

2018-2019

Current and Future Technologies in Service

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



Number of respondents = 452
 Source: Gartner 2018 Technology Roadmap Survey
 Note: Items are scored relative to one another in each section

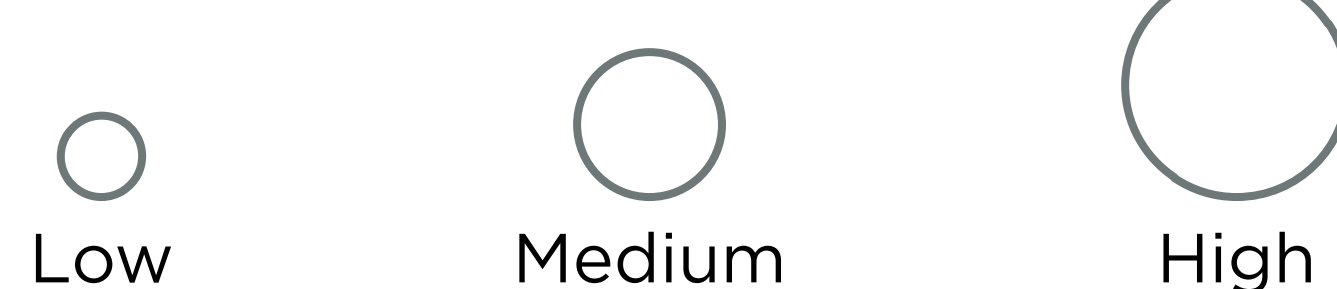
Current Adoption

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.

