

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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