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

The bold and brave

33.8%

To help create even stronger alignment between the business and IT, service providers play a major role.

The role of service providers

- Business and IT service providers play a key role.
- The role of service providers is critical in supporting the business strategy.

Efficiency through stronger alignment

- 91.3% agree on the importance of driving greater agility and efficiency.
- 90.2% agree that efficiency is a key driver to their technology strategy.

Innovation as a differentiator

- 90.7% agree that innovation is a differentiator.

Five considerations

- 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:

- Get the 2021 Global Managed Services Report here
- 1,350 interviews undertaken across 21 countries in 6 regions
- 15 industry sectors

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