



State of AI in Documents for HR

80%

Of organization leadership are actively prioritizing AI adoption

Artificial intelligence has rapidly become a core part of enterprise operations. Compared to just a year ago, more than three-quarters of business leaders report increased AI use, and 80% say their organization's leadership is actively prioritizing AI adoption. AI has moved beyond experimentation as organizations increasingly look to embed it into everyday work. Yet adoption alone no longer determines whether something succeeds.

While nearly all organizations report positive returns from AI investments, our latest research suggests differences are emerging in how organizations translate AI adoption into meaningful business outcomes. Competitive advantage will depend less on whether organizations use AI and more on how effectively they operationalize it.

High-performing organizations are leading the charge, distinguishing themselves not only by greater adoption but through the structures and practices that allow AI to deliver consistent business value. Instead of viewing AI as a standalone technology initiative, they're integrating it into the way work is done. This report explores the organizational characteristics that separate these leaders from their peers.

Our latest report analyzes anonymized and aggregated Acrobat data along with insights from a July 2026 survey of approximately 800 senior leaders across a trio of key geographies (Americas, Europe, Middle East, and Africa, and Japan and Asia Pacific) and lines of business (human resources, legal, and sales). Together, these findings reveal meaningful differences in how organizations are adopting, operationalizing, and governing AI. Here are the key findings.

Key Insights:

- **76% of leaders** say they use AI more than they did a year ago, while **80%** say leadership is actively prioritizing AI adoption.
- **Nearly all organizations (93%)** report positive returns on AI investments, while employees save an average of **15 hours each week** through AI-assisted work.
- **81% of leaders** say an AI-powered shared document workspace would be useful, while **78%** would trust AI more if every answer linked back to its original source.
- High-performing organizations are far more likely to formally support AI, with **83%** maintaining dedicated AI budgets and **79%** tracking AI adoption using real metrics.
- **HR leads enterprise AI adoption and productivity gains**, while legal organizations remain the most constrained by governance and regulatory requirements.

HR Puts AI to Work Across Everyday Tasks

Onboarding & training	82%
Policies	81%
Performance & feedback	80%
Employee questions	79%
Employee communications	77%

AI is Delivering Measurable Impact



16.7

Hours
saved weekly



40%

Productivity
boost



53%

Measure with
real metrics

Human Resources is Setting the Pace

Human resources leads enterprise AI maturity, reporting the highest AI adoption, the greatest time savings, and the largest productivity gains among the three business functions. HR organizations are also the most likely to **measure AI adoption using real metrics (53%)**, compared with just 30% in legal and 29% in sales. Together, these findings suggest HR has moved beyond early adoption and is embedding AI more systematically into everyday work.

How HR Uses AI in Documents

HR professionals report the broadest AI adoption across documents, leveraging the tools most **to create onboarding or training materials (82%), write or update policies (81%), correlate performance feedback (80%), and respond to employee questions (79%)**. Across nearly every use case examined, from summarizing documents to editing/rewriting them, HR was more likely to integrate AI than any other LOB.

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