



Disruptive Technologies

GBS organizations need to actively explore disruptive technologies to envision and enable digital transformation. Some key technologies include:

Artificial Intelligence

- Machine learning, computer vision, NLP, conversational AI to automate decisions and interactions

Robotic Process Automation

- Software bots handling high-volume, repetitive administrative tasks

Blockchain

- Distributed ledger technology enabling trusted transactions without intermediaries

Internet of Things

- Connected sensors and assets enabling real-time insights and automation

5G Networks

- Higher speed, lower latency mobile networks to accelerate connected solutions

Virtual/Augmented Reality

- Immersive digital environments and holograms enhancing experiences

3D Printing

- On-demand manufacturing of parts and products from digital models

Advanced Materials

- Novel engineered materials like graphene enabling breakthrough products

Quantum Computing

- Exponentially faster computation to solve complex problems

Biotechnology

- Leveraging genetic engineering, synthetic bio to address health/environmental issues

Renewable Energy

- Innovations in solar, wind, geothermal, energy storage to advance sustainability

Space Tech

- Declining launch costs opening up access to space-based solutions

Focus areas to drive adoption:

- Prototyping use cases and building killer apps
- Partnering with startups, researchers, vendors
- Developing skills and internal capabilities
- Evolving culture to support experimentation

In summary, scanning, understanding and experimenting with disruptive technologies helps envision and shape future states. Priorities should balance short and long-term business value.