

# 5 Predictions for 2020

# Business want to Simplify

(Especially their technology)

08:37

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**'Outdated' IT leaves NHS staff with 15 different computer logins**

7 hours ago | Health

IT systems in the NHS are so outdated that staff have to log in to up to 15 different systems to do their jobs.

Doctors can find themselves using different logins for everything from ordering x-rays and getting lab results to accessing A&E records and rotas.

The government in England said it was looking to streamline the systems as part of an IT upgrade.

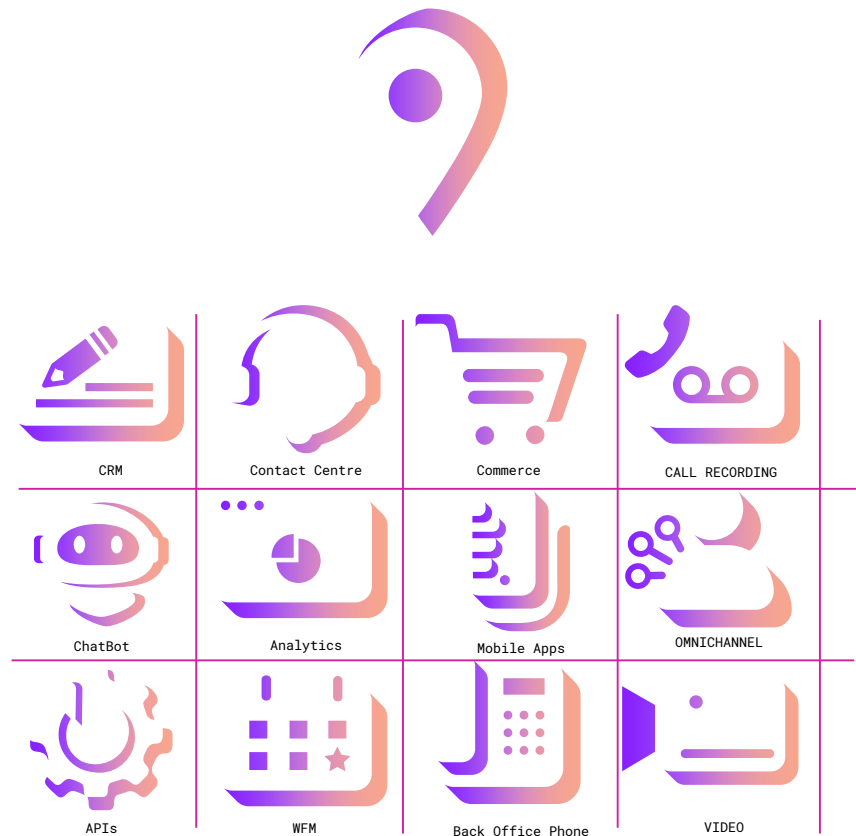
Around £40 million is being set aside to help hospitals and clinics introduce single-system logins in the next year.

Alder Hey in Liverpool is one of a number of hospitals which have already done this, and found it reduce ~~the amount of~~ logging in from one

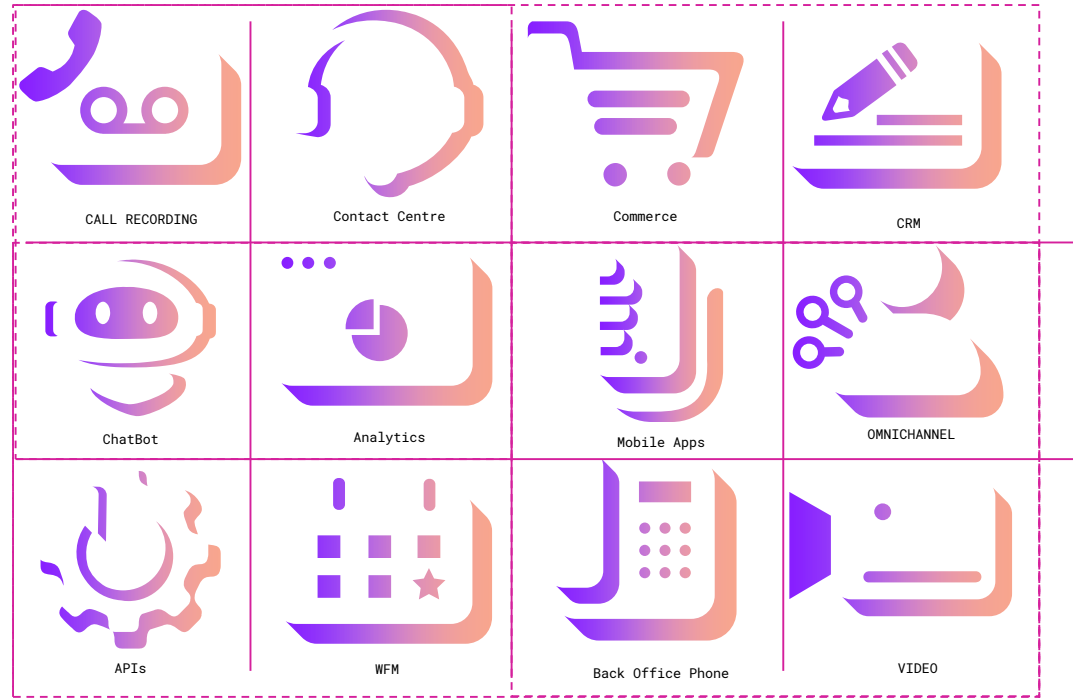


# Keeping up with the Joneses

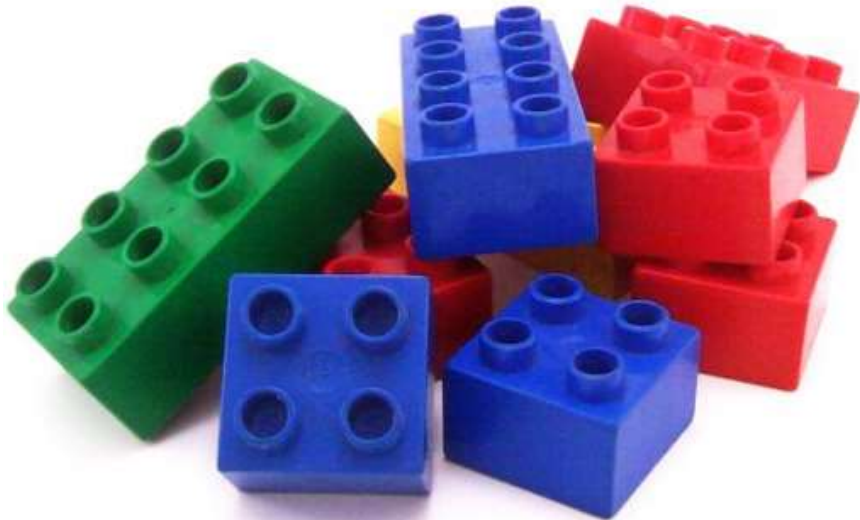
- Changing customer needs has created a changing world for Customer Experience
- Businesses have been running to keep up with the newest tech
- A drip feed of innovation meant no single vision
- Globalisation has multiplied this problem



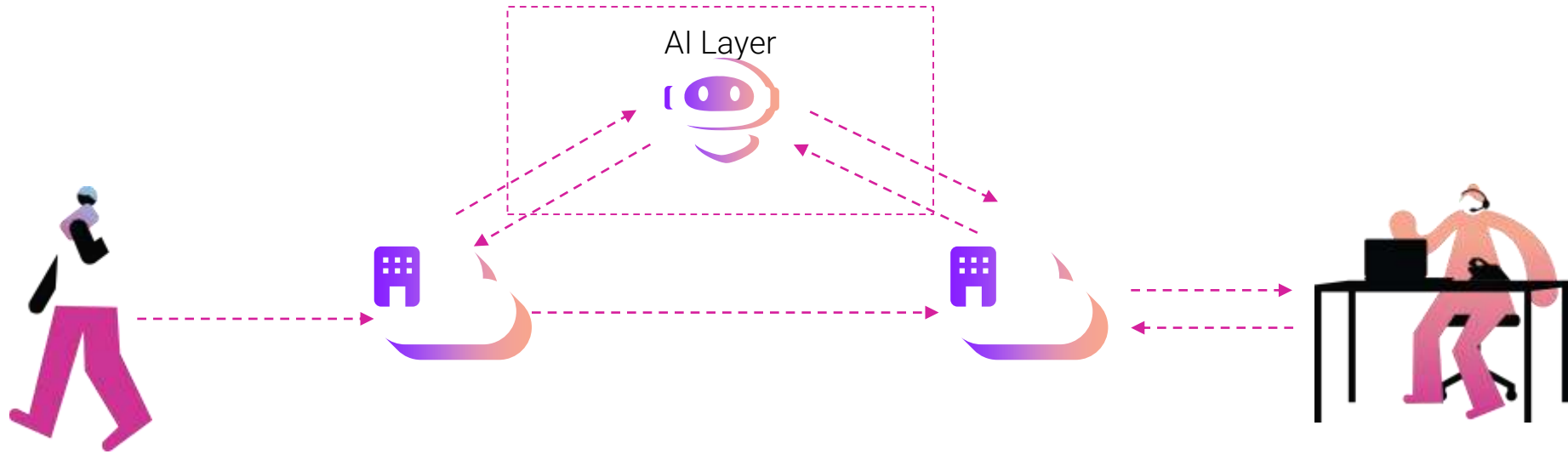
# Markets consolidation



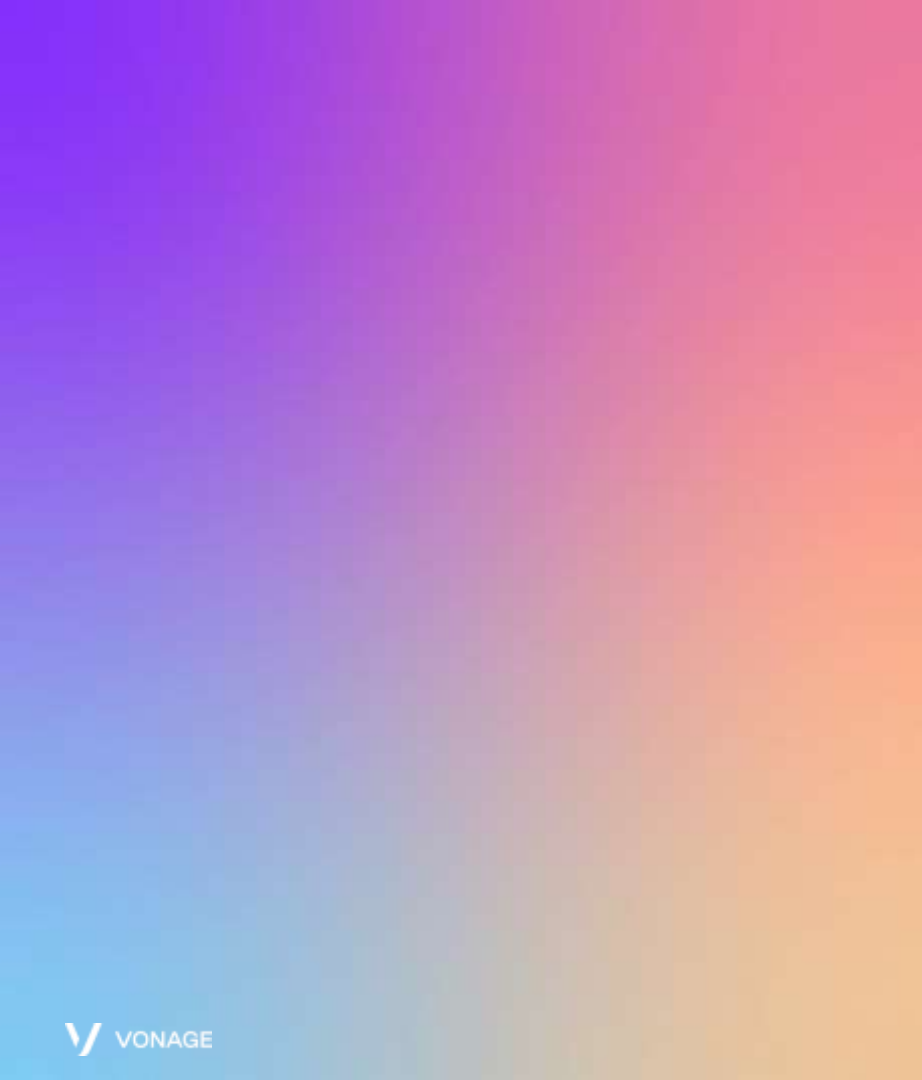
Both the bricks and the completed houses



# AI will go mainstream







Customers will move away from  
'disruptive' companies  
(and stick with the ones making it easy to do business with)

# People want you to be easy to do business with

They do not care if you are a  
disruptor



## The 9 most **disruptive tech** trends of 2019

DesignNews - 12 Dec 2019

What were the breakthrough **technologies** for 2019? The answer depends on you ask. Several common themes have emerged such as ...



## How **Disruptive Technologies** Will Reunite America

Triple Pundit (blog) - 24 Dec 2019

Juxtaposed against his vision is the American consumer's embrace of **disruptive technology**. Voting with their pocketbooks, U.S. consumers ...



## **Disruptive technologies** are transforming automotive design

The Engineer - 10 Dec 2019

Brent Pittman, director of Engineering, Automotive and Concept Design at Autodesk, explores the trends shaping the car industry, from design ...



## Ocado the **disruptor** is being disrupted

The Times - 30 Nov 2019

When Tim Steiner took to the stage to address a room full of tech entrepreneurs last month, he was greeted like a returning hero. Ocado's ...

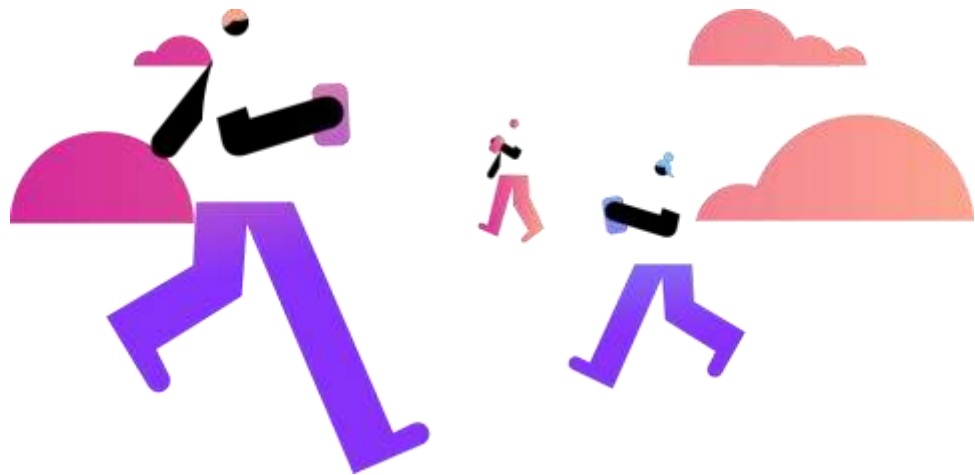


Uber

wework

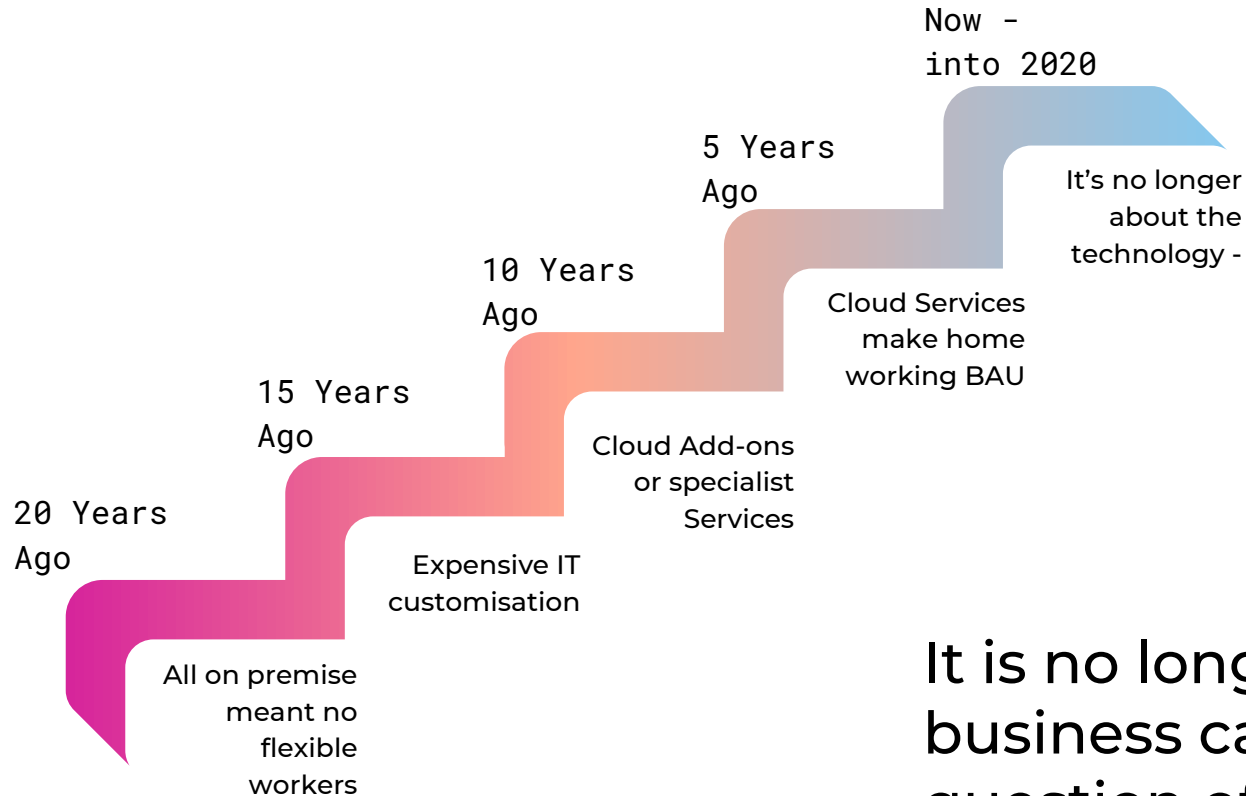
COSTA  
COFFEE

RingGo



# The 'Gig economy' makes its mark on Customer Experience

# Evolution of the Flexible worker Technology business case



It is no longer a technology business case. It is a question of People

# For the business : For the people



# Security becomes a priority

(as it should be!)



“The reason everyone avoided the cloud 20 years ago, is exactly why they are moving to cloud now”



Tod Neilsen - CEO FinancialForce

# Security is more than just DPA now



PCI Payments



HIPAA



GDPR and Data  
Protection



Two Factor  
Authentication

