

Supporting the Enterprise in a Post-COVID World

Last year was unlike any other. So, what comes next?

CGS polled 100 operational leaders across a range of functions – from the C-suite, engineering, field service, operations and more – about their expectations for the upcoming year. After a year like 2020, organizations are squarely focused on maintaining stability in 2021. Yet 2021 also appears poised to be a year in which cutting edge technologies like Augmented Reality tip into the mainstream.

Key Priorities For 2021

Corporate leaders expect their focus in 2021 to be squarely on maintaining the steady state through initiatives like health & safety, maintaining day-to-day operations, and meeting KPIs coming out at the top of the list.

Planning toward a post-COVID environment, what will drive your operational initiatives through 2021?

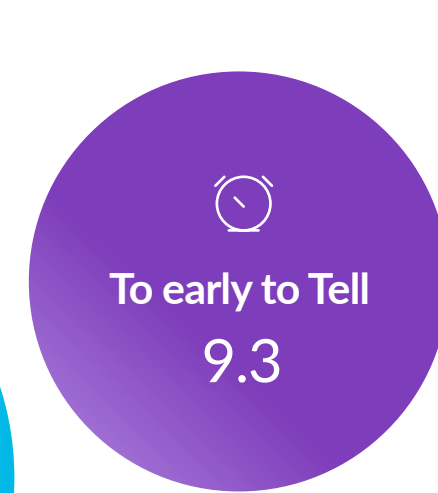
(Average rank. A lower number indicates a higher ranking and a more important issue.)



Pandemic-specific recovery issues like worker availability seem to be largely in the rearview mirror. And despite McKinsey's post-COVID operations insights pointing to the future of work requiring upskilling and reskilling, our end-of-year survey reveals that these forward-looking initiatives sit largely on the back burner.



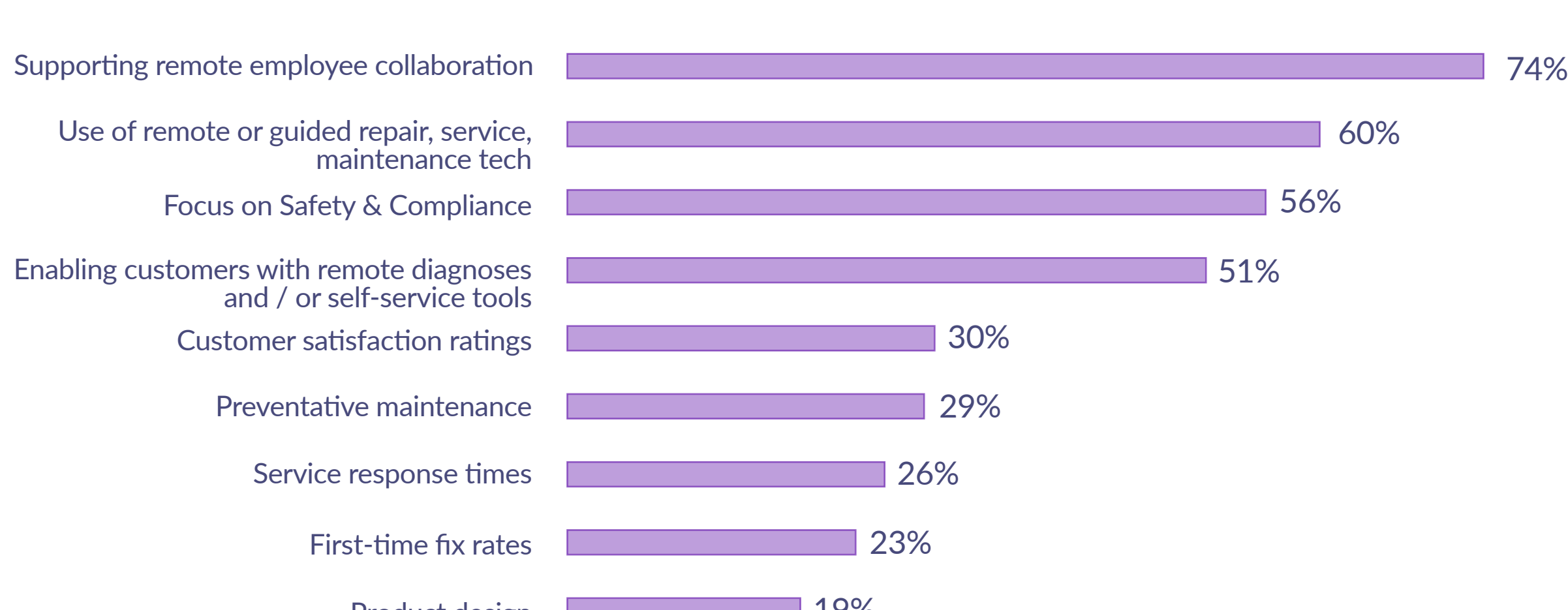
Confidence in these predictions is high – "Too early to tell" ranked dead last among all available responses.



The Trends That Will Define This Year

Looking beyond their own priorities to broader trends within their industries and organizations, operational leaders expect that the trends with the strongest tailwinds will mostly fall within the theme of "all-remote-everything", as well as a continued focus on health and safety. Everything else is secondary.

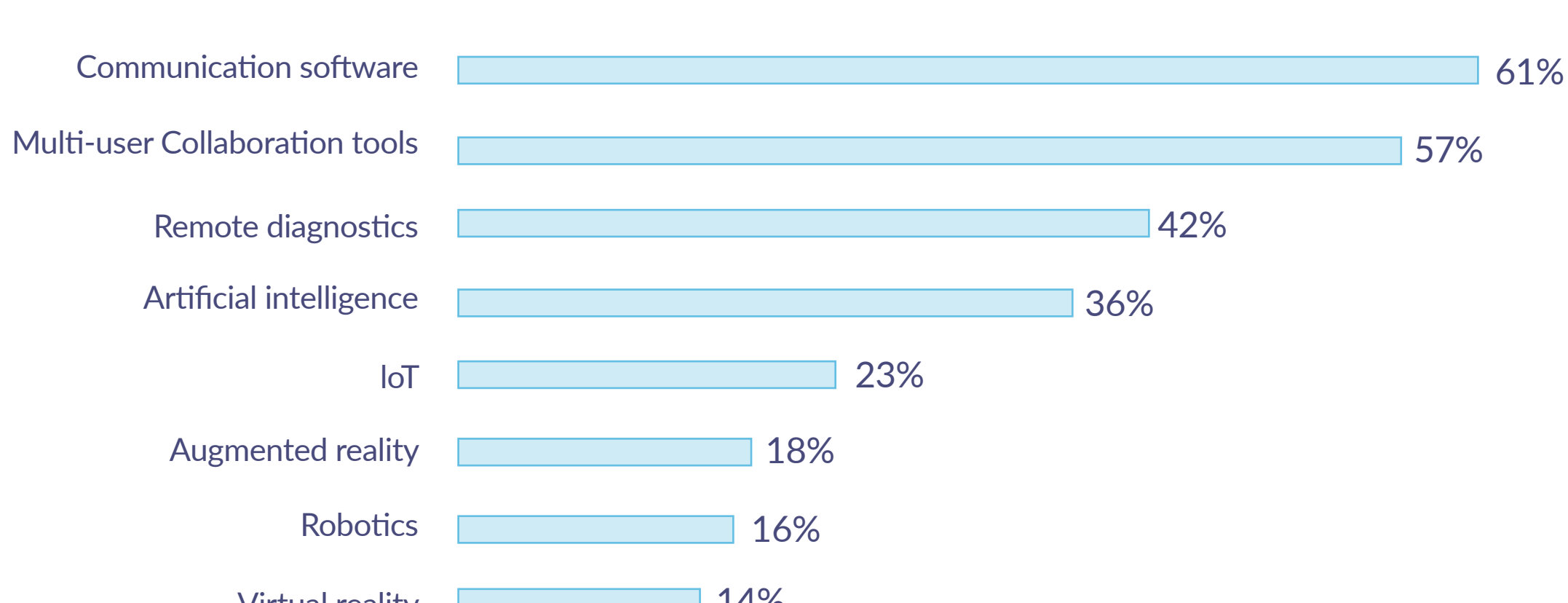
At this stage of the pandemic response, what is your expectation for how the following factors will trend for your organization?



What Technologies Will Get Us There?

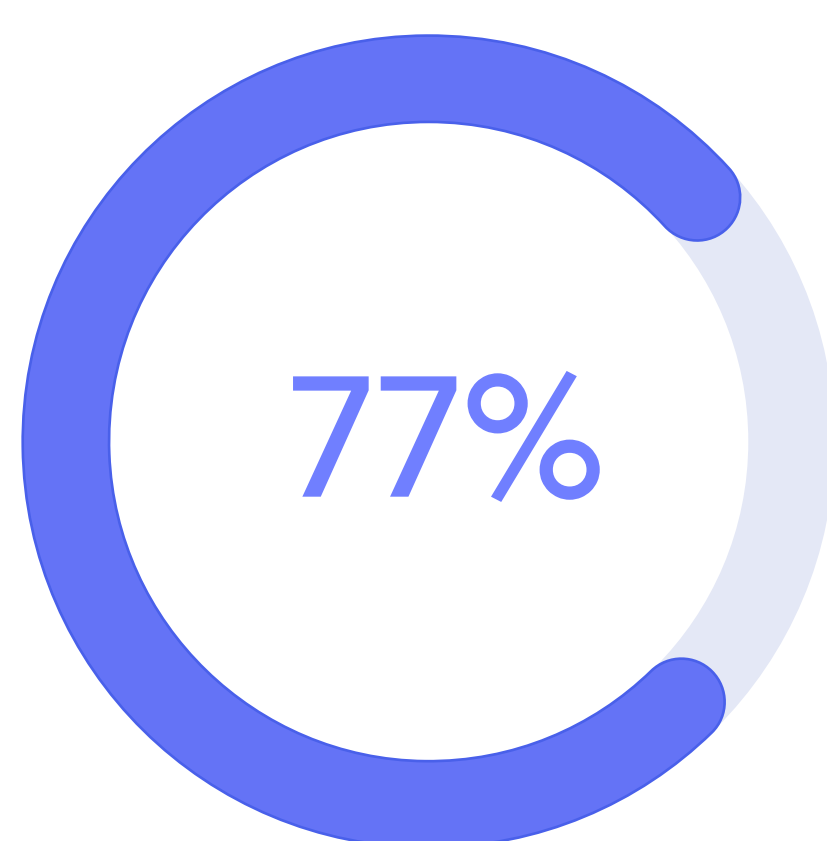
Unsurprisingly, the top three new technology investments for 2021 all facilitate remote work and remote interaction with customers. Other, formerly hot technologies such as Internet of Things (IoT) are receiving much less attention today.

What new technologies are you using to help optimize your operations?
(Please choose all that apply)



Augmented Reality Can Help

77% of respondents believe that AR can help their organizations recover from the impact of COVID-19. Even among organizations with no plans to invest in AR by the end of 2021, 56% of respondents believe that AR can help with COVID-19 recovery.



2021: The Tipping Point for Augmented Reality

It looks like 2021 will be the year in which Augmented Reality goes from the cutting edge to the mainstream.

61% of respondents expect to have invested in AR or similar technologies by the end of this year – up from 28% today.

Has your organization adopted experiential technologies such as AR/MR/VR in the past year?

Yes

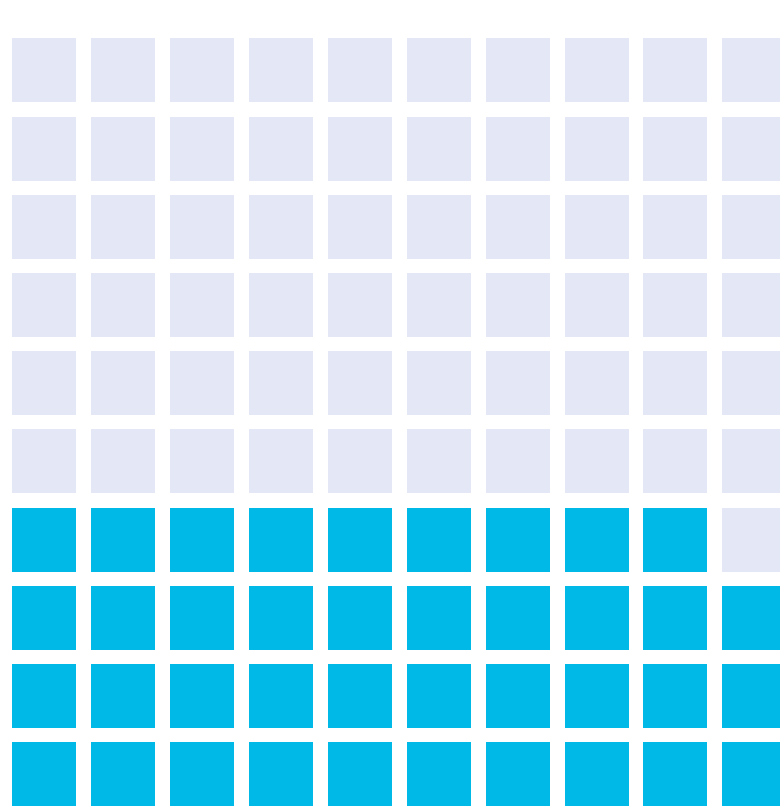
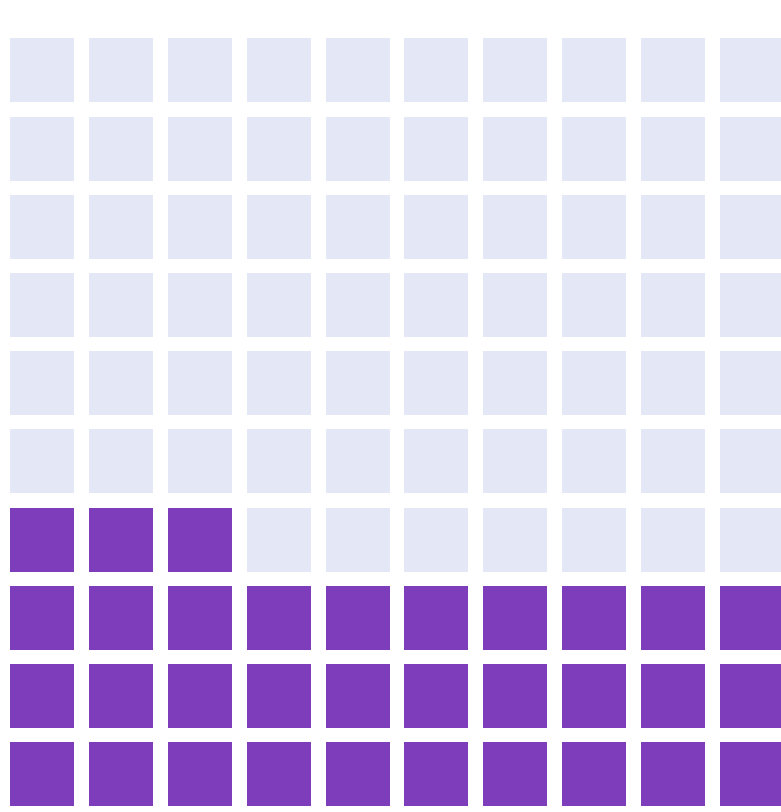
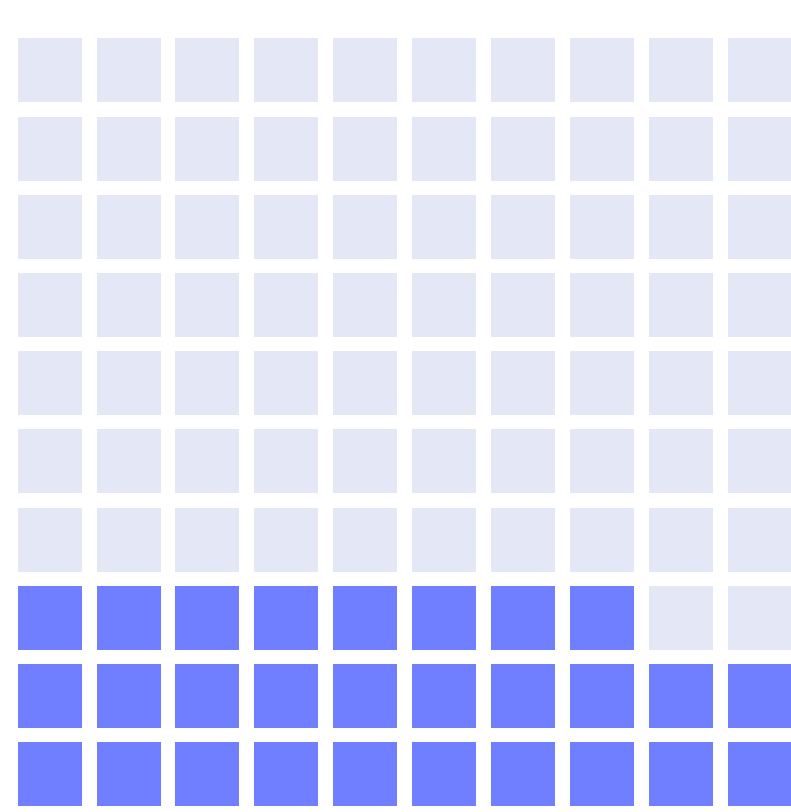
28%

Not yet, but we're planning to in the next 12 months

33%

No, and we don't plan to

39%



That also means that 46% – nearly half – of all organizations that have not yet implemented AR plan to do so in 2021. This year seems poised to be the tipping point for these technologies' mainstream adoption.

Download the complete 2021 Operations & Tech Trends Report



In operationally intensive sectors, leaders recognize that automation and digitization will create significant change and disruption. The infographic above offers just a few of the many changes and trends discussed in the report.

Complete the simple form below to download the full report for a deeper dive into operational drivers, opportunities and innovative business practices that can help shape a year of great success and resilience in uncertain times.

Using any device, anywhere, Teamwork AR brings real-time digital transformation to on-the-job-training, opportunities and innovative business practices that can help shape a year of great success and resilience in uncertain times.

Powered by high-quality custom content and augmented reality, Teamwork AR changes the way work is done and

