WHY USE
MANAGED
SERVICES ?

SURVEY RESULTS FROM ACTUAL MANAGED IT USERS

96%

of companies indicated that Managed IT Services increased the overall value of their business.

BUSINESS DRIVERS

The most common business drivers affecting respondents' decisions to use Managed Services were (in order of importance):

Seeking to improve customer experience — **1**

Improve the efficiency of internal processes — **2**

Reduce IT costs without sacrificing reliability — **3**

Consolidation of multiple outsourced vendors/services — **4**

Scalability and support of market expansion — **5**

Need cost-effective way to replace legacy hardware and systems — **6**

MANAGED SERVICES: TANGIBLE VALUE

59%

of companies were able to reduce costs related to integration (developing maps, onboarding business partners, etc.).

46%

of businesses were able to redirect some of their IT staff to more forward-looking projects/roles.

78%

of respondents who used managed IT for 5 years or more agreed that managed services improved efficiency of onboarding new clients.

74%

Strongly agreed that the replacing capital IT expenditure with a fixed-price monthly subscription fee was of value to them.