



INSIGHTS
DRIVEN BY DATA

2021 Global Managed Services Report

Helping you thrive through change

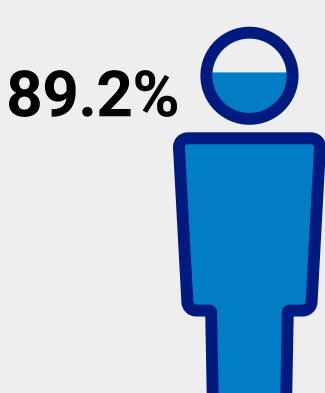
Present needs, future delivery – at speed

Organizations continue to broaden their investments in **digital transformation in spite of the pandemic**, not because of it.

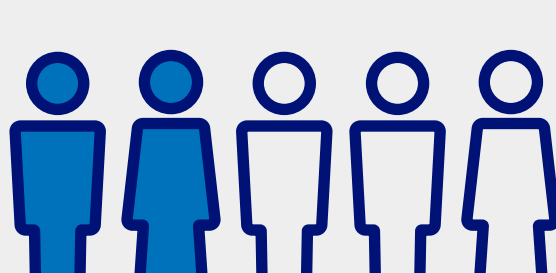
CIO's need to juggle immediate business needs against future investment. Balance cost to maintain the status quo, while also investing in technology and process modernization to capture opportunities to scale and evolve.

Meeting present needs

While digital transformation has accelerated and operating models significantly altered, many organizations realize their current technology is not fit for purpose.



89.2% of business and IT leaders agree COVID-19 has caused **significant changes to their operating processes**.



Only two in five strongly believe they have the optimized solutions available to meet the organization's immediate objectives.

Delivering for future requirements

Platform automation enables greater agility to meet customer expectations and the rapid development and deployment of new technologies.

Organizations further advanced in digital transformation:



Spend more time on software development and developing new technologies and workflows to support evolving business objectives.



Allow more focus on vendor/contract management, as the number of vendor partnerships are also shown to grow in line with an organization's digital transformation journey.

Emerging technologies

Emerging technologies increase efficiency, reduce costs, and support the development of market-leading products and services.



91.7% business and technology leaders surveyed agreed that emerging technologies (IoT, AI and ML) are important to their organization's technology strategy.

The data and insights gleaned from these technologies helps optimize current environments and propels opportunity for future growth due to improved business processes.



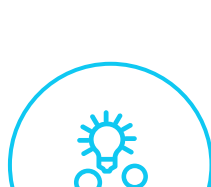
Only 47.0% can access the required analytics on technology and security management performance.

Five considerations

Bold, brave organizations rank service providers with these attributes to support them to meet their business outcomes:



Consulting-led approach



Innovation, not just optimization



Smart sourcing



Platform automation



Security

How does your organization compare?

Establish if your organization is bold and brave enough – take our assessment to find out how resilient you are.

About the Report:

1,350

interviews undertaken



across 21 countries in 6 regions



15 industry sectors

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