

MANAGED IT SERVICES MAKING IT SUPERHEROES








A TIME OF PERIL





IT makes heroic advances for organisations against a tidal wave of daily demands.

There is huge pressure to deliver secure, efficient, future-proofed IT. But with overstretched resources and skills in short supply, relying on in-house IT alone limits the ability to focus on strategy and can pose a risk to the business.

Top 5 IT challenges for SMEs:

-  Security **9%**
-  Data protection/recovery **9%**
-  Managing data **7%**
-  Keeping up to date with new technology **6%**
-  Finding qualified and trained people **6%**

Top 5 business challenges for SMEs:

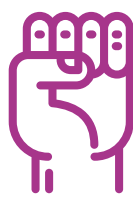
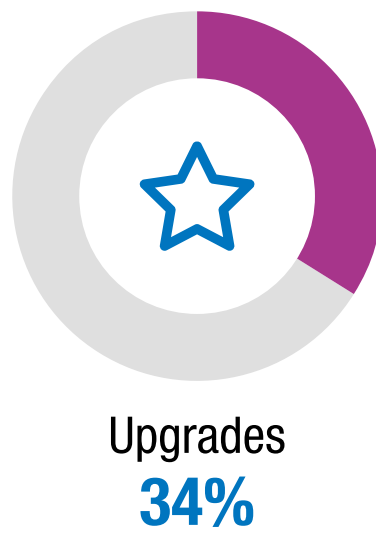
-  Security **14%**
-  Recruitment of people with relevant skills **11%**
-  Regulatory compliance **11%**
-  Reducing costs **10%**
-  Budget cuts **9%**



HELP IS NEEDED

IT departments need a helping hand. Managed IT Services take over mundane tasks and provide service desks, infrastructure management and strategy development.



Top 3 issues driving IT services purchase consideration:



CREATING IT SUPERHEROES

Managed IT Services give in-house resources more time to focus on adding business value.

Top 3 benefits associated with Managed IT Services:

-  Enable cloud-first strategies
-  Support digital transformation initiatives
-  Freeing up IT resources and time to focus on strategic initiatives

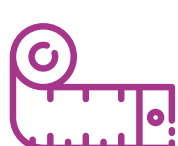
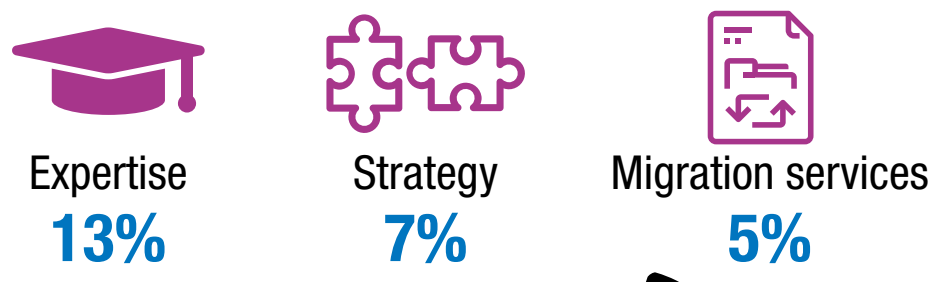
Managed IT Services can be likened to the robotic suit that enables Tony Stark to become Ironman. **Without Managed IT Services, IT departments see their powers fade** – making heroics harder to achieve. With them, they are at full strength, meaning they can be true superheroes to their organisation.

91% of SMEs say Managed IT Services have benefited their business in the following ways:



SMEs are keen to gain certain capabilities – or superpowers – through Managed IT Services.

Top 3 features SMEs look for in a Managed IT Service provider:



SUPERHEROES OF ALL SIZES

Most SMEs now use and benefit from Managed IT Services but purchase consideration priorities differ depending on business size:

 **250-500 employees**

34%
Digital transformation

 **100-249 employees**

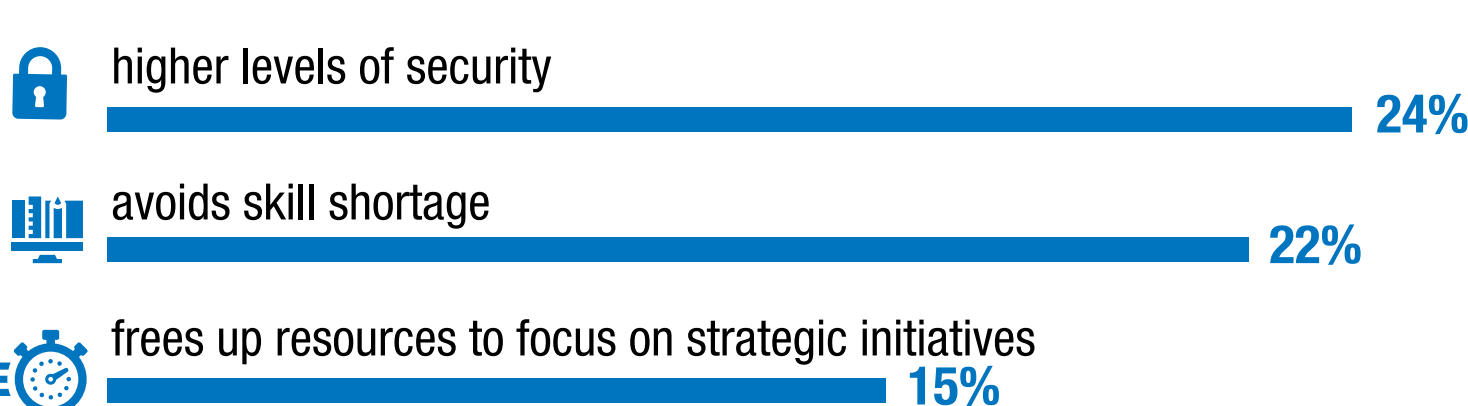
42%
IT legacy refresh decisions

 **50-99 employees**

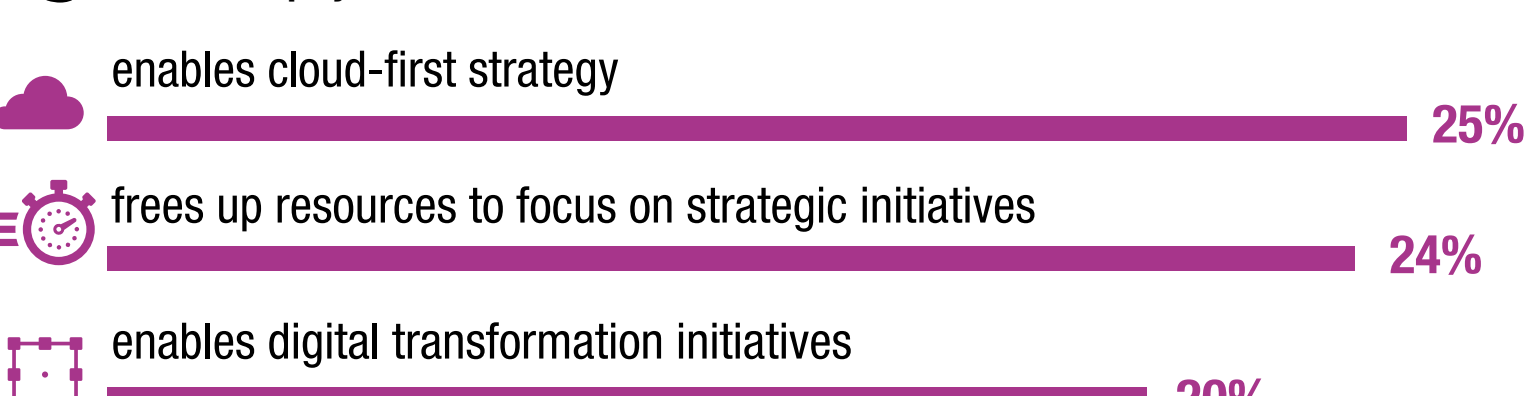
33%
Cost reduction

Top 3 benefits associated with Managed IT Services:

 **250-500 employees**



 **100-249 employees**



 **50-99 employees**



PROTECTING THE INNOCENT

Superheroes use their powers to protect the innocent. And Managed IT Services enable IT departments to protect their organisation. Of all SMEs already using Managed IT Services, better security was cited as the biggest benefit.