# GLOBAL Insight

# Special report

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# Generative AI: enablers and adopters

GenAI will likely have far-ranging repercussions on the economy, sectors, and business functions. We look at the potential impact and explore investment strategies we expect to benefit from the new era.

Frédérique Carrier

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For important and required non-U.S. analyst disclosures, see page 13.

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# Special report



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# Generative artificial intelligence: enablers and adopters

Following up on the November 2023 Global Insight focus article, "Are equity markets entering the AI era?" this report delves into generative artificial intelligence (GenAI), a step change in the evolution of artificial intelligence. Over time, this new technology is likely to have far-ranging repercussions on the global economy, sectors, and business functions. We focus on the GenAI ecosystem, looking at both enablers and adopters, zeroing in on those which might be most impacted. We also explore investment strategies we expect to benefit from the GenAI era.

### **Key points**

- GenAI has captured the world's imagination thanks to both its broad potential use across text, audio, and video, and in coding modalities.
- This transformational technology is likely to have an impact on productivity and the economy, though estimates are wide-ranging.
- Most GenAI enablers operate in the tech industry and include hardware, cloud computing, and model makers. However, data centers, energy providers, and some industrial companies which produce power management and cooling systems have important roles to play.
- GenAI might deliver most value across four areas: software engineering, marketing and sales, customer operations, and, importantly, research and development.
- In today's early stages of adoption, the largest impact of GenAI technology seems likely to be cost savings, which could result in margin improvements for some businesses.

### A great leap forward

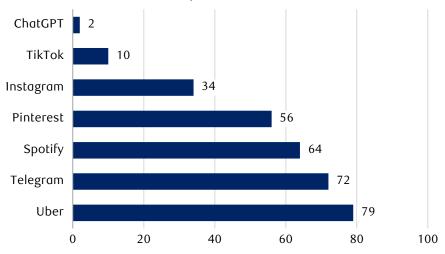
AI and machine learning have been around for a long time. They power smart phones, provide online shoppers with customized recommendations based on their preferences, and recognize cancer cells on an x-ray.

GenAI goes one step further. It is a type of machine learning, whereby users feed data into a computer which can not only solve many problems and learn as it goes along, but also provide output as if it were a human thanks to the use of "large language models." Computers can now provide users an answer to any issue or problem, although the quality and veracity of those answers remain open questions.

Thanks to its broad potential usage, GenAI applications such as ChatGPT, launched in November 2022, have captured the world's imagination, catapulting the technology into the mainstream.

#### Generative AI adoption has been the fastest on record

Months to reach 100 million monthly users worldwide



Source - RBC Capital Markets, IBM Global AI Adoption Index 2022, IDC Worldwide AI & Generative AI Spending Guide

Easy and free to use, ChatGPT set a record for how quickly a technology reached 100 million monthly users worldwide.

Among other things, GenAI applications can:

- Generate new content such as writing essays and composing emails;
- Classify data;
- Edit and summarize text;
- Quickly digest large amounts of data and draw conclusions from it;
- Answer complex queries; and
- Create digital art.

GenAI has the potential to radically change the way tasks are performed, much like the computer did in the late 1980s, or the advent of the internet in the 1990s.

#### Impact on productivity and economic growth

Inevitably this transformational technology has sparked a debate on the impact it may have on productivity and the economy. There are wide-ranging estimates that largely depend on several assumptions.

One optimistic estimate, but not the most optimistic, from the McKinsey Global Institute (2023) suggests that GenAI stands to add up to \$4.4 trillion to the global economy on an annual basis. To put this in perspective, the International Monetary Fund calculates that the world economy reached \$105 trillion in 2023.

Such optimistic high estimates are predicated on an analysis of the cost savings and the productivity enhancement that GenAI can bring, and the percentage of tasks that can be automated.

# GENERATIVE AI: ENABLERS AND ADOPTERS

GenAI has many applications across different modalities

Examples of AI use cases

Modality	Application	Examples		
Text	Writing	Marketing: Creating personalized written content		
		<b>Recruitment:</b> Drafting job descriptions and interview questions		
	Chatbots or assistants	<b>Customer service:</b> Using chatbots to boost conversion to sales on websites		
	Analysis & synthesis	Sales: Analyzing customer interactions to extract insights		
		<b>Risk and legal:</b> Summarizing regulatory documents		
Software	Code generation	Application development: Accelerating code creation and improving quality		
Images	Stock image generation	Marketing and sales: Generating unique media assets		
	Image editing	Marketing and sales: Personalizing content quickly		
Audio	Text-to-speech	Training: Creating educational voiceovers		
	Sound design	<b>Entertainment:</b> Marketing custom sounds without copyright violations		
	Audio editing	Entertainment: Editing podcasts without having rerecord		
3D	Object generation	Video games: Creating scenes and interactive characters		
		Digital representation: Creating design mockups and virtual staging for architecture		
	Product design & discovery	Manufacturing: Optimizing material design		
		Drug discovery: Accelerating the R&D process		
Video	Video creation	Entertainment: Creating short-form videos		
	Video editing	Entertainment: Removing background images and noise		
	Translation	Video dubbing: Translating into other languages using AI-generated or original speaker voices		
		Live translation: Meetings and video conferencing		

Source - McKinsey & Company, RBC Wealth Management

McKinsey calculates that:

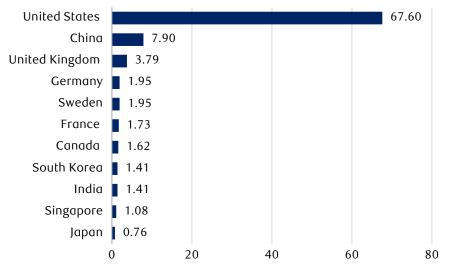
- The cost savings, though they vary by activity, could be as high as 40 percent in the financial industry and 35 percent in software and media.
- The annual productivity boost could range from 0.1 percent to 0.6 percent from 2023 to 2040, depending on the rate of adoption.
- Thirty percent of tasks could be automated by 2030.

However, this extreme optimism is not universally shared. In a May 2024 paper, Daron Acemoglu, institute professor of economics at the Massachusetts Institute of Technology, and a leading authority on automation, disputes the extent of these numbers.

He calculates that productivity would increase by a mere 0.66 percent over 10 years, or just 0.06 percent annually. His estimate is based on academic papers that suggest currently available GenAI tools yield average labour cost savings of 27 percent and overall cost savings of 14.4 percent, and put the share of tasks that will be affected by AI and related technologies at around 4.6 percent. These savings together with an AI-driven investment boom could boost annual GDP growth by to one to 1.5 percent.

While consultants and economists debate the impact on the economy of this new technology, businesses, worried about being left behind, are investing in AI technology, with the U.S. significantly leading the pack.

#### The U.S. far exceeds other countries in AI investment



Private investment in AI, 2023 (USD billions)

Source - Stanford University Artificial Intelligence Index Report 2024; European data based on average exchange rate of 1.08 EUR/USD

#### **GenAl ecosystem basics**

#### **GenAl enablers**

These can be found in a wide spectrum of industries. Most operate in the tech industry and include hardware, cloud computing platforms, and GenAI model makers. Outside of the tech industry, energy providers and some industrial companies are also key enablers.

#### **Tech enablers**

They include hardware, cloud computing, and model makers.

#### Hardware

High-powered advanced semiconductors facilitate GenAI as the technology needs to be fed huge amounts of data from which to train machinelearning models. According to its creators, OpenAI's GPT-3 was trained on some 45 terabytes of text data, the equivalent of 45 million e-books!

Such workloads require significant amounts of computing power provided mainly by semiconductors called graphic processing units (GPUs), and by custom accelerator chips. Both can handle large amounts of data and perform an enormous number of calculations simultaneously. NVIDIA is the main developer of the advanced chips used to train and run AI models such as OpenAI 's GPT-4, the brain power behind ChatGPT. Its dominant position currently results in handsome margins. Design companies such as NVIDIA outsource to Taiwan Semiconductor Manufacturing Company (TSMC) to produce the chips for them.

NVIDIA's dominance has not gone unnoticed. Established semiconductor firms such as Intel and Advanced Micro Devices are launching rival products, and the established cloud companies (Alphabet [Google's corporate parent], Amazon, and Microsoft) are now designing their own chips to reduce reliance on NVIDIA. Many smaller firms, including startups, are also in the race.

Other than AI semiconductor manufacturers, hardware also encompasses:

- <u>Semiconductor equipment manufacturers</u> (such as ASML), and
- Server and networking equipment makers (such as Dell and Amphenol).

#### Cloud computing platforms

"Cloud computing" is the term coined to refer to the online availability of computer system resources such as data storage and computing capacity. It offers access to these resources without having to manage them directly and actively.

Most businesses find it more cost effective to build, tweak, and run large AI models in the cloud, rather than have this key hardware platform on premises given that infrastructure requirements and GPU chips are expensive, the latter costing up to tens of thousands of dollars each.

Cloud platforms, such as Amazon Web Services, Google Cloud, and Microsoft Azure, have developed the most comprehensive platforms for running GenAI workloads and they get preferential access to the chips and hardware.

#### Model makers

AI models are pretrained to create content and can be adapted to support a wide array of tasks. Microsoft-backed OpenAI, which created GPT-4, the brain behind ChatGPT, had an early lead, but much competition has emerged.

Anthropic, a privately-held U.S.-based AI startup, recently unveiled Claude3, a rival to GPT-4. The company is backed by Alphabet and Amazon which are both reluctant to rely on Microsoft-backed OpenAI. French AI model maker Mistral, a private company backed by Microsoft, created a model similar to GPT-4 that requires much less computing power to train and run. Meta, Facebook's parent, also issued its own model, Llama, in 2023. Some AI models now also focus on specific tasks such as financial forecasting or medical advice.

Microsoft, Amazon)

Despite this competition, GPT-4 remains the most powerful model, according to RBC Capital Markets. It is least prone to so-called hallucinations, outputs that appear to be reliable but turn out to be inaccurate or nonsensical. RBC Capital Markets believes OpenAI retains its major advantage for now.

The lines between the Tech AI enablers are increasingly becoming blurred. Amazon, Alphabet, and Microsoft are not only designing some of their own chips, but also investing in AI models and applications. By forming strategic partnerships, companies can leverage each other's strengths and expertise in AI.

#### Data centers, energy providers, industrials

Three key non-tech industries are also enablers.

Data centers, already a vital infrastructure required to support mass digitization, are indispensable for AI services. The size of multiple U.S. football fields, data centers host many thousands of servers which process and store online information. In 2023, the United States' largest data center covered the area of 134 football fields while China Telecom's center in Mongolia, the world's largest, covers an area equivalent to 186 football fields.

As GenAI takes off, more and larger data centers will be needed as training GenAI models requires placing thousands of advanced chips into data centers and operating them at full capacity for extended periods.

Data centers use vast amounts of energy. According to the International Energy Agency, data centers account for one percent to 1.5 percent of global electricity use, or roughly as much as Austria uses as a country. This could increase to five percent to six percent over the coming years, according to RBC Capital Markets. Emerson Electric, in its Q1 results call, commented that "data centers alone account for nearly one-third of all new U.S. electric demand. AI data center servers consume significantly

#### **GenAl enablers GenAl adopters** Infrastructure Model makers Applications Key areas **Key sectors** Hardware: OpenAI (GPT series) Customer service Software ChatGPT development Semiconductor equipment Google (Gemini) Marketing & sales Claude (e.g., ASML) Finance Meta (Llama series) Software Mistral Life sciences engineering Semiconductors (e.g., NVIDIA) Anthropic Servers & networking (Claude models) Media & (e.g., Dell, Amphenol) entertainment Mistral Data centers Retail Consumer Power solutions goods Cooling systems Energy providers and utilities **Cloud computing:** Tech Cloud providers (e.g., Alphabet,

Non-Tech

more power than traditional data centers, with a search on ChatGPT consuming 6x–10x the power of a traditional search on Google."

Natural gas remains a key source of energy due to current grid constraints, though demand for renewables and nuclear in particular, a more reliable source, should grow over time, as Big Tech has committed to drastically reducing carbon usage over the next decade.

AI data centers also require power management and distribution systems to ensure the efficient use of power and industrial-strength cooling solutions to ensure the heat from servers remains controlled as they process data.

#### GenAl adopters

While employees may be testing the capability of ChatGPT at home, few firms have adopted the technology, meaning the use of GenAI remains in its infancy.

According to a November 2023 U.S. Census Bureau survey, less than four percent of U.S. businesses reported using AI to produce goods and services, though usage was higher, at just under 14 percent, in industries such as information and technology.

A 2023 McKinsey report suggests three quarters of the value that GenAI use cases might deliver could fall across four areas: software engineering, marketing and sales, customer operations, and research and development.

#### Software engineering

RBC Capital Markets notes that the software industry is already heavily impacted with 46 percent of new code being generated by AI. The technology helps developers code 55 percent faster according to GitHub, a Microsoft-backed tool for developers.

Software engineering is a significant function in most companies, not just Big Tech. Companies embed software in many of their operations, as well as in goods and services. For instance, cruise control and parking assistance in automobiles, and Internet of Things (IoT) connectivity all depend on software. IoT refers to devices with sensors and their ability to connect and exchange data with other devices over the internet.

#### **Customer services**

Scores of companies already use AI chatbots for customer support as most queries tend to be simple and similar, so that chatbots are easy to train.

GenAI can bring customer experience to a new level. By rapidly processing customer data and browsing histories, GenAI can identify product suggestions tailored to customer preferences. McKinsey cites the case of a company with 5,000 customer service agents which increased issue resolution by 14 percent an hour thanks to GenAI. Moreover, the productivity and quality of service improved among less experienced agents. Such improved service may result in better customer retention.

#### Marketing and sales

GenAI can significantly improve the efficiency and efficacy of marketing material. It can reduce the time required for content drafting and ensure consistency for a uniform brand voice and writing style. It can enhance personalization of marketing messages so that mass email campaigns can be instantly translated in other languages, and imagery and messaging altered to target a specific audience.

GenAI is particularly useful to analyse unstructured qualitative and inconsistent data which traditionally required additional processing before insights could be drawn.

#### Research and development (R&D)

AI and machine learning have been used for many years in R&D, but GenAI can be applied to the design and development of a broader range of products.

In manufacturing, GenAI can optimize designs, reducing costs in logistics as well as production and testing time.

In Biotech and Biopharma, GenAI can accelerate the selection of proteins and molecules best suited as potential candidates for new drugs. It can shorten trial phases by drafting scenarios and profile testing candidates, expediting drug development for complex disease.

#### How various industries can use GenAI

Engineering	GenAI can help field engineers by accessing large amounts of technical information, manuals, and guides and assist them in tackling a described issue.
Medicine	GenAI can be used as a medical scribe, generating doctors' patient notes, creating summaries, and extracting key details, freeing up doctors and nurses to focus on patient care.
E-commerce	Shopify now offers Shopify Magic to help retailers generate product descriptions and other product-related content.
Law	Harvey is an AI startup backed by OpenAI to help lawyers with due diligence and contract analysis.

Source - RBC Capital Markets, RBC Wealth Management

#### Monetisation

As GenAI technology is in the early stages of adoption, the largest impact of the technology seems to be cost savings, which could result in margin improvements for some businesses.

RBC Capital Markets cautions, however, that this margin improvement could take time to materialize. For instance, it estimates that within the software engineering industry, GenAI workloads cost around 5x more than traditional cloud workloads. This will be a significant drag on software gross margins from 75 percent to 60 percent initially. Although this cost may come down in time, it could remain elevated but may be offset by GenAI eventually boosting revenue, in its view.

For now, RBC Capital Markets is somewhat surprised that more than 18 months after the launch of ChatGPT, relatively few companies have discovered uses for the technology that result in incremental revenues. Microsoft is an exception owing to its 2019 investment in OpenAI, long before ChatGPT had become a household name, which gave it a head start in integrating GenAI throughout its portfolio.

Some web designing firms that have incorporated GenAI into their product set are among the few businesses seeing increased incremental revenues today. Some companies can now make it very easy for a client who needs an e-commerce site, to type in their request and needs as if they were talking to a consultant. This enables web designing firms to build the site in an unstructured way. Website builders will charge extra for that special service, generating incremental revenue although that advantage will quickly get competed away. According to RBC Capital Markets, so far, such opportunities are few and far between within the marketing and online customer support domains.

#### Adoption challenges

RBC Capital Markets notes there are challenges to GenAI adoption, including high costs, hallucinations, and data privacy. For instance, Dutch health care company Novo Nordisk, the maker of Ozempic, wouldn't want its clinical data to be used to train an AI model such as GPT-4 and then find out its competitor Eli Lilly was using ChatGPT, and benefitting from the application having its data as an input.

These challenges are perhaps the reason why a 2023 BlackBerry survey of 2,000 global IT decision makers found that 75 percent of organizations are considering bans on ChatGPT and other GenAI applications within the workplace—with close to two-thirds intending for these measures to be long term or permanent.

RBC Capital Markets believes that, in time, these challenges can be overcome. High costs should diminish as the current shortage of advanced chips dissipates with more participants starting to build their own chips and users becoming more selective of chip usage.

Hallucinations could eventually be greatly reduced, and perhaps avoided altogether, by training models on specific knowledge and including guardrails to prevent models from answering questions outside of it—for instance, a bank customer support bot should not be answering questions about politics.

Finally, companies could start to use local models, as opposed to central ones, and deploy them in a private cloud environment, to reduce data privacy concerns.

#### Investing in the GenAl theme

GenAI adoption is still in its infancy. We think the technology seems very promising, but a full realization of its potential will take time and require intensive management as well as regulation to address the challenges its adoption will also present. As has almost always been the case in the past,

investors may be overestimating what GenAI can deliver in the short term, but underestimating what it may become capable of in the long term given the technology's great promise.

Enablers selling AI equipment and software have been the clear beneficiaries of the new technology, their valuations having expanded markedly. We think portfolios would likely benefit from exposure to the infrastructure beneficiaries of GenAI where the eventual spending may take a decade or more to arrive.

As for the GenAI adopters, investors should assess how the new technology is being implemented—to increase sales, reduce costs, or improve productivity—and keep an eye on the competition. If competitors are also using GenAI effectively, any competitive advantage may erode quickly.

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