

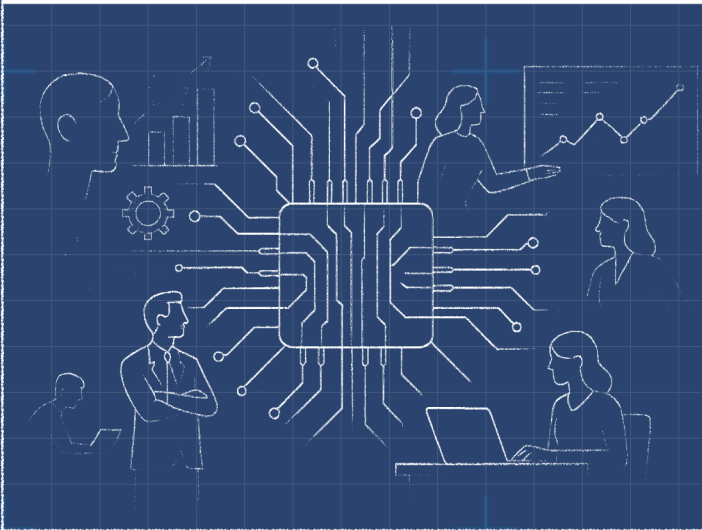
2025 Work Trend Index Highlights the Rise of Frontier Firms

Here's Why Operations Leaders Should Care

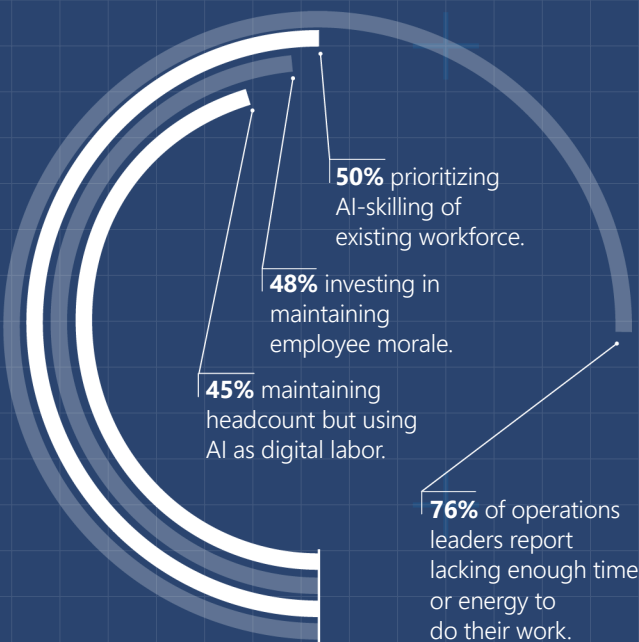
The Reality Check

Frontier Firms are already taking shape and operation leaders are using AI and agents to solve capacity demands and meet growth opportunities. **82%** of leaders say this is a pivotal year to **rethink key aspects of strategy and operations** — see how a new blueprint for operations is emerging.

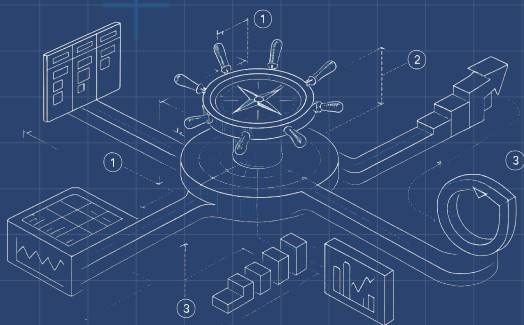
You Can Buy Intelligence on Tap



Operations leaders are prioritizing strategic workforce planning and skilling **to meet capacity demands and growth opportunities.**



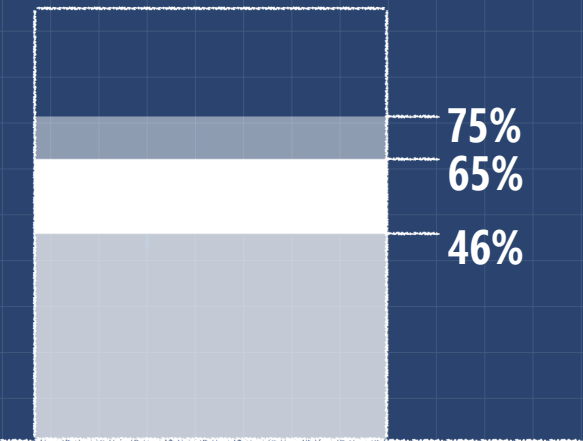
Human-Agent Teams Will Upend the Org Chart



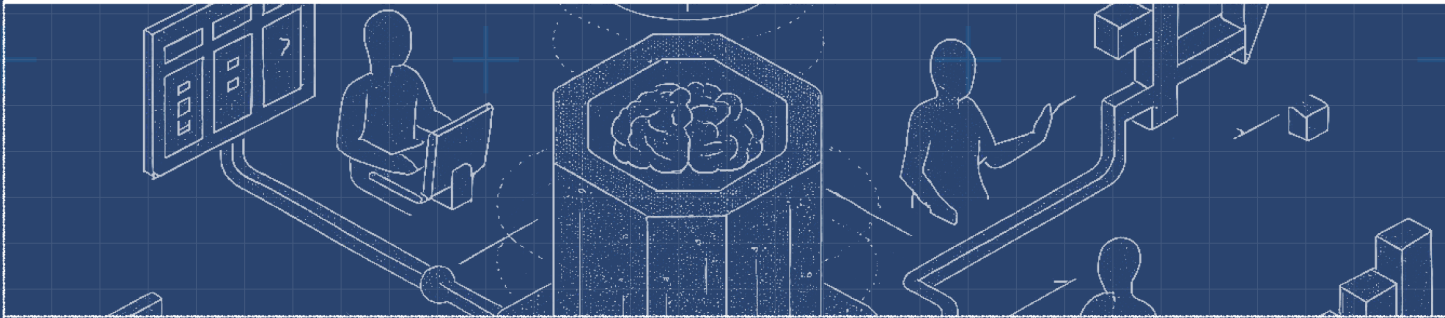
With expertise on demand, teams empowered by agents can expand employee scope and enable faster, more impactful ways of working. But **not every function will evolve at the same pace — or to the same degree.**

Operations is ahead of the curve:

- **46%** of leaders say their companies are using agents to fully automate workflows or processes.
- **75%** of COOs trust AI for high-stakes work.
- **65%** of operations leaders have regular AI usage.

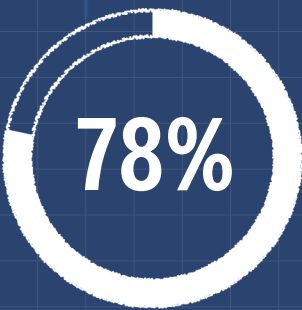


Every Employee Becomes an Agent Boss



In the coming years, we may see a **rise of employees who don't just use AI – but manage it.**

78% of operations leaders see **AI as a career accelerator.**



38% of operations leaders **expect to manage agents.**

