

Service Delivery Improvements – A key driver for outsourcing IT services

Increasingly complex IT environments demand heightened expertise and management capabilities to ensure continual improvements in IT service delivery, thereby driving greater outsourcing of IT infrastructure services management.



Outsourcing of IT Services



Datacenter Management



Network Management



Applications Management

Key Drivers for Outsourcing

- Need for Datacenter Modernization
- Security Considerations
- Ensuring Regulatory Compliance

- Cost Reduction
- Security Considerations
- Business Expansion

- Cost Reduction
- Better Support
- Ensuring Regulatory Compliance

Need for Service Delivery Improvement

Extent of Impact on outsourcing - APAC End User Survey



Essential Guidance for Partner Selection

Choosing the right partner is critical to your business success. Here are some benefits of outsourcing to a managed services provider:

- 1 Outsourcing provides scale and access to **resources and skills not found in-house**
- 2 Outsourcing provides sufficient levels of **disaster recovery and fault tolerance**
- 3 The right partner will work through the IT transformation maturity model to help **mitigate any financial or regulatory risk**
- 4 An enterprise Hybrid IT provider mitigates risks such as **data security and network latency**, which are part of their core business offerings



APAC Hybrid IT Readiness Report white paper can be downloaded from <http://bit.ly/2emgROk>

Source: Frost & Sullivan analysis - based on a survey of 600 decision makers across six key markets in the Asia Pacific region. 919012617-service-delivery-improvements-infographic-if170046

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