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priorities

The 2022 Technology Priorities and Infrastructure Investments Survey. In partnership with Red Hat





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Introduction

The COVID-19 pandemic has shifted the way businesses function and has fueled an increase in cloud adoption. The cloud has become integral to business success in the digital age and is playing a vital role in the future strategy and growth.

However, the rapid acceleration and expansion of cloud has brought its own challenges, not only when it comes to integration and management, but also with regards to cybersecurity, data privacy and cloud talent concerns. Governments worldwide have made considerable investments in cloud, but they now face difficult choices about how to maintain, develop and build on these new cloud investments.

The cloud has now become a key capability for both IT and business operations to keeping services running. Organisations have yet to completely capitalise on the value of cloud and have a need to improve and streamline the ways they measure, manage and secure their growing portfolios of data, services and systems.

These findings underscore the critical role that effective data accessibility and use strategies for cloud management play in enabling business transformation.

Through this survey, our purpose was to discover:

- The top technology areas that business plan invest in over the next 12 months
- Primary reasons for adopting public cloud solutions
- Container technology adoption and usage



Summary of findings

- Majority of respondents consider employees to be the top priority followed by growth and innovation
- 22% respondents consider their organisations as early adopters of technology but lack the capability to develop it on their own
- Top technology areas for investment are IT operations consolidation and Customer experience technologies
- Top IT management priority for next year is keeping the current IT running and addressing technical shortages, followed by cloud migration and modernising technology
- Majority of respondents are focusing on moving and maintaining everything on to a public cloud and are keen to onboard an external service provider
- Over 80% respondents cite that their organisations are engaged in container adoption with varying stages



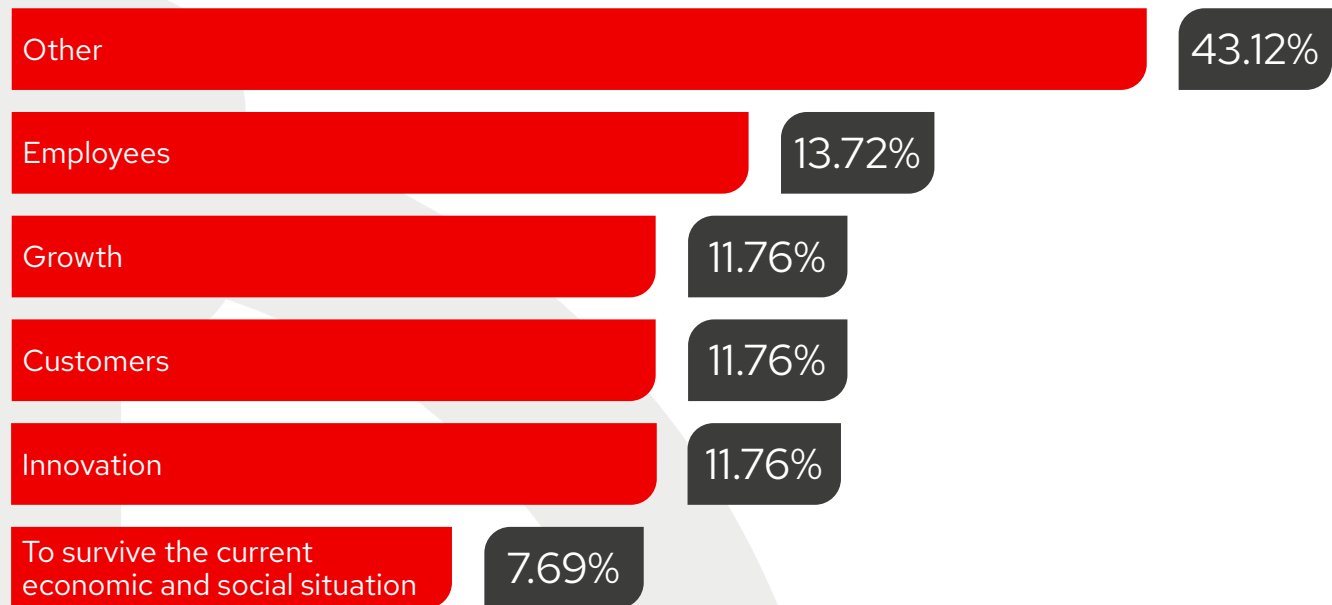
SECTION 1

Business priorities, strategies and the utilisation of technology

1. Thinking about the next 12 months, what is the top business priority in your company?

Key findings

Nearly 12% respondents consider employees to be the top business priority of their company in the next year. The lowest ranked business priority is surviving the current economic and social situation, indicating that businesses have picked up after the pandemic and are now focusing on growth (12%) and innovation (12%).



SECTION 1

Business priorities, strategies and the utilisation of technology

2. How would you describe the way your organisation uses technology?

Key findings

Majority of respondents are willing to observe technology adoption by other companies and then adopt at a later date once the efficiency has been proven (23%). Furthermore, 22% of respondents consider their organisations as early adopters of technology but lack the capability to develop it on their own. This indicates a need for a reliable technology provider that can assist with seamless adoption.

We are happy to let other companies go before us and adopt at a later date once the technology is proven

23.52%

We are technology innovators and like to develop our own solutions or adopt emerging technologies quickly

21.56%

We are early adopters of technology but don't really have the capability to develop our own

21.56%

We like to be in the early majority of technology adopters but usually aren't the first to adopt something

19.60%

We don't really focus on technology investment

13.72%

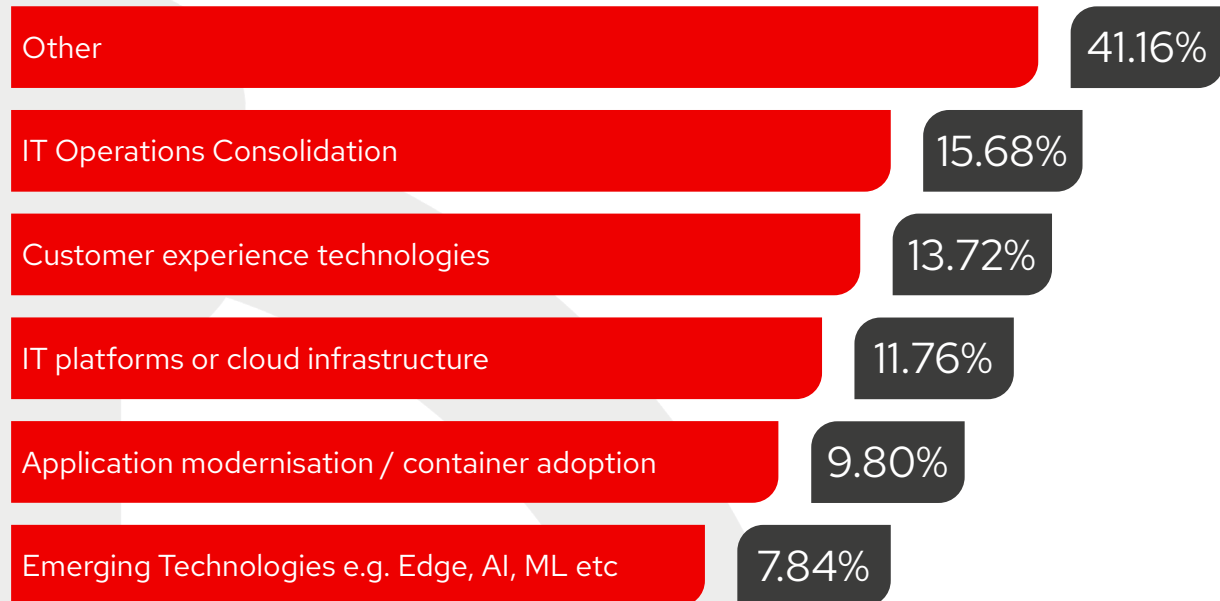
SECTION 1

Business priorities, strategies and the utilisation of technology

3. What is the top technology area you will invest in over the next 12 months?

Key findings

Looking at the upcoming 12 months, the top technology area for investment is IT operations consolidation (16%) followed by customer experience technologies (14%). 12% of respondents cited investment in IT platforms or Cloud Infrastructure as their top investment priority closely followed by container adoption/application modernisation (10%), indicating that organisations are willing to invest in the following year.



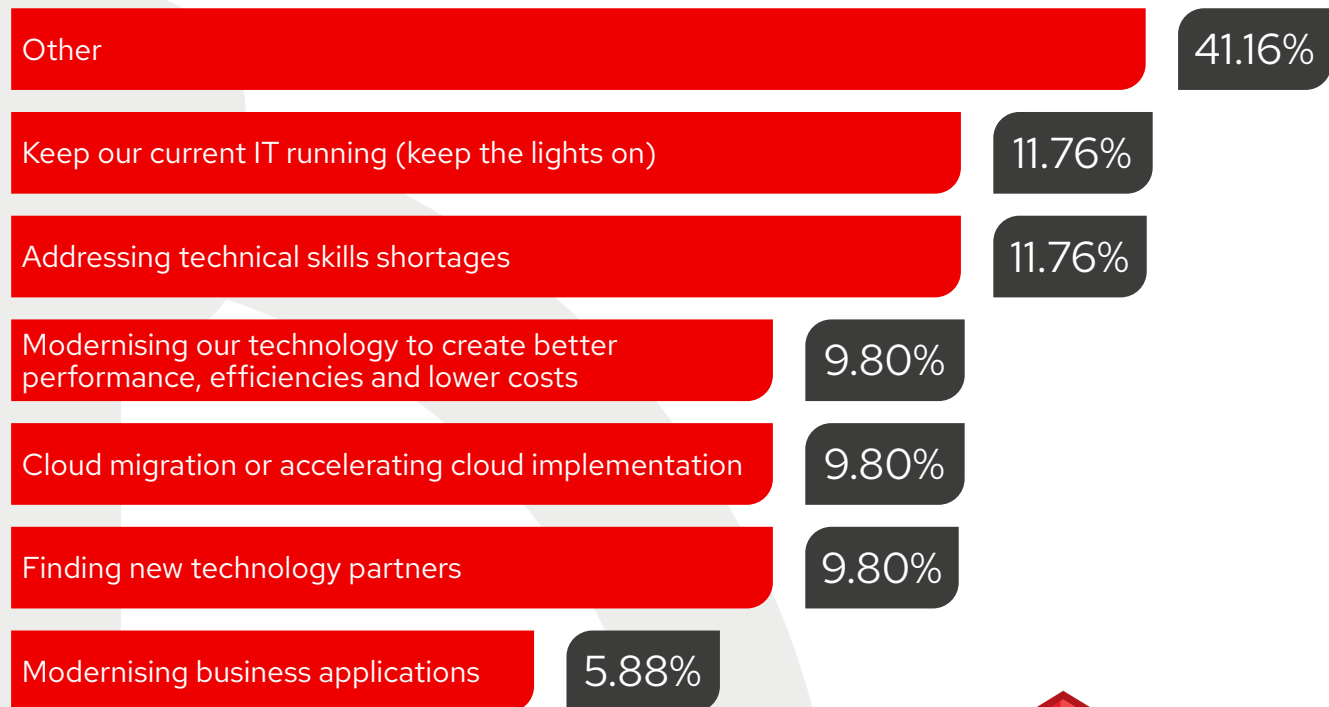
SECTION 1

Business priorities, strategies and the utilisation of technology

4. What is your top IT management priority for the next 12 months?

Key findings

Looking at the top IT management priorities for the next 12 months, nearly 25% respondents prioritise keeping the current IT running and addressing technical skill shortages. Even though the top priority consists of ensuring things flow smoothly, this is closely followed by cloud migration and modernising technology to create better performance, efficiencies and lower costs (20%). Furthermore, 10% respondents consider finding new technology partners as their key priority, indicating a need for a reliable provider that can provide a cloud software that enhances efficiency.



SECTION 1

Business priorities, strategies and the utilisation of technology

5. Which of the following statements best describes your strategy for your IT platforms and infrastructure?

Key findings

Majority of respondents are focusing on moving or maintaining everything on to a public cloud. Describing their strategy for IT platforms and infrastructure, 16% respondents are keen to onboard an external service provider. In comparison, respondents are least keen to use multiple public clouds (12%) and would rather push towards using a single public cloud (16%). Given how eager respondents are to move everything on to a public cloud, it indicates the need for a clearly defined timeline and a reliable external provider that can seamlessly migrate all the information.

Our focus is to move (or maintain) everything to public cloud

15.68%

Our focus is to move (or maintain) everything to public cloud services from an external service provider

15.68%

We support a hybrid cloud environment but will push towards using a single public cloud

15.68%

We don't have a specific strategy defined yet

13.72%

We support a hybrid cloud environment but will push towards using on-premises infrastructure

13.72%

We support a hybrid cloud environment but will push towards using private cloud services from an external service provider

13.72%

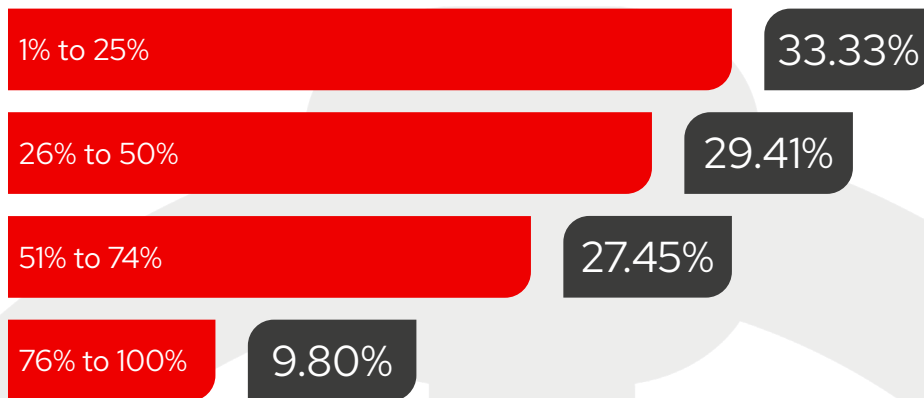
We support a hybrid cloud environment but will push towards using multiple public clouds

11.76%

SECTION 2

Public cloud

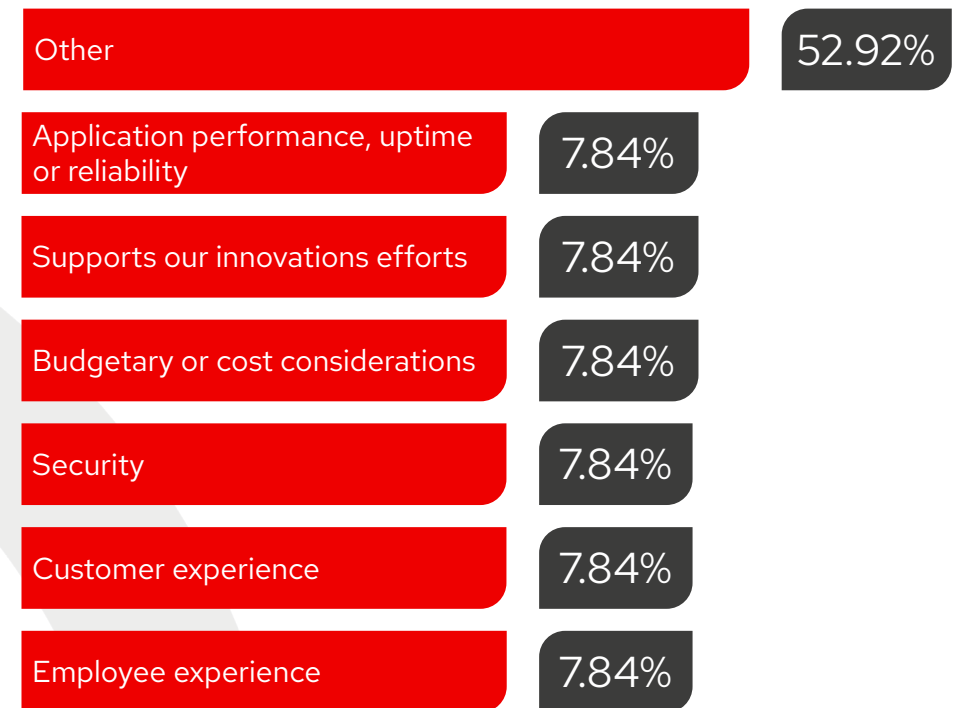
6. What percentage of your applications are running in public cloud today e.g. IaaS, SaaS, PaaS



Key findings

As all respondents have some percentage of applications running on the public cloud, there are multiple reasons contributing to their preference. Employee experience and customer experience are some of the majorly preferred reasons, clearly indicating that cloud adoption has improved the experience on both ends. Application performance, reliability and support in innovative efforts are also majorly popular reasons among respondents, indicating a positive outlook regarding cloud adoption.

7. What is the main reason you are adopting a public cloud?



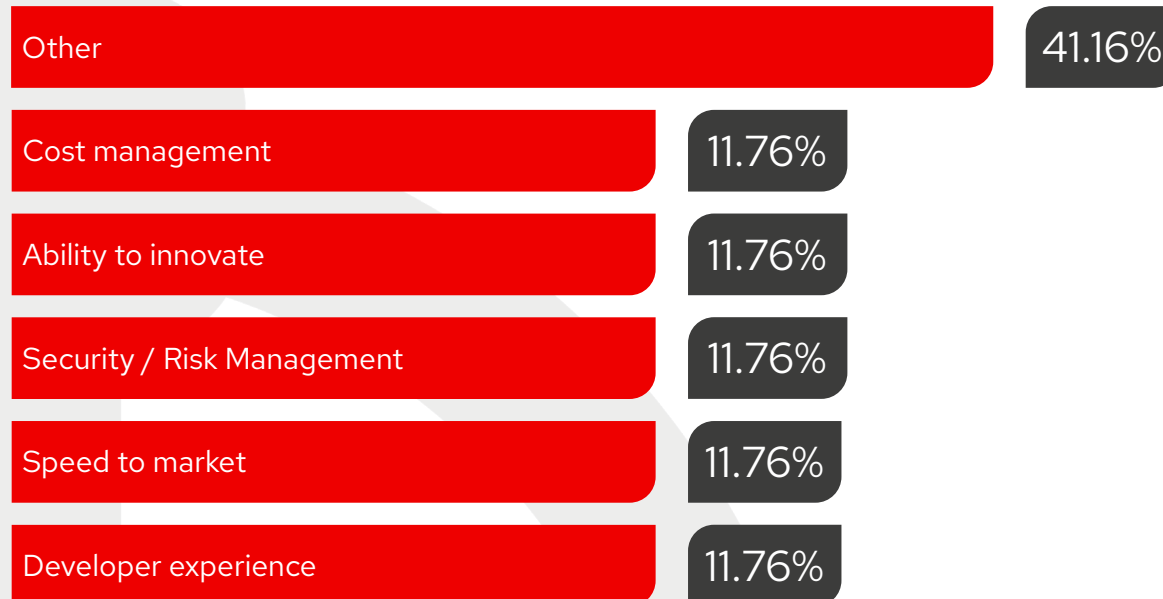
SECTION 2

Public cloud

8. What has been the main benefit of adopting public cloud solutions to date?

Key findings

Ability to innovate, developer experience and security/risk management are the major benefits of adopting public cloud solutions according to respondents (35%). In addition, cost management and speed to market are significant benefits derived from public cloud solutions as cited by respondents (26%).





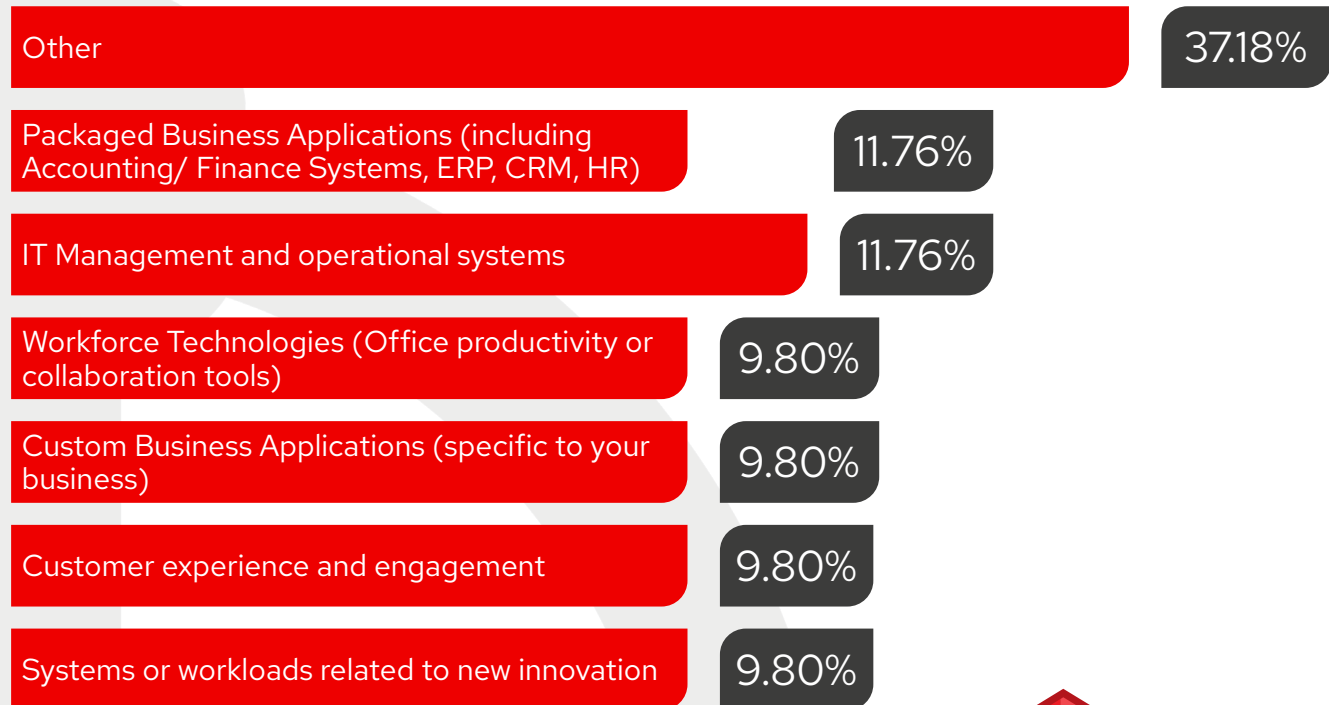
SECTION 3

Looking forward

9. In which one of the following areas are you looking to – internally or with a partner – develop application/infrastructure maturity?

Key findings

Nearly a quarter of the respondents cite packaged business solutions alongside IT management and Operational Systems as their priority areas in terms of developing application/infrastructure maturity. As organisations are increasingly looking forward to prioritise these in the future, there is a need for reliable, external providers that can help them seamlessly migrate.





SECTION 3

Looking forward

10. How mature is container adoption within your organisation?

Key findings

Over 80% of respondents cite that their organisations are engaged in container adoption with varying stages. Nearly 50% respondents are either in the basic testing and building stage and have a few apps already migrated to the platform. However, 31% are widely using containers and have completed modernisation. This indicates that container adoption is being largely accepted and will be on the rise in the upcoming times.

We haven't started adopting containers

17.64%

Basic testing/early discovery

17.64%

One/a few apps migrated to platform

17.64%

Containers widely used

15.68%

Modernisation completed and all/majority of new apps hosted in containers

15.68%

Migrating our first app/building the platform

13.72%

Conclusion

As organisations forge ahead on their cloud journeys, they will continue to have concerns regarding cost management, IT modernisation and even hiring employees with the technical skills to handle such changes. Getting a handle on data – not just business data, but also operational data – is essential for effective and successful IT performance and management.

As the survey results indicate, the majority of organisations are intent on increasing their investments in customer experience technologies, IT platforms or cloud infrastructure, as well as improving their strategy for managing and using data across the technology environment. The top reasons why businesses have increasingly adopted a public cloud mainly focused on application performance and reliability, it fit in with their budgetary constraints and was important in terms of security against potential cyberattacks.

Organisations that fail to adopt a public cloud risk missing out on its benefits, not only in terms of costs and efficiency gains, but also when it comes to the strategic upside of the cloud as a foundation for innovation, business advantage and future success in a fast-moving, unpredictable and extremely competitive marketplace. Eventually, the

success of these efforts will lie in the hands of cloud customers themselves.

Looking ahead at the cybersecurity threat landscape it is vital we see an increase in reliable technology providers that can make adoption seamless. A major challenge that companies face today is how and when the cloud adoption takes place. The problem is twofold – we are seeing a trend that companies are willing to implement a “wait and see” strategy. So here, technology adoption by companies is done once efficiency has been proved by other companies. This method creates a time gap for companies who want to be on the forefront of innovation, not to mention time and business costs.

Many companies are early adopters of technology but lack the capability to develop it independently. As the report focuses on top IT management priorities for the next 12 months, we discover what businesses are making key decisions about current IT operations to ensure that cloud migration and modern technology work effortlessly together.

These findings underscore the critical role that effective data accessibility and use strategies for cloud management play in enabling business transformation.



About Red Hat

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