NTT

2020 Global Managed Services Report
Transformation Reimagined

How organizations adopt smart sourcing to navigate with confidence

Our research lifts the lid on the importance of smart sourcing for organizations and the service providers they partner with.

Organizations are still transforming. Yet, transformation shifts and pivots dependent upon the internal or external forces being applied.

Right now, the pivot is towards the end user. That is keeping people, secure, engaged, and productive, which is paramount to ensuring business outcomes are still met.

The study in numbers

Conducted by IDG Research

1,250
IT and business leaders

Across USA, Europe, UK, MEA, APAC and Australia

29
countries

from across 11 sectors, including:

Retail · Manufacturing · Finance and professional services · Education · Healthcare and pharmaceutical

Refocus on end-user transformation

As a result of COVID-19, transformation aspirations shift to the end user, due to the mass relocation to remote working. Networks and infrastructure need to be secured and optimized

52%
said cloud will have the most transformational impact on their organization's business operations.
NTT Ltd.'s Customer Experience Benchmarking Report 2020

43%
of global organizations recognize SD WAN as the most popular technology under consideration.

How NTT Ltd. helps

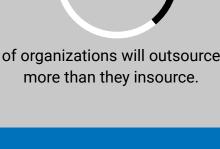We can help you maximize your employee productivity with secure collaboration tools and solutions, anytime, anywhere. We have a full range of solutions across any deployment model: on-premise, hosted, cloud, or hybrid cloud.

Gain continuous improvement and management insight from our global, scalable services, providing the data and analytics you need.

Smart sourcing helping end-user transformation

CIOs and the service providers they work with, can be the enablers the business needs to keep the **workforce agile, productive** and **motivated.**

Over the course of next **18 months**

45%
of organizations will outsource more than they insource.

Clearly identifying both short-term and long-term business & operational benefits rated as the most important factor for getting the most out of transformation efforts.
(NTT Ltd.'s Digital Means Business Report)
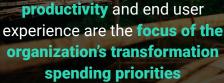
How NTT Ltd. helps

We know delivering employee-driven experiences requires appropriate and purposeful digital transformation initiatives. We support you in changing the mindsets of your people, and harnessing new ways of working through better-enabled technology, processes, and systems. Partner with us to achieve greater outcomes through enterprise agility.

Spend priorities echo transformation pivot to the end user

As a result of the shift to **remote working, collaboration, productivity** and end user experience are the **focus of the organization's transformation spending priorities**

500%
increase in meetings, calls, and conferences, **Team collaboration** platform users **grew by 12 million** in the period between Mar 11 and Mar 18 2020.

700%
increase in adoption of Cisco Webex over pre-outbreak rates.

How NTT Ltd. helps

We can provide you with a single managed service covering your Cisco and Microsoft collaboration environments, as well as other collaboration technologies. We ensure the solution is designed to support your business needs and meets end user expectations. With the day-to-day administration taken care of, you can focus on strategic business initiatives.

✎ Complete the self-assessment

Do your current service provider relationships help you unlock the power of end user transformation within your organization? We've developed the Managed Services Landscape Assessment tool. It will help you get a sense for where you and your provider stand across the three themes identified in the research and what action you might need to take.

Together we can help your business rise above disruption
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