What do we predict is on the horizon for SMEs in 5, 10, 20 years' time?

In 5 years' time

Workplace

- Early moves towards a desktop-less, laptop-less, totally mobile, secure, cloud-first workplace
- Seamless, secure, unified multi-cloud work environments
- Unified communications

Security

- Transition to machine learning and AI in immune-system-like cybersecurity systems
- Digital identities and digital twins
- The death of the password

Artificial Intelligence (AI)

- Voice search and command technology and native language processing
- Early adopters leveraging machine learning and AI, especially in the data analytics space
- Increased human interaction with bots

Professional Services and Industry

- The development of Fintech-like innovation in both the insurance and legal industries
- Blockchain-derived applications in the insurance, legal and public sectors
- Increased use of augmented reality, virtual reality and mixed reality use in medicine, construction and industry, education and retail settings

In 10 years' time

- Totally desktop-less, laptop-less, totally mobile, secure, cloud-first workplace
- Normalised routine daily interaction between humans and bots
- Disappearance of businesses not investing in data analytics as of 2018
- Blockchain-derived technologies in healthcare and medicine
- First truly Smart City inspired Internet of Things (IoT) enabled services
- Marked mass uptake of industrial IoT and sensor-enabled devices across all scale of enterprises
- Quantum computing feasible for medium-sized organisations

In 20 years' time

- Beginnings of a mixed and complementary human and AI workforce
- Machine/Human augmentation (thought-driven computing)
- Driverless cars
- IoT and Data-capable everything
- Common use of Quantum Computing