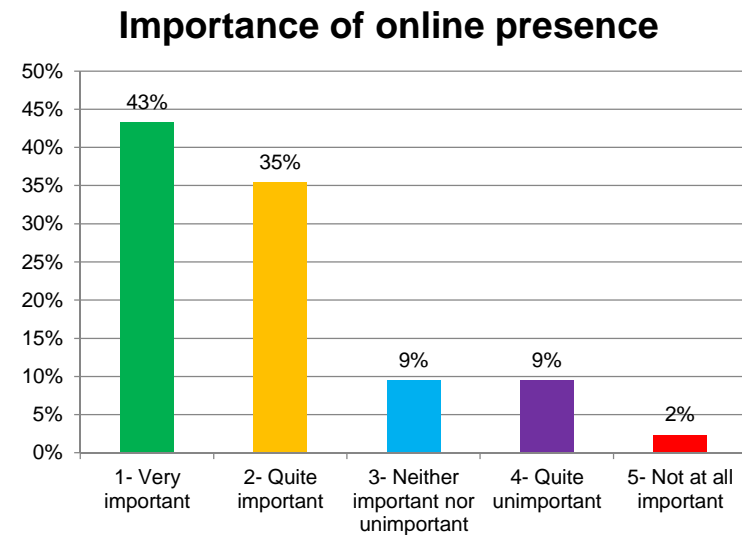


IT Infrastructure Outsourcing Survey 2013

Outcomes US

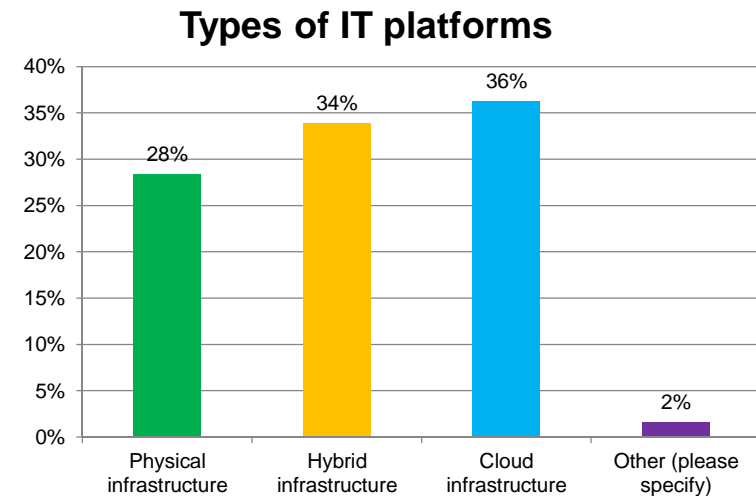
Importance of online presence

- Majority of the respondents, 78%, find that having an online presence is important
- Of which 43% find it very important and
- 35% quite important



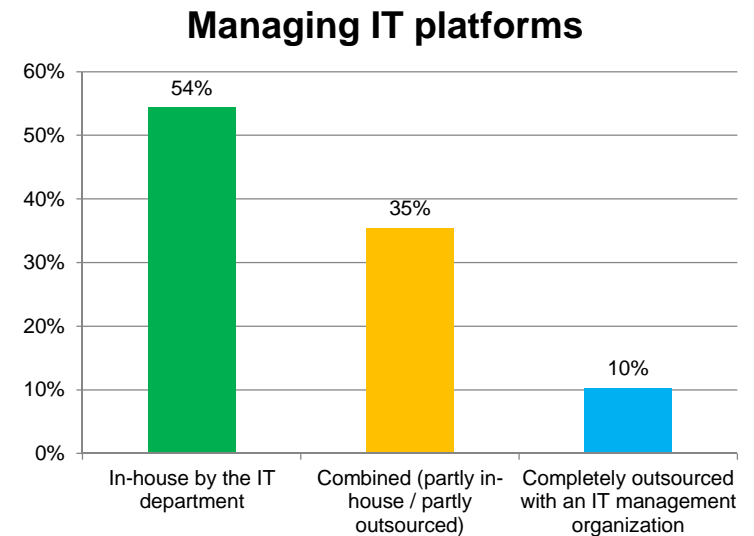
Types of IT platforms

- The most common type of IT platform is Cloud infrastructure (36%)
- Followed by hybrid infrastructure (34%) and
- Physical infrastructure (28%)



Managing IT platforms

- 54% manage their IT platforms in-house, through their IT department
- Whereas 35% use a combination of partly in-house and partly outsourced IT management
- Very few (10%) have completely outsourced their IT management



Priority for biggest challenges in managing IT platforms (score)

☉ The biggest challenge (also ranked as priority) in managing IT platforms is keeping up with new technologies and implementing those within the infrastructure

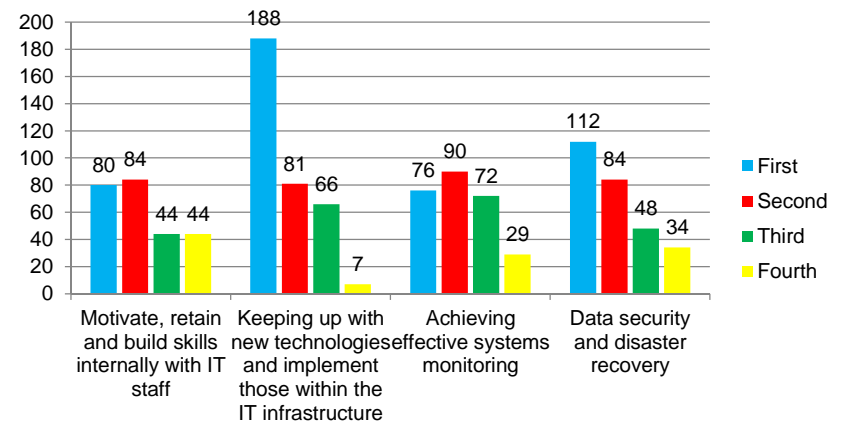
☉ Followed with data security and disaster recovery

☉ Rank:



- ▶ 1. Keeping up with new technologies
- ▶ 2. Data security
- ▶ 3. Build skills with IT staff
- ▶ 4. Achieving effective monitoring

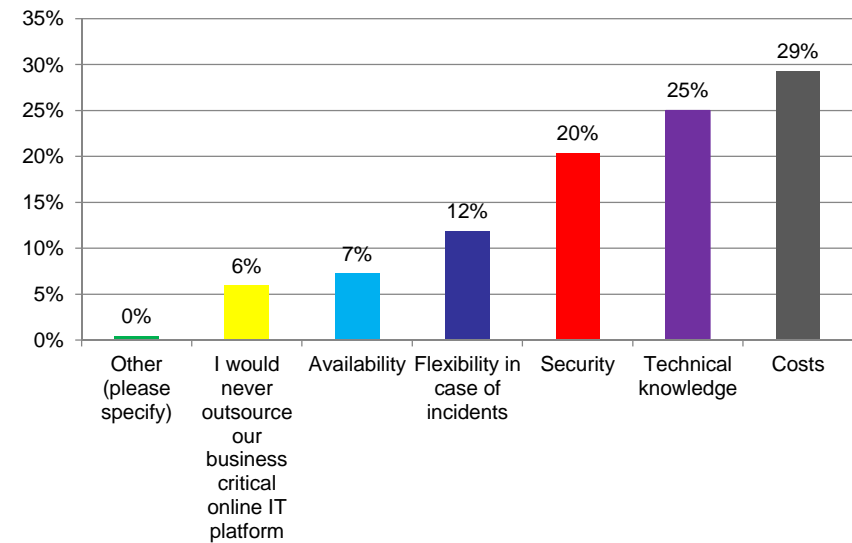
Priority for biggest challenges in managing IT platforms (score)



Reasons for outsourcing platforms

- The most important reason why IT platforms have or would be outsourced is due to Costs (29%)
- Followed closely by Technical knowledge (25%) and
- Security (20%)

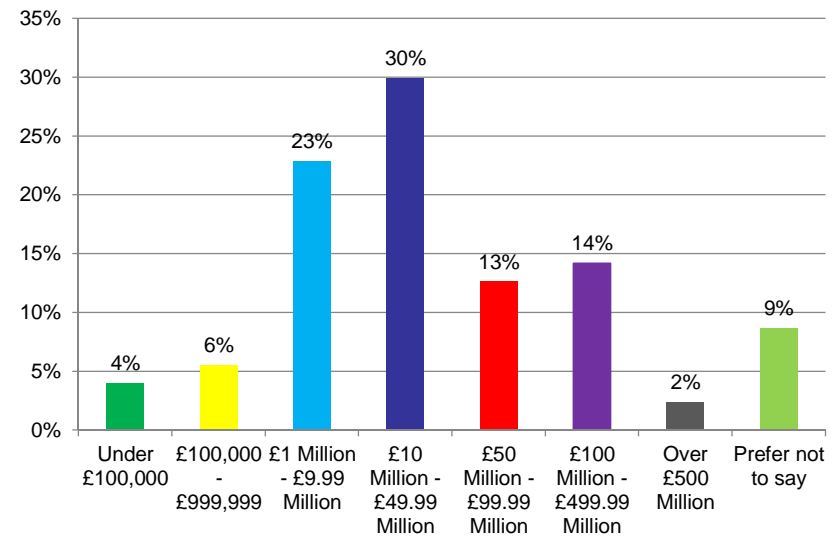
Reasons for outsourcing IT platforms



Company turnover

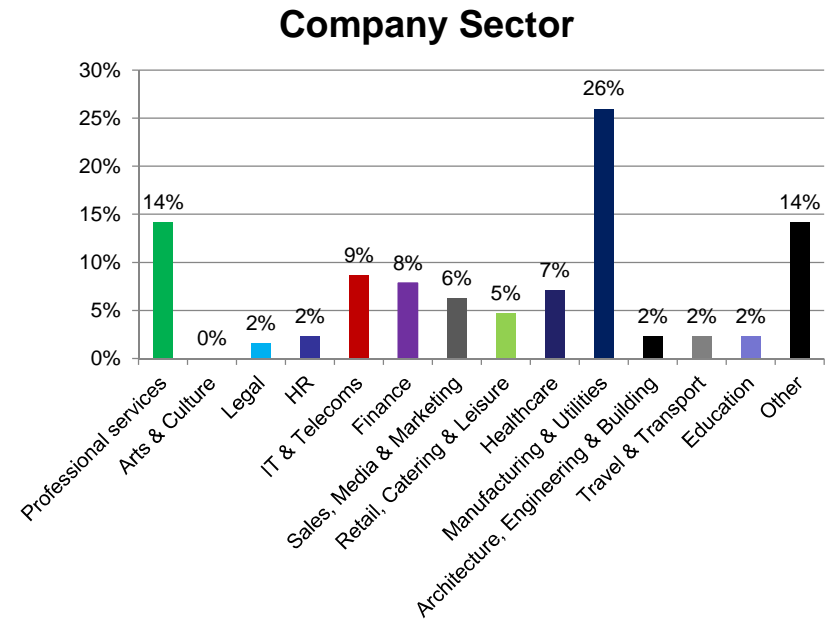
- 53% have between £1m-£50m company turnover
- Of which, the most common turnover within this group is £10-£50m, which represents 30% of all responses
- Followed by 23% having a turnover of £1-£10m
- 29% have a turnover of £50m and over
- Only 10% have a turnover under £1m

Company turnover



Company sector

- 26% of responses are from the Manufacturing & Utilities sector and
- 14% are from Professional Services



Level / status of employment

- 50% of respondents are Middle Managers / Professionals and
- 41% are Senior Managers / Professionals



Level / status of employment

