We surveyed 260 global software and digital leaders to gain insights into AI adoption.

Of the surveyed respondents, a majority said AI adoption is expected to be pervasive across various teams, enabling them to be more proactive than reactive:

- 82%** IT Operations teams
- 73%** Development teams
- 69%** Security teams
- 62%** DevOps teams
- 47%** Business teams



Within the IT context, SaaS leaders say they expect adopting AI to drive improvements in many areas:

- 94%** The speed of software deployment and delivery
- 89%** Faster incident response
- 88%** Extending access to analytics through natural language queries
- 87%** Predict and resolve service impacting issues
- 85%** Security analyst productivity



With DevOps driving efficiencies and accelerating innovation, SaaS leaders plan to increase investments in these areas over the next 12 months:

- 70%** Speeding up development by generating code
- 55%** Enabling users to easily customize dashboards
- 53%** Enabling users to build interactive queries for analytics

With their business dependent on cloud technologies, reducing complexity is one of the primary criteria for AIOps adoption:



And for successful AI adoption, SaaS leaders believe the following are important factors:

- 91%** Intelligent and automated prompt optimization
- 85%** Team skills/training
- 88%** Quality of data observability used as an input for model training and prompt engineering
- 85%** Enhancing explainability of answers provided by AI
- 84%** Eliminating bias

## Dive deeper into the state of AI — and what your organization can do to keep up.

Read the [full report](#) to learn more actionable insights from industry practitioners and how to mature your AI adoption practices. Dynatrace can help you build and mature a successful innovation culture, empowering you to deliver reliable and resilient software at the speed your business demands. [Learn how](#)