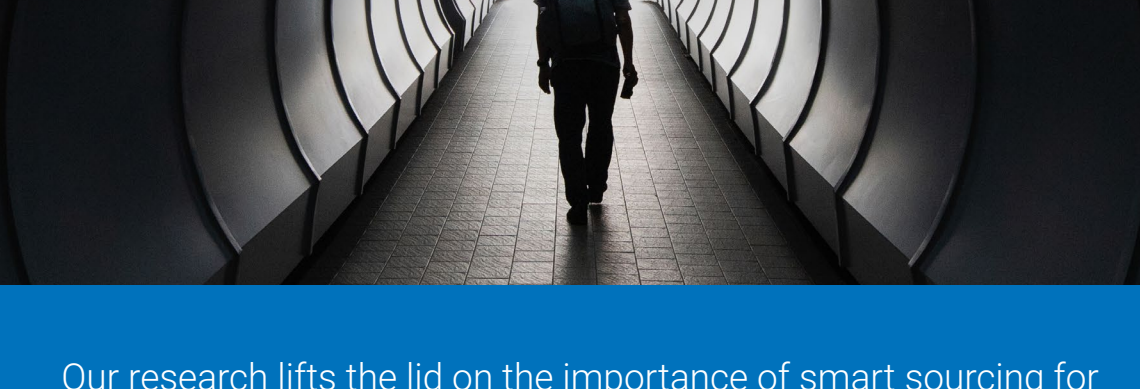




2020 Global Managed Services Report

Secure and identify your assets

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.

Security is a global necessity, pervasive throughout every aspect of organizations and escalates with technological advances.

As enterprises restore their operations, in what for some, are unfamiliar operating environments, increased security is essential.

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



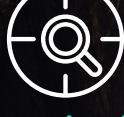
Education



Healthcare and
pharmaceutical

Identify and secure your assets

Evaluating security postures and dealing with security risks is a perennial challenge, even more so in light of COVID-19. With a surge in remote working and BYOD, all endpoints need to be secured and updated.



Reducing security risks is cited as the top challenge for IT teams, the highest percentage among all factors



55% said it's also the most common challenge service providers can help global organizations with



Reducing security risks is also the top driver for service provider consideration, as cited by 65% of people globally

How NTT Ltd. helps

We understand you need to be resilient, yet agile and innovative. Knowing the security risks you face and being prepared to address them amidst constant change is a crucial. We work with you to identify the technologies and services you need to create, build, deliver, and manage a cybersecurity posture that keeps you secure while you transform.

Lack of security skills and resources to address organizational security

Pressures placed on IT teams - particularly during major disruptions - are further compounded by a lack of resources and skills

44%

of organizations do not have adequate resources or skills in-house to cope with the number of security threats they face



62%

of organizations said they expected an increased need for cybersecurity/IT support skills over the next two years

(NTT Ltd.'s Customer Experience Benchmarking Report 2020)



How NTT Ltd. helps

We help you turn data into knowledge, providing insight and metrics into your security posture and trends. Our supporting security experts deliver transparent and repeatable services, identifying and stopping advanced threats.

Security outcomes drive business cases

Improved security is the most important factor in supporting the business case for your organization's use of managed IT services - even more so in times of great change.

Which factors are most important in supporting the business case for your organization's use of managed services?

32%

security is improved

30%

improved operational efficiency

29%

better performance / availability efficiency

How NTT Ltd. helps

The ability to flex, scale and turn data into knowledge is a core benefit of a platform-based approach to delivering security services. Instead of merely seeing isolated events, we provide you with your entire security picture.

Security will be increasingly outsourced

Over the next 18 months, organizations globally will outsource more of their security requirements to service providers, calling on their expertise to fill any internal gaps and resource as needs increase.

53%

of respondents currently outsource their security needs to service providers



In 18 months' time, that's expected to rise

64%

How NTT Ltd. helps

With an ever-changing threat landscape, your organization may need an all-inclusive approach to review, evaluate, and manage the security impact of new risks.

We help you develop strategies and roadmaps aligned to your business, design and build next-generation enterprise security architecture, and develop and run incident response plans. We cover the entire security lifecycle, helping you visualize and execute successful security programs.



Complete the self-assessment

How is your current service provider relationship? We've developed a smart sourcing self-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

hello.global.ntt