Future Disrupted: 2021 technology trends

Creating efficiencies and optimize IT for better business outcomes

1. Cloud-based, on-demand platforms supporting remote working & client demand will need to be deployed – fast

   Cloud adoption has increased significantly since the pandemic started... and it won’t stop.

   Some 91.6% of organizations say cloud-based IT is one of the top five most important technologies for enabling a digital strategy.*

   Steps to take in 2021

   - Collaborate with service providers to reimagine what cloud-enabled digital transformation now really means.

2. Increasing need for automation, process integration and optimization due to resource gaps

   Compensate for a lack of human resources and specialist skills, reduce cost and improve the availability and overall quality of service delivery... and, most importantly, security.

   Skills shortages persist:

   - 43.0% of organizations say they do not have adequate resources/skills in-house to cope with the number of security threats.*

   Steps to take in 2021

   - Smart-source, don’t outsource

     - Work with a trusted partner, rather than a transactional supplier. Among other initiatives, a seasoned services provider will help you harness the power of automation, reduce the amount of time spent on everyday tasks, and increase operational and cost efficiencies across your secure IT estate.

3. Surge in virtual, remote services and digital reality

   Businesses will need to establish and entrench new ways to operate efficiently and effectively now that clients are looking to do everything virtually and workforces are predominantly virtual.

   As organizations increasingly rely on cloud-based platforms and other advanced technologies, augmented reality, AI and 5G will also become more viable propositions.

   Steps to take in 2021

   - Engage with service providers who offer deeper insights for clients through their own platforms, with AI and ML tools embedded.

     - Through highly personalized dashboards, you’ll be able to better spot connections and insights normally missed by manual human analysis.

4. Ongoing performance management of infrastructure to meet customers’ expectations, will become critical

   Prepare to deal with the additional complexity associated with distributed applications and data through cloud-delivered security and threat detection.

   Areas of particular concern will include cloud security and governance – given the way in which the pandemic has changed our traditional notion of how we address security. Application modernization and ‘going serverless’ will usher in new application security considerations.

   Steps to take in 2021

   - Find ways to gain increased visibility of service performance and ensure compliance with service level requirements.

*NTT Risk: Value research 2019