2020-2022 Emerging Technology Roadmap for Large Enterprises

IT Professionals From 438 Organizations Collaborated to Benchmark Adoption Plans, Anticipated Value and Risk for 111 Infrastructure and Operations Technologies

**Key Takeaways**

1. Most organizations see a need to continue technology investments in order to support the accelerated transition to a new virtual work environment, despite delays in some technology adoption plans caused by the economic impacts of COVID-19. At the time of technology adoption plans for 2020-2022, 50% of organizations expected to increase investments while 25% plan to decrease investments.

2. The number of technologies in pilot and in deployment this year has increased, in spite of the delays in investment expected as a consequence of the economic impacts of COVID-19. Sixty six percent of technologies on the roadmap are in pilot this year compared to 46% in 2019. The number of digital workplace technologies on the roadmap that are in pilot has almost doubled to 62% this year as compared to 44% in 2019.

3. Experimentation in digital workplace technologies is accelerating in order to ensure employee productivity in the post-COVID world to secure work. The number of digital workplace technologies on the roadmap that are in pilot have almost doubled to 62% this year as compared to 44% in 2019.

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5. Many IT automation technologies have moved from evaluation to deployment as organizations prepare to cope with the rapid pace and scale of business. In 2020, 45% of all IT automation technologies are in deployment with the remaining 55% in pilot. This is a drastic change from 2019 when 17% of IT automation technologies on the roadmap were in deployment and 72% were in pilot. This is a drastic change from 2019 when 17% of IT automation technologies on the roadmap were in deployment and 72% were in pilot. This is a drastic change from 2019 when 17% of IT automation technologies on the roadmap were in deployment and 72% were in pilot.

6. Organizations are actively investing in a hybrid computer environment and containers to support the agility with multiple hosting options that align better with business needs. Consistent multi-year investment in cloud technologies continues in 2020. Moreover, investments in hyper converged infrastructure, edge computing, and container technology continue in parallel.

7. Storage and backup investments focus on supporting a hybrid environment through cloud and modernized on-premise storage. The multi-year trend of adopting cloud-based storage and database technologies continues in 2020. Gartner organizations are also deploying hybrid their on-premise and pilots solid state array, that modernizing existing on-premise storage solutions.

8. Investments in AI, Edge, and IoT have increased due to interest from the C-Suite outside IT. Technologies such as AI, Edge Computing and IoT platforms are in pilot, and AI/Edge platforms are in deployment in this year’s roadmap. These technologies have jumped ahead in adoption as compared to 2019. Most of these technologies were in planning or being monitored for adoption.

Source: Gartner

Note: Large enterprises are defined as organizations with more than $1 billion in revenue.