

Gartner's Top Tech Predictions

For 2021

Nativ**UC**

Tel: 02 9051 0707

info@nativuc.com.au



INTRODUCTION

After the huge disruptions caused by the COVID-19 crisis in 2020, companies are looking to get back on course and, importantly, build for the future. Gartner's top strategic predictions for 2021 examine how technology will help with resetting, restarting, and responding to a post Covid-19 world and new customer needs, along with areas of opportunity and ways for organizations to differentiate themselves from competitors.

This year's top strategic technology trends highlight those trends that will drive significant disruption and opportunity over the next five to 10 years. Selected for their transformative potential, this year's trends fall into three themes: People centricity, location independence and resilient delivery. IT leaders must decide what combination of these trends will drive the most innovation and strategy for their enterprise..

Learn about these predictions and more in this free report from [NativUC](https://www.nativuc.com.au)

“THE UNPRECEDENTED SOCIOECONOMIC CHALLENGES OF 2020 DEMAND THE ORGANIZATIONAL PLASTICITY TO TRANSFORM AND COMPOSE THE FUTURE.”

GARTNER'S TOP NINE STRATEGIC TECH TRENDS FOR 2021 AND BEYOND

The past year has poked holes in long-standing norms about how companies operate and how people live. Companies looked at their operations and saw fragile supply chains, untrustworthy information and radically new customer needs. Organizations that are prepared to pivot and adapt will weather all types of disruptions. As always, these strategic technology trends do not operate independently of each other, but rather they build on and reinforce each other. Together they enable organizational plasticity that will help guide organizations in the next five years. As they've adjusted to these realities, the most successful businesses become Masters of Change.

This year's trends fall along three themes:

People centricity, location independence and resilient delivery.

- **People centricity:** Despite the pandemic changing how many people work and interact with organizations, people are still at the center of all business – and they need digitalized processes to function in today's environment.
- **Location independence:** COVID-19 has shifted where employees, customers, suppliers and organizational ecosystems physically exist. Location independence requires a technology shift to support this new version of business.
- **Resilient delivery:** Whether a pandemic or a recession, volatility exists in the world.

PEOPLE CENTRICITY

1. Internet of Behaviors

The Internet of Behaviors (IoB) captures the “digital dust” of people’s lives from a variety of sources, and that information can be used by public or private entities to influence behavior.

Gartner offers the example of how telematics can monitor behaviors of the drivers of commercial vehicles, and how that data can be used to drive better safety, driver performance and routing. The report highlights the many sources of data including, “commercial customer data, citizen data processed by public-sector and government agencies, social media, public domain deployments of facial recognition, and location tracking.”

2. Total experience

Total experience combines customer experience (CX), user experience (UX) employee experience (EX) and ultimately multiexperience (MX) to impact and transform business outcomes. The overlap in these experiences can be improved with technology, and it enables companies to take advantage of disruptive aspects of the current pandemic such as distributed customers, remote work, virtual and mobile.

Not only does this streamline the experience for everyone, because organizations are optimizing across all experiences, it offers an excellent opportunity to differentiate an organization from competitors.

3. Privacy-enhancing computation

Privacy-enhancing computation focuses on three technologies that safeguard data while its used. The first provides a trusted environment in which sensitive data can be analyzed and processed. The second performs analytics and processing in a decentralized fashion. The third encrypts data and algorithms before analytics or processing.

LOCATION INDEPENDENCE

1. Distributed cloud

Distributed cloud refers to cloud services being distributed to different physical locations, while the operation, governance and evolution continue to be the responsibility of the public cloud provider. Leveraging Edge-cloud infrastructure as an example helps with latency issues, and also privacy regulations that require certain data to remain in a specific geographical location. It allows customers to benefit from public cloud and avoid costly and complicated private cloud solutions.

2. Anywhere operations

Anywhere operations is a model that has been underscored due to the Covid-19 crisis, and will remain after the pandemic is over. Given the fact that more business looks to be done remotely, this model facilitates business being done anywhere. The model for anywhere operations is “digital first, remote first.”

However, it's not as simple as just operating remotely — the model must offer unique value-add experiences. Providing a seamless and scalable digital experience requires changes in the technology infrastructure, management practices, security and governance policies, and employee and customer engagement models.

3. Cybersecurity mesh

The cybersecurity mesh is a distributed architectural approach to scalable, flexible and reliable cybersecurity control.

The threat landscape expands with a remote workforce, and the cybersecurity mesh offers enhanced security to help with this new reality. Cybersecurity mesh allows the identity of a person or thing to define the security perimeter. Centralized policy orchestration and policy enforcement facilitates a more responsive security approach.

RESILIENT DELIVERY

1. Intelligent composable business

Organizations have spent the past years focusing on efficiency, which meant when hit with a major disruption like COVID-19, many business processes were too brittle to quickly adapt and they simply broke.

During the rebuilding process, leaders must design an architecture that:

- Enables better access to information
- Can augment that information with new insights
- Is composable, modular, and can change and respond more quickly as decisions are made.

Gartner says, "To successfully do this, organizations must enable better access to information, augment that information with better insight and have the ability to respond quickly to the implications of that insight. This will also include increasing autonomy and democratization across the organization, enabling parts of the businesses to quickly react instead of being bogged down by inefficient processes."

2. AI engineering

Getting the most value from artificial intelligence (AI) investments requires a robust AI engineering strategy to driver scalability, better performance, reliability and interpretability of AI models.

AI engineering stands on three core pillars: DataOps, ModelOps and DevOps. Organizations must apply DevOps principles across the data pipeline for DataOps and the machine learning model pipeline for MLOps to reap the benefits of AI engineering.

3. Hyperautomation

Hyperautomation, which was the number one trend listed in Gartner's predictions for 2020 offered a year ago, notes that anything that can be automated should be. Without hyperautomation, companies with legacy business processes that are not streamlined will suffer from expensive and extensive issues due to this inefficient approach.



83%

**DIGITAL TRANSFORMATION NOW
ESSENTIAL FOR SURVIVAL**

In the survey, 76% of respondents said that demand for new digital products and services increased in 2020, and 83% said it will increase in 2021.

40%

TECH-ENABLED STRATEGY

40% of CEOs said their CIO or tech leader will be the key driver of business strategy



IS YOUR BUSINESS READY FOR THE NEXT PHASE?

NativUC

NativUC helps organisations turn tech disruption into opportunities. Our power lies in turning insights into winning strategies, creating clearly defined and measurable value. [Talk to us today](#) to see how we can help streamline your digital transformation, improve productivity and revenue growth.