RLM SOLUTIONS

ENTERPRISE TECHNOLOGY REPORT

2027 Tech Trends

Ten shifts shaping enterprise technology, what they mean for your organization, and where to start.

RLM Solutions · Independent, vendor-neutral technology advisory
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INTRODUCTION

Ten shifts heading into 2027

Enterprise technology leaders are being asked to deploy AI, secure it, pay for it and keep the core infrastructure running, all at once. This report pulls together ten shifts we see driving decisions into 2027. Each one comes with a published data point, what it means in practice, and the RLM Solutions services that help you act on it.

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02	AI infrastructure, GPU capacity and private AI	CLOUD & MANAGED SERVICES
03	AI-driven security operations	SECURITY
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About RLM Solutions

RLM Solutions is an independent technology advisory. We help enterprises choose, buy and implement network, cloud, security, AI, customer experience, mobility and IoT solutions from a broad portfolio of vetted providers, then stay engaged through implementation and renewals. Our advisory is free to clients because the providers our clients choose pay us.

A note on sources

Every statistic in this report is attributed to its publisher, with links collected on the Sources page. Forecasts are the publishers' own; RLM Solutions has not altered them.

TREND 01 · AI & AUTOMATION

Agentic AI moves from pilot to production

01

17%

Of organizations have deployed AI agents; more than 60% expect to within two years

Gartner, 2026 Hype Cycle for Agentic AI (2026 CIO and Technology Executive Survey)

WHY IT MATTERS NOW

AI agents that plan and act across systems are the most aggressively adopted emerging technology in Gartner's 2026 CIO survey, yet Gartner also expects over 40% of agentic AI projects to be canceled by the end of 2027 over cost, unclear value or weak risk controls.

WHAT IT MEANS FOR ENTERPRISES

Expect pressure to put agents into production in 2027, with less patience for pilots that never ship. The winners will pick narrow, measurable workflows first, set governance and identity controls for agents up front, and buy from vendors whose “agents” actually act rather than chat.

HOW RLM SOLUTIONS HELPS

RLM Solutions picks the use cases worth automating, scores agent platforms without a vendor agenda, and builds the governance and ROI case before anything goes live.

AI Use Case Prioritization
https://www.rlmsolutions.com/ai-use-case-prioritization.html

AI Pilot Design & Execution
https://www.rlmsolutions.com/ai-pilot-design.html

Intelligent Orchestration
https://www.rlmsolutions.com/ai-intelligent-orchestration.html

ServiceNow AI Agent
https://www.rlmsolutions.com/ai-servicenow-agent.html

AI Governance & Policy
https://www.rlmsolutions.com/ai-governance-policy.html

AI ROI Modeling
https://www.rlmsolutions.com/ai-roi-modeling.html

Source: Gartner, 2026 Hype Cycle for Agentic AI (2026 CIO and Technology Executive Survey). https://www.gartner.com/en/articles/hype-cycle-for-agentic-ai

Also: Gartner press release, June 25, 2025. https://www.gartner.com/en/newsroom/press-releases/2025-06-25-gartner-predicts-over-40-percent-of-agentic-ai-projects-will-be-canceled-by-end-of-2027

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TREND 02 · CLOUD & MANAGED SERVICES

AI infrastructure, GPU capacity and private AI

02

96%

Forecast growth in AI-optimized IaaS spending in 2026, to $42.3B

Gartner press release, August 10, 2026

WHY IT MATTERS NOW

Spending on AI-optimized cloud infrastructure is forecast to nearly double in 2026, and inference now outspends training. Securing GPU capacity, colocation power and a private model for sensitive data are board-level questions.

WHAT IT MEANS FOR ENTERPRISES

Compute for AI is becoming a sourcing decision like any other: capacity, location, power, price and data control all matter. Enterprises that run inference on sensitive data will weigh GPU as a Service, colocation and private models side by side rather than defaulting to one hyperscaler.

HOW RLM SOLUTIONS HELPS

RLM Solutions compares GPU as a Service, colocation and cloud AI options on price, availability and data control, and guides private LLM deployments end to end.

GPU as a Service
https://www.rlmsolutions.com/cloud-gpu-as-a-service.html

Private LLM Deployment
https://www.rlmsolutions.com/ai-private-llm.html

Colocation Advisory & Procurement
https://www.rlmsolutions.com/cloud-colocation.html

Data Readiness Assessment
https://www.rlmsolutions.com/ai-data-readiness.html

Cloud AI/ML Services
https://www.rlmsolutions.com/cloud-aiml-services.html

Source: Gartner press release, August 10, 2026. https://www.gartner.com/en/newsroom/press-releases/2026-08-10-gartner-forecasts-worldwide-artificial-intelligence-optimized-iaas-spending-to-grow-96-percent-in-2026

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TREND 03 · SECURITY

AI-driven security operations

03

$1.9M

Average breach-cost savings for organizations using security AI and automation extensively

IBM Cost of a Data Breach Report 2025 (press release, July 30, 2025)

WHY IT MATTERS NOW

Attackers now use AI for phishing and deepfake impersonation, and unmanaged “shadow AI” is raising breach costs. Security teams that use AI and automation extensively are containing breaches faster and for less.

WHAT IT MEANS FOR ENTERPRISES

Security operations are shifting from more tools to more automation. Expect boards to ask how quickly threats are contained and how AI use inside the company is governed, including tools employees adopt on their own.

HOW RLM SOLUTIONS HELPS

RLM Solutions evaluates MDR, AI-driven SIEM, SOAR and autonomous response providers on evidence, and sizes the program to your team.

Managed Detection & Response
https://www.rlmsolutions.com/sec-mdr.html

AI-Driven SIEM
https://www.rlmsolutions.com/ai-driven-siem.html

Autonomous Security Response
https://www.rlmsolutions.com/sec-autonomous-response.html

Security Copilot
https://www.rlmsolutions.com/sec-security-copilots.html

SOAR Platform
https://www.rlmsolutions.com/sec-soar.html

Source: IBM Cost of a Data Breach Report 2025 (press release, July 30, 2025). https://newsroom.ibm.com/2025-07-30-ibm-report-13-of-organizations-reported-breaches-of-ai-models-or-applications,-97-of-which-reported-lacking-proper-ai-access-controls

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TREND 04 · ADVANCED NETWORKING

Zero trust and single-vendor SASE

04

50%

Of new SASE deployments expected to use a single-vendor platform by 2028, up from 30% in 2025

Gartner, Magic Quadrant for SASE Platforms, 2025 (strategic planning assumption)

WHY IT MATTERS NOW

Network and security buying is converging. Gartner expects half of new SASE deployments to be single-vendor platforms by 2028, and most SD-WAN purchases to be part of one.

WHAT IT MEANS FOR ENTERPRISES

Network and security renewals are converging. Many organizations will consolidate SD-WAN and security service edge contracts into one platform, so the timing of current contract end dates becomes a strategic lever.

HOW RLM SOLUTIONS HELPS

RLM Solutions designs the SASE and zero trust architecture, compares single-vendor and dual-vendor options, and times the move to your contract renewals.

SASE Architecture
https://www.rlmsolutions.com/net-sase.html

Zero Trust Network Access
https://www.rlmsolutions.com/net-ztna.html

Firewall-as-a-Service
https://www.rlmsolutions.com/net-firewall-as-a-service.html

Identity & Access Management
https://www.rlmsolutions.com/sec-iam.html

MFA & Passwordless Authentication
https://www.rlmsolutions.com/sec-mfa-passwordless.html

Source: Gartner, Magic Quadrant for SASE Platforms, 2025 (strategic planning assumption). https://www.prival.ca/wp-content/uploads/2025/07/Gartner.pdf

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TREND 05 · ADVANCED NETWORKING

Copper retirement and POTS replacement

05

2029

AT&T's target to exit its copper network in the majority of its footprint

AT&T, “Modernizing Our Network” (2026)

WHY IT MATTERS NOW

Carriers are discontinuing copper voice service. The FCC's streamlined discontinuance rules took effect October 15, 2026, and AT&T plans to exit copper across most of its footprint by the end of 2029. Fire alarms, elevators and fax lines still depend on it.

WHAT IT MEANS FOR ENTERPRISES

Copper lines behind fire alarms, elevators, gates, fax and point-of-sale systems will keep getting more expensive and less supported. Organizations with many sites need a complete line inventory and a migration plan before disconnect notices set the schedule for them.

HOW RLM SOLUTIONS HELPS

RLM Solutions audits every copper line, matches each one to the right replacement and runs the migration through carrier disconnect.

POTS Replacement
https://www.rlmsolutions.com/net-pots-replacement.html

5G Failover & Backup Connectivity
https://www.rlmsolutions.com/net-5g-failover.html

SIP Trunk
https://www.rlmsolutions.com/cx-sip-trunks.html

Cloud Voice
https://www.rlmsolutions.com/cx-cloud-voice.html

Source: AT&T, “Modernizing Our Network” (2026). https://about.att.com/blogs/2026/simplifying-our-network.html
Also: Federal Register, FCC rule amendments effective October 15, 2026.
https://www.federalregister.gov/documents/full_text/html/2026/10/01/2026-20192.html

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TREND 06 · CUSTOMER EXPERIENCE

The AI-powered contact center

06

80%

Of common customer service issues predicted to be resolved autonomously by agentic AI by 2029

Gartner press release, March 5, 2025

WHY IT MATTERS NOW

Agentic AI is moving into customer service, from self-service resolution to real-time agent assist. Gartner predicts it will resolve most common service issues without a human by 2029.

WHAT IT MEANS FOR ENTERPRISES

Customer service is moving to a model where AI handles routine requests and human agents get real-time help on complex ones. Platform choice now has to cover the AI layer, integrations and compliance together, not just seats and features.

HOW RLM SOLUTIONS HELPS

RLM Solutions selects the CCaaS platform and the AI layer together, then manages the cloud migration and integrations.

Contact Center + UCaaS
https://www.rlmsolutions.com/cx-ccaas-ucaas.html

Real-Time Agent Assist
https://www.rlmsolutions.com/ai-real-time-agent-assist.html

Conversational Chatbots
https://www.rlmsolutions.com/ai-conversational-chatbots.html

IVR / IVA
https://www.rlmsolutions.com/cx-ivr-iva.html

Contact Center Cloud Migration
https://www.rlmsolutions.com/cx-cloud-migration.html

Source: Gartner press release, March 5, 2025. https://www.gartner.com/en/newsroom/press-releases/2025-03-05-gartner-predicts-agentic-ai-will-autonomously-resolve-80-percent-of-common-customer-service-issues-without-human-intervention-by-20290

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TREND 07 · CLOUD & MANAGED SERVICES

Cloud cost control and licensing shocks

07

29%

Of cloud spend estimated as wasted; managing cloud spend is the top challenge for 85% of organizations

Flexera 2026 State of the Cloud Report (press release, March 18, 2026)

WHY IT MATTERS NOW

AI workloads pushed wasted cloud spend up for the first time in five years, and VMware licensing changes have enterprises rethinking where workloads run. Gartner expects 35% of VMware workloads to move to another platform by 2028.

WHAT IT MEANS FOR ENTERPRISES

Cloud and software bills are under fresh scrutiny as AI workloads and licensing changes push costs up. Expect finance teams to demand visibility into waste, shadow spend and renewal leverage, and to revisit where virtualized workloads run.

HOW RLM SOLUTIONS HELPS

RLM Solutions finds shadow spend, right-sizes licenses and SaaS, and benchmarks alternatives before your next renewal.

Software License Optimization
https://www.rlmsolutions.com/cloud-license-optimization.html

SaaS Portfolio Review
https://www.rlmsolutions.com/cloud-saas-portfolio.html

Identifying Shadow Tech Spend
https://www.rlmsolutions.com/need-shadow-spend.html

Finding a Broadcom Alternative
https://www.rlmsolutions.com/need-broadcom-alternative.html

Technology Spend for Finance
https://www.rlmsolutions.com/team-finance.html

Source: Flexera 2026 State of the Cloud Report (press release, March 18, 2026). https://www.flexera.com/about-us/press-center/flexera-finds-cloud-value-is-rising-while-ai-waste-grows
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TREND 08 · ADVANCED NETWORKING

Network as a Service and the modern WAN

08

62%

Of enterprises are running, evaluating or planning to evaluate NaaS; 13% have it in production

Futurum Research press release, August 24, 2026

WHY IT MATTERS NOW

Enterprises are shifting network refreshes to subscription models. Most are already running, piloting or planning to evaluate NaaS, even though few have it in production yet.

WHAT IT MEANS FOR ENTERPRISES

More organizations will treat the network like a subscription instead of a periodic capital project. The real decision is total cost and flexibility over the term, compared with owning and refreshing the gear yourself.

HOW RLM SOLUTIONS HELPS

RLM Solutions models NaaS against owning the network, then sources SD-WAN, Wi-Fi 7 and private 5G to fit.

Network as a Service (NaaS)
https://www.rlmsolutions.com/net-naas.html

SD-WAN
https://www.rlmsolutions.com/net-sdwan.html

Wi-Fi 7 Upgrade
https://www.rlmsolutions.com/net-wifi7.html

Private LTE / 5G Network
https://www.rlmsolutions.com/mob-private-lte.html

MPLS Replacement
https://www.rlmsolutions.com/net-mpls-replacement.html

Source: Futurum Research press release, August 24, 2026. https://futurumgroup.com/press-release/naas-and-cloud-networking-to-add-36b-by-2031-as-62-of-enterprises-move-naas-into-production-or-evaluation/

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TREND 09 · MOBILITY

Device-as-a-Service amid the memory shortage

09

17%

Forecast rise in PC average selling prices in 2026, as shipments fall 11.3%

IDC, June 2, 2026

WHY IT MATTERS NOW

A memory shortage is raising PC prices and squeezing supply through 2027. Turning laptop and mobile refreshes into a per-device monthly subscription keeps capital budgets predictable.

WHAT IT MEANS FOR ENTERPRISES

Higher device prices and tighter supply make large refreshes harder to budget. Turning laptops and mobile devices into a predictable monthly service, with imaging, support and refresh included, protects capital plans and frees IT time.

HOW RLM SOLUTIONS HELPS

RLM Solutions compares Laptop as a Service and managed mobility offers on total cost, refresh terms and support.

Laptop as a Service
https://www.rlmsolutions.com/mob-laptop-as-a-service.html

MDaaS
https://www.rlmsolutions.com/mob-mdaas.html

Mobile Device Management
https://www.rlmsolutions.com/mob-mdm.html

Mobile Device Staging & Kitting
https://www.rlmsolutions.com/mob-staging-kitting.html

Source: IDC, June 2, 2026. https://www.idc.com/resource-center/blog/pc-market-enters-volatile-territory-as-memory-shortage-persists-through-2027/

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TREND 10 · IOT

Physical AI, IoT and the intelligent edge

10

Top 10

Physical AI is one of Gartner's top strategic technology trends for 2026

Gartner, Top Strategic Technology Trends for 2026 (via Yahoo Finance)

WHY IT MATTERS NOW

Gartner names physical AI, which brings intelligence into machines and devices that sense and act, a top strategic technology trend for 2026. Cameras, sensors and edge compute are where it starts.

WHAT IT MEANS FOR ENTERPRISES

AI is moving off the screen and into buildings, fleets and plants. Cameras, sensors and edge computing are becoming the data source for safety, maintenance and operations decisions, so connectivity and integration choices matter more.

HOW RLM SOLUTIONS HELPS

RLM Solutions sources the sensors, connectivity and video analytics, and connects them to the systems that act on the data.

IoT Edge Computing
https://www.rlmsolutions.com/iot-edge-computing.html

Trained Video Analytics
https://www.rlmsolutions.com/ai-video-analytics.html

Predictive Maintenance
https://www.rlmsolutions.com/ai-predictive-maintenance.html

Cellular IoT Connectivity
https://www.rlmsolutions.com/iot-cellular-iot.html

Manufacturing IoT
https://www.rlmsolutions.com/iot-manufacturing.html

Source: Gartner, Top Strategic Technology Trends for 2026 (via Yahoo Finance). https://finance.yahoo.com/news/gartner-identifies-top-strategic-technology-213500358.html

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RLM SOLUTIONS

Turn these trends into a plan.

Bring us the shift that matters most to your organization. RLM Solutions will map it to the right solution, benchmark the providers that fit, and stay with you through implementation and renewal. The advisory is free to you; the providers you choose pay us.

Book a free consultation
calendly.com/rlmsolutions

Email our advisory team
sales@rlmsolutions.com

Explore every RLM Solutions service
rlmsolutions.com/services.html

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