

# Industries facing a technological revolution

It's hard to imagine a world without technology at the epicentre of all meaningful change. Although there were groundbreaking advancements in technological fields throughout the mid-20th century, the idea that technology would one day be universal was still a challenge.

Nowadays, it's difficult to think of any significant changes that have occurred in global industries that haven't been turbocharged by technological innovation. However, some industries are closer to these changes than others, and today's focus will be on those on the cusp of change thanks to technology, and where this new road could lead them a decade or two from now. We'll also explore whether these changes will be so sudden and vast that they could render these industries surplus to requirements.

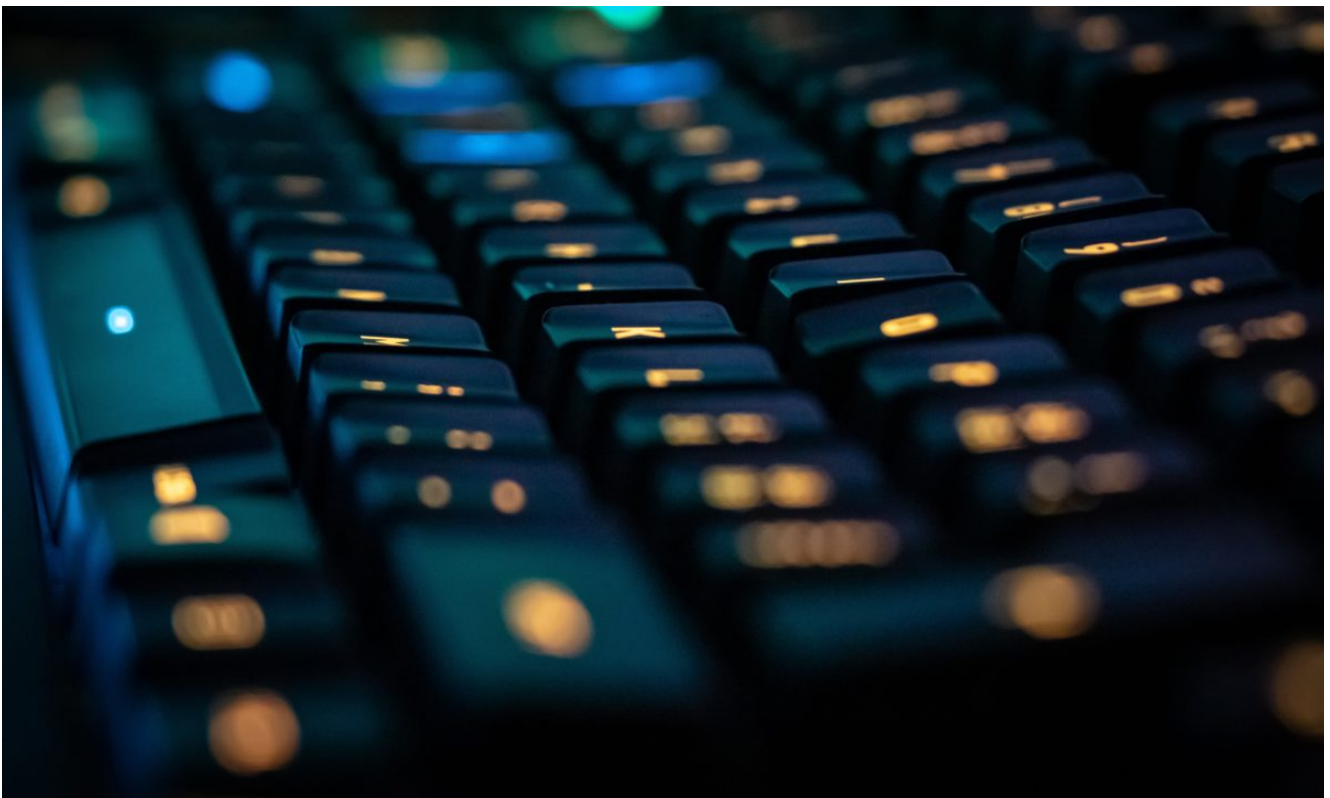


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**Digital casino gaming**

Gambling online has become a multibillion-pound market in under 20 years. While the UK has always had a soft spot in its culture for gambling, be it sports betting or casino gaming, the emergence of the internet in this market was one of the biggest individual game changers the industry has ever seen in its 300+ year history – you could certainly argue it's the most significant.

Online casinos have taken technological developments in their stride, ranging from new payment methods like cryptocurrency to exploring the implementation of AI and VR into their design.

The impact has been so profound that it has resulted in the growth of sectors that weren't viable before online gambling. [Bonus-Codes.com](https://www.bonus-codes.com) is a review site that ranks the top casino providers, the quality of their platform, the number of payment methods they offer and the sort of criteria separating a top-quality bonus from the rest of the chasing pack.

As AI digs its digital claws into seemingly every facet of our lives, expect the digital casino gaming sector to roll out AI live dealers, ramp up the sophistication of its live chat customer service operations and streamline its current model with the latest enhancements.

## **Customer service**

We can segue nicely into this section – one of the main industries set to face the biggest AI-based technological revolution is the customer service industry. Large corporations make no secret of their desire to cut costs in their customer service departments, whether it's shipping the jobs en masse to cheaper competitors overseas or investing millions of pounds [into generative AI](#) in a bid to replace humans with cheaper alternatives that can do the job to the same standard.

Again, just like digital casino gaming, customer service is an

industry that has moved with the times, and technology continues to pioneer on a global scale, but AI, as with many other industries, could be about to fuel the biggest change the sector has ever witnessed. Many experts in technology think that customer service could be the first big industry that will completely fall to AI.

## **Media**

It's fair to say that we're probably in the middle of this transition for media and TV. Over the last 20 years, mainstream TV has gone from the only way we'd consume our news, [sports](#), film and TV to a footnote in advertising and social importance. While some programmes are still flying the flag and bringing people in, the media industry as a whole has felt the full impact of the digital world in which we now live.

Newspapers, radio and other forms of traditional media suffer significantly in the face of changing competition. While online media might have had its time in the sun over the last decade, trampling the competition, some believe it's only a matter of time before AI gets to a point where it will be writing articles on its own, rendering content writers, authors, TV scriptwriters and journalists obsolete. For my sake, I hope that's not the case!

## **Financial services**

Whether it's stock trading or mobile apps that manage our online banking, financial services have moved with the times, adapting to the rise of biometric ID and 2FA, or, again, using AI chatbots instead of customer service live desk agents. Algorithmic trading models now make up 70% of stock trading activity on any given day; some believe that this figure is over 90% in the forex market.

However, as AI continues to evolve toward remarkable new capabilities, technology might make large swathes of the

industry surplus to requirements, needing only a handful of technology experts and traders to handle customer accounts and oversee trillions of dollars in transactions.

## **Final thoughts**

Technology has gone from a promising sector to fuelling the rise of the internet and positioning it as an invaluable resource in modern society. Now that it's so deep-rooted in technological changes and has made every industry more interconnected, it means that any innovations and creative changes are implemented internationally and rapidly.

All of the industries we touched on today are symbolic of this mammoth change – and again, AI is another disruptive innovation, perhaps the most significant of this century. However, it would be obsolete without the presence and foundation of the digital world that came before it, and the interconnectivity that the online world grants us.