



White paper series: Visara FutureWork

# Future of Workload and Workforce in the Age of AI

A comprehensive white paper series exploring how Generative AI and automation are fundamentally redefining work patterns, processes, and productivity across software engineering, data science, and IT operations in enterprise environments.

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# Executive Summary

Artificial Intelligence is no longer merely an enhancement layer—it has emerged as a fundamental work-redefining force that is reshaping the very fabric of how enterprises operate. Across IT and IT-enabled Services (ITeS) sectors, empirical evidence demonstrates that **40-60 per cent of workloads** now exhibit measurable exposure to automation or significant augmentation through AI technologies.

The critical challenge confronting enterprises today transcends the basic question of how much work can be automated. Instead, organisations must grapple with the more nuanced imperative of **how to re-architect human work within hybrid human-machine ecosystems**. This transformative shift necessitates fundamentally new thinking across multiple dimensions of organisational design and workforce development.

Visara Partners, in strategic collaboration with Mantrika.AI and Xarpie Labs, has developed an evidence-based framework that enables enterprises to systematically map, model, and modernise this transformation at scale, bridging the gap between AI potential and operational reality.

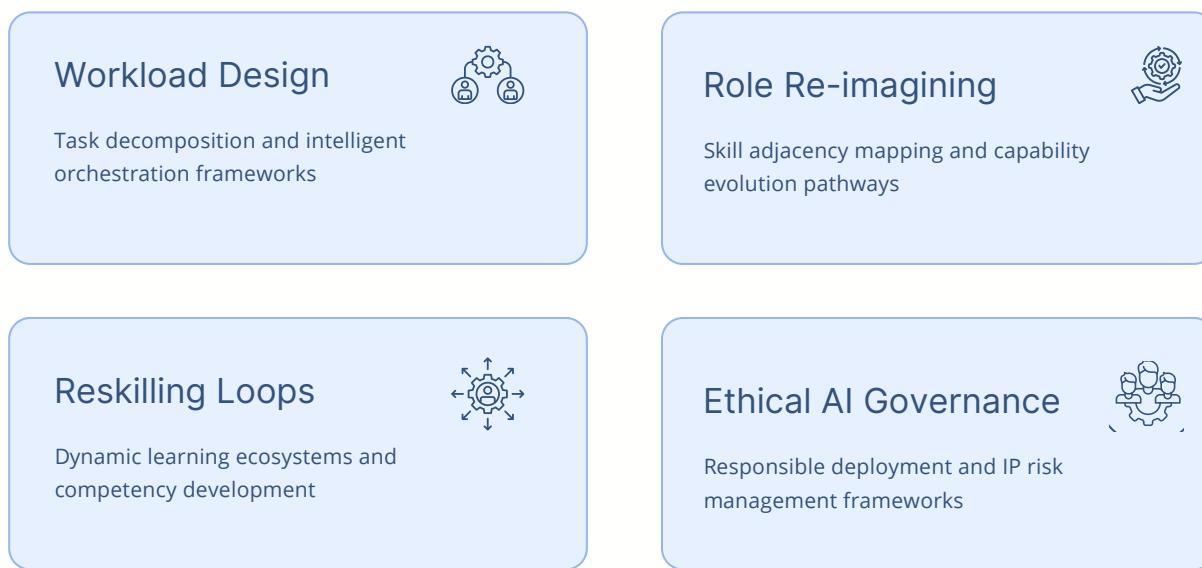
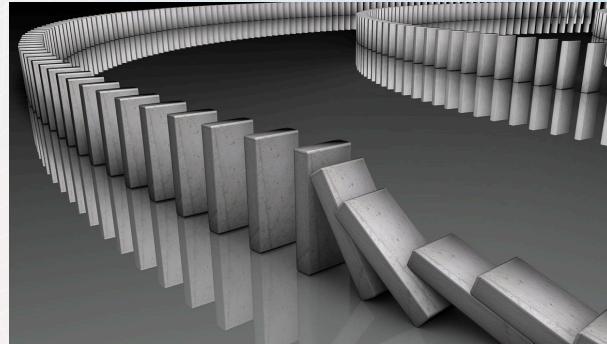


Fig 1: Framework Dimensions for AI-Enabled Workforce Systems

# The Scale of Impact

Visara's analysis of large-scale industry data—spanning millions of job descriptions and workload attributes, supported by Mantrika.AI's analytics engine—reveals the following exposure levels.



**Figure 2. AI Exposure Across IT and IT-Enabled Service Segments, 2024–25**

Industry Segment	% of Workload Exposed to AI	Primary Impact Type
Software & IT Services	45 – 50 %	Automation of coding, testing, and deployment
BFSI & FinTech	40 – 55 %	Compliance, analytics, and customer-interface automation
Insurance & Legal Tech	35 – 45 %	Document processing and decision-support
Pharma & Healthcare IT	25 – 35 %	Data synthesis and diagnostic modeling
Manufacturing IT / IoT	20 – 30 %	Predictive maintenance and design simulation
Human Resources & Admin	30 – 40 %	Sourcing, analytics, and document workflow

## The Workload Exposure Gradient™

Visara's proprietary framework that classifies work by data intensity, repeatability, cognitive complexity, and contextual dependency—helping organizations distinguish between automated, augmented, and human-centric tasks.

# Functional Taxonomy of Workload Transformation

Workload transformation in IT and ITeS is not occurring uniformly—it unfolds differently across each functional domain.

To understand where AI is delivering the most tangible value, Visara classifies the enterprise technology landscape into **functional taxonomies** that reveal how automation and augmentation are reshaping work at a task level.

The following overview illustrates how Generative AI is re-configuring core functions in **Software Engineering, Data Science & Analytics, and Design & User Experience**, highlighting the specific activities where human-machine collaboration is redefining efficiency, creativity, and decision velocity.

Software Engineering	Data Science & Analytics	Design & User Experience
<b>Code Generation &amp; Review</b> AI assists developers with up to 35 % of repetitive coding.	<b>Synthetic Data Generation</b> Privacy-compliant datasets for model training.	<b>Content &amp; Asset Generation</b> Rapid creation of images, video, and text.
<b>Testing &amp; QA</b> Automated tests reduce manual effort ~40 %.	<b>Anomaly Detection &amp; Forecasting</b> Self-learning models improve accuracy.	<b>Experience Analytics</b> Emotion and attention metrics drive personalization.
<b>DevOps</b> Predictive pipelines enable near real-time release.	<b>Feature Engineering</b> AI-driven preprocessing accelerates model building.	<b>Human-AI Collaboration</b> Designers shift from creation to curation.
<b>Architecture &amp; Refactoring</b> AI accelerates modernization.		

Together, these shifts demonstrate that Generative AI's value lies not in eliminating functions but in **redistributing human capability across the digital production chain** —a finding quantified in the next section's analytical exhibits.

# Workload Transformation Framework

Visara's **Workload Impact Model (WIM™)** provides a structured approach to assess how AI reshapes work within enterprises.

The model maps and quantifies transformation across three core dimensions:



## Current vs. AI-Augmented Workload %

### What it measures?

The proportion of each task that can be automated, assisted by AI, or should remain human-centric based on current technological capabilities and organisational context.

### Key Metric

Percentage of task exposure to AI across different automation modalities

### Strategic Value

Enables precise workload decomposition and prioritisation of automation initiatives based on measurable impact potential



## Automation Risk Index

### What it measures?

The sensitivity of specific roles to full automation versus augmentation scenarios, considering technical feasibility, organisational readiness, and human capability requirements.

### Key Metric

Risk classification across Low / Medium / High categories with specific thresholds and indicators

### Strategic Value

Informs workforce planning decisions and helps balance efficiency gains with human capital sustainability



## Skill Evolution Pathways

### What it measures?

Future skill clusters and competency requirements necessary to sustain and enhance productivity following AI adoption across different functional areas.

### Key Metric

Time-to-transition measured in months, with specific milestone indicators and capability development checkpoints

### Strategic Value

Enables proactive talent development and strategic workforce planning aligned with technology adoption timelines

# Roadmap for Transformation

01.

## PHASE 1 – WORKLOAD MAPPING

Analyse enterprise job and task data using Visara's AI Job Taxonomy.

**Outcome:** Quantified exposure map and disruption heat-chart.

02.

## PHASE 2 – ROLE IMPACT & SKILL GAP ANALYSIS

Evaluate how AI reshapes each role; identify adjacency and displacement patterns.

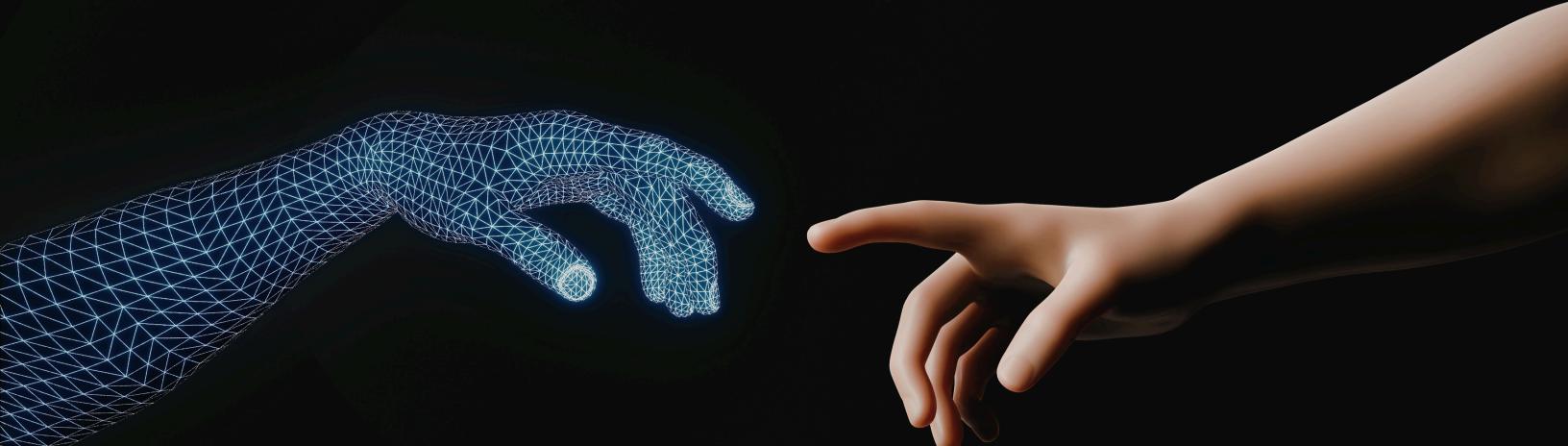
**Outcome:** AI Readiness Index per function.

03.

## PHASE 3 – RESKILL BLUEPRINT DESIGN

Deploy Mantrika AI Talent Engine™ to generate personalised learning and transition paths.

**Outcome:** Dynamic reskill navigator for each role.



# AI-Driven Enterprise Transformations: Case Insights

Market Examples on How Generative AI Boosts Productivity, Quality, and Operational Efficiency



Infosys enhanced software engineering by training generative AI on internal codebases, achieving **20% improvement in code quality** and halving review times to free engineers for innovation

Uber leverages generative AI models for **demand forecasting and fraud detection** across 70+ cities, optimizing operational efficiency and reducing risks



Morgan Stanley employs domain-specific large language models to boost wealth management advisory productivity while ensuring strict data governance

These examples highlight AI's role in **refactoring tasks** to enhance value, rather than eliminating work



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