

Data Quest

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I think 2012 will be the year where we might see the IT capex compressing but IT opex increasing. We will see more products moving towards SaaS, which will also start the movement towards public clouds. Tablets will rule the market and keep the IT security and compliance teams very busy.

Also, I think that we will see more open-source softwares in the coming year. With the government focusing on the content of social media sites, we might also see some updates in the Information Technology Act. In the area of healthcare, we have already started seeing some mobile applications. We should see some customer-facing healthcare portals and products-supporting Homecare in 2012. With video conferencing becoming a commodity item, we should also see tele-medicine area picking-up for remote healthcare. Medical outsourcing of today could grow from bare medical transcription to tele-radiology and other areas also. We will also see growth of voice reorganization based products in healthcare. Clinical Analytics is another area, which will make a small start.