

Technology services #7

Do you have the right strategic business partner helping you to plan and execute your digital transformation swiftly? See the most important trends in technology services in 2019

Get on trend to deliver business outcomes and delight your customers

Get your business up to speed by understanding how technology services will change in the coming twelve months.



One

The market will shift towards outcome-based services



60% of enterprises engage in digital transformation through outsourcing and partnering.¹



Over three-quarters of business leaders expect that by 2020, their organisation will prioritise services to enhance existing products over the addition of more products.²



If service providers do not focus on outcome-based services, 75% of IT service providers will be irrelevant by 2022.³

Two

Organisations are partnering to innovate as well as operate



79% of top performing digitally-mature enterprises participate in digital ecosystems.⁴



Innovation must bring customers into the decision-making process, by using prototyping, experimentation and co-creation, in order to stay true to the customer's value drivers.⁵



New ventures (like IoT) depend not only on sector-specific domain knowledge, but also expertise in analytics, cloud services and wireless connectivity.⁶

Three

Platform-enabled services are critical to empower standardisation and scale



By 2020, 60% of all enterprises will have fully articulated an organisation-wide digital platform strategy, and will be in the process of implementing that strategy.⁷



A good managed service provider will have invested in a managed service platform that features pre-prepared service elements and scalable templates, making it easier to launch new initiatives.⁸



Organisations are shifting from labour-centric models, which is necessitating modernization of traditional legacy applications and infrastructure.⁹

Four

Companies will increase their use of consultants to help align technology with business strategy



Currently only 23% of CIOs rate their organisation as effective at business strategy and planning.¹⁰



60% of organisations choose to execute their digital transformation through outsourcing and partnering.¹¹



Over three years, at least USD 3.1 bn of IT Consulting services and USD 11.2 bn of systems integration services will be consumed building and implementing IoT solutions.¹²

Five

Transformative services are the preferred route to rapid digital transformation



Companies can yield double-digit investment savings by accelerating digital transformation 20%-30% through adding skilled tech workers.¹³



75% of executives cite skills gaps as an obstacle to implementing their digital transformation.¹⁴



76% of CIOs consider cloud managed services an essential part of their IT strategy.¹⁵

Six

Commercial risk is transferring to IT providers



IT operations must embrace the importance of developing a deeper business acumen, running IT operations as a business within the business.¹⁶



Enterprise architecture practitioners must focus their business architecture efforts on defining their business strategy.¹⁷



Over the next 24 months, CIOs will reengineer their approaches to their IT ecosystems into high-performance engines that deliver speed, impact, and value.¹⁸

Our technology services expert



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Understand the landscape and stay ahead of the competition

Deliver better services for your customers

Understand the latest in technology service trends so that you can anticipate customer expectations and deliver the greatest value. Contact Dimension Data to find out more.

¹ Digital Means Business Report, Dimension Data, 2018 - ² <https://www.cebglobal.com/information-technology/digital-enterprise-2020/trend-spotter/category/business/service-business-model.html> - ³ <https://blogs.gartner.com/rene-buest/2018/08/22/service-providers-must-act-now-stay-relevant-cloud-first-world/> - ⁴ https://www.gartner.com/imagesrv/cio/pdf/Gartner_CIO_Agenda_2017.pdf - ⁵ Digital Means Business Report, Dimension Data, 2018 - ⁶ <https://www.ibm.com/account/REG-US-EN/signup?formid=urx-32784> - ⁷ <https://www.gartner.com/publication/nwLUAssets/ey-is-collaboration-the-new-innovation/SFILE/ey-is-collaboration-the-new-innovation.pdf> - ⁸ IDC FutureScape: Worldwide Services 2018 Predictions, Oct 2017 - ⁹ <https://www.dimensiondata.com/en/insights/ambitious-thinking/becoming-a-digital-business/can-managed-services-de-risk-your-digital-transformation> - ¹⁰ IDC FutureScape: Worldwide Services 2018 Predictions, Oct 2017 - ¹¹ <https://www.gartner.com/smarterwithgartner/the-cios-approach-to-business-strategy/> - ¹² <https://www.digitalbusinessbenchmark.com/> - ¹³ IDC, FutureScape: Worldwide Services 2018 Predictions, Dec 2017 - ¹⁴ <https://www.mckinsey.com/business-functions/digital-mckinsey/our-insights/the-new-tech-talent-you-need-to-succeed-in-digital> - ¹⁵ <https://www.mckinsey.com/industries/consumer-packaged-goods/our-insights/mastering-the-enablers-of-a-sustained-digital-journey> - ¹⁶ <https://www.ibm.com/account/REG-US-EN/signup?formid=urx-32784> - ¹⁷ <https://www.gartner.com/smarterwithgartner/optimize-it-operations-to-drive-business-value/> - ¹⁸ <https://www.information-age.com/digital-platforms-emerging-critical-business-123465429/> - ¹⁹ https://www2.deloitte.com/content/dam/Deloitte/ie/Documents/Technology/Tech%20Trends%202018_%20The%20symphonic%20enterprise.pdf