Are you prepared for the future of work?

The human-first era of integrated intelligence

Fujitsu's 'Future of work' event, held in the heart of London, brought together a diverse array of thought leaders, technologists, and strategists for a timely conversation around a transformative paradigm: Integrated Intelligence. Far from a generic discussion on artificial intelligence, the event illuminated how AI and human ingenuity can converge to redefine the nature of work — not through automation alone, but through augmentation and co-creation.

Against the backdrop of the UK's persistent productivity stagnation and widening digital skills gap, the event delivered a compelling vision for moving beyond fragmented AI adoption toward deep, strategic integration — one that amplifies human potential and unlocks sustained organisational value.

Designing for human-first intelligence: Laying the foundations

The event opened with **Kate Hanaghan**, Chief Research Officer at TechMarketView, who framed the urgent shift towards integrated intelligence. She argued that successful AI integration must begin not with tools, but with **human experience** — prioritising wellbeing, purpose, and empowerment alongside productivity.

Hanaghan underscored the need to embed AI into the **core of business processes**, allowing it to act not just as a layer of automation, but as a platform for creating meaningful value across the employee journey.

A new epoch: The industrialisation of intelligence

The keynote address by renowned AI thought leader Nina Schick painted a compelling picture of our current era as the 'industrialisation of intelligence' – a monumental shift akin to the transformative industrial revolutions of the past. She articulated how AI is rapidly evolving into a foundational infrastructure layer underpinning our global economy, a transformation fuelled by the exponential scaling of data, computational power, sophisticated algorithms, and advanced deep learning architectures.

Schick highlighted the significant rise of sophisticated reasoning models, positioning them as a crucial precursor to the emergence of truly autonomous AI agents capable of tackling complex tasks without direct human intervention. She referenced examples like 'Humanity's Last Exam', illustrating the remarkable and accelerating progress in AI's ability to reason and solve intricate problems. While acknowledging the staggering 96% of businesses planning increased AI investment, she issued a stark warning: only a mere 1% are currently prepared for true, deep integration. Her message was clear: organisations must transition from isolated pilot projects to architecting AI-native systems with integrated learning loops and seamlessly interoperable data ecosystems to truly unlock the compounding value that Integrated Intelligence promises. Schick concluded with a powerful call for ethical design principles, the cultivation of trust in AI systems, and the establishment of robust governance frameworks – urging organisations to build AI-native systems with interoperable data ecosystems, continuous learning loops, and a clear commitment to transparency and explainability.

Augmenting the human element: Reimagining the role of AI

The first panel discussion, expertly moderated by **Kate Hanaghan**, delved into the crucial question of how to ensure AI serves not merely as an automation tool but as a genuine force for **human empowerment**. The conversation featured **Sana Khareghani**, Professor of Practice in AI and former Head of the UK Government Office for Artificial Intelligence; **Anna Wang**, Head of AI at Multiverse; **Hamish Woodhead**, Head of Digital Workplace at Fujitsu UK; and thoughtfully built upon the foundational perspectives laid out by keynote speaker **Nina Schick**.

Schick's earlier framing of the 'industrialisation of intelligence' provided a critical backdrop for the discussion, underscoring the urgency of strategic **upskilling**, **reskilling**, and effective AI adoption. Her vision for an AI-native future set the tone for a panel deeply engaged with the **human implications** of this technological shift.

Sana Khareghani began by affirming a fundamental truth: AI is not a passing trend — it is a permanent transformation. With its adoption accelerating across sectors, she called on businesses, academics, and policymakers to act with shared responsibility in ensuring its **equitable and ethical deployment**. Citing research from the Institute for the Future of Work, she highlighted a strong correlation between **sociotechnical design approaches** and successful, sustainable AI adoption. She pointed to the evolving workplace skills landscape — where capabilities such as critical thinking, communication, and creativity are rising in importance — and stressed the need to build **trust from the outset**. For Khareghani, this means openly acknowledging employee concerns, engaging transparently, and fostering a work environment where AI enhances both productivity and wellbeing.

Anna Wang addressed the 'race to upskill' with both urgency and optimism. She pointed to compelling research showing AI's potential to significantly enhance workforce value — yet lamented the reality that few organisations have implemented meaningful training initiatives. Drawing on Multiverse's own insights, she introduced the **MAGE framework** for AI adoption at scale:

- **Measurement** (aligning AI use with tangible business outcomes)
- **Applied** (embedding AI into real-world workflows)
- **Guided** (supporting users through coaching and hands-on AI assistance)
- **Expanding reach** (democratising access to AI tools across all career stages).

Hamish Woodhead shared valuable findings from Fujitsu's own research on generative AI uptake across Europe. Interestingly, the data revealed **higher adoption rates among older demographics**, challenging stereotypes about digital fluency by generation. He estimated a productivity gain of nearly **five hours per employee per week** from AI tools, but cautioned against viewing these efficiencies solely through a cost-saving lens. Instead, he advocated for reinvesting saved time into areas like upskilling and **employee wellbeing**. He also pointed to a gap in leadership expectations, with many senior executives expressing frustration at the slow pace of AI implementation — highlighting the importance of **clear strategy and effective change management** to support scaled integration.

Together, the panel painted a nuanced and human-centred picture of the road ahead. They made clear that successful AI integration isn't merely a question of technical deployment — it hinges on **empathy, education, transparency**, and a bold commitment to reshaping the workplace into one where people and machines **learn, adapt, and thrive together**.

Building the Framework: aligning strategy, technology, and culture

The second panel, also moderated by Hanaghan, focused on aligning AI strategy with broader business and technology objectives. Panellists included:

- **Gerry Levin**
  CTO, Citrix

- **Adam Spearing**
  EMEA Head of AI Innovation, ServiceNow.

- **Marc Finch**
  Chief Digital Officer, Public Sector at Fujitsu

- **Tatiana Arventi**
  GTM Lead for Modern Workplace, Microsoft

Highlights

Gerry Levin addressed the reality of integrating AI into legacy systems, noting the friction this creates across IT, business, and user layers. He called for secure, intuitive digital workplaces with AI embedded safely and effectively.

Adam Spearing stressed that AI strategy must start with desired business outcomes, not technology. He warned that psychological safety is a non-negotiable prerequisite for adoption — people must feel safe to explore, question, and fail in order to innovate.

Marc Finch emphasised the importance of observability and feedback loops. Human-machine collaboration must be tracked and refined to ensure AI supports — not overrides — human insight.

Tatiana Arventi shared Microsoft's shift from grassroots AI experimentation to top-down strategic leadership. She outlined a roadmap from assistive tools to collaborative agents, and ultimately to *"agent bosses"* — humans orchestrating networks of autonomous AI.

Shared Responsibility: Shaping a human-centric future

The day closed with a collective recognition: Integrated Intelligence is not simply a technological milestone — it is a shared societal responsibility.

Speakers across the event underscored the need for collaborative ecosystems — partnerships between technologists, business leaders, policymakers, and educators. Equipping future generations with critical thinking, digital ethics, and AI literacy is vital. The group also raised the pressing issue of AI's environmental footprint, urging sustainable innovation in parallel with technological progress.

Five imperatives for the age of integrated intelligence

1   **Architect for strategic integration:** Transition from isolated AI pilots to a comprehensive strategic roadmap that embeds AI as a fundamental operating layer. Prioritise interoperable data architectures and redesigned processes that facilitate continuous learning and compounding insights.

2   **Cultivate hybrid talent:** Recognise that the future workforce requires a blend of technical AI proficiency (such as effective prompting and data literacy) and essential human capabilities like critical thinking, nuanced communication, creativity, and adaptability. Invest proactively in training programs that bridge domain expertise with AI fluency across all roles.

3   **Champion a human-first AI ethos:** Build a culture of trust and psychological safety by ensuring transparency around AI adoption. Involve employees in the transition, clearly articulate how AI will augment their roles and free up capacity for higher-value tasks, and demonstrate a genuine commitment to enhancing their overall work experience and wellbeing.

4   **Implement future-proof AI governance:** Establish clear, comprehensive policies and standards for AI governance that address crucial aspects such as data usage, privacy, security, explainability, and ethical considerations. Treat the integration of AI systems and autonomous agents with the same strategic rigor applied to human capital management.

5   **Measure impact beyond efficiency:** Define and rigorously measure the impact of AI initiatives on a broader set of business outcomes, extending beyond simple productivity metrics to encompass factors like job quality, employee satisfaction, and the potential for innovation. Strategically plan how to reinvest the time and resources liberated by AI-driven efficiencies into high-impact, human-led strategic initiatives

Final thought: A shared language for a smarter future

Fujitsu's 'Future of work' event made one thing resoundingly clear: the path forward is not about choosing between people and machines. It's about designing a world where each amplifies the other.

Integrated Intelligence is more than a technical solution — it's a new language for how we create, collaborate, and lead. The organisations that will thrive in this next chapter are those who harness AI not just to work faster, but to work smarter, fairer, and more humanely.

Speakers
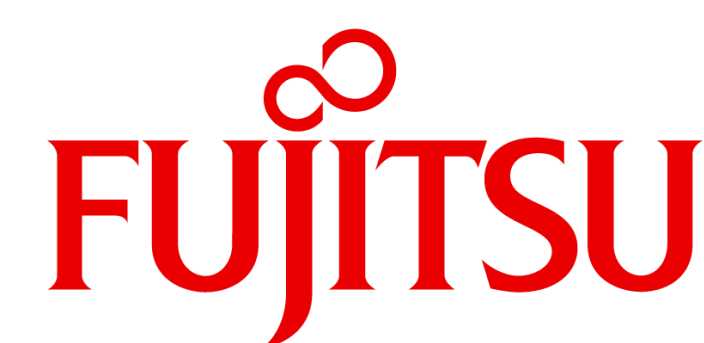
FUJITSU

Hamish Woodhead
Head of UK Digital Workplace,
Fujitsu

Marc Finch
Chief Digital Officer, Public Sector,
Fujitsu

Nina Schick
Author & Entrepreneur:
AI, Geopolitics, Power

Gerry Lavin
CTO,
Citrix

Adam Spearing
Head of AI Innovation EMEA,
ServiceNow

Anna Wang
Head of AI,
Multiverse

Tatiana Arventi
GTM Lead for Modern Workplace,
Microsoft UK

Kate Hanaghan
Chief Research Officer,
TechMarketView

Sana Khareghani
Professor of Practice in AI,
AI Policy Lead for Responsible AI UK,
Speaker, Advisor, Former Head of UK
Gov Office for Artificial Intelligence

Learn more on Fujitsu.com:

[Digital Workspace UK >](#)

[Emerging technology - innovation >](#)