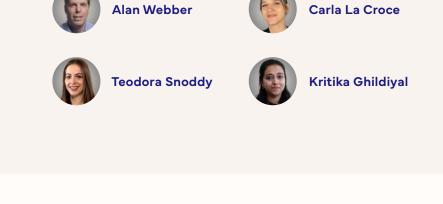


Quantifying the Impact of the Digital Labour Economy in the United Kingdom

Software and Services

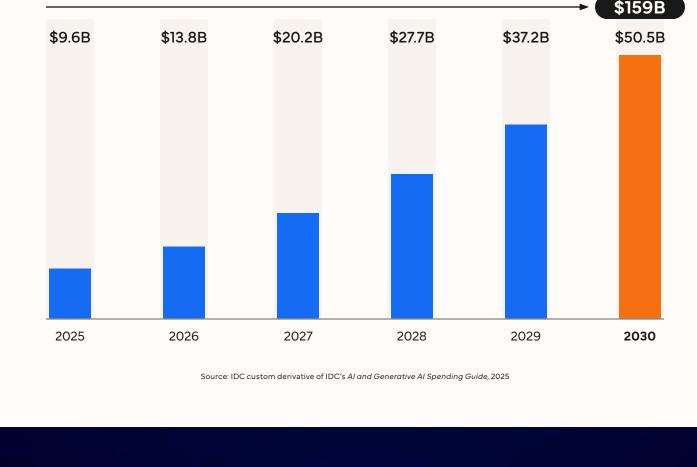
Exploring Digital Labour



supporting digital labour In the United Kingdom, cumulative spend in AI technologies supporting digital labour will reach \$159 billion with CAGR of

AI spending forecast

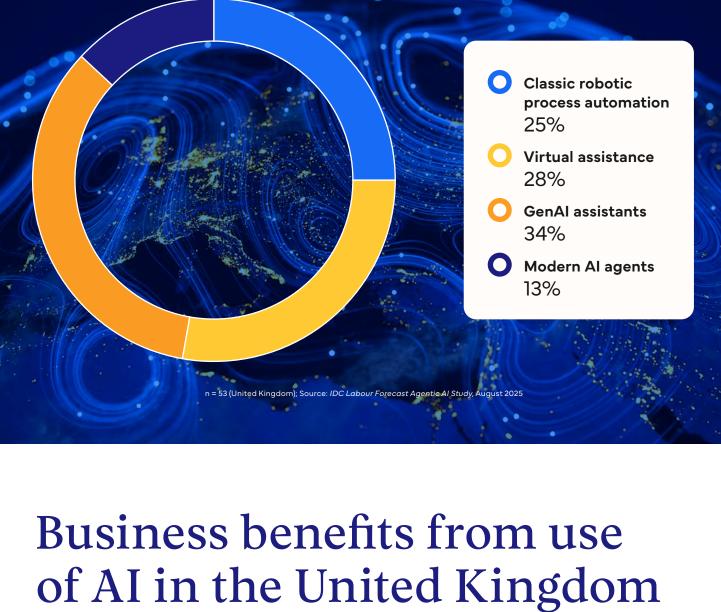
39.4% by 2030. Globally, it will reach \$3.34 trillion. Cumulative spend on AI supporting digital labour in United Kingdom 2025–2030 (USD billions)





United Kingdom workforce

Use of AI tools by the



Which business benefits do you expect from the use of AI tools? (Percentage of respondents — top 5 responses) Improved customer satisfaction 68%

57%

51%

47%

Improved customer satisfaction is the top expectation from

Al tools in the United Kingdom.

Reduced labour costs

Accelerated workflow

processes

Execute tasks uninterrupted (24/7)

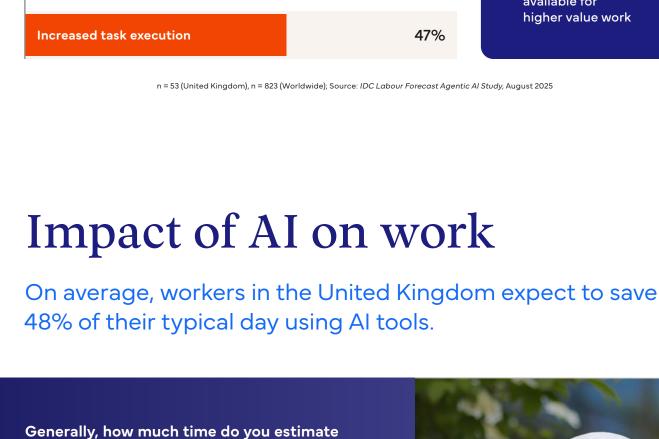
you save in a typical 8-hour workday

(Average percentage of an 8-hour workday)

48%

United Kingdom

as a result of using AI tools for your tasks?





Worldwide top 3 expected

42%

42%

39%

business benefits:

productivity

Increased time

available for higher value work

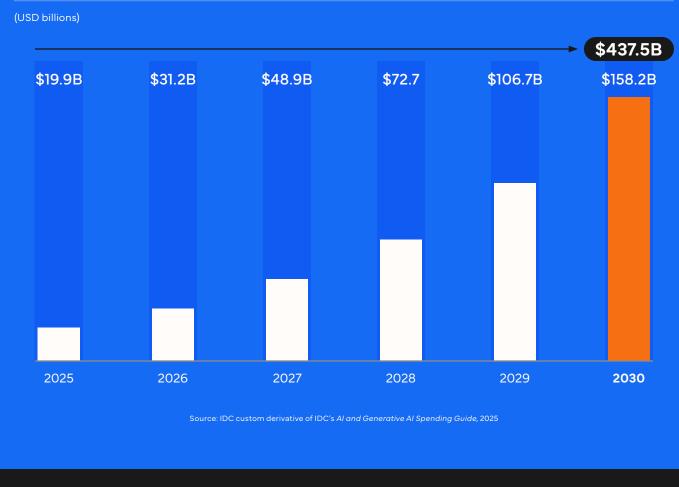
→ Increased Labour

→ Automated routine/

repetitive tasks

41%

Worldwide n = 53 (United Kingdom), n = 823 (Worldwide); Source: IDC Labour Forecast Agentic AI Study, August 2025 Quantifying the economic impact of digital labour In the United Kingdom, digital labour will generate a cumulative economic impact of \$437.5 billion with CAGR of 51.3% by 2030. Globally, it will reach \$13 trillion.



Cumulative economic impact of digital labour in the United Kingdom 2025–2030

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