

Why digital leaders lean on IT managed services to boost agility, security + customer experience

Digital transformation drives winning outcomes for businesses, but alignment both internally and with the right external tech partners is key



1 Digital growth stalls without the right data strategy, IT capacity and expertise.

Tech advancements are crucial to improving both current and future organizational outcomes. However, leaders face barriers implementing digital initiatives, with the most prevalent being:

63%
Lack of data strategy, governance and quality

59%
Lack of IT capacity despite having technical expertise

56%
Lack technical expertise despite having IT capacity

61%

of tech leaders say their organization has not made the progress it hoped to with its digital transformation.

2 Shared accountability helps boost digital alignment.

When organizations are aligned on strategy, processes and technology, they stay the course on digital initiatives.

54%

of tech leaders say they need to leverage shared accountability across internal departments.

But alignment is not only important internally.

50%
50% say the co-creation of strategic platforms and solutions with external partners and vendors using shared outcomes, structured commitments and financial incentives is instrumental to success.

41%
Additionally, 41% see forming deeper strategic partnerships with external service partners would lead to organizational success.

3 Tech leaders seek secure partners who deliver diverse expertise.

What type of service providers are organizations seeking out?

64%

prioritize security in partner relationships.

61%

see reliability as the most important attribute.

What capabilities do leaders say they need from IT Managed Services providers?

61%
IT strategy and consulting

55%
Vendor management

55%
Cloud services

51%
Technical application and/or infrastructure expertise

50%
Security management

Secure, reliable partners overcome internal obstacles and propel digital transformation goals across all facets of the organization.

Digital transformation fuels desirable business outcomes

As IT Managed Service providers and digital leaders work in tandem, enterprises are empowered to deliver more meaningful results.

Leaders list the following as the most important:

61%
Increased innovation

59%
Improved competitive advantage

57%
Improved operational efficiency and productivity

49%
Increased growth/revenue

46%
Increased resilience to market threats/macroeconomic uncertainty

Based on a recent survey of 614 US-based IT, finance, operations and security leaders by Windstream and Forrester Consulting.

[Download the full report](#)

Our managed connectivity, communications and security solutions are innovative. Your business outcomes are imperative.

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