ONPAGE
SOME MESSAGES CANNOT WAIT

2022 IT TRENDS

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TABLE OF CONTENTS

THE ROLE OF IT IN 2022

As economies across the globe recover from the pandemic, a wave of renewed optimism has led to an increase in IT investments. IT leaders must seize this opportunity to emerge as strategic business partners and invest in technologies that are strategically aligned with their organization's growth goals. Upending conventions and displaying bold, tech-focused leadership is the key to success.

This eBook presents challenges faced by today's IT organizations, and it examines technologies that could help address some of these obstacles. It also features additional trends that have the potential to transform businesses and empower them to reach their strategic business goals.
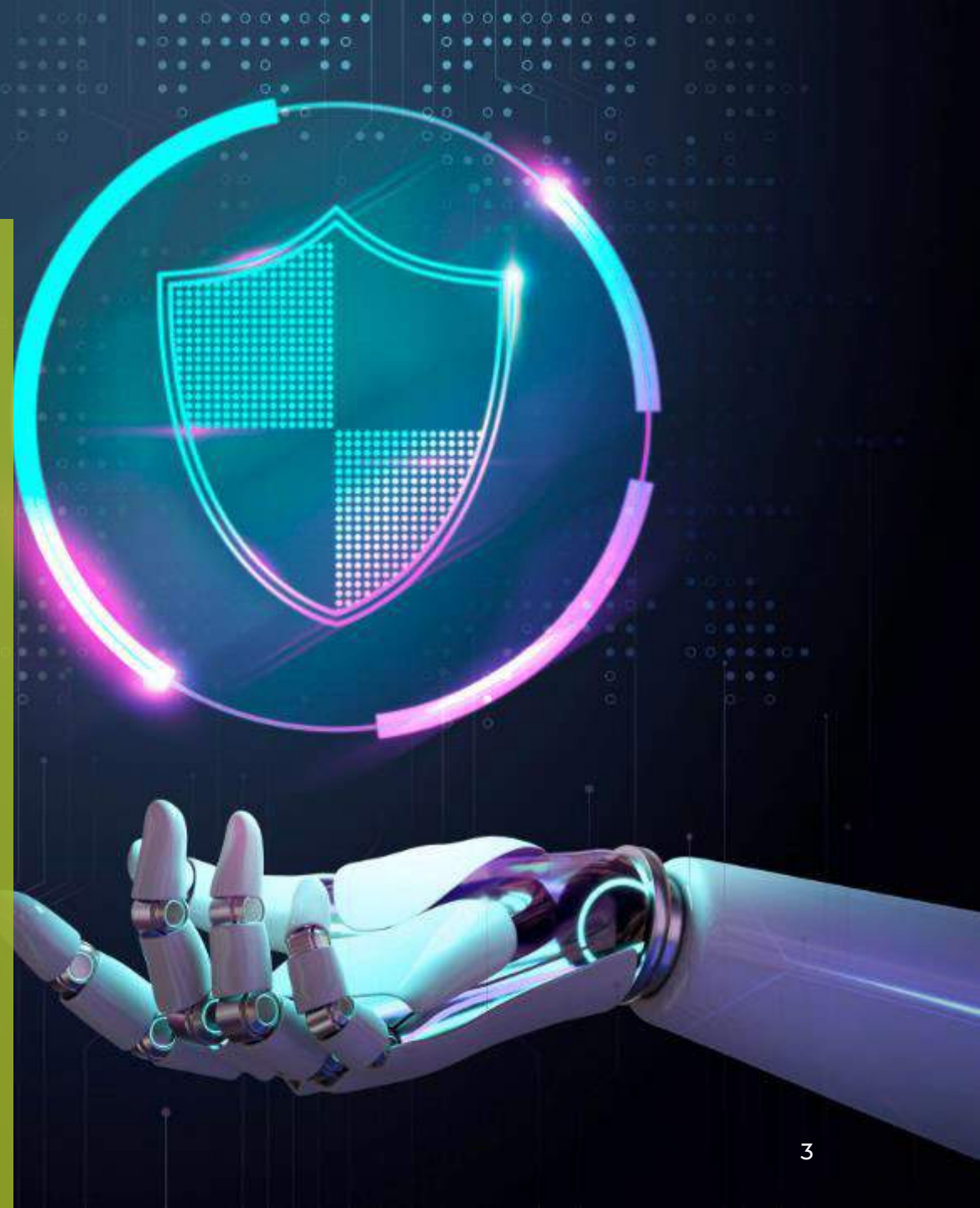
CHALLENGES

DISPERSED STAFF

Organizations that have adopted remote-first and hybrid work solutions must account for communication and collaboration challenges. Reimagining incident management for remote staff will become a top priority for IT organizations that aim to remediate critical incidents promptly.

CYBERSECURITY RISKS

Having a distributed workforce is the norm, and cybersecurity boundaries are going beyond traditional security walls. There's an increased risk to organizations from security incidents and cyberattacks.

ALERT FATIGUE

Organizations use a diverse technology portfolio to keep their infrastructure and applications functioning. As a result, a vast number of incident alerts from different systems compete to get noticed, resulting in alert fatigue for IT engineers.

SCALABLE GROWTH

While it's tempting to adopt any technology that claims to bring value to the software delivery cycle, stop-gap legacy solutions can prove to be detrimental for development teams to sustainably grow at scale in the long run.

DIGITAL TRANSFORMATION

IT leaders have been commended for accelerating digitalization efforts in the past few months. Chief information officers (CIOs) can amplify this momentum by taking measured bets on emerging technologies, shaping the next decade of growth.

OVERARCHING STRATEGY THEMES

Advanced technologies will help organizations scale, adapt and grow holistically in the coming years. IT trends projected to shape 2022 could be classified under one of the following themes:

BUSINESS GROWTH

Finding IT solutions that can enable exponential growth in the post-pandemic world.
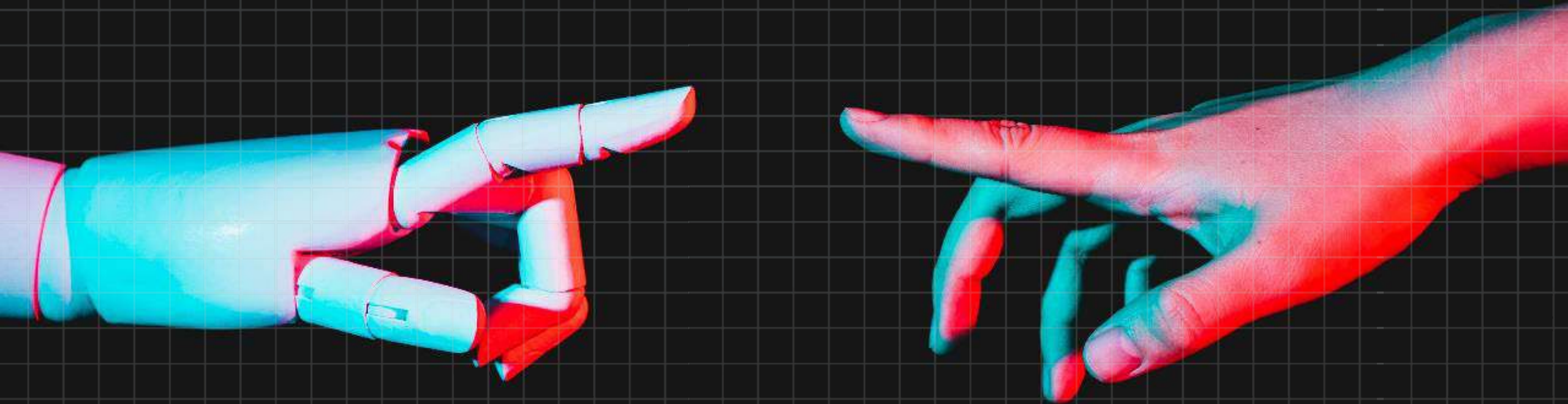
SCALING DIGITAL TRANSFORMATION

Implementing new initiatives that simplify and accelerate digital transformation in a scalable manner.

FUTURE-PROOF FOUNDATION

Create a future-proof technological foundation to scale costs effectively.

IT TRENDS 2022

1. CYBERSECURITY

The U.S. faced an unprecedented number of cyberattacks in the past two years. As companies strengthened cloud migration and many other digital initiatives, they felt compelled to revisit their cybersecurity strategy.

In response to this rising trend, Gartner outlines a new security approach called the "cybersecurity mesh." A cybersecurity mesh is defined as, "[An] architectural approach to scalable, flexible and reliable security control."

Per Gartner, "[The mesh] enables a more modular, responsive security approach by centralizing policy orchestration and distributing policy enforcement." The mesh is expected to enhance cybersecurity measures.

2. AI-BASED TECHNOLOGIES

Technology leaders must adopt new systems powered by artificial intelligence (AI) to enhance segments of their IT value chain. An example is introducing AI-based solutions to the IT incident management life cycle. Leaders that recognize the strategic advantage of AI-based IT workflows will succeed in 2022.

With AI, CIOs can accelerate the identification and remediation of incidents. AI technology significantly reduces false-positive alerts, thus, reducing alert fatigue. The intelligent, domain-agnostic incident management technology enhances processes across many areas, including incident detection, event correlation and root cause analysis.

It's important to note that AI solutions are still in the early stages of gaining acceptance. The technology has some ways to go before it brings value to the table, justifying the costs and resources associated with it.

3. CLOUD-NATIVE PLATFORMS

When organizations shift applications from legacy infrastructure to the cloud, they don't necessarily benefit from it in the same way they would if they were to develop the application natively on the cloud. Critical applications will persist to operate as they would with a single server, without benefitting from the flexibility and scalability of cloud architecture.

Organizations must realize that to deliver advanced customer experiences at scale, it's essential that they build cloud-native platforms. These platforms enable faster service delivery and software development, and they improve customer loyalty at lower costs.

4. HYPERAUTOMATION

Per Gartner, hyperautomation is an orchestrated business-driven initiative that introduces automation at scale. Businesses drive agility by identifying opportunities that demand process improvements through automation.

Hyperautomation enhances human-driven processes using multiple technologies such as AI, machine learning and robotic process automation. Rule and correlation-based algorithms make it possible to perform routine tasks with minimum human intervention.

Hyperautomation's use case extends to IT incident management. IT teams, such as network operation centers (NOCs) and security operation centers (SOCs), can leverage automated IT solutions to orchestrate alert dissemination across on-call teams. On-call technicians are automatically notified of major outages, enabling them to resolve the incidents promptly. Real-time alerts are triggered based on on-call schedules, routing rules and alert escalation policies.
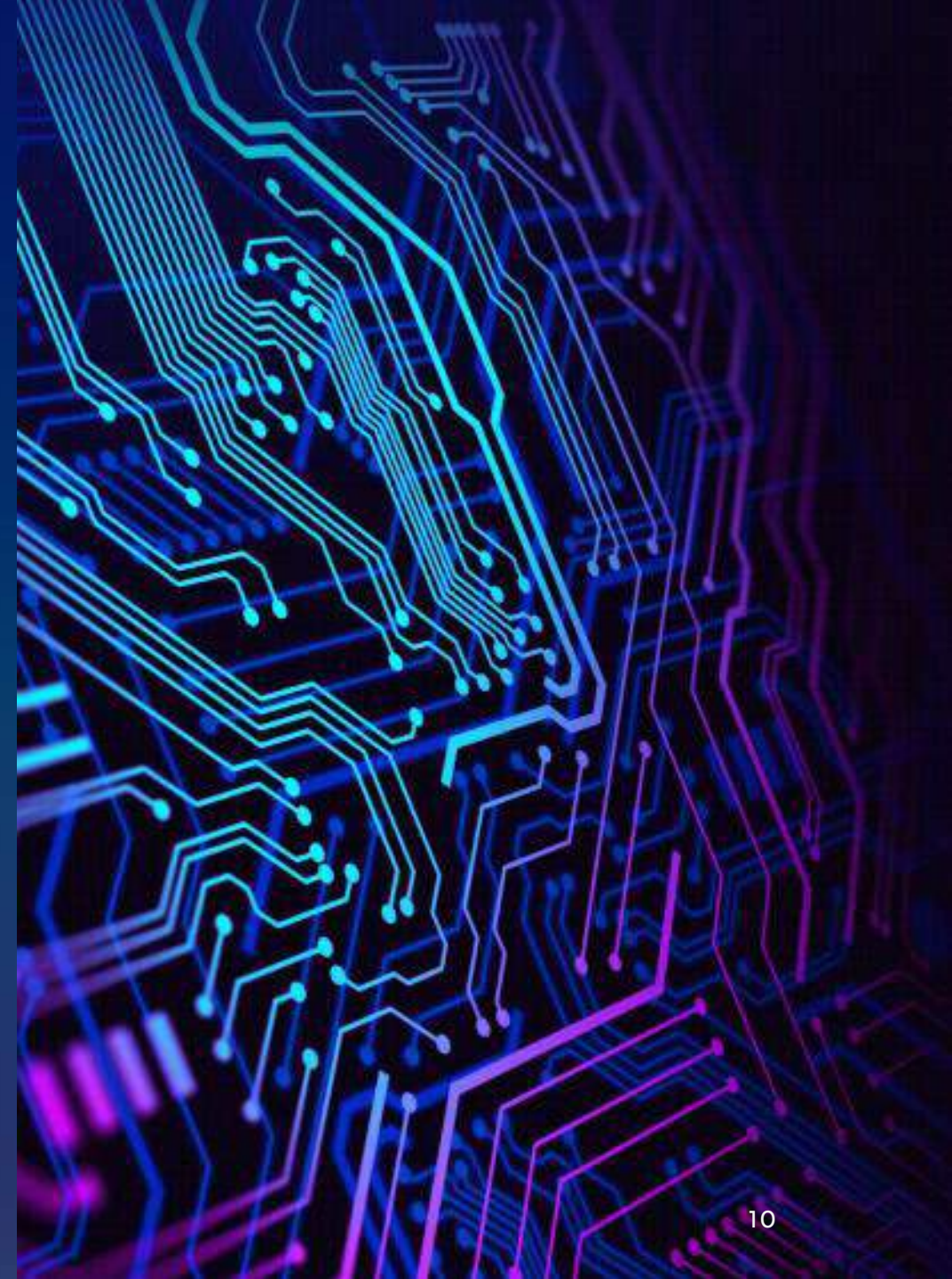
5. WORK-FROM-ANYWHERE

The pandemic pushed organizations to embrace and offer hybrid and remote work models as part of their workplace operations strategy. The work-from-anywhere technology model combines in-house and remote workspaces, offering employees the flexibility to work across many geographical locations.

As roles become more location-agnostic, technology leaders find themselves at the cornerstone to enable seamless work experiences for their employees.

SUMMARY

In order to emerge as successful changemakers, CIOs must exhibit tech-focused leadership and introduce technologies that will act as force multipliers to bring the next wave of growth to their firms.

The latest technology trends will drive the future of business and solve the following challenges:

- Scaling cloud transformation

- Automating business processes

- Launching work-from-home initiatives

- Minimizing alert fatigue

- Combating cybersecurity threats

ABOUT ONPAGE

OnPage's award-winning incident alert management system for IT, MSP and healthcare professionals provides the industry's only ALERT-UNTIL-READ notification capabilities, ensuring that critical messages are never missed. OnPage enables organizations to get the most out of their digital investments, so that sensors, monitoring systems, and people have a reliable way to escalate urgent notifications to the right person immediately.

OnPage's escalation, redundancy, and scheduling features make the system infinitely more reliable and secure than emails, text messages and phone calls. OnPage shrinks resolution time by automating the notification process, reducing human errors and prioritizing critical messages to ensure fast response times.

Whether to minimize IT infrastructure downtime or to reduce the response time of healthcare providers in life and death situations, organizations trust OnPage for all their secure, HIPAA-compliant, critical notification needs.

For more information, visit www.onpage.com or contact the company at sales@onpagecorp.com or at (781) 916-0040.