



2021 Global Managed Services Report

Helping you thrive through change

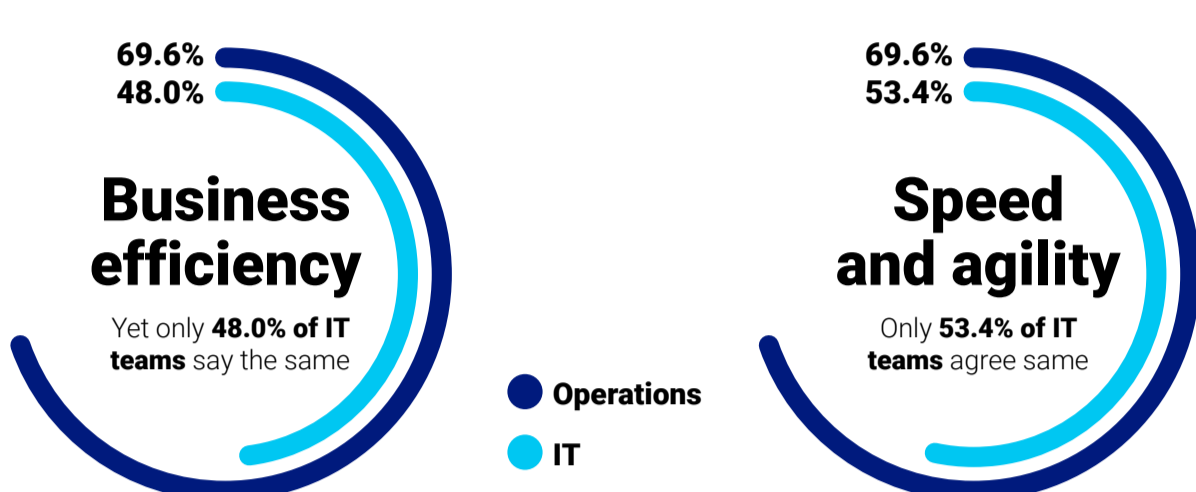
Priorities and Partners

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

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

Priority alignment

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

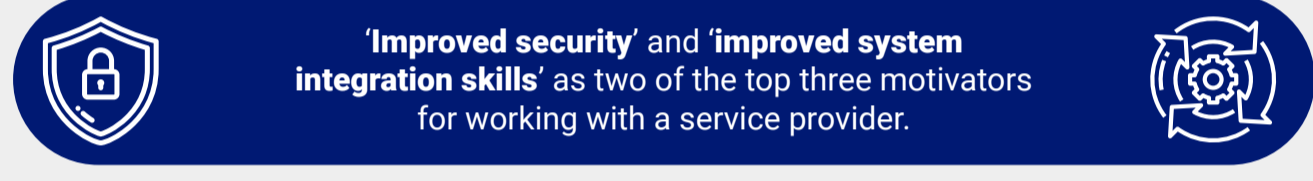
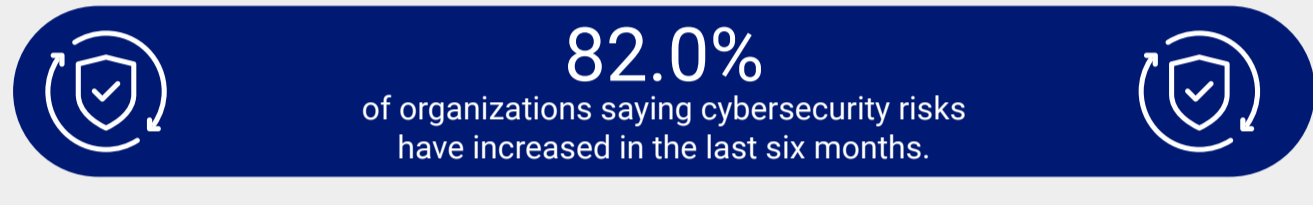


The need for a technology strategy that drives **business efficiency opportunities** is seen as crucial by 69.6% of operations teams. Yet only 48.0% of IT teams say the same.

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.

Partners critical to secure digitization advancement

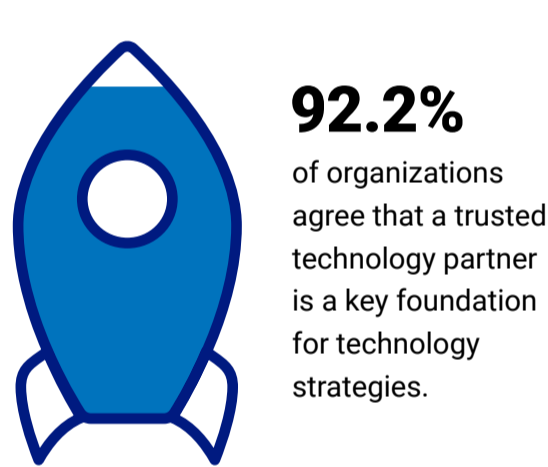
Aligning priorities helps plug the gap across line of business silos; supporting enhanced employee engagement and deeper customer satisfaction



The criticality of digitization

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

- 58.4%** of CEOs say digitization (including process automation) is crucial to the organization's technology strategy.
- Organizations partnering with service providers for over half of their IT support are almost **50% more likely to have optimized their digital transformation.**



Top benefits of working with a managed services provider

Those using third parties to manage over 50% of an organization's IT needs have risen from 25.0% to 37.6% (50.4% rise).

The top 10 benefits of working with a managed services provider:

- Improved security
- More flexibility/agility
- Improved system integration skills
- Access to the best technical/industry expertise
- Scalability
- Faster completion of projects
- Reduced costs
- Improved implementation/project management
- Improved service delivery
- Experience in focus areas

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**

Join the conversation



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