

Tackling Multicloud Complexity

Companies use managed services partners to combat complexity and reap the benefits of their multicloud strategies.

MOST MULTICLOUD COMPANIES USE BOTH HYPERSCALERS AND NONHYPERSCALERS.

Use of the largest public cloud companies is pervasive, but nonhyperscalers fill gaps:

COMPANIES LOOK TO PARTNERS TO HELP MANAGE GROWING COMPLEXITY.



77% agree their multicloud environments are increasingly complex

85% agree that their cloud platform providers are critical to helping manage complexity



99% use hyperscalers



67% supplement with nonhyperscalers

MULTICLOUD COMPANIES USE NONHYPERSCALERS FOR:



ACCELERATE PAST COMPLEXITY TO BUSINESS RESULTS.

Managed services help companies achieve better performance, economics, and trust.

- Using managed services
- Not using managed services

Performance



21.1%
17.9%

Average performance improvement YOY

Economics



36%
24%

Reduced operational hours

Trust



46%
38%

More complete security



Read the full study

Methodology: Forrester administered an online survey to 405 cross-industry directors of IT or above in North America, EMEA, and Asia Pacific to evaluate multicloud complexity. Survey participants were responsible for the multicloud environment at their enterprises. Questions provided to the participants asked about their multicloud environments, benefits, and the challenges and approaches taken to mitigate complexity. Respondents were offered a small monetary incentive as a thank you for time spent on the survey. The study began in June 2019 and was completed in August 2019.

Source: A study conducted by Forrester Consulting on behalf of Dell, August 2019.

Base: 405 IT directors or higher with responsibility for multicloud environment at enterprise companies in North America, EMEA, and ANZ/JP.