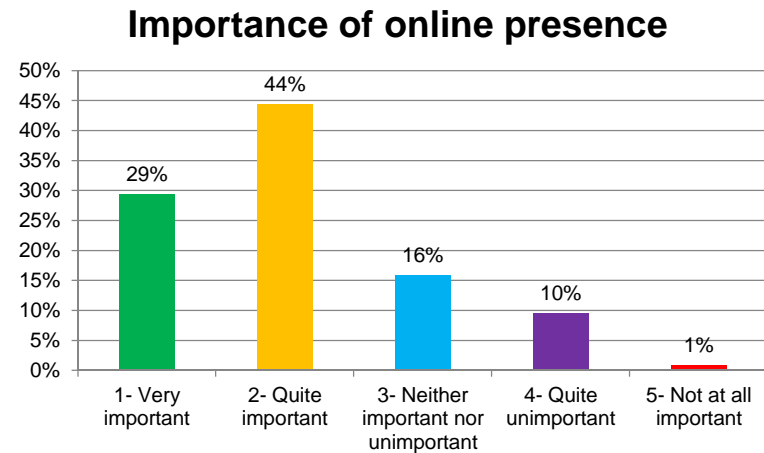


IT Infrastructure Outsourcing Survey 2013

Outcomes NL

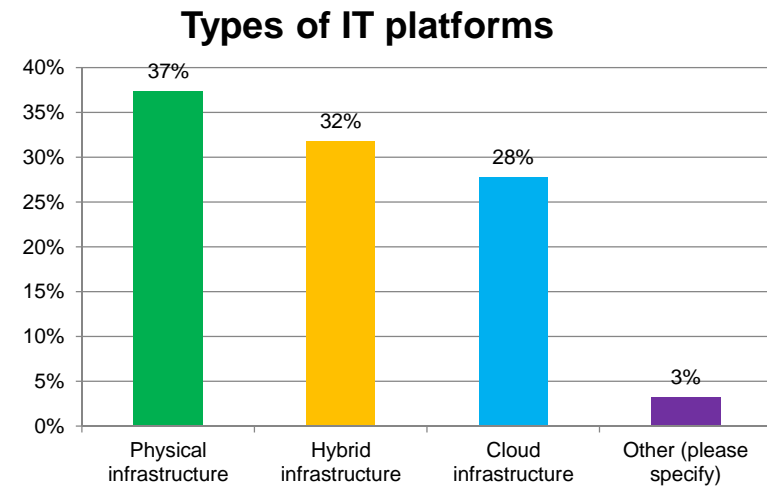
Importance of online presence

- Majority of the respondents, 73%, find that having an online presence is important
- Of which 29% find it very important and
- 44% quite important



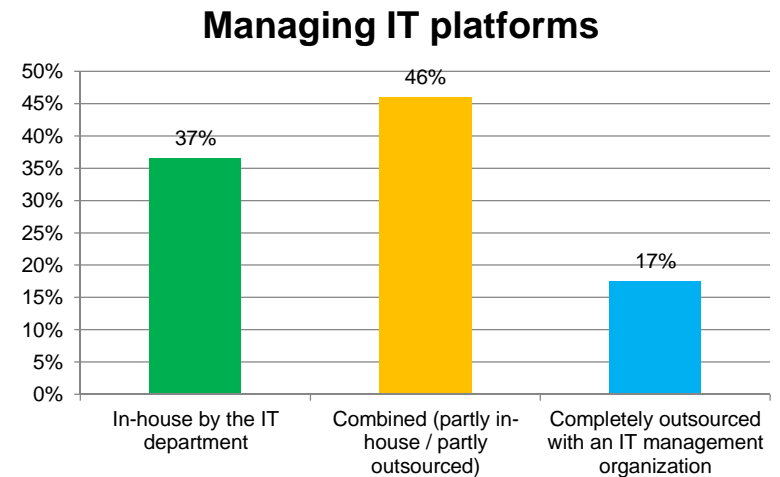
Types of IT platforms

- The most common type of IT platform is the physical infrastructure (37%)
- Followed by hybrid infrastructure (32%) and
- Cloud infrastructure (28%)



Managing IT platforms

- 46% use a combination of partly in-house and partly outsourced IT management
- Followed by 37% who manage their IT platforms in-house, through their IT department
- Only 17% have completely outsourced their IT management



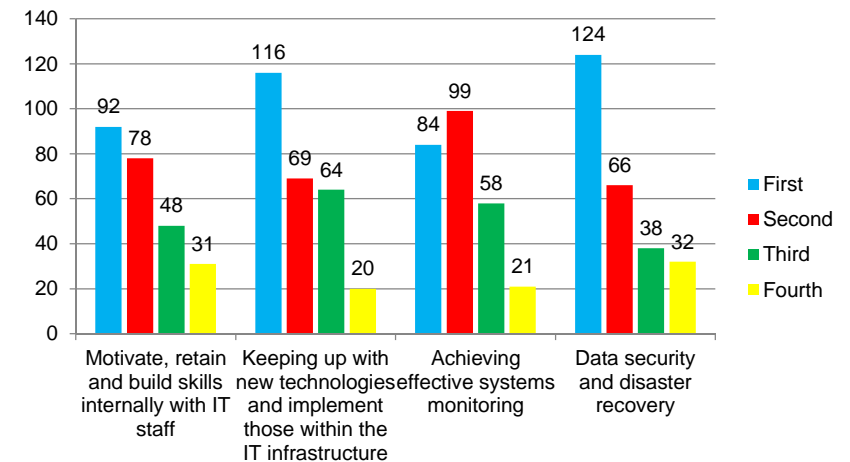
Priority for biggest challenges in managing IT platforms (score)

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

☉ Rank:

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

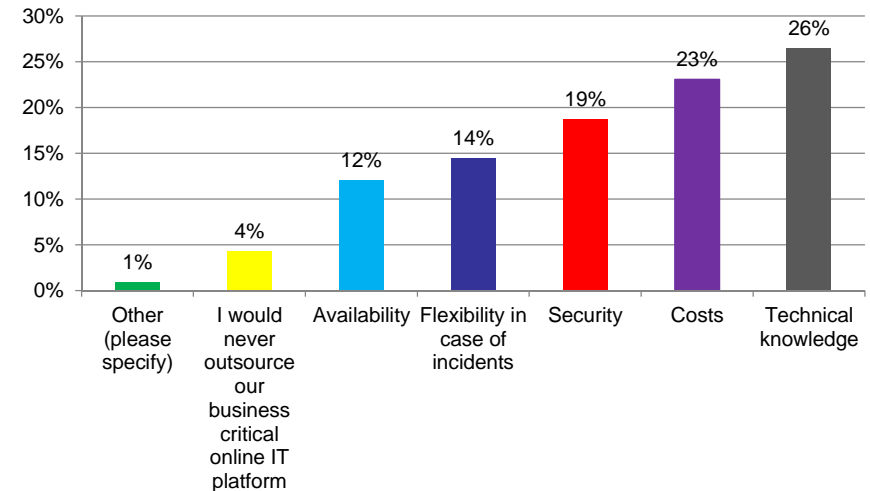
Priority for biggest challenges in managing IT platforms (score)



Reasons for outsourcing platforms

- The most important reason why IT platforms have or would be outsourced is due to Technical Knowledge (26%)
- Followed closely by Costs (23%) and
- Security (19%)

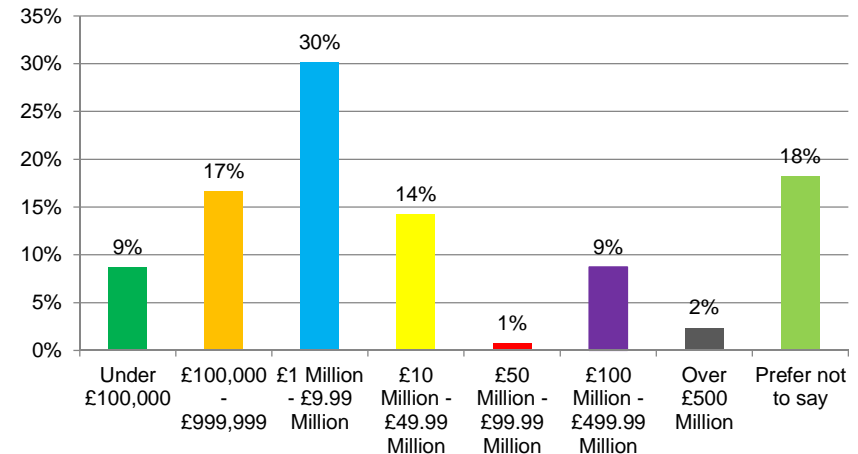
Reasons for outsourcing IT platforms



Company turnover

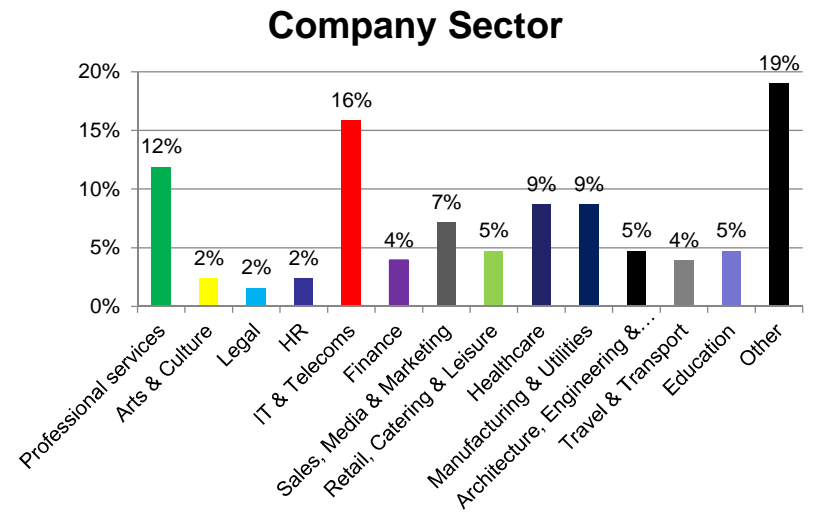
- 44% have between £1m-£50m company turnover
- The most common turnover within this group is £1-£10m, which represents 30% of all responses
- Followed by 17% having a turnover of £100k - £1m and
- 14% which have a turnover of £10m - £50m

Company turnover



Company sector

- 16% of responses are from the IT & Telecoms sector and
- 12% from Professional Services



Level / status of employment

- 63% of respondents are Middle Managers / Professionals and
- 24% are Senior Managers / Professionals
- Only 6% are Business Owners and Directors

