

Innovation Leaders Need IT Services To Drive Transformative Outcomes

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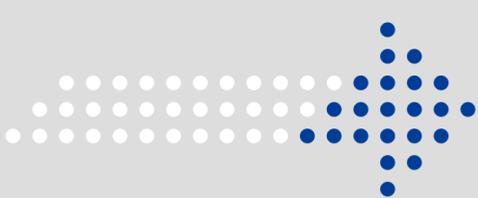
Companies must decide whether to use valuable internal IT teams for standard maintenance activities or innovative tasks that could improve business operations and drive competitive advantage.

INADEQUATE IT STAFFING PROHIBITS INNOVATION

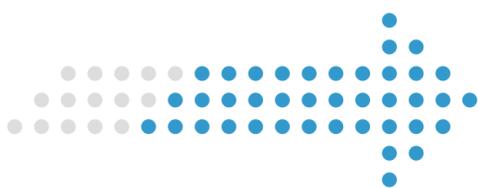
Innovation is required to be successful in the digital transformation process.



49% say improving existing IT capabilities for innovation is a driver of digital transformation efforts.



Only 36% have the right number of IT professionals to address their digital transformation efforts.



60% use or plan to purchase additional deployment/support services.

DEPLOYING AND SUPPORTING TECHNOLOGY TAKES TIME

Too much time spent on support and deployment keeps internal IT staff away from innovation.



62% lack IT skills to realize full potential of tech purchases.



44% lack the right IT resources to deploy new technology.



65% are unable to maximize the value of new technology.

USING IT PROVIDERS GIVES RESOURCES BACK TO IT TEAMS

IT providers add valued expertise, help fill critical skill gaps, and allow employees to focus on innovative tasks that ultimately improve employee satisfaction.*

70% use IT providers to quickly deploy new technology.

63% say IT providers lower technology deployment risks.

66% benefit from the use of outside IT experts.

72% use IT providers to meet growing need for expertise.

IT PROVIDERS ALLOW MORE TIME FOR IT TEAMS TO INNOVATE

Working with IT service providers allows organizations to shift IT staff toward innovation initiatives.



say deployment services allow more time for innovation.

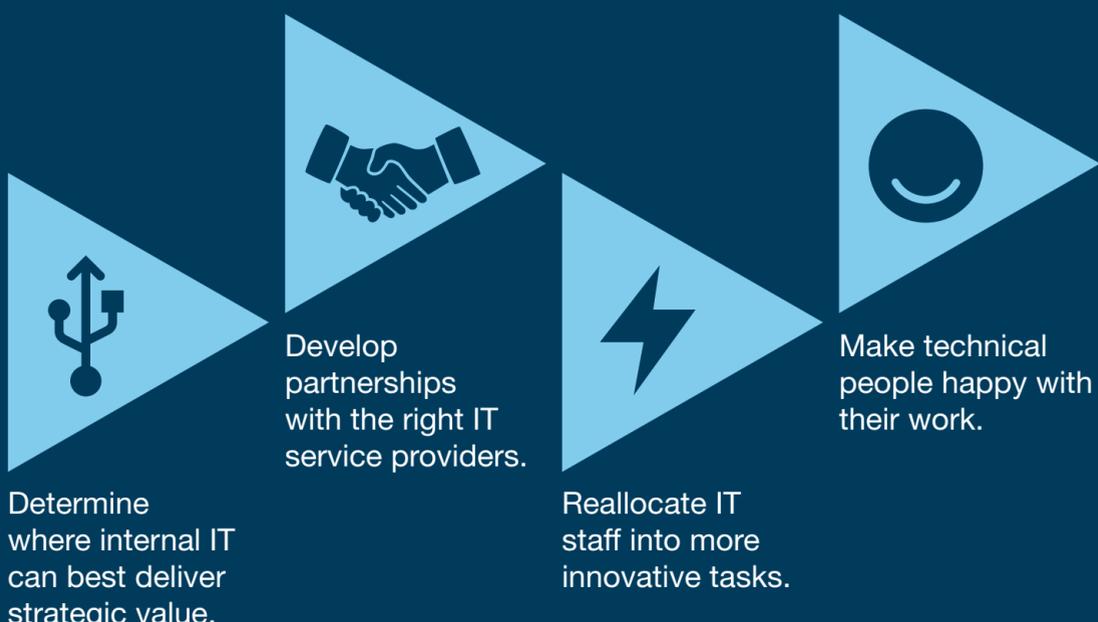


say that support services allow more time for innovation.



agree automated support tools and tech frees up IT staff time.

DERIVING THE GREATEST VALUE FROM IT SERVICE PROVIDERS



Methodology: In this study, Forrester conducted an online survey of 684 IT decision makers in manager-level and above positions in Europe, Asia Pacific, North America, and South America to evaluate the impact of evolving IT staffing models and talent needs when deploying and supporting technology and the tools and outsourcing services that will bring benefits to the business.

Source: A study conducted by Forrester Consulting on behalf of Dell EMC, October 2018.

***Source:** "The Employee Experience Imperative," Forrester Research, Inc., December 17, 2017.

[Read the full study](#)