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The Synergistic Engine: How AI and Data Analytics Are Driving Strategic Innovation and Operational Intelligence in the Modern Business Landscape

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ABSTRACT: The contemporary business landscape is characterized by unprecedented volatility, complexity, and data proliferation. In this environment, traditional decision-making frameworks are increasingly inadequate, creating a pressing need for more intelligent, agile, and data-driven operational paradigms.

Artificial Intelligence (AI) and Data Analytics have emerged not merely as supportive technologies but as the core synergistic engine of modern business innovation and competitive advantage. This paper presents a holistic framework for understanding how the integration of AI and analytics transforms business functions from reactive operations to proactive, intelligent systems. Through a systematic literature review and a multiple-case study analysis of five industry leaders (Amazon, Netflix, John Deere, Siemens, and Ant Group), this research deconstructs the mechanisms through which AI-driven analytics create value.

The study identifies and examines four primary archetypes of business intelligence: 1) Hyper-Personalization and Customer Intelligence, 2) Predictive Operations and Supply Chain Resilience, 3) AI-Augmented Innovation and R&D Acceleration, and 4) Dynamic Risk Management and Fraud Detection. The findings demonstrate that the highest returns are realized not from isolated AI projects, but from a deeply integrated "Data-to-Decision" architecture that leverages Machine Learning (ML), Natural Language Processing (NLP), and computer vision to convert raw data into strategic assets.

Key challenges, including data quality, ethical AI deployment, talent shortages, and integration legacy systems, are critically analyzed. The paper concludes that the fusion of AI and analytics represents a fundamental shift in business philosophy, enabling a new era of evidence-based strategy, automated innovation cycles, and sustainable competitive differentiation. Success in this new paradigm necessitates a strategic commitment to a data-centric culture, robust data governance, and cross-functional integration of analytical capabilities.

KEYWORDS: Artificial Intelligence, Data Analytics, Business Intelligence, Machine Learning, Innovation, Digital Transformation, Predictive Analytics, Operational Intelligence, Competitive Advantage.

I. INTRODUCTION

The 21st-century business environment is a crucible of dynamic change, shaped by globalization, digital disruption, and the exponential growth of data. It is estimated that over 2.5 quintillion bytes of data are created each day, emanating from social media, IoT sensors, transactional systems, and more [1]. This deluge of information, while potentially valuable, has rendered traditional, intuition-based decision-making models obsolete. The complexity and velocity of modern markets demand a new approach—one that is predictive, adaptive, and grounded in empirical evidence. In this context, **Artificial Intelligence (AI)** and **Data Analytics** have transcended their status as buzzwords to become the foundational pillars of a new business intelligence paradigm.

AI, particularly its subfields of **Machine Learning (ML)** and **Deep Learning (DL)**, provides the computational framework for systems to learn from data, identify patterns, and make decisions with minimal human intervention [2].

Data Analytics encompasses the processes and tools used to clean, transform, and model data to discover useful information, draw conclusions, and support decision-making [3]. The convergence of these two fields creates a powerful synergy: analytics provides the fuel (data), and AI provides the engine (algorithms) to drive insights and automation at a scale and speed previously unimaginable. The transformative impact of this synergy is visible across all sectors. In retail, Amazon's recommendation engines drive an estimated 35% of total revenue through hyper-personalization [4].

In manufacturing, Siemens employs AI-driven digital twins to optimize production lines and predict maintenance needs, reducing downtime by up to 30% [5]. In finance, companies like Ant Group use AI to assess creditworthiness for millions of unbanked individuals, demonstrating how data can be leveraged for financial inclusion and risk management [6]. These examples underscore a fundamental shift from using data for descriptive (what happened?) and diagnostic (why did it happen?) purposes to leveraging it for **predictive (what will happen?)** and **prescriptive (what should we do?)** intelligence [7]. However, the journey to becoming an AI-driven, intelligent enterprise is fraught with challenges. Many organizations struggle with **data silos**, poor data quality, and a lack of clear data strategy [8]. The "black box" nature of some complex AI models raises concerns about **ethics, bias, and explainability**[9]. Furthermore, a significant **talent gap** exists, with a shortage of data scientists, ML engineers, and AI-savvy leaders who can bridge the technical and business domains [10].

This research paper seeks to provide a comprehensive examination of how AI and Data Analytics are collectively driving innovation and intelligence in today's business landscape. It moves beyond a siloed view of technology to present an integrated framework that links data strategy, technological capability, and business outcomes.

The core research questions addressed are:

1. What are the primary archetypes of business intelligence enabled by the integration of AI and Data Analytics?
2. What are the key technological and organizational components required to build a successful "Data-to-Decision" capability?
3. What are the most significant barriers to adoption, and how can organizations overcome them to achieve sustainable competitive advantage?

The remainder of this paper is structured as follows: Section 2 provides a detailed literature review on the evolution of data analytics and AI in business. Section 3 outlines the research methodology. Section 4 presents a detailed analysis of the findings, organized by intelligence archetype. Finally, Section 5 discusses the implications, limitations, and conclusions of the study.

II. LITERATURE SURVEY

This section reviews the evolution of data usage in business, the foundational concepts of AI and analytics, and the existing research on their strategic integration.

2.1 The Evolution of Business Intelligence and Analytics

The journey from simple data processing to modern AI-driven analytics can be conceptualized in a multi-stage maturity model. **Business Intelligence (BI) 1.0** was characterized by static, backward-looking reports generated from structured data in data warehouses, primarily answering "what happened?" [11]. The rise of big data technologies (Hadoop, Spark) ushered in the era of **Analytics 2.0**, which introduced predictive modeling and the ability to work with larger, more varied datasets (volume, velocity, variety) [12]. We are now in the era of **Analytics 3.0** or **AI-Driven Analytics**, where data science and AI are embedded directly into core products and operational processes, enabling real-time, automated decision-making at scale [7]. This evolution represents a shift from supporting human decision-makers to automating decisions and creating entirely new data-driven business models.

2.2 Foundational Concepts in AI and Machine Learning

AI is a broad field focused on creating intelligent agents that can reason, learn, and act autonomously. **Machine Learning (ML)**, a subset of AI, provides the statistical foundation for computers to learn patterns from data without being explicitly programmed [2]. Key ML paradigms include:

- **Supervised Learning:** Used for prediction and classification tasks (e.g., customer churn prediction, fraud detection) by learning from labeled historical data [13].
- **Unsupervised Learning:** Used for discovering hidden patterns and structures in unlabeled data (e.g., customer segmentation, anomaly detection) [14].
- **Reinforcement Learning:** An area where an agent learns to make decisions by performing actions and receiving rewards or penalties, highly effective in robotics and game theory [15].

The advent of **Deep Learning (DL)**, using multi-layered neural networks, has dramatically advanced capabilities in areas like **computer vision** (image recognition), **Natural Language Processing (NLP)** (text understanding and generation), and speech recognition, pushing the boundaries of what machines can perceive and comprehend [16].

2.3 The Strategic Impact: From Operational Efficiency to Disruptive Innovation

The literature documents a clear progression in the value derived from AI and analytics. Initially, the focus was on **operational efficiency**. Studies have shown applications in predictive maintenance, where ML models analyze sensor data to forecast equipment failures, saving millions in unplanned downtime [5]. In supply chain management, optimization algorithms dynamically reroute shipments and manage inventory, enhancing resilience and reducing costs [17].

A more profound impact lies in **customer-centric innovation**. Research by [4] and [18] highlights how collaborative filtering and deep learning algorithms power recommendation systems, creating a highly personalized user experience that drives engagement and revenue. Furthermore, AI enables the creation of "segment-of-one" marketing, where messages and offers are tailored to individual customers in real-time [19].

At the highest level, AI and analytics are engines for **disruptive innovation and new business models**. The "as-a-service" economy, platform-based businesses, and autonomous vehicle ecosystems are all predicated on the ability to collect, process, and act upon vast amounts of data [20]. [6] discusses how fintech companies have leveraged alternative data and ML to disrupt traditional credit scoring, opening up new markets.

2.4 Critical Success Factors and Barriers

While the potential is vast, successful implementation is not guaranteed. Research consistently identifies several critical success factors:

- **Data Governance and Quality:** The principle of "garbage in, garbage out" is paramount. A robust framework for data management, quality, and accessibility is the bedrock of any AI initiative [8].
 - **Cross-Functional Talent:** Success requires a blend of data scientists, domain experts, and business leaders who can collaboratively translate business problems into analytical models and insights into action [10].
 - **A Data-Driven Culture:** The organization must foster a culture of experimentation and evidence-based decision-making, where insights from data are trusted and acted upon, even when they challenge conventional wisdom [21].
- Conversely, significant barriers persist, including the high cost of implementation, integration challenges with legacy IT systems, and growing concerns over **algorithmic bias, data privacy, and ethical AI** [9], [22]. The existing literature provides a strong foundation on discrete technologies and their applications but often lacks an integrated view of how they combine to form a cohesive, strategic capability. This paper aims to synthesize these elements into a unified framework.

III. METHODOLOGY

This research employed a qualitative, theory-building approach based on a systematic literature review and an in-depth multiple-case study analysis. This methodology was selected to develop a comprehensive, context-rich understanding of the complex, real-world phenomenon of AI and analytics integration [23].

3.1 Research Design

A two-phase exploratory design was utilized, as illustrated in Figure 1.

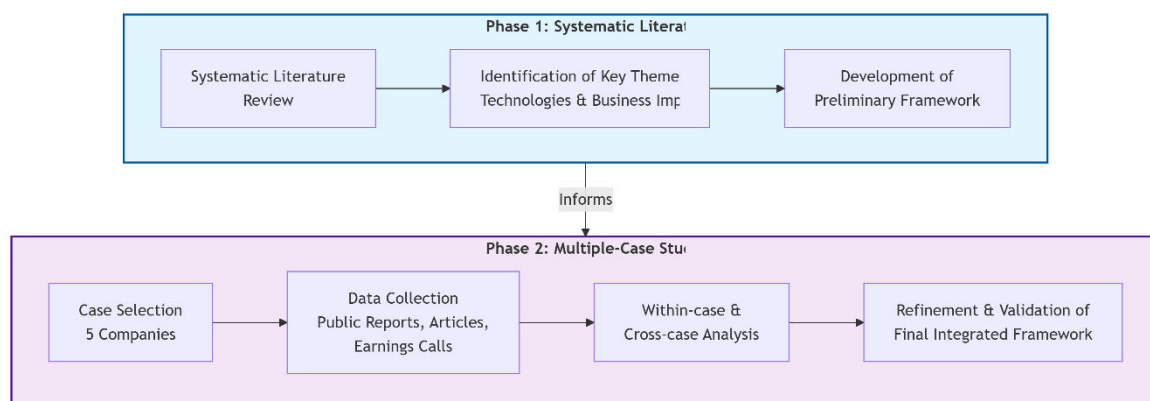


Figure 1: Two-Phase Research Design.

3.2 Phase 1: Systematic Literature Review

A systematic review was conducted to establish a robust theoretical foundation. The process followed the guidelines of [24]:

- **Source Selection:** Major academic databases (IEEE Xplore, ACM Digital Library, ScienceDirect) and reputable business publications (Harvard Business Review, MIT Sloan Management Review) were searched.
- **Search Criteria:** Keywords included "AI in business," "data analytics strategy," "machine learning adoption," "competitive advantage with AI," and related terms, focusing on publications from 2015 to 2024.
- **Analysis:** The identified literature was analyzed to extract recurring themes, documented benefits, reported challenges, and theoretical models. This analysis informed the initial conceptual framework and the selection of cases for Phase 2.

3.3 Phase 2: Multiple-Case Study Analysis

Case studies are particularly suited for answering "how" and "why" questions in a real-life context [23]. Five companies renowned for their leadership in AI and analytics were selected for analysis, providing a diverse cross-section of industries and applications. The case selection is summarized in Table 1.

Table 1: Case Study Profile.

Company	Industry	Core AI/Analytics Application	Primary Intelligence Archetype
Amazon	E-commerce & Cloud	Recommendation Engines, Supply Chain Optimization, Alexa	Hyper-Personalization & Predictive Operations
Netflix	Media & Entertainment	Content Recommendation, Content Creation Analytics	Hyper-Personalization & AI-Augmented Innovation
John Deere	Agriculture	Precision Farming, Autonomous Vehicles	Predictive Operations & AI-Augmented Innovation
Siemens	Industrial Manufacturing	Digital Twins, Predictive Maintenance	Predictive Operations
Ant Group	Financial Technology	AI-driven Credit Scoring, Fraud Detection	Dynamic Risk Management

- **Data Collection:** For each case, data was triangulated from multiple public sources to ensure validity [23]. Sources included:
 - Annual reports, investor presentations, and SEC filings.
 - Published case studies from academic and business sources.
 - Press releases and articles from major business publications.
 - Transcripts from earnings calls and interviews with company executives.
- **Data Analysis:** The analysis followed a two-step process:
 1. **Within-Case Analysis:** Each company was studied individually to understand its specific AI/analytics strategy, implementation journey, technological stack, and measurable outcomes.
 2. **Cross-Case Analysis:** Patterns and themes across the five cases were identified and compared. This involved looking for common success factors, shared challenges, and divergent strategies based on industry context. This cross-case synthesis led to the identification of the four key intelligence archetypes.

3.4 Framework Development

The insights from the literature review and the case study analysis were synthesized to develop the **Integrated AI-Driven Business Intelligence Framework**. This framework, presented in the results section, visually represents the flow from raw data to strategic business outcomes, highlighting the enabling technologies and organizational capabilities at each stage.

IV. RESULT ANALYSIS

The analysis of the five case studies, combined with the literature review, reveals a consistent pattern of how leading companies leverage AI and analytics. The findings are organized into the four key intelligence archetypes and then synthesized into a unified framework.

4.1 Archetype 1: Hyper-Personalization and Customer Intelligence

This archetype focuses on using AI to understand and anticipate individual customer needs at a granular level.

- **Case in Point: Amazon and Netflix.** Both companies have built their core value proposition around recommendation systems. Amazon's system, driven by collaborative filtering and deep learning models, analyzes a user's purchase history, browsing behavior, and what similar users bought to present a highly personalized storefront [4]. Netflix takes this further by not only recommending existing content but also using analytics to inform content creation. By analyzing viewing patterns of millions of users, Netflix identified that shows with specific actors, genres, and themes were likely to be successful, leading to data-informed greenlighting decisions for hits like "House of Cards" [18].
- **Enabling Technologies:** Collaborative filtering, association rule learning, deep neural networks, NLP for sentiment analysis of reviews.
- **Business Impact:** Increased customer lifetime value (CLV), higher conversion rates, enhanced customer loyalty, and reduced marketing spend through targeted campaigns.

4.2 Archetype 2: Predictive Operations and Supply Chain Resilience

This archetype uses AI to forecast demand, optimize logistics, and pre-emptively maintain assets, moving operations from a reactive to a predictive state.

- **Case in Point: John Deere and Siemens.** John Deere equips its tractors with sensors that collect data on soil conditions, crop health, and weather. AI models process this data to provide farmers with prescriptive insights on optimal planting patterns, fertilizer usage, and harvest times, a concept known as precision agriculture [25]. Siemens utilizes "digital twins" – virtual replicas of physical assets like gas turbines. These twins are fed with real-time sensor data, and ML models simulate performance and predict potential failures, enabling maintenance to be scheduled before a breakdown occurs, thus avoiding costly downtime [5].
- **Enabling Technologies:** IoT sensors, time-series forecasting, regression models, digital twin simulation, computer vision for quality inspection.
- **Business Impact:** Significant reduction in operational costs (downtime, fuel, waste), improved asset utilization, enhanced product quality, and stronger supply chain resilience against disruptions.

4.3 Archetype 3: AI-Augmented Innovation and R&D Acceleration

Here, AI is applied to the core innovation process, accelerating research and development and leading to the creation of novel products and services.

- **Case in Point: Netflix and Pharmaceutical Companies.** Beyond recommendations, Netflix uses AI to optimize the entire content lifecycle, including creating custom thumbnails (A/B tested by AI) and even editing trailers. In the pharmaceutical industry, companies like Pfizer and Moderna leveraged AI platforms to analyze vast biological datasets to accelerate vaccine development during the COVID-19 pandemic, significantly shortening the R&D timeline [26].
- **Enabling Technologies:** Generative AI for drug discovery and material science, deep learning for pattern recognition in complex data, predictive modeling for simulating outcomes.
- **Business Impact:** Drastically reduced time-to-market for new products, higher R&D success rates, and the ability to tackle previously intractable scientific problems.

4.4 Archetype 4: Dynamic Risk Management and Fraud Detection

This archetype employs AI to identify and mitigate financial, operational, and cybersecurity risks in real-time.

- **Case in Point: Ant Group.** Ant's proprietary Sesame Credit system uses ML algorithms to analyze thousands of data points from a user's transaction history and digital behavior on its Alipay platform to generate a credit score for individuals with no formal credit history [6]. This enables financial inclusion while managing risk. Similarly, Visa and Mastercard use complex neural networks to analyze transaction patterns in milliseconds to detect and block fraudulent transactions.
- **Enabling Technologies:** Anomaly detection algorithms, graph analytics to uncover complex fraud networks, NLP for analyzing legal and compliance documents.
- **Business Impact:** Massive reduction in financial losses from fraud, improved regulatory compliance, and the ability to safely serve new, underserved customer segments.

4.5 The Integrated AI-Driven Business Intelligence Framework

The cross-case analysis reveals that these archetypes are not mutually exclusive; the most successful companies integrate them. Based on this, we propose the Integrated AI-Driven Business Intelligence Framework, depicted in Figure 2.

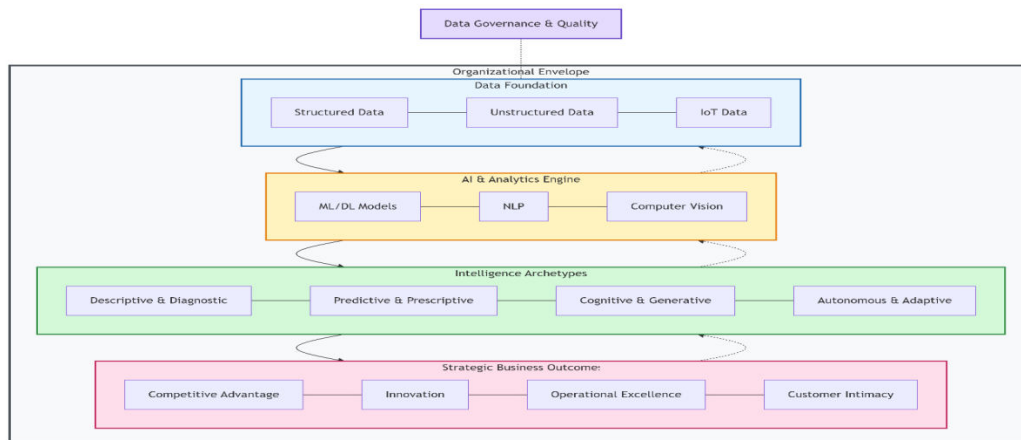


Figure 2: The Integrated AI-Driven Business Intelligence Framework.

4.6 Critical Success Factors and Challenges

The case studies consistently highlighted several factors crucial for success:

- **Strategic Alignment:** AI initiatives were most successful when tightly coupled with core business objectives (e.g., Amazon's focus on customer convenience, John Deere's focus on farm yield).
- **The Centrality of Data:** All five companies have made massive investments in their data infrastructure, treating high-quality, accessible data as a strategic asset.
- **Cross-Functional Teams:** They broke down silos, embedding data scientists within business units and ensuring close collaboration between technical and domain experts.

However, significant challenges were also evident:

- **Ethical and Responsible AI:** Amazon faced scrutiny over bias in a recruiting algorithm, while Ant Group has navigated complex regulatory landscapes regarding data privacy [9], [22]. This underscores the need for robust model governance and ethical AI frameworks.
- **Talent Gap:** The competition for top AI talent is fierce, and all companies invest heavily in recruitment and upskilling programs.
- **Integration Complexity:** Integrating AI capabilities with legacy enterprise systems (e.g., in traditional manufacturing or banking) remains a major technical and cultural hurdle.

A comparative summary of the challenges and mitigation strategies observed across the cases is presented in Figure 3.

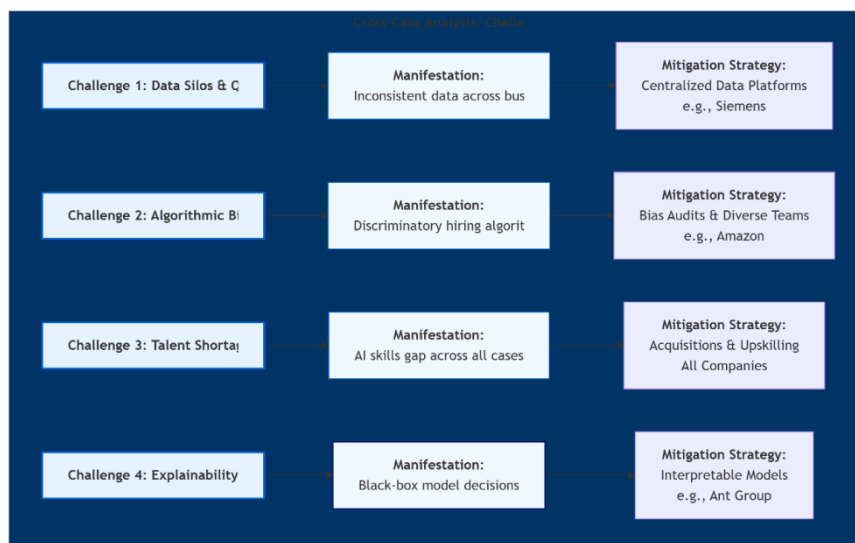


Figure 3: Cross-Case Analysis of Challenges and Mitigation Strategies.

V. CONCLUSION

This research has demonstrated that AI and Data Analytics are not merely incremental improvements to business operations but are fundamentally reshaping the competitive landscape. They form a synergistic engine that powers a new class of intelligent enterprises capable of unprecedented levels of personalization, operational efficiency, innovation, and risk management. The four archetypes identified—Hyper-Personalization, Predictive Operations, AI-Augmented Innovation, and Dynamic Risk Management—provide a structured lens for understanding the diverse ways in which this intelligence manifests.

The proposed **Integrated AI-Driven Business Intelligence Framework** synthesizes the key finding that sustainable success is not achieved through point solutions but through a holistic, strategic approach. This approach seamlessly connects a robust data foundation, a powerful AI/analytics engine, and clearly defined intelligence archetypes to drive tangible business outcomes. The framework emphasizes that this entire system must be enveloped in a supportive organizational culture, fueled by the right talent, and guided by committed leadership.

The theoretical contribution of this work lies in the integration of disparate strands of literature on AI, analytics, and business strategy into a cohesive model that links technology, process, and outcome. For practitioners, the study offers a actionable roadmap and a set of archetypes that can help diagnose their current state and strategize their future investments in AI and analytics.

The primary limitation of this study is its reliance on public data for the case studies. Future research could employ direct interviews and surveys within organizations to gain deeper, first-hand insights into implementation journeys and internal metrics. Furthermore, as Generative AI (e.g., GPT-4) and Large Language Models (LLMs) mature, their impact on business intelligence—particularly in content creation, code generation, and complex reasoning—warrants dedicated investigation.

In conclusion, the fusion of AI and Data Analytics represents a paradigm shift on par with the industrial revolution. It demands a new way of thinking, organizing, and competing. The businesses that will thrive in the coming decades will be those that successfully harness this synergistic engine, transforming themselves from organizations that simply use data into intelligent entities that are, in essence, driven by it.

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