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

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

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.

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

Present needs, future delivery – at speed
Organizations need to maintain the status quo, while investing in technology and process modernization to capture opportunities to scale and evolve.

‘Improved security’ and ‘improved system integration skills’ are two of the top three motivators for working with a service provider.

Organizations partnering with service providers for over half of their IT support are almost 50% more likely to have optimized their digital transformation.

Aligning priorities helps plug the gap across line of business silos.
IT and business teams need to build a better understanding of each other's priorities, as well as the speed and direction in which both move.

Efficiency through stronger alignment
69.6% of operational teams say business efficiency is crucial to the technology strategy.
Yet only 48% of IT teams say the same.
69.6% of operations teams see speed and agility as a key component of a technology strategy.
53.4% of IT teams agree the same.

The bold and brave
Organizations who consider service providers to be an important part of their technology strategy are much more likely to be successful and considered leaders.
Of those who think trusted service providers are not very important, or not at all important, only 2.0% are leaders, while 62.0% are laggards.

Some organizations achieve resilience through bravery, boldness and ambition.

Business driver for CEOs in the coming 18 months (outside of COVID-19) is improving agility and the business ability to respond to change.

Building resilience
Unexpected events have caused many organizations to focus on becoming more resilient through cost optimization and greater efficiencies.

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About the Report:
1,350 interviews undertaken across 21 countries in 6 regions
15 industry sectors

Explore our key data-driven insights

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