Organizations continue to increase 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 must be found. The report reveals that digital technologies and processes modernization to capture opportunities to scale and evolve.

Meeting present needs

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

91.7% business and technology leaders actively agreed on emerging technologies. For CIO’s, emerging technology plays a critical role in organizational success.

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

Delivering for future requirements

Model-driven architecture enables greater agility to meet customer expectations and the need for rapid development and deployment of new technologies.

47.0% of business leaders believe that their organization is bold and brave enough to make the required changes in their operations processes.

Organizations further advanced in digital transformation:

- Spend more time on software development and less on developing technologies and workstreams to support existing business models.
- Allow more focus on contract management, as the number of vendor partnerships is also shown to grow in line with an organization’s digital transformation journey.

Emerging technologies

- The data and insights gleaned from these technologies help optimize current environments and provide the opportunity for future growth due to improved business processes.

91.7% business and technology leaders and 47.0% of business leaders believe the technologies (IoT, AI, and ML) are important to their organization’s technology strategy.

52.0% believe that emerging technologies (IoT, AI, and ML) will increase efficiency, reduce costs, and support the development of market-leading products and services.

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

About the Report

1,350 interviews undertaken across 21 countries in 6 regions.

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