cascade

CASCADE AI SUMMIT 2026
JULY 28, 2026 · BELLEVUE, WA

AI Transformation as a CEO Mandate

Drawing on 30+ years of C-level experience and a sweeping AI transformation at Xerox, Steve made the case that AI strategy must be owned at the top – and that the companies seeing real results are moving fast, failing fast, and treating agents as a digital workforce.

SPEAKER



Steve Bandrowczak
Former CEO
Xerox

KEY TAKEAWAYS

1. "Today Is the Slowest Change That Will Ever Happen"

Steve opened with a provocation that reframed the audience's sense of urgency. The pace of AI-driven transformation is only accelerating, and organizations that treat today's disruption as a one-time event will find themselves permanently behind.



"Today is the slowest change that will ever happen in your entire life." **Steve Bandrowczak**

2. The CEO Must Own AI Strategy

Drawing on decades of C-suite experience, Steve argued that AI strategy cannot be delegated to the CTO or COO. When the CEO personally owns the transformation, it signals company-wide priority, unlocks budget, and eliminates the organizational friction that kills AI initiatives.



"You do not have an AI strategy unless your CEO owns it. Period. Full stop." **Steve Bandrowczak**

3. Xerox Collections: From $200M to $70M in 90 Days

At Xerox, Steve deployed outbound calling agents against $200 million in receivables aged over 200 days. Within 90 days, that number dropped to $70 million. The metadata generated from those AI-driven calls also revealed process improvements – like enabling credit card payments and correcting invoices – that evolved the initiative into a $10 million cross-sell revenue stream.



"We had $200 million of receivables over 200 days. 90 days later, we're down from $200 to $70 million." **Steve Bandrowczak**

4. Field Service: 60% of Calls Now Handled Remotely

By deploying AI agents that detect device errors before customers even call in, Xerox shifted 60% of previously on-site service calls to remote resolution through augmented reality sessions. This transformed the field service model from reactive truck rolls to proactive, AI-driven remote support.



"60% of all the calls that used to go out that we used to send somebody, now handled remotely. Agents do that." Steve Bandrowczak

5. Six-Week Implementation or Bust

Steve mandated that every AI initiative at Xerox be designed, implemented, and in production within six weeks. Longer timelines, he argued, guarantee failure – the technology moves too fast and organizational patience runs out. He urged the audience to stop crawling to mediocrity and start running to great.



"Give yourself six weeks to design, implement, in production, and get it done in six weeks. Everybody doing programs that are 90 days or longer, they're doomed to fail." Steve Bandrowczak

6. 50-70% of All Work Can Be Done Through Agents

Steve projected that the majority of enterprise work – between 50% and 70% – can be performed by AI agents. He urged leaders to build 36-month workforce cost reduction plans around this reality, translating agent capability into productivity gains or workforce restructuring.



"I believe 50% to 70% of all your work today can be done through agents. And you can translate that to employee loss. You can translate that to productivity. That's your choice." Steve Bandrowczak

7. HR Should Own Every Agent in the Company

In his most provocative recommendation, Steve argued that HR – not IT – should own every AI agent in the organization. Agents perform tasks, do work, and are part of the workforce. They need to be trained, managed, and governed like employees, making HR the natural owner.



"For those of you in HR, radical statement I'm about ready to make. You own and should own every single agent in the company. They do tasks, they do work, they're part of your workforce." Steve Bandrowczak