

From Systems of Record to Systems of Action

By Gerald Trites

AI is affecting all business systems. This includes ERP and SAAS, among others. Some analysts have predicted the decline of both of these types of systems amid the growth of AI. As with many other aspects of technology, and human work, in fact AI does not replace much activity but instead augments it. For example, AI is driving the application changes taking place by shifting some worker activity from people to AI technology and often enhancing those activities along the way. Accordingly, the result is that the incorporation of AI into business systems is converting those systems into systems of action rather than systems of record. This will ensure their survival and increase their importance as long as they embrace AI.