

# Future of Operations - Agenda

AN IDC SPECIAL INTELLIGENCE SERVICE

IDC's *Future of Operations - Agenda* provides guidance to C-suite executives on how to execute on the key agenda items to build a future enterprise in the new digital economy. This research focuses on a mix of definitional reports including thought leadership, advising end users and tech vendors on key business issues and related best practices, and insight to end-user sentiment.

## Markets and Subjects Analyzed

- Operational technology and select business practices across multiple verticals. This includes operational technology, IT that impacts operations, and technology that is approaching convergence between IT and OT. The research will also examine these topics in all industrial verticals, as well as healthcare, retail, finance, and potentially hospitality.
- AI in resilient operational decision making, software-defined industrial automation, designing resiliency into products and services, beyond operational excellence, connecting markets to operations, data governance in the future operations, connecting field data, and ops data for decision making.

## Core Research

- Digital Engineering and the Future of Operations
- House of Resiliency Perspective
- The Future of Operations Middle Management
- IDC PlanScape: The Resilient Operation

In addition to the insight provided in this service, IDC may conduct research on specific topics or emerging market segments via research offerings that require additional IDC funding and client investment. To learn more about the analysts and published research, please visit: [Future of Operations - Agenda](#).

## Key Questions Answered

1. What will the future operational organization look like as the enterprise digitizes and markets rapidly evolve?
2. How can operations become more digitally aligned with increasing demands for mass customization?
3. Can operations become faster in its decision making and how can we automate the more mundane and tactical aspects of that decision making?
4. What can we do to mitigate the risk of upcoming and large demographic shifts in our workforce and in our market?
5. How can we use resilient decision making and automation to mitigate the risk of a distributed and outsourced supply chain?

## Companies Analyzed

This service reviews the strategies, market positioning, and future direction of several providers in various markets, including:

ABB, Accenture, Accruent, AT&T, Aveva, AWS, Bentley, Blue Yonder, BT, Capgemini, Cisco, Cognizant, C3.ai, Dassault, Eaton, Emerson, Epicor, E&Y, GE Digital, Google Cloud Services, HCL, Hexagon, Hitachi, Honeywell, HPE, IBM, Infor, Infosys, IFS, Lumen, Microsoft, NTT Data, Oracle, PTC, PwC, QAD, Rockwell, SAP, Schneider Electric, Seeq, ServiceNow, Siemens, TCS, Verizon, Vodafone, Wipro, Yokogawa.