

# Worldwide: Future of Work - Spending Guide

AN IDC SPENDING GUIDE

The fourth industrial revolution, fueled by technologies including cloud, AI, big data, mobile, robotics, and IoT, is propelling a digital transformation in the way we work across the globe and in every industry. Just as the first industrial revolution drove technological and social change, this revolution fosters human-machine collaboration, enables new skills and worker experiences, and supports an environment unbounded by time or physical space changes. IDC's *Worldwide: Future of Work - Spending Guide* sizes the technology and business dollars related to these transformations. Delivered via IDC's Customer Insights query tool, users can easily extract meaningful information about technology markets, pillars, regional adoption, industries, and use cases as IT is leveraged to enable the future of work (FoW).

## Markets and Technologies Covered

- **20+ technology categories:** Analytics and artificial intelligence; augmented and virtual reality; content and collaboration; database management; develop and assess; end-user computing enablement; endpoint devices; enterprise applications; enterprise hardware; facilities technologies; hire, track, and pay; IaaS; intelligent process automation; location agnostic protection; managed services; other services and materials; project based; reward and engage; robotics and drones; secure enablement; software development and deployment; and support and training
- **22+ FoW use cases:** 3D and digital product design and review, adaptive skill development, advanced digital simulation, advanced project management, automated back-office operations, automated customer management; building infrastructure, health, and safety; collaborative robots, employee engagement measurement, employee experience optimization, frictionless resources, frontline digital workspace enhancement, intelligent knowledge assist, intelligent supplier life cycle, interconnected collaborative workspace, operational performance management, optimize HCM operations, organizational structure and agility, real-time employee communications, remote team enablement, smart facilities access management, strategic workplace design, and more
- **6 technology groups:** Business services, connectivity services, hardware, IT services, other services and materials, and software
- **19 industries:** Banking, insurance, securities and investment services, discrete manufacturing, process manufacturing, construction, resource industries, retail, wholesale, professional services, personal and consumer services, transportation, healthcare provider, federal/central government, state/local government, education, telecommunications, media, and utilities
- **3 FoW pillars:** Augmentation, culture, and space

## Geographic Coverage

- **9 regions:** The United States, Canada, Japan, Western Europe, Central and Eastern Europe, the Middle East and Africa, Latin America, PRC, and Asia/Pacific

## Data Deliverables

This spending guide is delivered on a semiannual basis via a web-based interface for online querying and downloads. The following are the deliverables for this spending guide. For a complete delivery schedule, please contact an IDC sales representative:

- Annual five-year forecasts by region, technology group, technology category, FoW pillar, use case, and industry delivered twice a year

## Key Questions Answered

Our research addresses the following issues that are critical to your success:

1. What is the total future of work technology opportunity worldwide and by region?
2. Where should resources be focused to take advantage of the maximum future of work opportunity?
3. Which future of work technologies will see the fastest adoption?
4. How do geographical growth rates vary?
5. Which industries show the greatest long-term potential, and which industries are spending the most of future of work technologies?
6. In which future of work use case(s) should you develop expertise to support your strategy?