

Technologies in Service 2020 Bullseye

Service leaders from around the globe collaborated to benchmark plans for 50 established and emerging technologies.



n = 248
Source: 2020 Gartner Technology Roadmap Survey
Note: Items are scored relative to one another within each section.

Current Adoption

Degree of adoption is measured by extent and nature of deployment throughout organizations.

Exploring Adopting Embedded

Current Value

Current value is measured by the perceived current value of technologies currently in use throughout organizations.

Low Medium High

Future Value

Future value is measured by the anticipated future value of the technology for the organization in two years' time.

Less Same More