

Technology

... a contrarian indicator of this growing industrialization of the service economy is the rapid and parallel growth of the concierge economy, in which very high-income consumers use their financial muscle to escape reliance on the defective, mass-produced services available to middle- and lower-income consumers. So there are concierge doctors on Park Avenue and mass-production doctors with HMOIs ... In the concierge economy, the relationship between technology and work is turned on its head and information systems are used to supplement rather than replace the skills of employees. There are no digital scripts at the Goldman Sachs private bank.

Simon Head, Mindless