

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:



61%

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

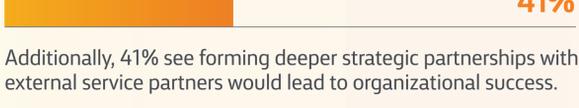
2 Shared accountability helps boost digital alignment.

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.



3 Tech leaders seek secure partners who deliver diverse expertise.

What type of service providers are organizations seeking out?

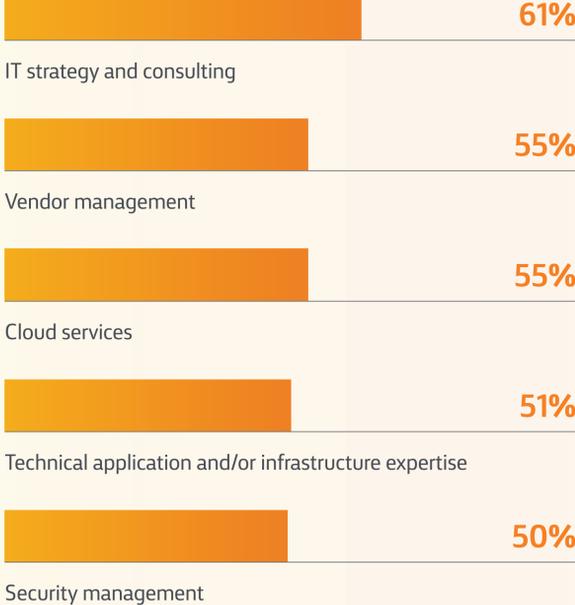
64%

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?



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:



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

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