

# Mobile collaboration in 2020: more pervasive, but more resented?

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## Abstracts

While analysts, operators and vendors all generally take a positive view of the impact of emerging technologies, it is likely that next-generation mobile collaboration will be truly disruptive both to IT management and to certain groups of employees.

By 2020, mobile collaboration applications, technologies and services will be ubiquitous in enterprise environments in developed markets. Organisations will focus on increasing business process effectiveness based on pervasive collaboration. But this does not mean that collaboration will be universally – or willingly – embraced.

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**EXECUTIVE SUMMARY**

**IN A NUTSHELL**

**ANALYSIS**

**SOME EMPLOYEES WILL VIEW COLLABORATION AS ENABLING FLEXIBILITY**

**BUT OTHER WORKERS WILL SEE MOBILE TECHNOLOGIES AS A TETHER**

**MANAGEMENT WILL TAKE TWO FORMS: INNOVATION VERSUS COMMAND & CONTROL**

**COMMAND & CONTROL**

**COLLABORATIVE INNOVATORS**

**OPERATORS MUST FOSTER A NUMBER OF INNOVATIONS TO SECURE THEIR FUTURE**

**IN 2020, MORE THAN EVER, MOBILE APPLICATIONS WILL JUST BE SEEN AS APPLICATIONS**

**COLLABORATIVE INNOVATORS WILL DEMAND COLLABORATION AS A SERVICE**

**LIST OF FIGURES**

Figure 1: Mobile collaboration will pose a major cultural challenge to organisations in 2020

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