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. Cisco Webex saw a significant increase in adoption over pre-outbreak rates.

Spend priorities echo transformation pivot to the end user, with an increase in meetings, calls, and conferences. Team collaboration platform users grew by 12 million in the period between Mar 11 and Mar 18, 2020.

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, 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.

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

From across 11 sectors, including:

- 1,250 interviews of IT and business leaders
- Approximately 1,000 surveyed firms in ISV, ERP, and evaluation
- 29 interviews

Smart sourcing helping end-user transformation

45% of organizations will outsource more than they insource.

Over the course of next 18 months, 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.

How NTT Ltd. helps

We can help you navigate end-user transformation by keeping people secure, engaged, and productive, which is paramount to ensuring business outcomes are still met.

How NTT Ltd. helps

We provide a range of collaboration technologies, including Cisco Webex. Our managed service covers your Cisco and Microsoft collaboration environments, ensuring your end user experience is optimized. We provide ongoing administration and support, ensuring 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? Our managed service breaks down the complexity of managing multiple technology or service providers.

How do you rate your current provider relationships? How do you rate your provider’s ability to deliver an end-user transformation to the rest of your organization? Take this quiz to find out and learn more about NTT’s solution.

Together we can help your business rise above disruption.