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Enterprise AI Rollout Case Study: Amgen's 20,000 Users

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Published by IntuitionLabs · 2026-04-11 · enterprise ai rollout · ai governance · amgen case study · chatgpt enterprise · microsoft copilot · pharma ai adoption · ai implementation · trustworthy ai

Original article: <https://intuitionlabs.ai/articles/enterprise-ai-rollout-case-study-amgen>



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Executive Summary

Amgen's public accounts describe two distinct enterprise AI initiatives: Microsoft 365 Copilot expanded from a **small pilot** to 20,000 licenses (**Microsoft**), while ChatGPT Enterprise access expanded across the company as capabilities improved (**Amgen**). The 20,000 figure refers specifically to Copilot access; the cited ChatGPT account provides no license or active-user count.

Amgen's approach leveraged its existing **AI governance framework** (aligned with NIST Trustworthy AI principles) and the advanced security of ChatGPT Enterprise. The company emphasized "*measured testing, supported by security, enabling integration of the technology into meaningful workflows*" (**www.amgen.com**). For example, Amgen initially equipped just 300 employees with Microsoft 365 Copilot in late 2023 and quickly scaled to 20,000 users by mid-2024 (**www.microsoft.com**). A year after first deploying Copilot, Amgen began broader use of ChatGPT Enterprise in 2024, citing strong employee preference and positive feedback (**techreport.com**) (**maili.uz**). Internal surveys confirmed high user satisfaction: scientists and staff found ChatGPT "pleasant to use" and effective for tasks like analyzing data and drafting reports (**maili.uz**).

Microsoft reports that Amgen expanded its Copilot licenses from 300 to 20,000 (**Microsoft**). The organization's AI & Data leadership reported that "every second counts in our mission to serve patients," noting that any **productivity gains** from AI are invaluable (**www.amgen.com**). Amgen's executives and engineers observed that

Copilot and ChatGPT helped streamline routine tasks, enabling staff to focus on high-value research and innovation. Indeed, formal quotes from Amgen's CTO and SVP indicate daily use of AI tools and integration *"from the office to the lab"* (www.amgen.com) (www.microsoft.com).

This comprehensive report examines Amgen's AI adoption as a case study and situates it within broader industry trends. It details the rollout phases, the implementation of governance and security guardrails, and the metrics for measuring AI adoption. It also compares Amgen's experience with those of peer pharma companies (e.g. Moderna, Pfizer, Johnson & Johnson) to highlight best practices and lessons learned. Finally, it discusses future implications for AI in biotechnology and for enterprise AI rollout in general.

Introduction: AI in the Biotech Enterprise

The Generative AI Influx in Pharma

The advent of *generative AI* technologies — epitomized by OpenAI's ChatGPT (launched November 2022) — has sparked a major transformation in many industries, including biotechnology and pharmaceuticals. In a matter of months, ChatGPT went from a curious consumer chatbot to a corporate productivity platform, with millions of daily users globally (techreport.com) (www.microsoft.com). Industry surveys indicate that the percentage of businesses using generative AI has roughly doubled since late 2023 (www.microsoft.com), and many companies report significant cost and time savings in early deployments. For example, McKinsey & Company data (cited by Microsoft) show that **65%** of organizations were regularly using generative AI by mid-2024, up from ~33% a year earlier (www.microsoft.com). In June 2025, OpenAI reported three million paying business users across ChatGPT Enterprise, Team and Edu (CNBC).

However, in highly regulated sectors like biotech, AI adoption comes with unique challenges. Drug development and healthcare activities handle sensitive data (clinical trials, patient information, proprietary research) under strict regulations. Amgen's published account describes early adoption of ChatGPT Enterprise followed by expanded access across the company as capabilities improved (Amgen).

In this context, cautious **enterprise rollout strategies** became essential. Companies recognized that unchecked AI use could violate data protection rules or produce unreliable output (so-called "**hallucinations**"); at the same time, many believed judicious AI integration could accelerate discovery and administrative workflows. Notably, several biopharma leaders quickly moved to deploy *enterprise-grade* AI systems with robust controls. High-profile examples include Moderna (which deployed ChatGPT Enterprise to thousands of employees across the company (OpenAI)), Pfizer (which created an internal ChatGPT-based platform "Charlie" for marketing content with embedded compliance checks (intuitionlabs.ai)), and Johnson & Johnson (which mandated **generative AI training** before tool access, resulting in tens of thousands trained by 2025 (intuitionlabs.ai)).

Amgen's shift—first adopting Microsoft Copilot in 2023 and then expanding into OpenAI's ChatGPT Enterprise—followed this industry pattern of **phased, governed experimentation**. The company's leadership saw a "**hinge moment**" in technology (per CTO David Reese), with AI's potential to fundamentally reshape research and operations (www.amgen.com). Amgen's strategic goal, as with peer companies, was to harvest AI's

productivity benefits—for example, reducing data analysis time from days to minutes (www.amgen.com)—while ensuring compliance and scientific rigor. As this report will detail, Amgen’s solution involved multiple rollout phases, stringent guardrails (aligned with industry standards), and clear adoption metrics.

Amgen’s Organizational Context

Amgen is one of the world’s largest biotechnology firms, employing roughly 25,000 people globally (R&D scientists, manufacturing specialists, commercial teams, and corporate staff). Its mission is to discover, develop, and deliver breakthrough medicines for severe diseases (www.amgen.com) (www.microsoft.com). The complexity of life sciences R&D—with massive genomic and clinical datasets, lengthy product development cycles, and tight regulatory oversight—motivates Amgen to seek any possible efficiency gains. In recent years, Amgen has invested heavily in data science and computing (for example, partnering with NVIDIA on an AI supercomputer for genomic data (www.amgen.com)). By 2024, Amgen’s leadership explicitly framed artificial intelligence as a corporate imperative. CTO David Reese noted that Amgen was “living through a hinge moment, merging tech and biotech” (www.amgen.com). Under Reese’s IT leadership (with support from SVP of AI & Data Sean Bruich), the organization committed to embedding AI tools into both office functions and lab research, as evidenced by Amgen’s internal *Artificial Intelligence Vision* policy (www.amgen.com) and multiple public initiatives.

Before adopting generative AI, Amgen already had an **AI governance framework** in place. Its formal *Artificial Intelligence Vision* (published in 2023) aligns with the U.S. NIST Trustworthy AI framework, laying out seven principles (Safe, Secure and Resilient, Explainable, Privacy Enhanced, Fair, Accountable, Valid & Reliable) (www.amgen.com). A cross-disciplinary AI Governance Council (chaired by the Chief Compliance Officer and the SVP of AI & Data) oversees all AI projects (www.amgen.com). This council includes experts from quality, legal, safety, security, privacy, and other functions to review new AI use cases for compliance with these principles (www.amgen.com). This pre-existing governance infrastructure set the stage for responsibly adopting generative AI: any new AI tool (like ChatGPT) had to be evaluated through this lens of “AI Assurance” and “Security Assurance” (www.amgen.com).

Overall, the background reveals an Amgen poised for AI adoption: a culture embracing innovation, leadership that publicly champions AI (Reese and Bruich speak frequently on it (www.amgen.com)), and governance structures to manage risk. The next sections examine **how** Amgen executed its generative AI rollout, step by step, and what safeguards and metrics guided the process.

Phased Rollout of AI at Amgen

Phase 1: Pilot and Initial Deployment (Copilot Experience)

Amgen’s first foray into generative AI productivity tools began in late 2023. The company partnered with Microsoft to pilot *Microsoft 365 Copilot* (which integrates advanced GPT-based capabilities into Office applications) with a small group of early adopters. An official Microsoft case study reports that Amgen started

its Copilot pilot with only **300 licenses**, targeting volunteers across research and corporate functions (www.microsoft.com). These early testers were able to experiment with AI-assisted writing, data summarization, and brainstorming, providing candid feedback on usability and usefulness.

Microsoft describes Amgen's Copilot initiative as business-driven and reports hands-on demonstrations for 700 leaders ([Microsoft](https://www.microsoft.com)).

Phase 2: Scaling to the Enterprise (20,000 Users)

Building on the pilot's success, Amgen rapidly expanded Copilot access. By mid-2024, the company had deployed Copilot to nearly **20,000 employees worldwide** (www.amgen.com) (www.microsoft.com). This scale covered most white-collar roles (R&D, corporate functions, commercial teams) across Amgen's sites. The official account from Amgen states that this expansion allowed "employees to test and learn with tools that will quickly become ubiquitous," underlining the goal of widespread democratization of AI tools (www.amgen.com).

The Microsoft *WorkLab* report quantifies this rollout: Amgen's usage of Copilot "enhanced productivity, streamlined processes, and fostered innovation" after growing from 300 to 20,000 seats (www.microsoft.com). CTO Reese affirmed that AI was being used daily across the company: *"We now use Copilot on a daily basis. There's no corner of the business that's going to be untouched by AI tools paired with human expertise."* (www.microsoft.com). In interviews, Zahigian also emphasized the mission urgency, saying "every second counts in our mission to serve patients. Any time we can reclaim is invaluable." (www.amgen.com) This narrative framed Copilot as an indispensable efficiency lever in drug development and business operations.

Amgen's published AI policy embraces the NIST Trustworthy AI framework ([Amgen](https://www.amgen.com)).

Phase 3: Introduction of ChatGPT Enterprise

OpenAI introduced GPT-4o in May 2024 ([OpenAI](https://openai.com)). Many Amgen employees had already used the consumer ChatGPT in private, and they voiced a preference for ChatGPT's ease of use and capabilities over Copilot's more structured interface. Industry observers noted that Amgen "expanded its use of OpenAI's ChatGPT, citing employee preference," roughly a year after starting Copilot (techreport.com).

Amgen confirms that it adopted ChatGPT Enterprise early and expanded access across the company as capabilities improved ([Amgen](https://www.amgen.com)).

ChatGPT Enterprise's default data handling added another layer of protection: OpenAI clearly states that any data entered by an organization's employees is owned by the organization and *not* used to train OpenAI's models (www.biospace.com). This assurance — that an employee's prompts would stay within Amgen's control — directly addressed the top concern (data leakage) that previously led many pharma companies to ban ChatGPT (intuitionlabs.ai).

Phase 4: ChatGPT Enterprise Access Expansion and GPT-5 Evaluation

Amgen describes a phased expansion of ChatGPT Enterprise access across the company as capabilities improved ([Amgen](#)).

Simultaneously, Amgen leveraged the newest AI model advancements. When OpenAI announced the frontier model GPT-5 in August 2025, Amgen's scientists and technologists participated in early access to it ([www.amgen.com](#)). These internal tests, led by Sean Bruich (SVP AI & Data), verified that GPT-5 offered "notable improvements in accuracy and reliability" and higher output quality across scientific tasks ([www.amgen.com](#)). Amgen's published account separately describes expanding ChatGPT Enterprise access as capabilities improved ([Amgen](#)).

Amgen describes a phased expansion of ChatGPT Enterprise access as capabilities improved ([Amgen](#)). Table 1 organizes the reported milestones; its provider-availability milestone should be distinguished from an Amgen model deployment.

Phase	Timeline	Description	Employees Affected	Key Outcomes
Phase 0: Preparation	Timing not specified here	Governance context: Amgen's published AI policy embraces the NIST Trustworthy AI framework (Amgen).	Not quantified	Published governance principles; this row does not establish a dated implementation or training milestone.
Phase 1: Copilot Pilot	Q4 2023 – Q1 2024	Small-scale pilot of Microsoft 365 Copilot with ~300 early adopters (R&D and office staff) (www.microsoft.com). Users test AI content summarization, drafting, data analysis. Collect feedback and refine use guidelines.	~300 volunteers	Initial Copilot license cohort; specific input prohibitions and support arrangements are not established by the cited rollout account.
Phase 2: Copilot Expansion (20k)	By May 2024	Amgen expanded Copilot access to 20,000 employees worldwide (Microsoft).	20,000 employees with Copilot access	Access figure; this does not establish active usage or a measured productivity gain.
Phase 3: ChatGPT Enterprise expansion	Dates and cohort size unspecified	Amgen describes early adoption followed by expansion of access as capabilities improved (Amgen).	Not quantified	Phased expansion of access across the company.
Phase 4: GPT-5 Enterprise availability (provider milestone)	August 2025	On August 7, OpenAI announced that GPT-5 access for Enterprise and Edu would follow the next week (OpenAI).	Enterprise and Edu customers generally	General product availability; this milestone does not establish an Amgen deployment date, seat count, or daily usage rate.

Phase	Timeline	Description	Employees Affected	Key Outcomes
Phase 5: Ongoing Optimization	2025 onward	Continue evaluating new AI models and use cases. For example, test GPT-5 performance in lab applications (www.amgen.com). Expand ChatGPT tools (custom GPTs, plugins) where beneficial. Reinforce governance (model audits).	All users	Maintain high adoption and ROI; iterate use cases; strengthen compliance as laws evolve.

Table 1: Stages of Amgen's AI tool rollout, scaling from pilot to enterprise. Each phase prioritized security, user training, and measurement.

Governance and Guardrails

The cornerstone of Amgen's AI strategy was rigorous governance and **safeguards**. With thousands of employees now using powerful generative models, Amgen needed to ensure that the tools were used **safely and ethically**, consistent with both company policy and external regulations (e.g. HIPAA, GDPR, FDA guidance).

Corporate AI Policy and Principles

Amgen's *Artificial Intelligence Vision* policy (publicly documented on its website) explicitly commits to **trusted and responsible AI development** (www.amgen.com). Key elements include:

- **Adoption of NIST Trustworthy AI Framework.** Amgen aligns with NIST's seven principles (Safe, Secure & Resilient, Explainable, Privacy-Enhanced, Fair, Accountable & Transparent, Valid & Reliable) (www.amgen.com). For each tool, Amgen assesses outputs for validity and bias, and requires documentation of how AI decisions are made.
- **AI Governance Council.** A cross-functional council (led by Compliance and the SVP of AI & Data) reviews all new AI systems (www.amgen.com). The council includes experts from legal, privacy, regulatory, security, and R&D, ensuring broad scrutiny. Any large rollout (like ChatGPT) must get council approval with risk mitigation plans.
- **Commitment to "AI Assurance" and "Security Assurance."** These processes are integrated into development lifecycles (www.amgen.com). "AI Assurance" means testing models for accuracy, fairness, and explainability. "Security Assurance" means verifying the system's architecture and controls protect against data theft or tampering (www.amgen.com).

The following are illustrative safeguards for enterprise deployments, rather than a description of Amgen's ChatGPT configuration:

- **Data Privacy Controls.** Define permitted data inputs and review file-upload, retention, and network settings for each use case.
- **Access Management.** Define account authorization, access reviews, and revocation procedures.

- **Content Review.** Establish proportionate checks for policy violations, with appropriate privacy protections.

Amgen's AI policy states that the company has embraced the NIST Trustworthy AI framework ([Amgen](#)). The illustrative safeguards above should not be read as evidence of Amgen-specific ChatGPT access conditions.

Ensuring Output Quality and Security

Generative AI introduces novel security and quality risks. Amgen's approach mitigated these via both technology choice and process:

- **Model Choice and Reliability.** Amgen tracked the performance of different GPT models. In internal tests, the company found that GPT-5 outperformed earlier releases in accuracy and reliability on life-science prompts ([www.amgen.com](#)). Amgen also describes expanding ChatGPT Enterprise access as capabilities improved ([Amgen](#)).
- **Private Knowledge Integration.** For some tasks, Amgen supplemented ChatGPT with proprietary data sources. For instance, if researchers wanted answers grounded in Amgen's own literature or experimental archives, the IT team could create "private GPTs" (custom GPT instances) that pull from internal databases. This approach reduces hallucination risk by providing verified content. (Pfizer's Charlie also has a process for reviewing and validating outputs ([Digiday](#)).)

In sum, Amgen layered technical and organizational controls to "*strike an appropriate balance between the promise of AI and managing their risks*" ([www.amgen.com](#)). These guardrails allowed the company to move faster and more confidently than if it had left AI use unregulated. As the company noted, the *phased* rollout itself was part of the safety strategy: each phase was "supported by security" ([www.amgen.com](#)), integrating lessons learned before proceeding.

Measuring Adoption and Impact

This section distinguishes the reported rollout from illustrative ways to assess adoption and impact. Amgen reports that ChatGPT Enterprise access expanded across the company as capabilities improved ([Amgen](#)).

Usage Metrics

Adoption reporting should distinguish licenses, access, and active use. Microsoft documents hands-on Copilot demonstrations for 700 Amgen leaders ([Microsoft](#)); participation in a demonstration should not be presented as an active-user count.

Productivity and Outcome Measures

Microsoft documents hands-on demonstrations for 700 Amgen leaders as part of the Copilot initiative ([Microsoft](#)).

Illustrative measurement approach: A deployment team could compare task completion time, output quality, and employee feedback before and after adoption. A 30% reduction in report-writing time would be a hypothetical example, not a measured Amgen result. These suggestions do not describe an Amgen survey or internal measurement programme.

Enterprise-Level Impact

For external context, Capgemini reports 26–31% cost savings across finance, procurement, people operations, and customer service in its research on AI and Gen AI in business operations (Capgemini). These survey results should not be treated as measured Amgen savings or an Amgen target.

Amgen's first-party account establishes an expansion of ChatGPT Enterprise access across the company (Amgen). The measurement approaches suggested above are illustrative; they do not establish Amgen login monitoring, training-completion tracking, survey results or an active-user total.

Comparative Industry Perspectives

Amgen's experience aligns with trends seen at other leading life sciences firms. Examining these cases highlights how Amgen's approach parallels or diverges from peers, and provides benchmarks for guardrails and benefits. Below is a brief survey of notable companies (summarized in Table 2).

- **Moderna (USA).** In April 2024, Moderna described its continuing collaboration with OpenAI (Moderna). Moderna shared that generative AI would augment R&D and manufacturing to pursue 15 new product candidates by 2029. Like Amgen, Moderna emphasized that OpenAI models would be used in a secure manner (with Moderna retaining data control). Moderna's rollout strategy was aggressive: it began with R&D scientists and quickly moved to other departments, trusting OpenAI's enterprise security. Anecdotally, Moderna's CEO and CTO publicly championed AI use, setting a tone similar to Amgen's leadership.
- **Genmab.** OpenAI's customer case study describes Genmab's adoption of ChatGPT as an investment in employees' continuous learning (OpenAI).
- **Pfizer (USA).** Pfizer's Charlie platform includes a process for reviewing and validating outputs (Digiday).
- **Johnson & Johnson (USA).** J&J's notable move was on training and policy: by 2025 it required all employees to complete mandatory AI literacy courses before using any generative tools (intuitionlabs.ai). They also have an "AI Stewardship Office" that issues guidance. The outcome was high readiness: 47,000 employees went through J&J's training programs, cultivating a workforce cautious but able to leverage AI (intuitionlabs.ai). Likewise, Amgen could consider scaling its internal training, learning from J&J's emphasis on mandated courses. For Amgen, Microsoft documents hands-on Copilot demonstrations for 700 leaders (Microsoft); this is not a company-wide ChatGPT training-completion count.

Table 2 below compares Amgen with these peers on key aspects of AI rollout:

Company	AI Tools Deployed	Rollout Strategy	Governance/Guardrails	Outcomes / Metrics
Amgen	Microsoft 365 Copilot; ChatGPT Enterprise	Copilot expanded from 300 to 20,000 licenses (Microsoft); ChatGPT Enterprise access expanded across the company (Amgen).	Published NIST-aligned AI policy (Amgen); specific mandatory ChatGPT training is not established here.	20,000 refers to Copilot access, not a ChatGPT license or active-user total.
Moderna	ChatGPT Enterprise (GPT-4, GPT-4o)	Deployment of ChatGPT Enterprise to thousands of employees across the company (OpenAI)	OpenAI contract ensures data control; internal AI R&D task forces; focus on IP/medical safety during model use	Ambitious goal: enable innovating 15 new products in 5 years (intuitionlabs.ai); reported strong uptake with formal partnership even before regulatory frameworks matured.
Pfizer	Custom ChatGPT ("Charlie") for marketing; Copilot in business units	Targeted deployment: initially marketing and sales (hundreds of users by 2025) (intuitionlabs.ai), then expand	Embedded compliance (legal review via risk rating) (intuitionlabs.ai); data anchored in internal repositories (intuitionlabs.ai); clear AI usage policy by a dedicated VP of AI	Charlie includes a process for reviewing and validating outputs (Digiday).
J&J	ChatGPT/AI tools (various)	Workforce-upskilling first: mandatory training for any AI tool use (intuitionlabs.ai), then allow broad usage (40% use generative AI by 2025)	Mandatory "AI 101" courses for all users (intuitionlabs.ai); emphasis on data privacy in training; integration of AI ethics into policy	By 2025, 47k employees trained on AI; internal surveys show accelerated innovation cycles. J&J reported measurable productivity gains in pilot projects (e.g. faster reporting), though detailed figures are internal.

Table 2: Comparison of AI adoption strategies in the life sciences industry. Sources: Amgen case (this report), IntuitionLabs/Aggregate context ([intuitionlabs.ai](#)) ([intuitionlabs.ai](#)) ([intuitionlabs.ai](#)).

These case studies demonstrate that Amgen's phased and controlled adoption, with strong leadership support and integrated governance, is very much in line with best practices in the industry. Companies deploying ChatGPT-style tools emphasize **employee buy-in (user-friendly interface)**, **strict compliance measures**, and **measured scaling**. Amgen's Copilot expansion — from 300 to 20,000 licenses — illustrates scaling access ([Microsoft](#)).

Future Directions and Implications

Amgen's ChatGPT rollout has immediate benefits, but it also foreshadows future paths for AI in biotech and enterprise. The company's experience yields several implications:

- **Continuous Model Evolution.** As AI models evolve rapidly (e.g. GPT-5.4, future GPT-6), organizations like Amgen must maintain agility. Amgen's proactive testing of GPT-5 ([www.amgen.com](#)) shows it plans to keep its AI tools at the forefront. In coming years, integrating multimodal AI (text+image+data), domain-specific LLMs, or on-prem solutions (for highest security) will be on the agenda.

- **Deep Integration into R&D.** Beyond productivity tools, Amgen and others are likely to embed AI deeper into drug discovery pipelines: automated hypothesis generation, molecular design (generative biology), and predictive analytics. Amgen already uses NVIDIA's AI models for protein design (www.amgen.com); generative AI could accelerate this by proposing new molecules. We expect Amgen to explore “lab assistant” AI bots that integrate with lab microscopes or instruments, representing the future of scientist-AI collaboration.
- **Regulatory and Ethical Landscape.** Organizations should assess the intended use and jurisdiction of each AI application before making regulatory-status or compliance claims.
- **Organizational Culture.** The success of Amgen's rollout suggests that employees are ready to embrace AI when given proper support. Future initiatives will likely focus on expanding AI literacy even further and democratizing more AI use cases. The modern biotech workforce may increasingly consist of “AI-augmented” professionals, blending wet-lab skills with AI-enabled analysis. Amgen's AI Academy and training programs will be crucial ongoing investments.
- **Ecosystem Partnerships.** The Amgen–OpenAI partnership (and Microsoft relationship) exemplifies a broader trend: drug companies working closely with tech AI providers. We can expect Amgen to continue co-developing solutions with OpenAI (and perhaps other vendors like Anthropic or IBM), customizing models for pharmacological domains. Such collaborations may even extend to precompetitive research platforms (Amgen might pool anonymized data with peers through AI to tackle common challenges).
- **Measuring Long-Term ROI.** In the near term, ROI is seen in boosted productivity. Over time, Amgen will evaluate how AI affects major outcomes: time-to-market for drugs, research pipeline throughput, and cost-of-goods in manufacturing (where AI can optimize production). These metrics will guide future AI investments. Given industry reports (e.g. “organizations report ~1.7x ROI on generative AI” (www.linkedin.com) although not pharma-specific), Amgen likely expects strong returns to justify continued AI scaling.

Conclusion

Amgen's Copilot rollout expanded from 300 to **20,000 licenses** ([Microsoft](#)). Separately, Amgen describes expanding **ChatGPT Enterprise access** across the company as capabilities improved ([Amgen](#)). These are distinct rollout accounts: Copilot's access figure should not be presented as a ChatGPT license count or active-user total.

Key outcomes of this strategy include accelerated workflows (scientists saving time on analysis and writing), improved collaboration (teams across the globe leveraging AI for common tasks), and expanded access to ChatGPT Enterprise as capabilities improved ([Amgen](#)).

Looking forward, Amgen's approach is likely to remain adaptive. The enterprise will continue advancing its AI infrastructure (perhaps building in generative models specific to protein design or patient matching), broadening professional development around AI, and measuring impacts on its core metric: **serving patients faster and better**. As Amgen CTO David Reese stated, merging “the best of biology and technology” can lead

to new drugs and therapies (www.amgen.com). The company's phased AI rollout is an encouraging step in that direction, with learnings that will inform both Amgen's own future innovations and the pharmaceutical industry's broader embrace of generative AI.

References

All statements above are supported by company reports, industry news, and expert analyses. For example, Amgen's official communications describe its "*phased rollout*" of ChatGPT Enterprise and leadership's perspectives (www.amgen.com). Tech media have noted Amgen's expansion from Copilot to ChatGPT, citing employee preference (techreport.com). Security and governance measures reflect Amgen's published AI policy (www.amgen.com). Peer company case studies (Moderna, Pfizer, J&J) are documented in industry analyses (intuitionlabs.ai) (intuitionlabs.ai) (intuitionlabs.ai). All citations are provided inline and listed above.

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