

2021 Global Managed Services Report

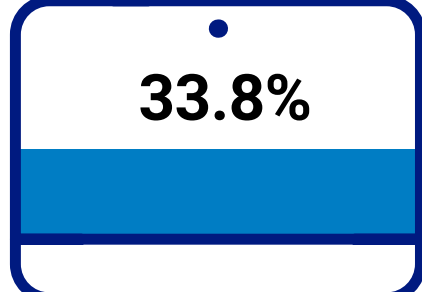
Helping you thrive through change

Bold, brave and resilient

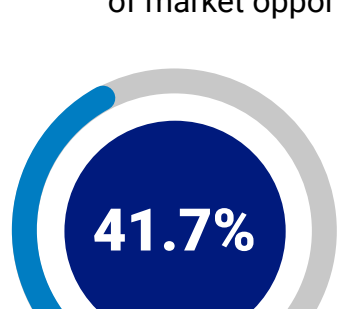
Organizations have and will continue to broaden their investments in digital transformation. Some have taken a different approach; to achieve resilience through **bravery, boldness and ambition**.

Business resilience is built through calculated risk-taking. Investment in and deploying innovative technologies to support new processes, products and services that exceed their customers' and employees' expectations.

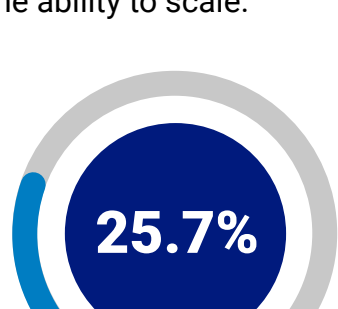
The bold and brave



have pivoted technology focus to take advantage of market opportunities or the ability to scale.



This **rises to 41.7%** for those who have at least three-quarters of their IT managed by third parties.

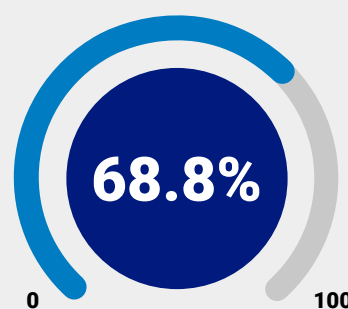


This **drops to 25.7%** for those who have little to none of their IT managed by third parties.

Of the organizations who think trusted service providers are not very important, or not at all important, only 2.0% are leaders, while 62.0% are laggards.

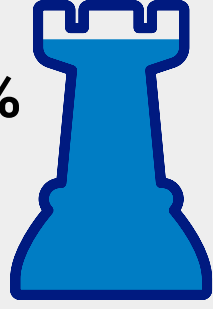
Efficiency through stronger alignment

Bold organizations seek continual improvement, **driving greater agility and efficiency**.



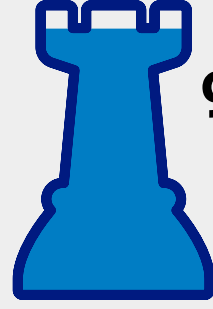
Over two thirds (68.8%) of CEO's are interested in driving **improved IT service delivery** - more than any other group.

91.4%



agree **enabling business efficiency** is a key driver to their technology strategy.

92.4%



of technology teams agree their overall **technology strategy is aligned** (either fully or partially) to the organization's business strategy needs.

Innovation as a differentiator

As part of a modern technology strategy, organizations are calling upon IT to deliver in new and innovative ways.

Those at a **well-advanced or optimized stage of innovation** are **41.3%** more likely to see the value in digital transformation.

Some industry sectors appreciate the requirement for an aggressive push towards **innovative technologies** more so than others.



Pharmaceutical
73.3% agree it is very important



Banking and investment
69.6% agree it is very important



Retail and wholesale
just 44.7% agree the same

The role of service providers

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



Two top factors cited as most challenging in gaining full alignment in technology strategy are a lack of

- collaboration between IT and business functions
- understanding of solution needs between business functions.

To help combat this, organizations cite **improved system integration skills** and **access to the best industry expertise** as two of the top motivators for working with a service provider.

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

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:

1,350 interviews undertaken



across 21 countries in 6 regions



15 industry sectors

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