

ENTERPRISES ARE TURNING TO MANAGED SERVICE PROVIDERS

These transformative forces bring both opportunities and challenges...

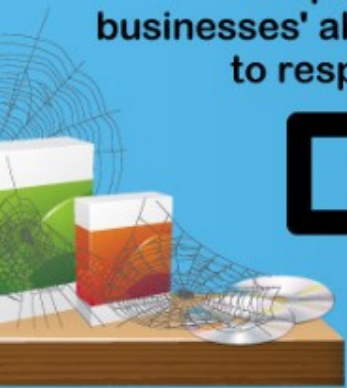


... and businesses are partnering with managed service providers to respond

83% believe these forces to be **Challenges**

93% believe these forces to be **Opportunities**

Unused or old technologies are hampering businesses' ability to respond



More than **25%** of those not using the latest version of their technology **lack the capital** to complete the updates or have difficulty demonstrating ROI



25% have invested in new technology that has **not been deployed**



The benefits of MSPs

More than **70%**

of organisations agree that:

- MSPs enable IT to better meet the requirements of the business
- MSPs allow their business to grow
- MSPs make improvements



Up to **76%** will be developing a **hybrid IT strategy** in partnership with an MSP in 12 months' time



63% expect an MSP to **leverage cloud**



53% expect MSP pricing and SLAs to be focused on **business outcomes**



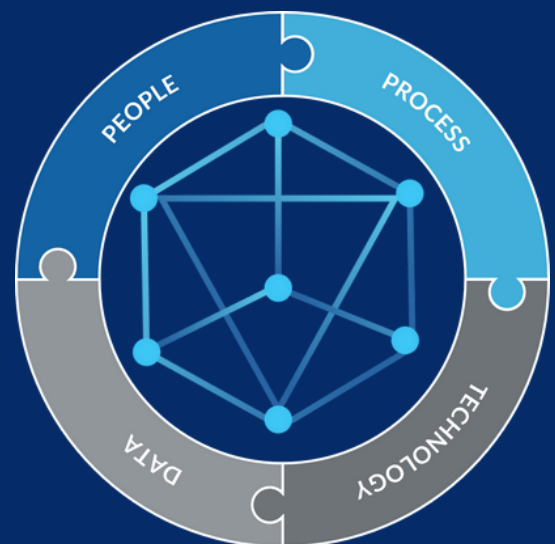
75% believe that the MSP should have a close **relationship with Microsoft**



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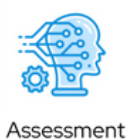


Microsoft 365

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Microsoft Azure



Assessment



Opportunity Cost



Strategy



Execution



Monitor & Improve