WalkMe Discovers Workplace AI SOS: We Need Help Along The Way!

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More than half of respondents surveyed are using AI at work with 86% craving a copilot's help

SAN FRANCISCO, June 18, 2024 (GLOBE NEWSWIRE) — WalkMe (NASDAQ: WKME), a leading provider of digital adoption solutions for effectively navigating technology change, revealed the results of its AI at work pulse survey. The June survey of over one thousand Americans found that 91% failed to effectively use AI at work on the first try. The survey uncovers clues into the challenges companies face when attempting AI transformation at scale.

On the one hand, more than half of respondents (54%) say they use AI tools at work, (51%) have managers that encourage AI usage, and 51% get feedback that their work product has improved. On the other hand, few respondents consider themselves AI experts, even fewer report having received extensive training on AI, and for most respondents, it took four or five tries before they felt they were able to make their work easier or better using AI.

"With most employees using AI at work, we wanted to understand their needs as we launched WalkMe[x], the premier contextual copilot that aims to democratize AI for all individuals regardless of their comfort level with technology," **said Dan Adika, CEO & Co-founder WalkMe**. "What we discovered is that, while many Americans are using AI, they don't feel like they're experts, and the vast majority believe their work product would be better if they had help along the way."

AI usage at work is rampant, and employees consider it important to their future:

- 41% say they use AI tools daily.
- 84% think AI is becoming more important to advance one's career.
- 80% reported feeling either confident (49%) or very confident (33%) using AI at work.

But respondents report needing helping to truly reap the benefits of AI:

- Only 15% of workers believe they are AI experts.
- Only 7% say they had received extensive training on AI.
- Only 9% reported getting the results they needed out of AI on their first try.

Importantly, a strong majority of respondents (86%) reveal they would be more likely to use AI if the tools proactively guided them in the flow of work.

About the survey
The survey was commissioned by WalkMe and orchestrated by Propeller Insights. Propeller Insights is a full-service market research firm based in Los Angeles. Using quantitative and qualitative methodologies to measure and analyze marketplace and consumer opinions, they work extensively across industries such as technology, travel, brand intelligence, entertainment/media, retail, and consumer packaged goods. Propeller conducted its national online survey for WalkMe of 1,013 U.S. adults from June 5, 2024 to June 7, 2024. Survey responses were nationally representative of the U.S. population for age, gender, region, and ethnicity. The maximum margin of sampling error was +/- 3 percentage points with a 95% level of confidence.

About WalkMe
WalkMe (WKME) pioneered the world's leading Digital Adoption Platform, enabling organizations to navigate the change brought on by technology. Leveraging over a decade of experience, WalkMe's platform integrates generative AI to deliver proactive, accessible, and actionable insights. Our context-aware solutions guide users through any workflow, identifying and resolving digital friction to ensure seamless execution of critical processes across all departments. Trusted by global leaders like IBM, Nestlé, ThermoFisher Scientific, and the U.S. Department of Defense, WalkMe empowers organizations to maximize software ROI and drive people-centric digital transformation. For more information, please visit our website at: www.walkme.com

Special Note Regarding Forward-Looking Statements:
This press release contains forward-looking statements within the meaning of the Private Securities Litigation Reform Act of 1995. We intend such forward-looking statements to be covered by the safe harbor provisions for forward-looking statements contained in Section 27A of the Securities Act of 1933, as amended and Section 21E of the Securities Exchange Act of 1934, as amended. All statements contained in this press release other than statements of historical fact are forward-looking statements. The words "believe," "may," "will," "estimate," "potential," "continue," "anticipate," "intend," "expect," "could," "would," "project," "plan," "target," and similar expressions are intended to identify forward-looking statements, though not all forward-looking statements use these words or expressions. These forward-looking statements are subject to risks, uncertainties and assumptions, some of which are beyond our control. In addition, these forward-looking statements reflect our current views with respect to future events and are not a guarantee of future performance. Actual outcomes may differ materially from the information contained in the forward-looking statements as a result of a number of factors, including, without limitation, the following: our ability to manage our growth effectively, sustain our historical growth rate in the future or achieve or maintain profitability; the impact of the COVID-19 pandemic or adverse macro-economic changes on our business, financial condition and results of operations; the growth and expansion of the markets for our offerings and our ability to adapt and respond effectively to evolving market conditions; our estimates of, and future expectations regarding, our market opportunity; our ability to keep pace with technological and competitive developments and develop or otherwise introduce new products and solutions and enhancements to our existing offerings; our ability to maintain the interoperability of our offerings across devices, operating systems and third-party applications and to maintain and expand our relationships with third-party technology partners; the effects of increased competition in our target markets and our ability to compete effectively; our ability to attract and retain new customers and to expand within our existing customer base; the success of our sales and marketing operations, including our ability to realize efficiencies and reduce customer acquisition

costs; the percentage of our remaining performance obligations that we expect to recognize as revenue; our ability to meet the service-level commitments under our customer agreements and the effects on our business if we are unable to do so; our relationships with, and dependence on, various third-party service providers; our dependence on our management team and other key employees; our ability to maintain and enhance awareness of our brand; our ability to offer high quality customer support; our ability to effectively develop and expand our marketing and sales capabilities; our ability to maintain the sales prices of our offerings and the effects of pricing fluctuations; the sustainability of, and fluctuations in, our gross margin; risks related to our international operations and our ability to expand our international business operations; the effects of currency exchange rate fluctuations on our results of operations; challenges and risks related to our sales to government entities; our ability to consummate acquisitions at our historical rate and at acceptable prices, to enter into other strategic transactions and relationships, and to manage the risks related to these transactions and arrangements; our ability to protect our proprietary technology, or to obtain, maintain, protect and enforce sufficiently broad intellectual property rights therein; our ability to maintain the security and availability of our platform, products and solutions; our ability to comply with current and future legislation and governmental regulations to which we are subject or may become subject in the future; changes in applicable tax law, the stability of effective tax rates and adverse outcomes resulting from examination of our income or other tax returns; risks related to political, economic and security conditions in Israel; the effects of unfavorable conditions in our industry or the global economy or reductions in information technology spending; factors that may affect the future trading prices of our ordinary shares; and other risk factors set forth in the section titled “Risk Factors” in our Annual Report on form 20-F filed with the Securities and Exchange Commission on March 18, 2024, and other documents filed with or furnished to the SEC. These statements reflect management’s current expectations regarding future events and operating performance and speak only as of the date of this press release. You should not put undue reliance on any forward-looking statements. Although we believe that the expectations reflected in the forward-looking statements are reasonable, we cannot guarantee that future results, levels of activity, performance and events and circumstances reflected in the forward-looking statements will be achieved or will occur. Except as required by applicable law, we undertake no obligation to update or revise publicly any forward-looking statements, whether as a result of new information, future events or otherwise, after the date on which the statements are made or to reflect the occurrence of unanticipated events.

Media Contact:
Melanie Pasch
press@walkme.com

Investor Contact:
John Streppa
investors@walkme.com