



2021 Global Managed Services Report

# Asia Pacific

## Regional insights

**Asia-Pacific organizations lead globally in pivoting focus to take advantage of market opportunities.**

**In the past 12 months, Asia-Pacific (APAC) organizations' demand for agility has been both unprecedented and accelerated. Our [2021 Global Managed Services Report](#) highlights that while the pandemic has brought about huge change for many, enterprises in APAC will continue to broaden their investments in digital transformation in spite of what has happened, not because of it.**

Events of the past year have galvanized APAC organizations to rethink strategic priorities, build resilience, change business models and adopt new ways of working at a rate and scale we have never seen. And while some organizations focus on becoming more resilient through cost optimization and greater efficiencies, others are taking a different approach. Achieving resilience through the bravery, boldness and ambition of their digital strategies to take advantage of market opportunities.

And the more they partner with a service provider to consult upon, strategize, manage and innovate all aspects of

their transformation journey, the more likely they are to be bold and brave, pivoting focus to take advantage of new market opportunities. 40.0% of APAC organizations, the highest region globally, agreed this was the case compared to a global average of 33.8%.

The ability to pivot focus provides an opportunity to further advance digital strategy and capabilities. And helping to drive this along has been greater alignment between IT and the business. Our research highlights how 51.2% of organizations in APAC agree their overall technology strategy is fully aligned to their organization's business strategy

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needs. Again, some of the leading globally, and only second to the Americas where 54.8% agree.

However, while some APAC organizations have sought to be bold and brave in the face of the pandemic, there are improvements to be made when it comes to the alignment of technology and business teams. Currently, nearly half (46.7%) say their organization's IT capabilities are only slightly effective when it comes to aligning with business objectives by exploring new technologies.

Aligning priorities helps plug the gap across line of business silos. In turn, it creates enhanced employee engagement and ultimately, deeper customer satisfaction and a more sustainable business. Yet, integrating and securing these gaps in light of increased governance and compliance regulations is still a job many IT teams grapple with. The good news is that APAC organizations are extremely focussed on cybersecurity as a priority technology

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As our research shows, the skills of a trusted service provider are invaluable to ensure optimal and secure deployment of services and solutions. Importantly, the approach needs to be consulting-led, which is as much about providing deep insights into how organizations optimize and improve their IT infrastructure, as it

is about listening to and understanding the organization's business and technology strategies. And with a trend highlighting more organizations using third parties to manage their IT needs, particularly security (29.7% agreeing it will over the next 18 months), a smart sourcing approach ensures the delivery of business outcomes; not simply point IT solutions and headcount.

[Click here](#) to read further in depth analysis of how organizations seek to be bold and brave in the face of a pandemic in our **[2021 Global Managed Services Report](#)**.