FUTURE FORUM

What Machines Are Actually Doing in Our Operations

MAN vs MACHINE

ASPIRE ANNUAL CONFERENCE

Office Samurai

What machines are actually doing

ASPIRE 2026: Man vs Machine

2026-09-23

WRITER

2026 AI ADOPTION SURVEY

AI adoption in the enterprise

https://writer.com/blog/enterprise-ai-adoption-2026/

Lagging ROI

Nearly half of executives (48%) admit that AI adoption at their company has been a massive disappointment.

AI-related layoffs

69%

of executives say their company is doing layoffs due to AI.

Strategy in place

39%

admit their company doesn't have a formal strategy to drive revenue from AI.

How AI adoption is affecting companies

It's tearing my company apart

42%

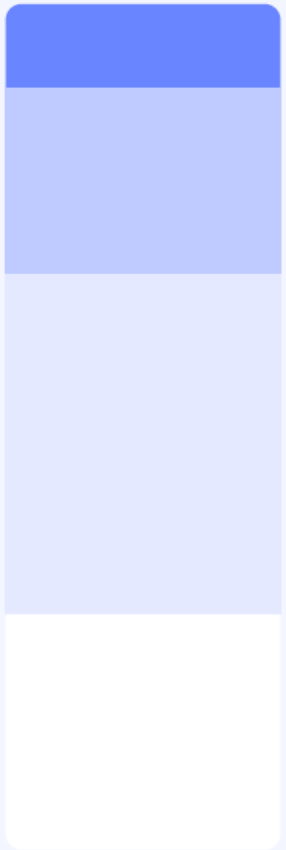
2025

It's created power struggles and disruption

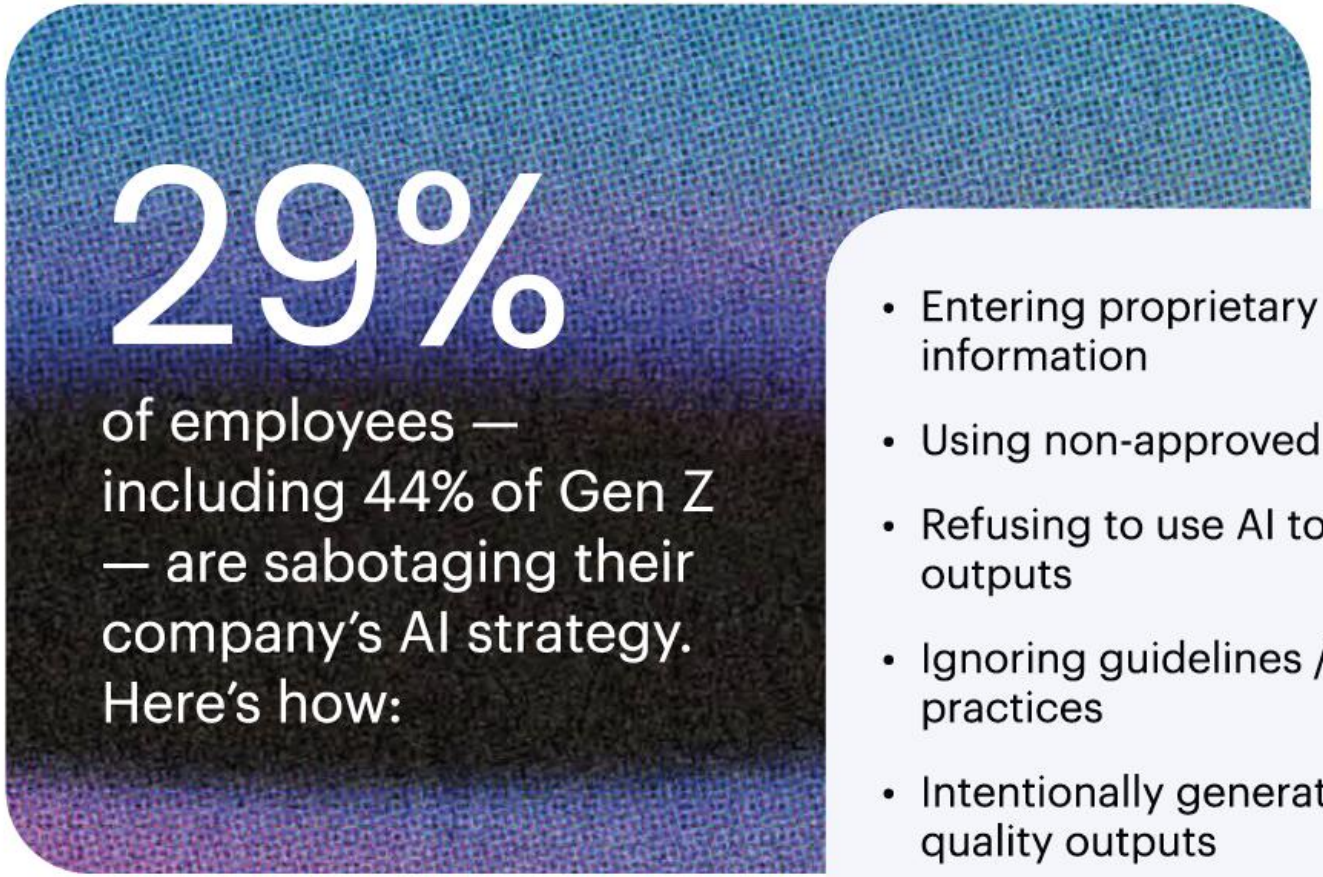
42%

2025

How much stress or anxiety is your company's AI strategy causing you?



75% of executives admit their AI strategy is **“more for show”** than actual guidance



29%

of employees — including 44% of Gen Z — are sabotaging their company's AI strategy. Here's how:

- Entering proprietary company information
- Using non-approved AI tools
- Refusing to use AI tools or outputs
- Ignoring guidelines / best practices
- Intentionally generating low-quality outputs
- Refusing to take AI training
- Tampering with performance metrics to make it appear AI is underperforming

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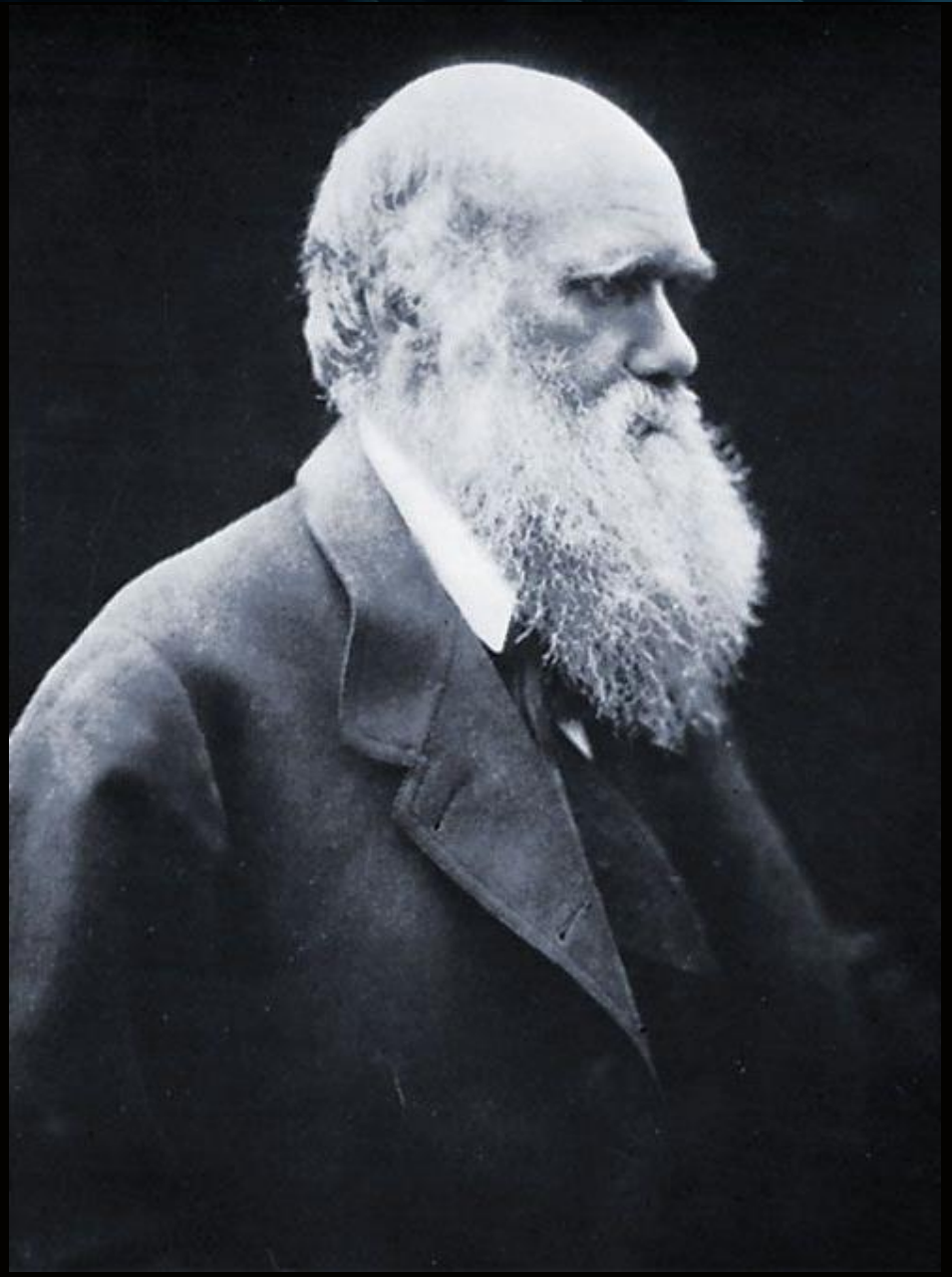


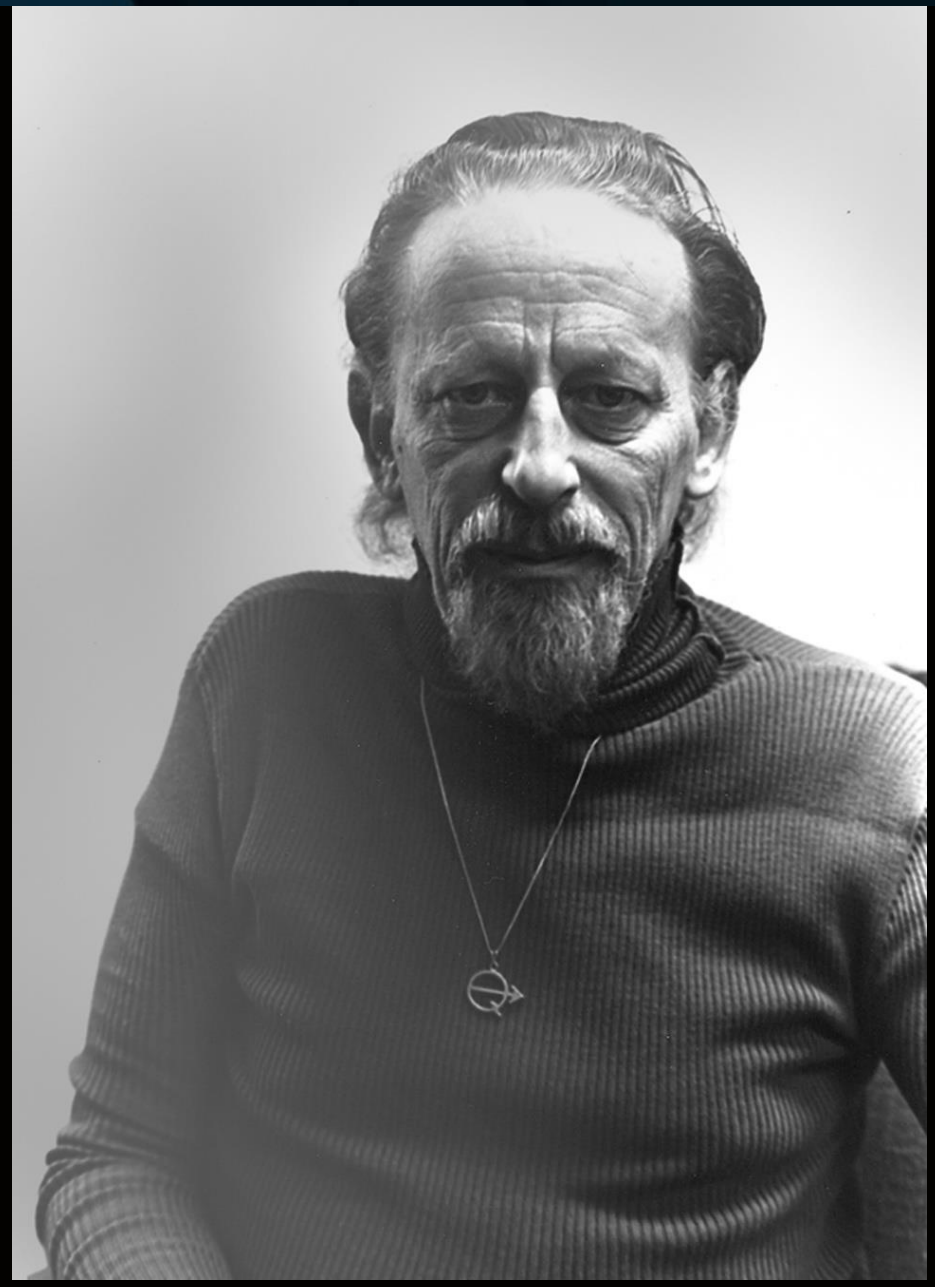
Charles Darwin

It is not the strongest of the species that survives, not the most intelligent that survives.

It is the one that is the most adaptable to change.

Theodore Sturgeon

90% of everything is crap



Kinastowski's 1st law of AI

It's not the one with the biggest team or most money that leads the AI revolution.

It's the one that can identify the 10% of use cases that aren't crap.

Draining the paperwork swamp

Logistics · transport documents in 20+ languages

THE MESS

Invoices, CMRs, delivery notes — badly scanned, stamped, handwritten, dumped into giant PDF bundles.

People spent their days deciphering them.

THE MOVE

GenAI splitters that read what a page is, not which keywords it holds.

UiPath Document Understanding for data extraction, IXP reasoning for the worst scans.

Humans validate only the low-confidence snippets.

THE RESULT

70%

of the process automated — double the original 30% goal

30k cases a month =>
more than 1k hours saved per month

The Samurai's lesson *Some messes need multiple tools to untangle*

The human-in-the-loop safeguard

IT service desk · ticketing and shared mailboxes

THE MESS

Hundreds of repetitive tickets: password resets, VPN, SAP access.

A fully autonomous agent here doesn't fail loudly — it improvises confidently.

THE MOVE

A master agent triages every ticket.

Questions → RAG over the actual company documents.

Actions → sub-agents extract the parameters and propose the fix.

THE RESULT

0

actions executed without a human approving them

30-40% automation.
The AI does the work.
The operator holds the blade.

The Samurai's lesson *Trust, but validate — the human stays the final judge.*

Agentic recruitment

HR · candidate profiling and communication

THE MESS

Thousands of applicants a month.

CVs contradicting the application form, CVs e-mailed outside the process and quietly lost, replies arriving late.

THE MOVE

Four specialists instead of one generalist:

PhishGuard screens · AnswerGenerator replies · IXP structures the CV · ProfileFit scores the match and drafts the interview questions.

THE RESULT

100%

of applicants captured, whichever channel they use

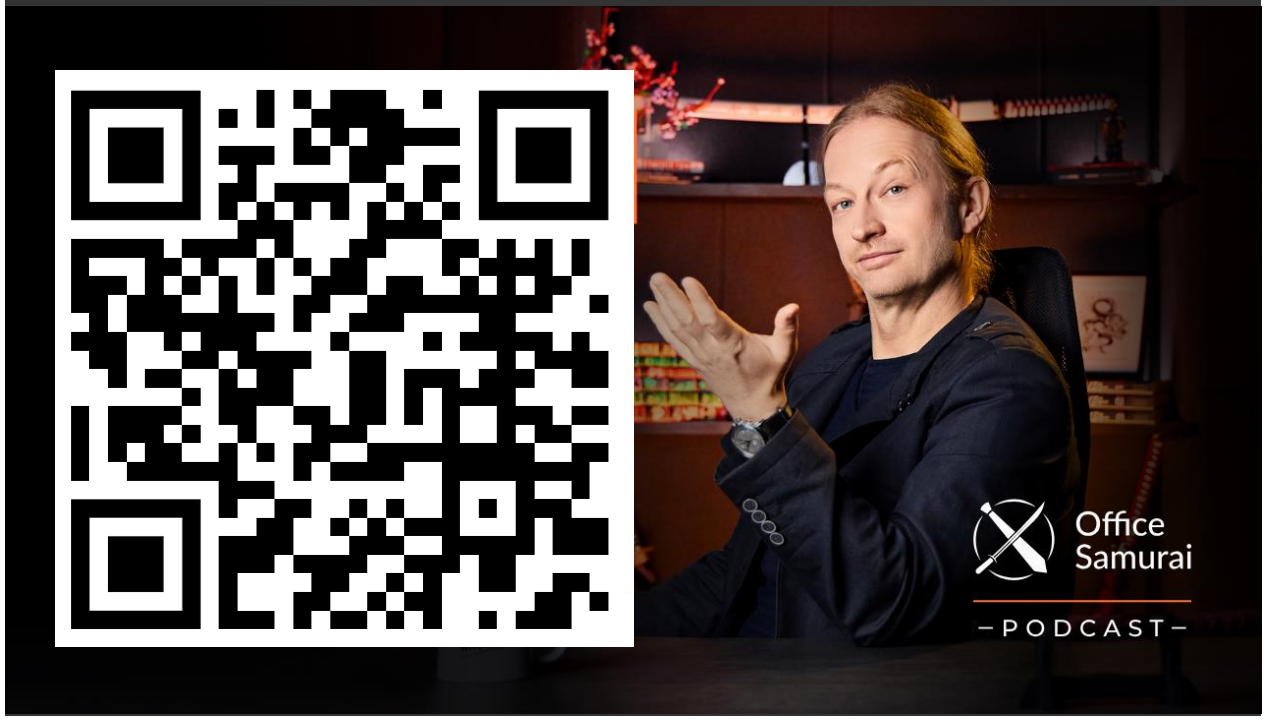
3x faster HR processing

The Samurai's lesson *Specialisation beats one agent that tries to do everything.*

The 10% of use cases that aren't crap

AI Automation Dojo podcast

youtube.com/@OfficeSamurai



The discussion

Panel discussion · what actually works in production

PANELLIST

Mateusz Ślemp

Process Excellence Hub
Senior Manager

AMER SPORTS

PANELLIST

Mirosław Rodzeń

Head of Transition & Process Excellence
Head of Automation CoE

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Thank you!

ありがとう!

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