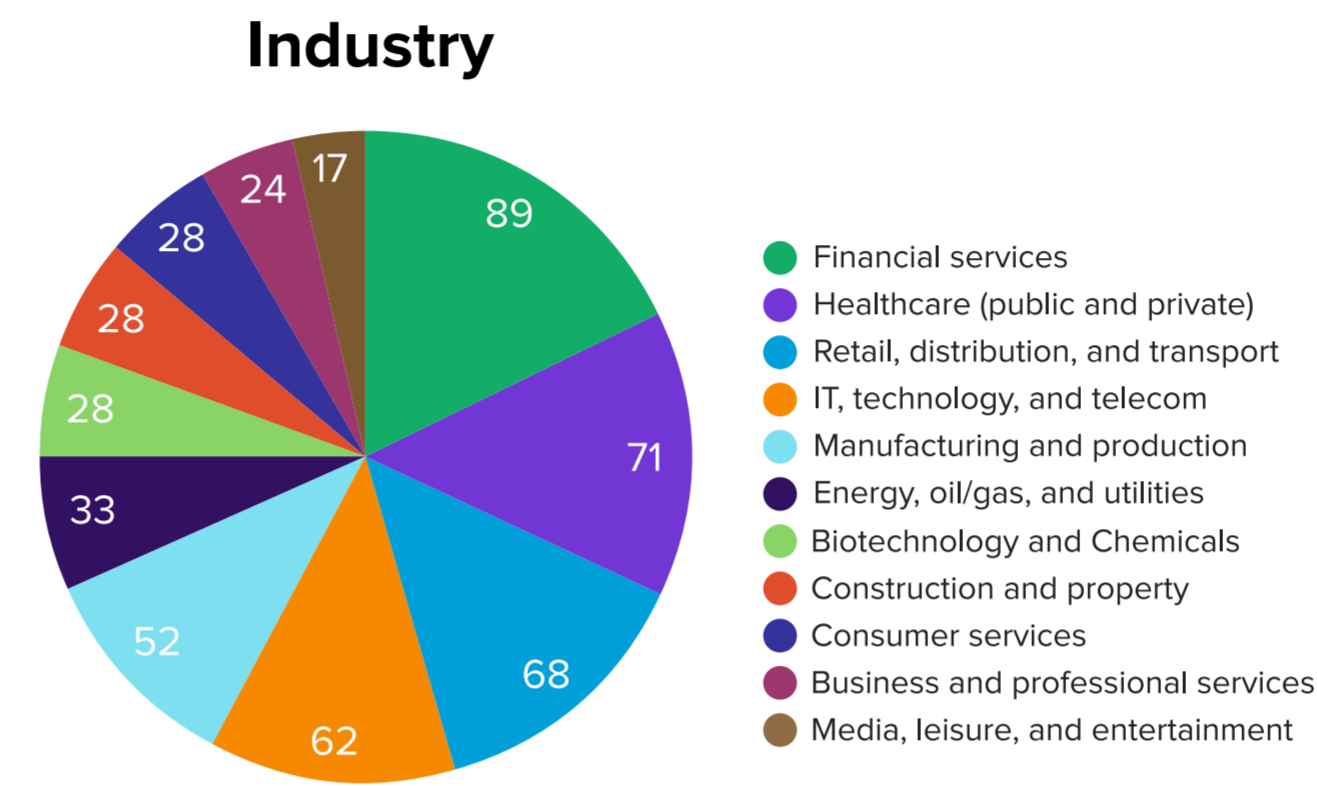
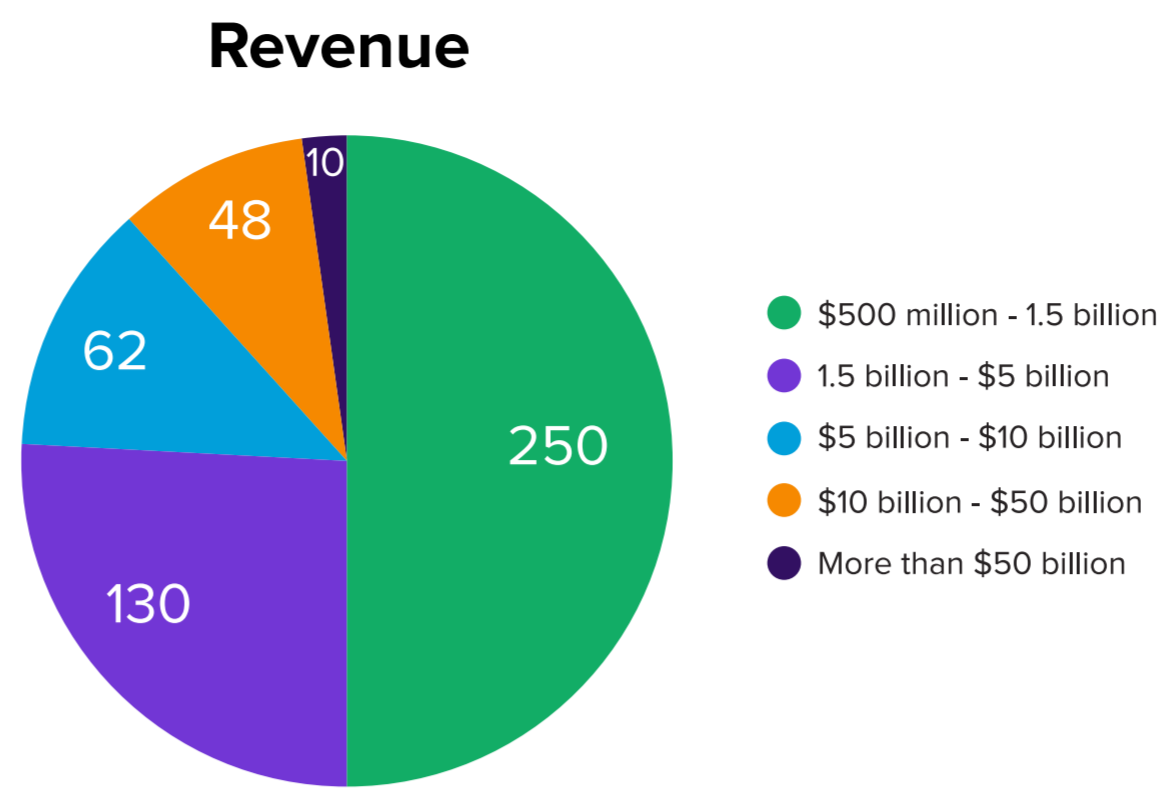


# Recession Ready IT

Vanson Bourne conducted a survey of **500 IT leaders across the US and UK** to get an understanding of the state of IT and future considerations in light of the macroeconomic environment. IT budgets are increasing as technology plays a critical role in driving business and positive customer experiences. The key to maximizing the ROI on IT spend is automation and AI. See how you stack up.



## Key Findings

**83%**

increasing pressure on IT to deliver more with less

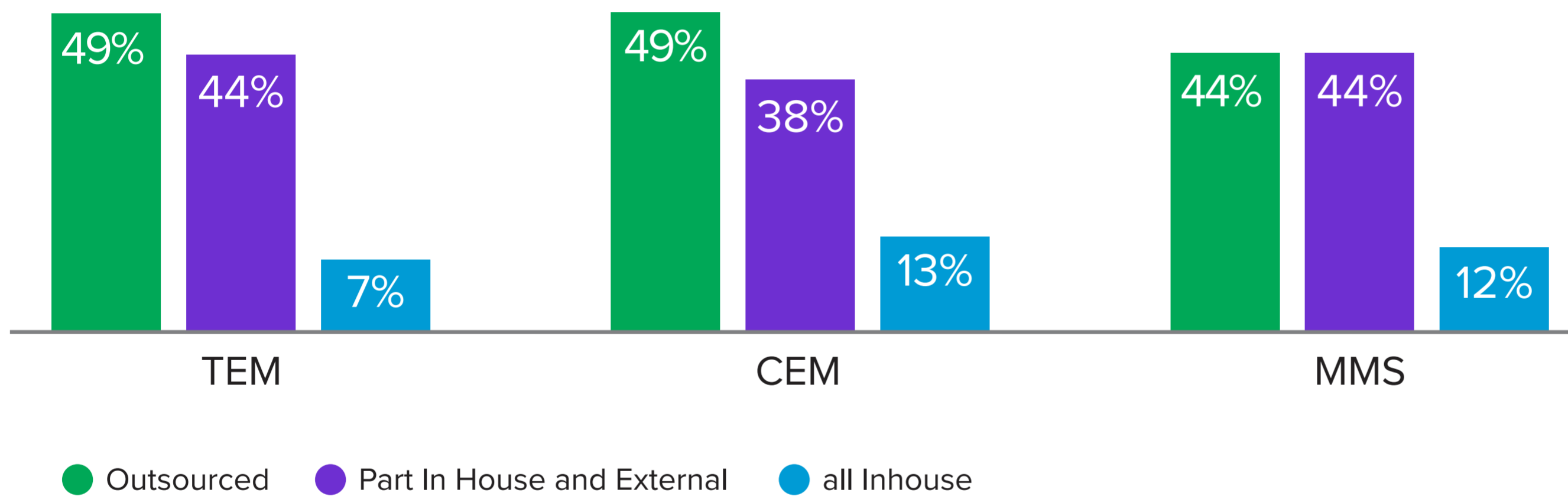
**92%**

concerned about impact to budget and HC

**12%**

technology budget increases expected in next 2 years

## Current Use of ITEM Solutions



## Impacts on Budget and Productivity

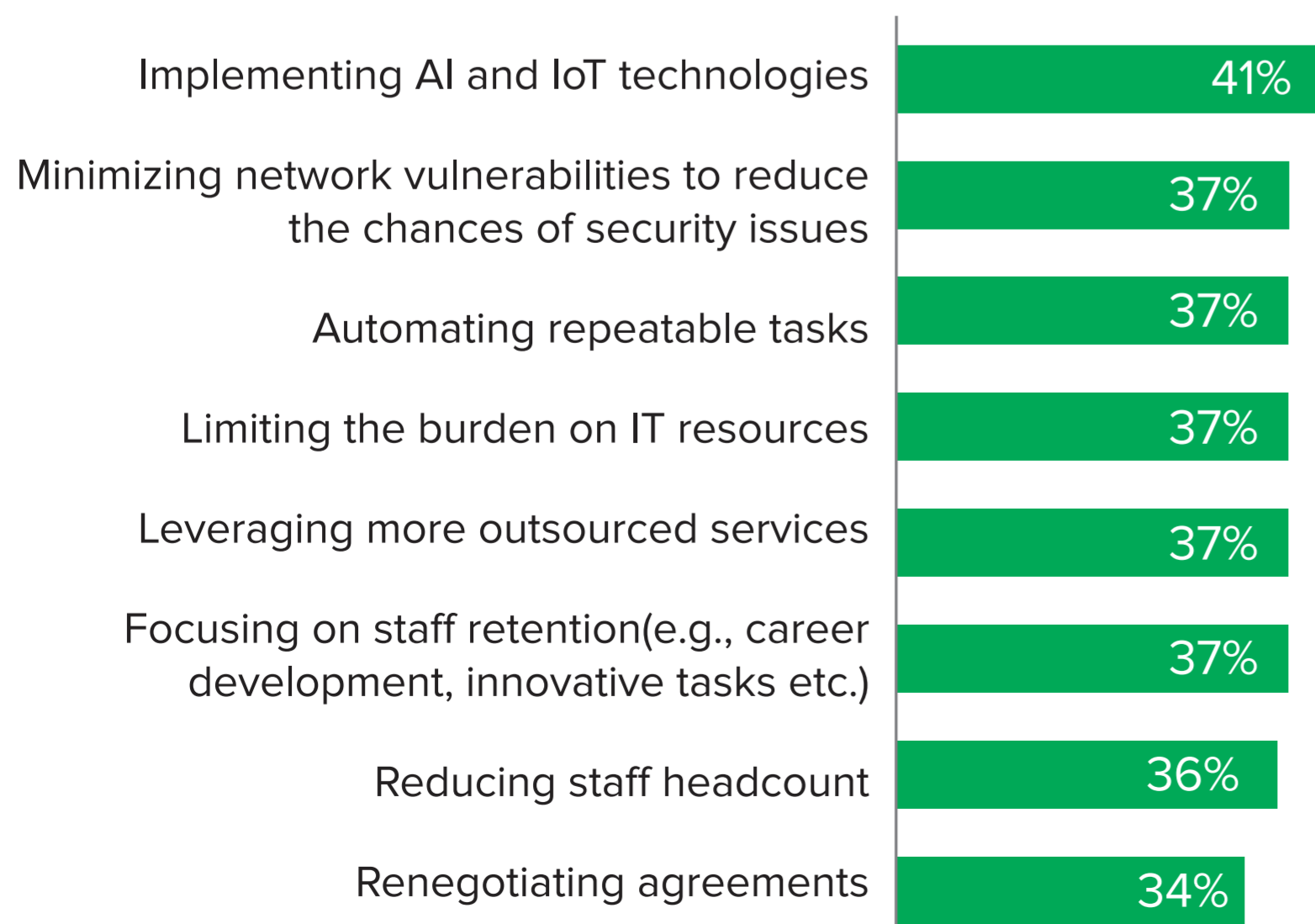
**29%**

is spent by IT on manual processes, on average

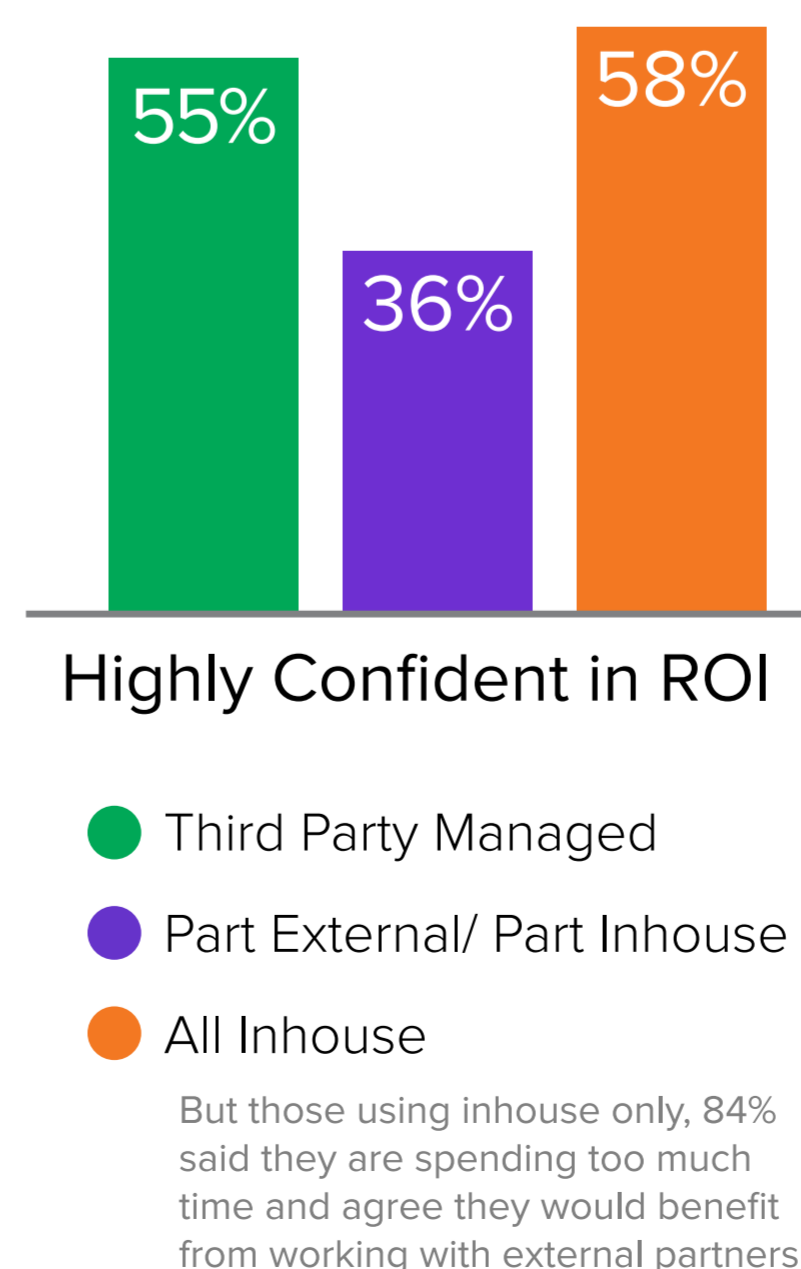
**20%**

of IT costs would be saved with an ITEM solution, on average

## Benefits reported from outsourcing TEM, CEM and MMS to external vendors.



## Confidence in positive ROI varies based upon model



## Ways to Save

Time and budget spent on manual processes related to managing telecom, mobile and cloud

**22%**

of IT operations' costs could be saved, on average

**20%**

of IT operations cost, on average