NTT

Technology services trends in 2020

Digital transformation initiatives and the **growing adoption of multicloud** continue to shape the IT services market. **Client expectations are increasing,** and service providers must be a mile wide and a mile deep.

---

1 Rise of the 'everything-as-a-service'
Service providers must deliver everything as a service. Efficiency and scalability come as standard; innovation and growth are essential

Everything-as-a-service **(XaaS)** is about the **modernization** of your **business strategy.**

Steps to take in 2020

Align services outcomes with **business value**

Work with vendor partners at every stage to deliver against your business needs.

---

2 Next-generation technologies and hybrid IT drives service integration
The expectation is service integration across the entire IT estate

The demand for **multicloud** and **hybrid IT** is a **major driving force** behind the **growth of software-defined everything.**

Steps to take in 2020

Bring it all together

API and automation enable the integration of multiple services and tools, across all platforms and vendors.

---

3 Turning technology services data into business insights
Data insights and analysis are essential to innovating business models and strategy

Extracting value from an increasingly broader scope of **technologies and platforms** in a **hybrid environment** is **vital in driving innovative change.**

Steps to take in 2020

Interrogate data for **information** and **insights**

Work with your service provider to tap into a variety of data, and produce meaningful insights for automation, process improvements, and innovation.

---

4 Developing deeper, more strategic engagements
In a world of 'trusted advisors', only those who engage at a deeply strategic level will provide real value

Technology providers can provide **leadership and expertise** in driving innovation.

Steps to take in 2020

Create the context for **co-innovation**

Use the skills and expertise of your service provider to bring in the latest thinking on trends like AI, robotics and security.

---

5 IT services are now everybody's business, but only co-development will deliver true organizational value
Co-creation, platform innovation, and joint delivery with strategic partners will deliver a competitive advantage

By 2023, USD415.7 billion will be spent on **managed services alone.**

Gartner Forecast: IT services worldwide, 2016-2022, 4Q18 update

Steps to take in 2020

Start with the **end-to-end solution** in mind

Working in cooperation with vendors and partners is a critical success factor in services delivery for your organization.