

# LEGACY<sup>X</sup>

## 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.