9 in 10 businesses embrace AI and automation in tech departments

- 92% of Australian tech departments are using AI and 97% are using automation in some capacity
- 46% of tech departments have extensively or fully integrated AI into their business operations, while 45% of employers have done the same with automation
- Software development and DevOps (64%) and IT data management and analytics (64%) are the areas tech departments are using **AI** the most, while IT operations and infrastructure management (37%) and compliance and governance (35%) are the top areas tech leaders plan to implement AI next
- Business process automation (68%) and IT customer support and service desk (65%) are the top areas tech departments are using **automation**, while IT operations and infrastructure management (32%) and compliance and governance (31%) are the areas tech leaders plan to implement automation next

Sydney, 24 September 2025 – Artificial intelligence (AI) and automation are becoming the foundations of business operations, as employers and technology departments complete the transition from piloting the technologies to making it a firm part of daily operations.

New independent research by specialised recruiter [Robert Half](#) finds employers have leveraged automation to create organisational efficiency, followed by exploring how AI's sophisticated analytical and predictive capabilities can build on this efficiency.

About 9 in 10 (92%) tech departments are using AI in some capacity, whether it is fully embedded, extensively integrated, moderately embedded or in limited use. Meanwhile, even more (97%) have turned to automation in the same way.

Tech departments progress substantially in integrating AI and automation
Employers have moved rapidly in the past 12 months to firm up their use of AI and automation, with most (46%) extensively or fully integrating AI processes in their tech operations, and about the same (35%) doing so with automation. Only about one in 10 employers are not using AI at all and do not plan to do so, while even fewer employers are not adopting automation.

The extent to which technologies have been implemented	AI	Automation
No AI or automation tools have been adopted and there are no current plans to integrate them	8%	3%
Limited use of AI or automation, such as pilot or ad hoc tools used in specific tasks or teams	24%	24%
Moderate integration, with several processes automated or enhanced with AI but their use is not widespread	24%	30%
AI or automation is extensively integrated, used in multiple core operations across technology and IT	32%	29%
AI or automation is fully embedded and central to daily operations and decision making	14%	16%

Independent survey commissioned by Robert Half among 200 tech hiring managers in Australia.

The top 5 AI and automation priorities

When asked about the top five areas in which technology departments are already using AI, as well as the top five areas in which they plan to implement AI, employers reveal different priorities for each. The exception is customer support and service desk, which has been implemented by many employers while others plan to introduce it.

Where tech leaders are already using AI		Where tech leaders plan to use AI	
Area	% of employers <u>already</u> using	Area	% of employers <u>planning</u> to use
Software development and DevOps	64%	IT operations and infrastructure management	37%
Data management and analytics	63%	Compliance and governance	35%
Business process automation	62%	Testing and quality assurance	32%
Customer support and service desk	62%	Cloud management and optimisation	31%
Cyber security	61%	Customer support and service desk	31%

Independent survey commissioned by Robert Half among 200 tech hiring managers in Australia.

When it comes to automation, employers have greater rates of existing use than they do for AI as well as slightly lesser intentions to implement it in a variety of areas.

Where tech leaders are already using automation		Where tech leaders plan to use automation	
Area	% of employers <u>already</u> using	Area	% of employers <u>planning</u> to use
Business process automation	68%	IT operations and infrastructure management	32%
Customer support and service desk	65%	Compliance and governance	31%
Cloud management and optimisation	64%	Cyber security	30%
Data management and analytics	63%	Data management and analytics	29%
Software development and DevOps	62%	Cloud management and optimisation	29%

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"AI and automation are firmly integrated into the operational fabric of businesses," says **Tom Ward, Director at Robert Half**. *"We're seeing widespread adoption, signalling a clear priority for efficiency and intelligent insights across the enterprise.*

"What's particularly insightful is the strategic shift in how companies plan to deploy these technologies. There's a clear emphasis on leveraging AI and automation in critical, often complex domains, indicating a maturing understanding of how these tools can enhance not just productivity but also control and resilience within organisations.

"The consistently high performance of data management, analytics, and customer support in both current and planned AI and automation use is a powerful indicator that highlights that companies are doubling down on leveraging advanced technology to build more intelligent, responsive and secure operations, positioning themselves to navigate today's intricate business landscape more effectively," concludes **Ward**.

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Notes to editors

About the research
The study is developed by Robert Half and was conducted online in July, 2025, by an independent research company of 500 hiring managers in finance and accounting, IT and technology, and human resources. Respondents are drawn from a sample of SMEs as well as large private, publicly-listed and public sector organisations across Australia. This survey is part of the international workplace survey, a questionnaire about job trends, talent management, and trends in the workplace.

About Robert Half
Robert Half is the global, specialised talent solutions provider that helps employers find their next great hire and jobseekers uncover their next opportunity. Robert Half offers both contract and permanent placement services, and is the parent company of Protiviti, a global consulting firm. Robert Half Australia has offices in Brisbane, Melbourne, Melbourne South East, Perth, and Sydney. More information on roberthalf.com/au.

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