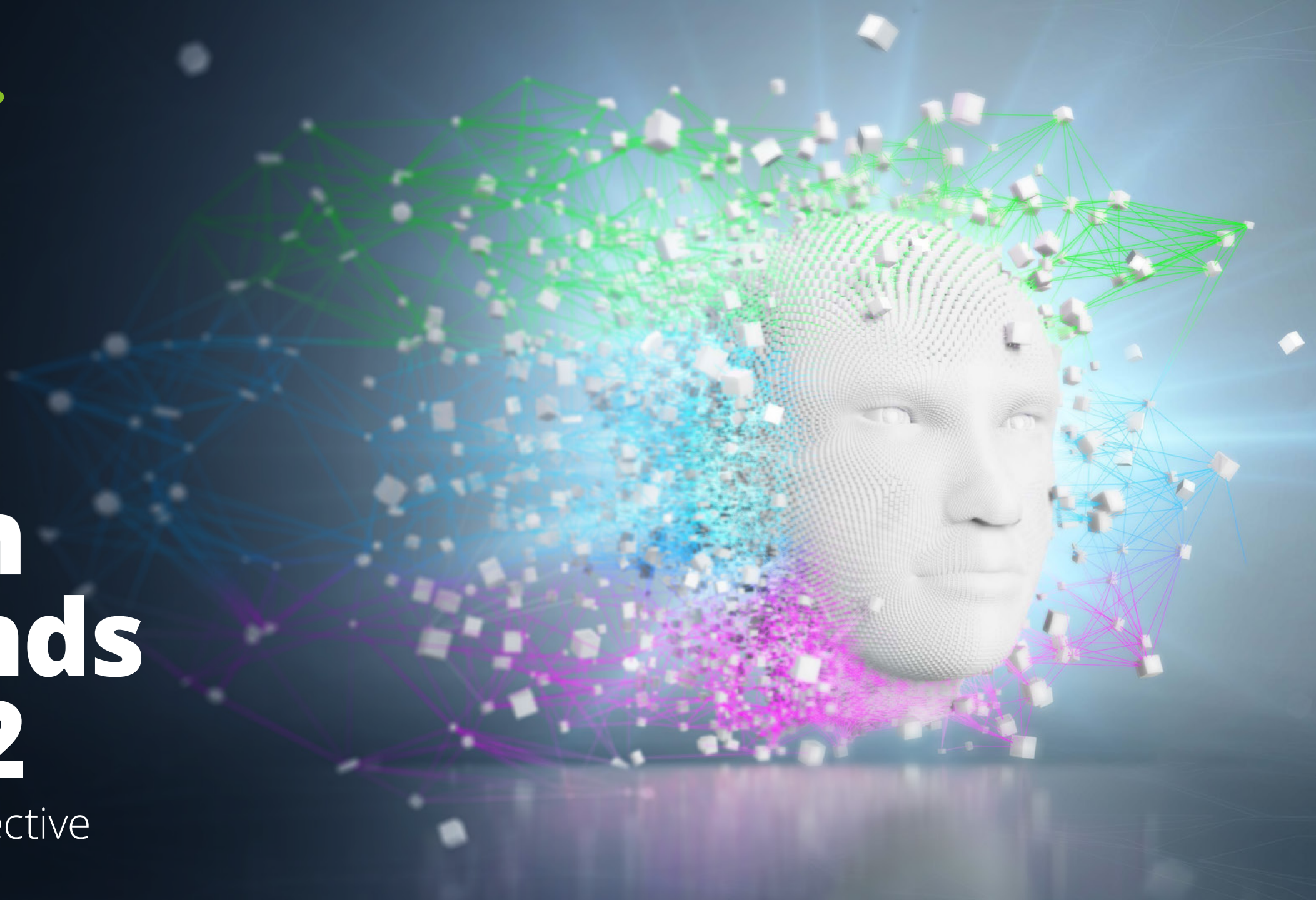


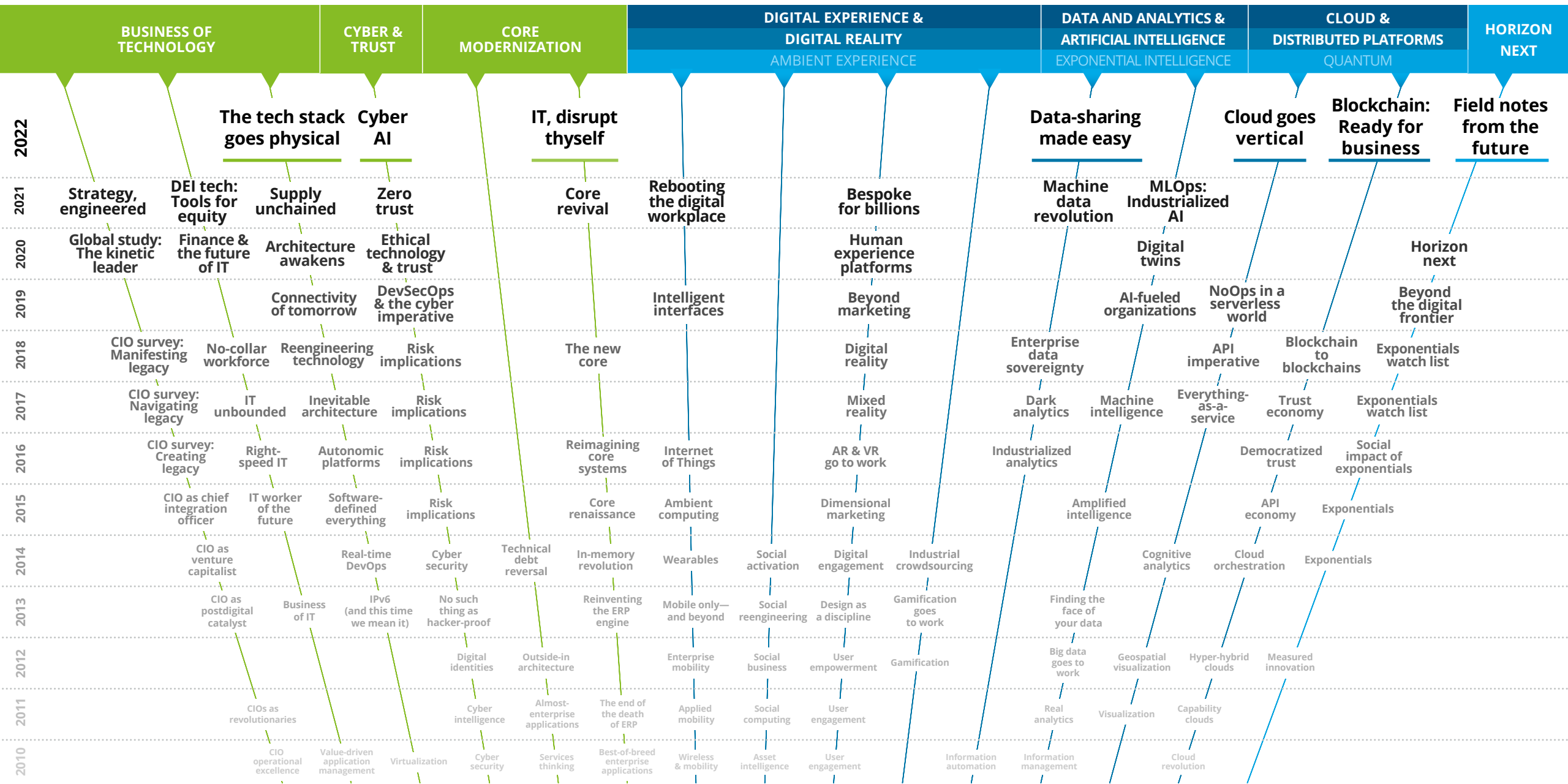
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Insights

# Tech Trends 2022

Irish Perspective



# Trending the trends: Thirteen years of research



# Irish Lens on Tech Trends 2022

We live in a time of opportunity and huge uncertainty in economic and geopolitical terms. The past two years has brought challenges and complexities for all organisations as they were forced to quickly adapt and flex into new ways of doing things and a rapidly changing world. Technology had a huge role to play in how organisations stayed afloat, and in some cases thrived. As we emerge from the pandemic and start to navigate our 'new normal', there is a real opportunity to rethink how we engage, operate and scale operations to engineer a better future.

Deloitte's *Tech Trends* Report is in its 13<sup>th</sup> year. The focus of this year's report is on how technology advancements can accelerate

growth and connectiveness. Deloitte's research identifies seven key technology trends that we believe organisations should pay heed to:

## Advancing the enterprise



## Optimising it



## Projecting the possible



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Many of these trends will have a direct impact on how organisations operate and how business is done in Ireland in the future. As a recognised hub for skilled, experienced tech talent, we have a huge opportunity to leverage the benefits these technology advancements can bring. While all of these trends will play a role in shaping our future, we are already seeing momentum and traction in Ireland around data-sharing, Cloud, Automation and Cyber AI.

### **Data-sharing made easy**

The efficient but secure transfer of data across organisations is a key focus area for organisations as value chains and marketplaces start to become more connected. The concept of sharing data while preserving

security and privacy is a promising new trend that can support new business models and opportunities. Privacy-preserving technologies, such as fully homomorphic encryption (FHE) and secure peer-to-peer data-sharing distributed ledger technologies, such as blockchain can really pave the way for “data collaboration” across industries to tackle common challenges.

As we reflect on our own response efforts to the pandemic; speed and effective pooling of health, social, trade and economic data across the health system, other government departments and agencies and the private sector was critical in supporting government decision making on how to best respond.

### **Cloud goes vertical**

Digital transformation has shifted from meeting the IT needs of an industry-agnostic organisation to meeting the unique strategic and operational needs of particular sectors and even industry subsectors. Cloud-based capabilities focused on particular sectors such as financial services or retail have already emerged. This trend is set to accelerate over the next 18 months, particularly as organisations in Ireland which began to reap the benefits of cloud during the pandemic look to how they can exploit it further and more strategically.

Our recently launched [Cloud Survey](#) reveals an accelerated adoption of cloud solutions in Ireland during the Covid-19 pandemic as cloud enables organisations to adopt new ways of working, operate more flexibly and deliver solutions faster. 54% of Irish organisations are currently in the scaling stage of cloud implementation, with 20% in production and 18% experimenting or scoping. However, despite the encouraging rates of adoption, there has been little time or consideration focused on the true business value cloud can unlock. As organisations look to the future in an increasingly uncertain world there is a real opportunity to use cloud technologies to transform how they operate and free up resources to focus on critical areas of strategy and competitive differentiation.

### **IT, disrupt thyself: Automating at scale**

There is still an enormous amount of repeatable work done by people in many established organisations. Automated processes are consistent and auditable which can help reduce errors, improve quality, and free skilled talent to focus on higher value-add tasks. While some IT leaders up to now have been slow to pursue these opportunities, this is starting to change. Beyond leveraging investments made by cloud providers to accelerate their journeys, CIOs are identifying and standardising process across the board. We are seeing the true value of automating repetitive, manual processes at scale in many organisations based here in Ireland.

For most organisations the initial focus was on substitution, however, we are now seeing that as an organisation's understanding of automation increases, the trend is to move to shifting work – redesigning processes to shift elements of work from human workers to digital workers in an effort to reduce bottlenecks and backlogs, and accelerate overall processing time. The next evolution is to transform existing processes – redesigning processes and operations to allow people and technology to truly collaborate. This means that we do not just shift work over to our digital workforce, but actually redesign work with digital and automation capabilities in mind to deliver new, different, and better results for citizens, businesses, and employees.



The Health Service Executive is leading the way in the use of automation in the Irish public sector. The HSE launched its Intelligent Automation Centre of Excellence just over 18 months ago. From a pilot project which automated the manual, repetitive elements of its personnel vetting process the HSE has accelerated the use of automation across numerous business areas from back office processes through to critical public health processes to support the fight against COVID-19. Between September 2020 and March 2022, automation has reduced just over 475,000 hours of administrative burden on HSE staff, reduced human error and increased accuracy, data completeness and flexibility in resourcing.

### Cyber AI: Real defence

Security teams may soon be overwhelmed by the sheer volume, sophistication and difficulty of detecting cyberattacks. Enterprise attack surfaces are expanding exponentially. The use of 5G is growing, along with the number of network-connected devices, remote working is gaining ground and third-party attacks have become increasingly prevalent.

Last year we saw the huge impact the HSE cyberattack had on our hospital system and our society more generally. AI has a real role to play in helping organisations manage these cyberthreats. Cyber AI will not only enable organisations to respond faster than their attackers can move, but also to anticipate these moves and act in advance. These emerging AI

techniques can help human analysts focus on prevention and remediation, as well as developing a more proactive, resilient security position.



**Our *Tech Trends 2022* report once again highlights the pace that technology is moving at. Organisations and businesses in Ireland have a real opportunity to identify the role these technologies can play and the value they can bring in the form of transformation, efficiencies, scalability, and competitive differentiation.**

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