

Business Reporter: System sprawl emerges as major obstacle to scaling enterprise AI

Why unified digital workplace platforms are key to unlocking enterprise AI potential

LONDON, UNITED KINGDOM, June 8, 2026 /EINPresswire.com/ -- In an article published on Business Reporter, Randall Kerr, VP of Technology at Simpplr, talks about the findings of a new study commissioned by the company and conducted by Forrester Consulting, which has confirmed that AI adoption is being held back not by the technology itself, but by fragmented systems and disconnected data.

The 2026 survey of 310 senior IT decision-makers across North America and the UK found that 45 per cent identified missing organisational context as the primary reason AI fails to deliver expected outcomes. Meanwhile, 85 per cent said fragmented data sources and knowledge systems must be unified and governed for AI to succeed. The findings suggest IT leaders already understand the core challenge.

Rather than inadequate AI models, organisations are struggling with disconnected digital environments where information is spread across shared drives, HR systems, messaging platforms, helpdesk tools and project management applications that do not integrate effectively. Security concerns are compounding the issue. Nearly half (49 per cent) of respondents cited security and access control risks as their top operational challenge, while 78 per cent said stronger security frameworks are required before AI can scale safely.

“The Forrester findings don’t reveal a knowledge gap as much as an execution gap,” said Kerr. “IT leaders understand that fragmented data undermines AI. They understand that governance frameworks need to mature. What's harder to answer is where to start, especially when the systems causing these issues are deeply embedded, widely used and politically difficult to replace or consolidate.”

The report highlights growing interest in AI-powered digital workplace platforms that unify organisational knowledge with governance, identity management and consistent access controls. According to the survey, 75 per cent of IT leaders are interested in adopting such platforms – and a quarter have already done so – to improve employee productivity, operational agility and employee experience while enabling AI systems to deliver more accurate and reliable results.

To find out more about how a business can manage system sprawl, [read the article](#).

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