

Current & Future ICT Trends

Where are we heading ?



Jon France
Global IT Director

Who are the GSMA ?

The GSMA represents the interests of mobile operators worldwide. Spanning more than 220 countries, the GSMA unites nearly 800 of the world's mobile operators, as well as more than 200 companies in the broader mobile ecosystem.

Global Mobile connections surpassed 6 Billion in 2011

A quick look back

What the industry watchers said about 2012

By 2012, 50 per cent of traveling workers will leave their notebooks at home in favour of other devices.



By 2012, at least one-third of business application software spending will be as service subscription instead of as product license (SaaS).



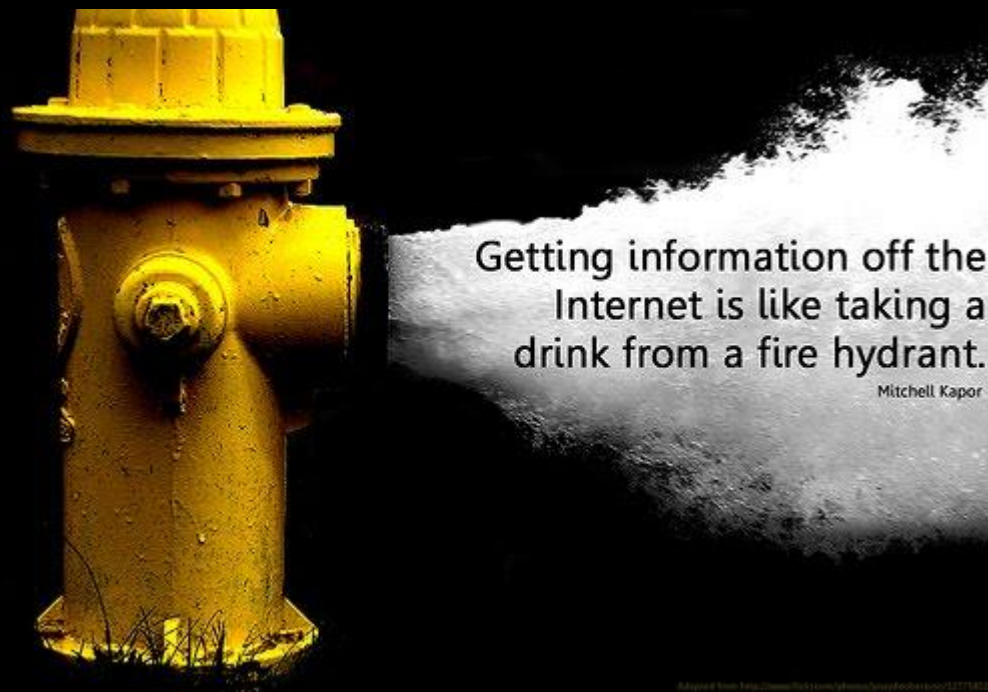
Gartner estimates that by the end of 2010, 1.2 billion people will carry handsets capable of rich, mobile commerce providing an ideal environment for the convergence of mobility and the Web.



Employees will bring their own personally selected and purchased phones and use them for work related mobile applications

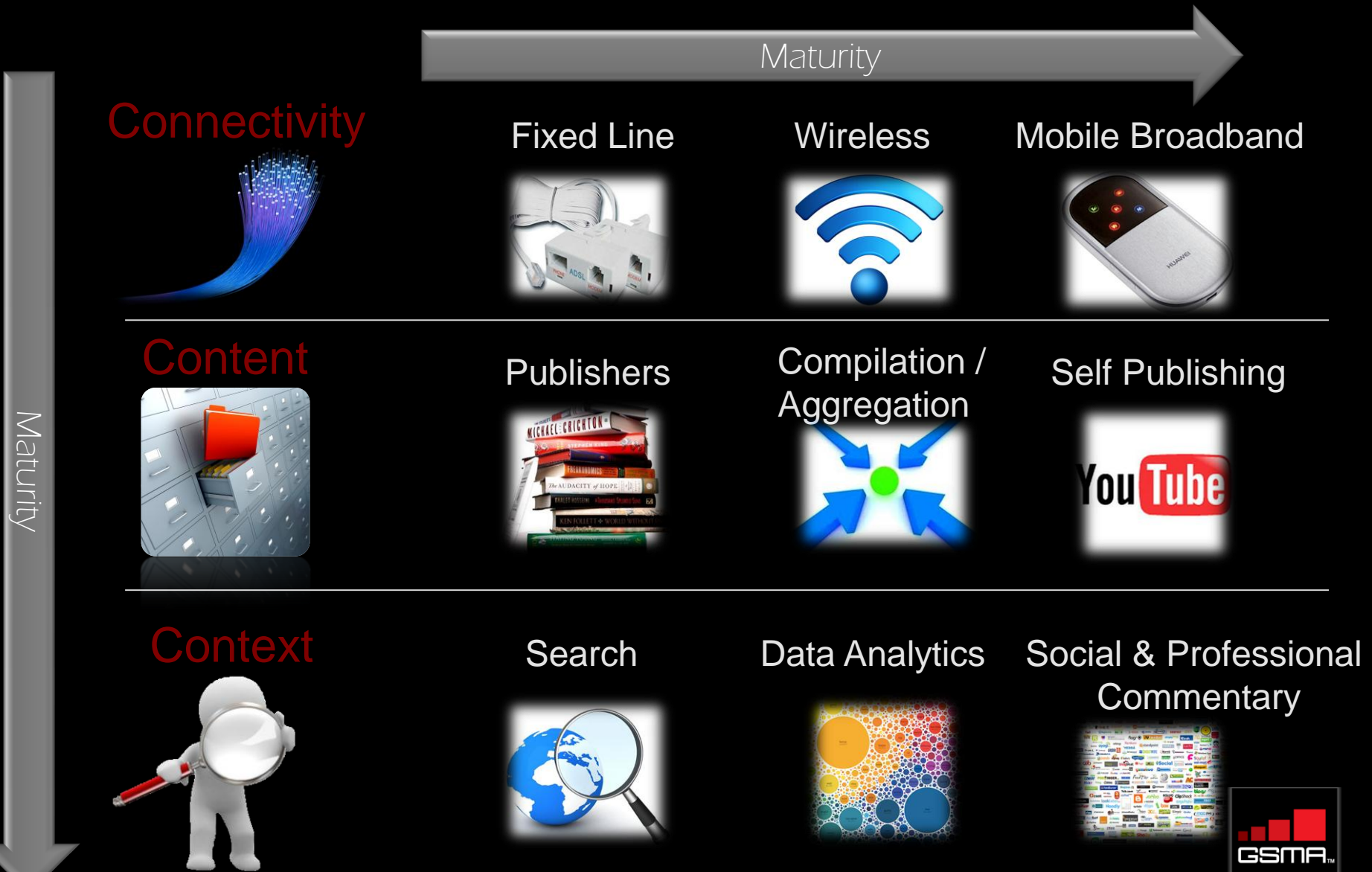


The information challenge



How to find the droplet of knowledge you need in the sea of information we swim in ?

What enables us ?



Disruptive changes



Globalisation



Consumerisation



Commoditisation



Democratisation

Challenges for the organization

- Users will need different types of support
- Entrance of user owned devices into the workplace will happen (No matter how hard you resist it)
- Information will become dispersed – but still needs an element of security and control
- The IT organisation will need to move from pure technology to business focussed outcomes

What do people want ?

- Knowledge workers will increasingly gain status through peer opinion and recognition
- Geography will become less relevant and connectivity become more relevant..
- Users will want and will expect service ubiquity – everything everywhere
- Mobility will be king – untethered working and an office experience wherever you are.
- Instant on generation – information at fingertips and freedom to embrace it.

What do the industry watchers say for the future ?

The mobile/social/local combo will explode in usage but generate little revenue.

“Big IT” continues its vanishing act

By 2016, at least 50 percent of enterprise email users will rely primarily on a browser, tablet or mobile client instead of a desktop client.

At year-end 2016, more than 50 percent of Global 1000 companies will have stored customer-sensitive data in the public cloud.

By 2015, the prices for 80 percent of cloud services will include a global energy surcharge.

Lets see if they are right



Questions

