



Future Disrupted: 2021 technology trends

Technology services

4 Key trends for 2021

Create 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

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

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



AI and ML tools and resources are becoming **less expensive, and more available to businesses around the globe.**

★ 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



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

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

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