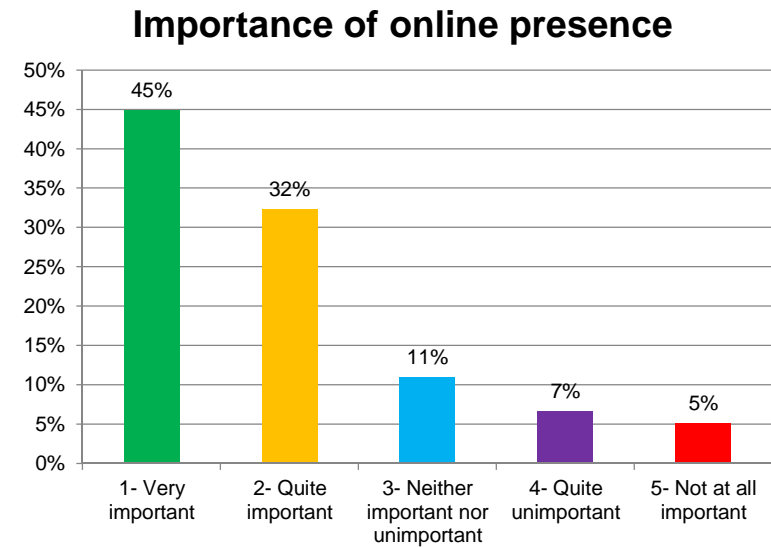# IT Infrastructure Outsourcing Survey 2013
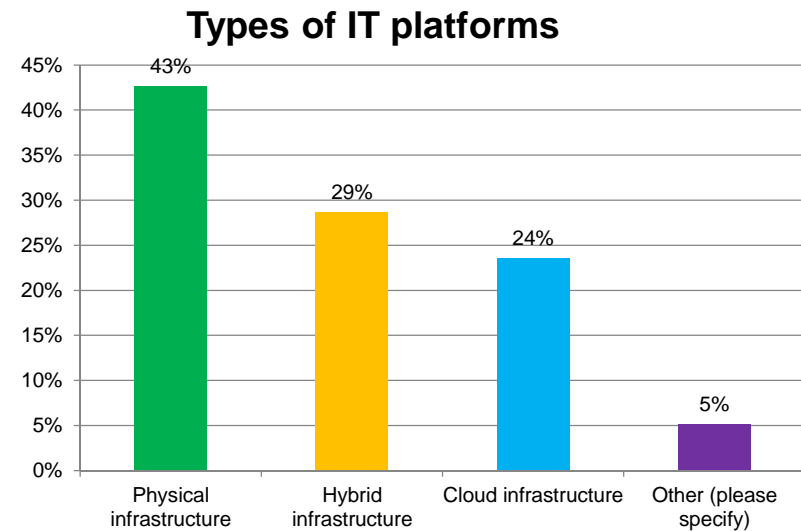
Outcomes UK

# Importance of online presence

- Majority of the respondents, 77%, find that having an online presence is important

- Of which 45% find it very important and

- 32% quite important

**Importance of online presence**
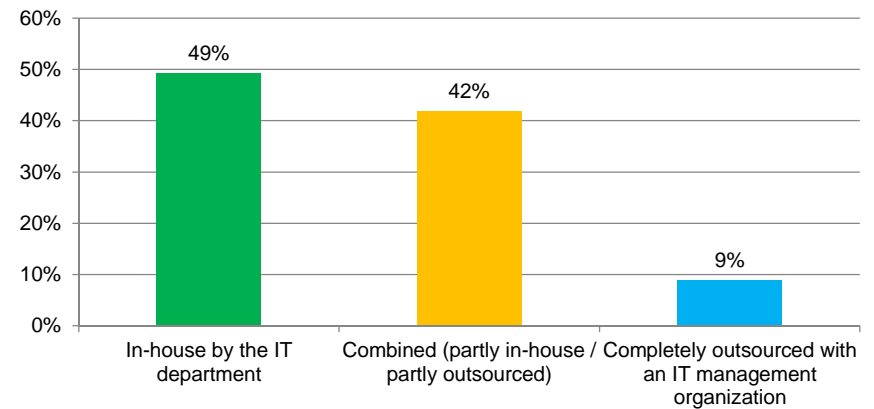


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# Types of IT platforms

- The most common type of IT platform is the physical infrastructure (43%)

- Followed by hybrid infrastructure (29%) and

- Cloud infrastructure (24%)

**Types of IT platforms**

| Physical infrastructure | Hybrid infrastructure | Cloud infrastructure | Other (please specify) |
|---|---|---|---|
| 43% | 29% | 24% | 5% |

# Managing IT platforms

- 49% manage their IT platforms in-house, through their IT department

- Followed closely by 42% who use a combination of partly in-house and partly outsourced

- Very few (9%) have completely outsourced their IT management

**Managing IT platforms**

# Priority for biggest challenges in managing IT platforms (score)

*Jitscale* — guarantees your online availability

- The biggest challenge (also ranked as priority) in managing IT platforms is keeping up with new technologies and implementing those within the infrastructure
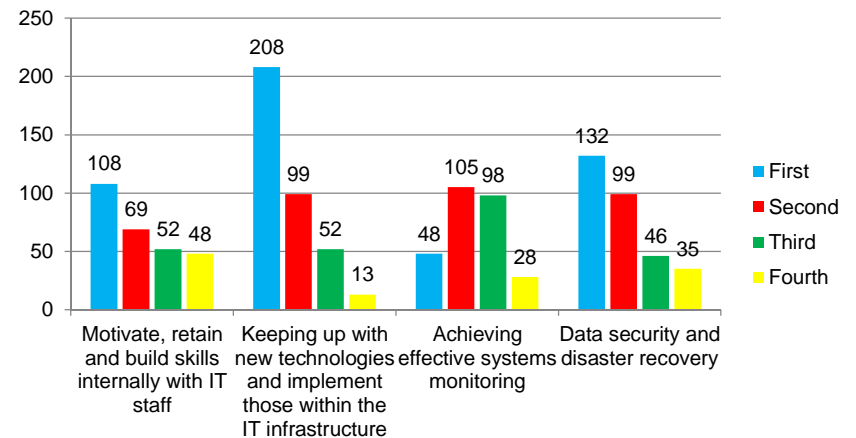
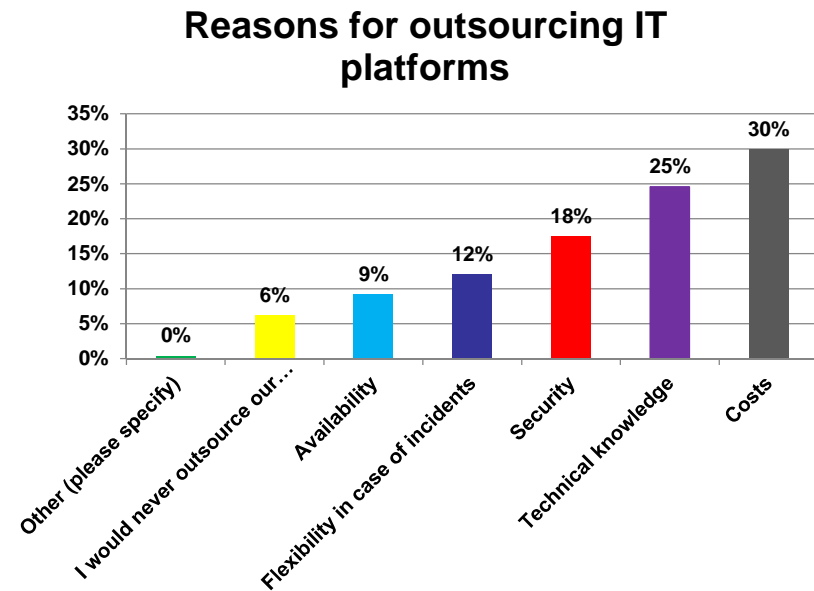- Followed with data security and disaster recovery

- 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)

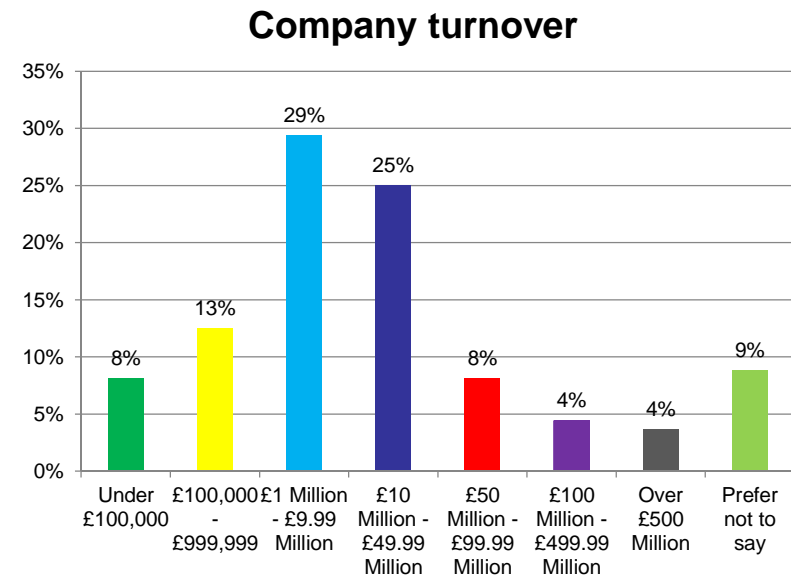| Challenge | First | Second | Third | Fourth |
|---|---|---|---|---|
| Motivate, retain and build skills internally with IT staff | 108 | 69 | 52 | 48 |
| Keeping up with new technologies and implement those within the IT infrastructure | 208 | 99 | 52 | 13 |
| Achieving effective systems monitoring | 48 | 105 | 98 | 28 |
| Data security and disaster recovery | 132 | 99 | 46 | 35 |

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# Reasons for outsourcing platforms

- The most important reason why IT platforms have or would be outsourced is due to Costs (30%)

- Followed closely by Technical knowledge (25%)

- And security (18%)

**Reasons for outsourcing IT platforms**
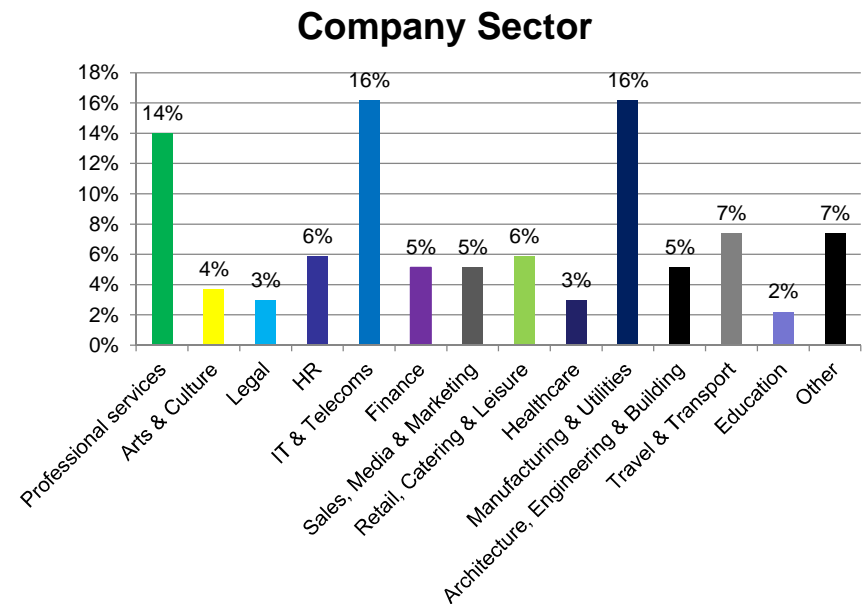


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# Company turnover

- 54% have between £1m-£50m company turnover

- Of which, the most common turnover within this group is £1-£10m, which represents 29% of all responses

- Followed closely by 25% having a turnover of £10-£50m

- 21% have a turnover under £1m and

- Only 16% have a turnover of £50m and over

**Company turnover**

# Company sector

- 16% of responses are from the Manufacturing & Utilities sector as well as the IT & Telecoms sector and

- 14% are from Professional Services

**Company Sector**

# Level / status of employment

- 63% of respondents are Middle Managers / Professionals and

- 18% are Senior Managers / Professionals which is

- Followed closely by 15% being Directors

**Level / status of employment**