2018-2019

## Current and Future Technologies in Service

Service leaders from around the globe collaborated to benchmark plans for 45 established and emerging technologies.



## **Current Adoption**

Degree of adoption is measured by extent and nature of deployment across organizations.







## **Current Value**

Current value is measured by the believed value of the technology across organizations.







## **Future Importance**

Future impact is measured by the surmised importance of the technology on the organization in two years' time.





