



As Enterprises Implement AI to Gain Productivity, Governance and Performance Measurement Present Scaling Opportunities: SS&C Survey

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WINDSOR, Conn.--(BUSINESS WIRE)--Oct. 14, 2026-- [SS&C Technologies Holdings, Inc.](#) (Nasdaq: SSNC) today released findings from a new survey focusing on AI implementation across financial services and healthcare enterprises. The responses highlight an opportunity for further focus on measuring results and expanding governance when scaling AI. Fewer than half (43%) of organizations surveyed felt AI governance was applied consistently across their entire business, and one in five respondents felt measuring AI performance and ROI will be critical to success.

This press release features multimedia. View the full release here: <https://www.businesswire.com/news/home/20261014862344/en/>

Conducted at the [2026 SS&C Deliver conference](#), the [survey of 148 industry leaders](#) highlights how financial services and healthcare firms are thinking about scaling their operations with AI. Two thirds of participants named AI governance and integration with legacy systems as the top priorities needed to scale their investments in the next three years, and more than half said workflow orchestration was critical.

"Agentic AI is rapidly gaining a foothold across enterprises as firms move beyond the experimentation stage to production," said Rob Stone, Head of Intelligent Automation & Analytics at SS&C Technologies. "In regulated industries such as financial services and healthcare, the integrity and security of client data are paramount. In our ongoing conversations with clients, governance comes up as a critical part of efforts to bring AI agents, automation and people together. Additionally, the ability to measure AI's contributions will continue to grow in importance as enterprises' AI implementation matures."

Key findings from the report include:

- **Productivity comes first.** 87% of enterprises names employee productivity as a top goal for AI implementation. After productivity, respondents named better client experience (53%), lower operating costs (44%) and reduced operational risk (43%) as the outcomes they seek from AI investment.
- **AI agents are moving into core operations.** 48% expect AI agents to be involved in more than a quarter of their operational workflows within three years, including 18% who expect more than half.
- **Governance remains a defining focus for the most ambitious adopters.** Among firms expecting AI agents in more than half of their workflows, 4 in 10 identify enterprise-wide governance as a top priority for scaling successfully.

"Enabling organizations to implement agentic AI with governance and performance measurement in place can turn AI experimentation into results at scale," said Stone. "SS&C is committed to working closely with enterprises to help them operationalize AI in a safe, governed way."

Earlier this year, [SS&C debuted WorkHQ](#), its enterprise agentic automation and orchestration platform. SS&C WorkHQ enables organizations to automate, orchestrate and execute work across AI agents, digital workers, third-party APIs and people, in one governed, connected, scalable environment. SS&C developed the platform [based on its own experience](#) operating at scale across regulated industries. SS&C supports more than 23,000 customers globally with the help of 3,500+ digital workers and more than 50 AI agents. WorkHQ has enabled SS&C to significantly improve operational efficiency in key development processes, reducing production and troubleshooting times by more than 90%. Learn more about WorkHQ [here](#).

Survey methodology: SS&C surveyed 148 attendees and registrants of SS&C Deliver 2026 between September 15 and 21, 2026. Percentages are rounded to the nearest whole number.

About SS&C Technologies

SS&C is a leading provider of mission-critical, AI-powered technology and services empowering financial services and healthcare organizations to work smarter, faster, and securely. Founded in 1986, SS&C is headquartered in Windsor, Connecticut, and has offices worldwide. More than 23,000 financial services and healthcare organizations, from the world's largest companies to small and mid-market firms, rely on SS&C for expertise, scale and technology. Additional information about SS&C (Nasdaq: SSNC) is available at www.ssctech.com.

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