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

While there is a greater alignment between IT and the business to further advance digital strategy, improvements can be made.

The criticality of digitization

Organizations in a ‘digitally-optimized’ state experience improved outcomes such as better performance and increased cost optimization.

Despite stronger strategic alignment between business and IT, some disconnect in priorities exists; this requires better understanding and synchronization between the two.

The need for a technology strategy that drives business efficiency opportunities is seen as crucial by 69.6% of operations teams. Yet only 48.0% of IT teams say the same.

The requirement for speed and agility as a key component of a technology strategy is agreed upon by 69.6% of operational teams. Only 53.4% of IT teams agree the same.

Top benefits of working with a managed services provider

These top 10 benefits of working with a managed services provider were identified in the survey across 21 countries in 6 regions.

How does your organization compare?

Establish your organization’s current state and benchmark your progress with insights from our report.

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