

# AI at the Endpoint: The Impact of AI on End Users and Endpoint Devices

As AI adoption accelerates, organizations are evaluating how AI-driven workloads impact end-user support, digital workspaces, and endpoint strategies. At the same time, IT and security teams face growing challenges related to “shadow AI”—unsanctioned AI tools used by employees. Enterprises must weigh the urgency of AI adoption against other IT priorities, balancing the need to stay competitive with a cautious approach to emerging AI hardware investments. TechTarget’s Enterprise Strategy Group recently surveyed business professionals to gain insights into these trends.

Notable findings from this study include:



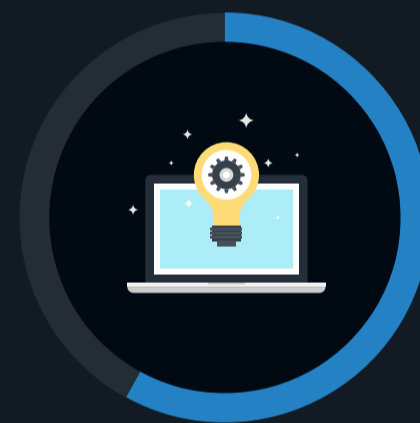
## 93%

of organizations currently or plan to **provide AI tools to end users** within the next two years.



## 83%

of organizations said AI has increased their 5G connectivity needs.



## 58%

of organizations have started deploying PCs and laptops with built-in AI processors, and an additional 33% plan to do so.



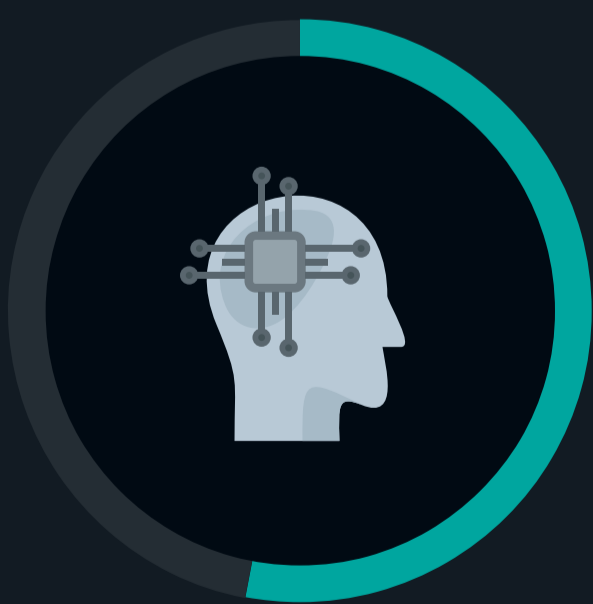
## 80%

of organizations report an accelerated PC refresh cycle due to AI-enabled endpoints.



## 61%

of end users would stop using unauthorized AI tools if their organization developed a strategy that fit their needs.



## 53%

of end users say they engage in “**shadow AI**.”

For more from this Enterprise Strategy Group study, read the full research report, *AI at the Endpoint: The Impact of AI on End Users and Endpoint Devices*.

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