

Beyond Efficiency: AI Administrative Assistance as a Path to Sustainable Abundance for Organizations of All Sizes

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Abstract

This paper explores how AI-based administrative assistants represent not merely a cost-effective alternative to traditional administrative support, but a fundamental shift in how organizations overcome constraints on thinking, innovation, and problem-solving capacity. Building on Goldratt’s Theory of Constraints and Arbib and Seba’s concept of sustainable abundance, we examine Joni McCarthy—an AI administrative assistant—as a case study in how such technology can democratize access to high-level support across organizations of all sizes. Through comparative analysis of both quantitative economic factors and qualitative dimensions, we demonstrate that AI administrative assistance provides orders-of-magnitude improvements in capability rather than mere incremental gains. The paper addresses implementation challenges using Goldratt’s technology adoption framework and concludes with practical recommendations for organizations seeking to leverage AI assistants as a pathway to sustainable abundance.

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