

Asia looks to IT Service Partners to leap on opportunity

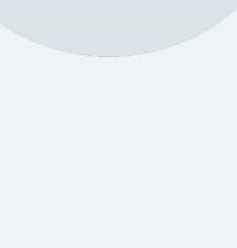
Security is the **biggest challenge** faced by companies managing IT in-house

Security leads a long list of concerns, stretching from problems of finding and keeping staff to budget pressures

12%
Find people with the right skills



22%
Security risks

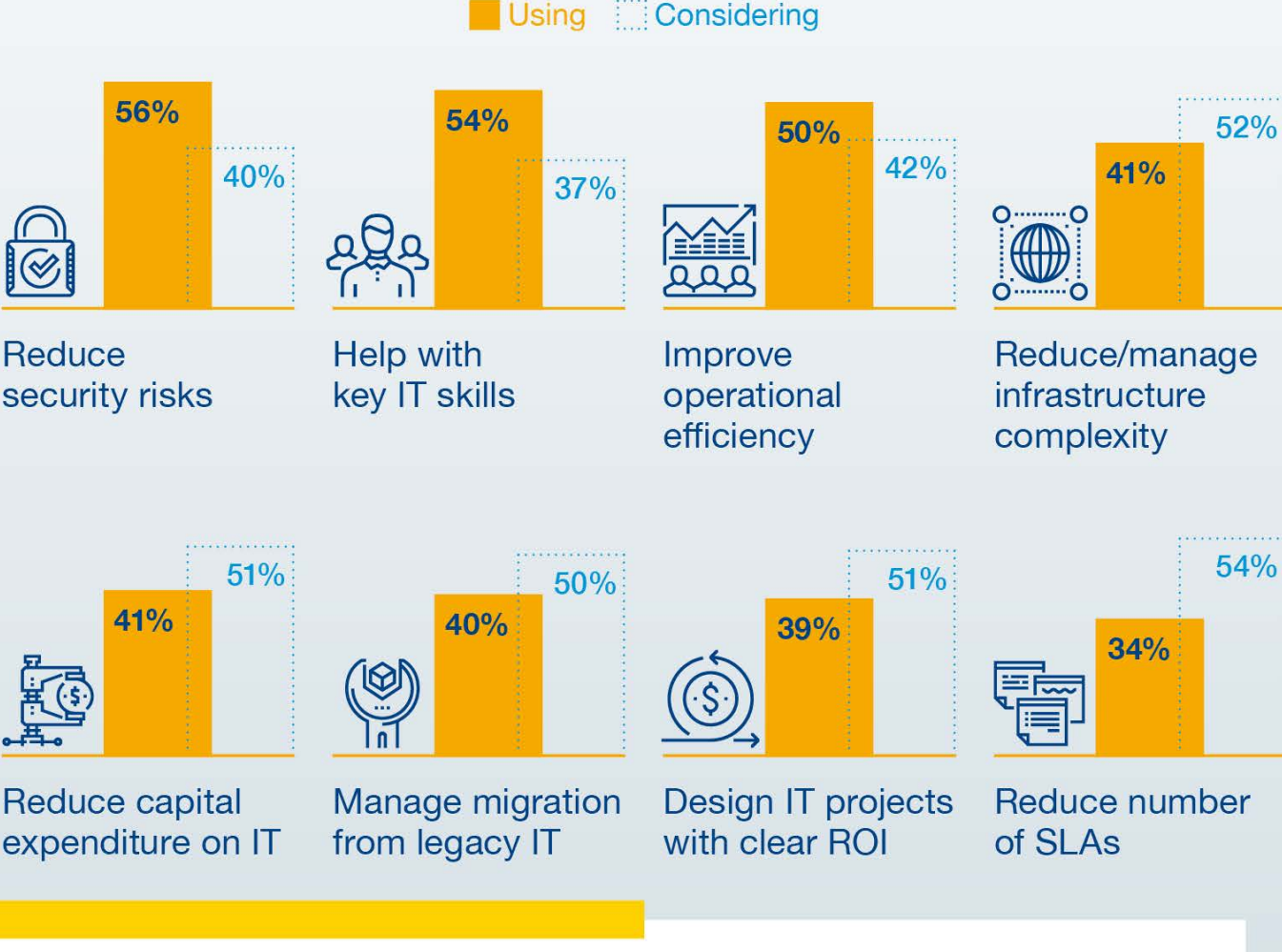


8%
Limited investment

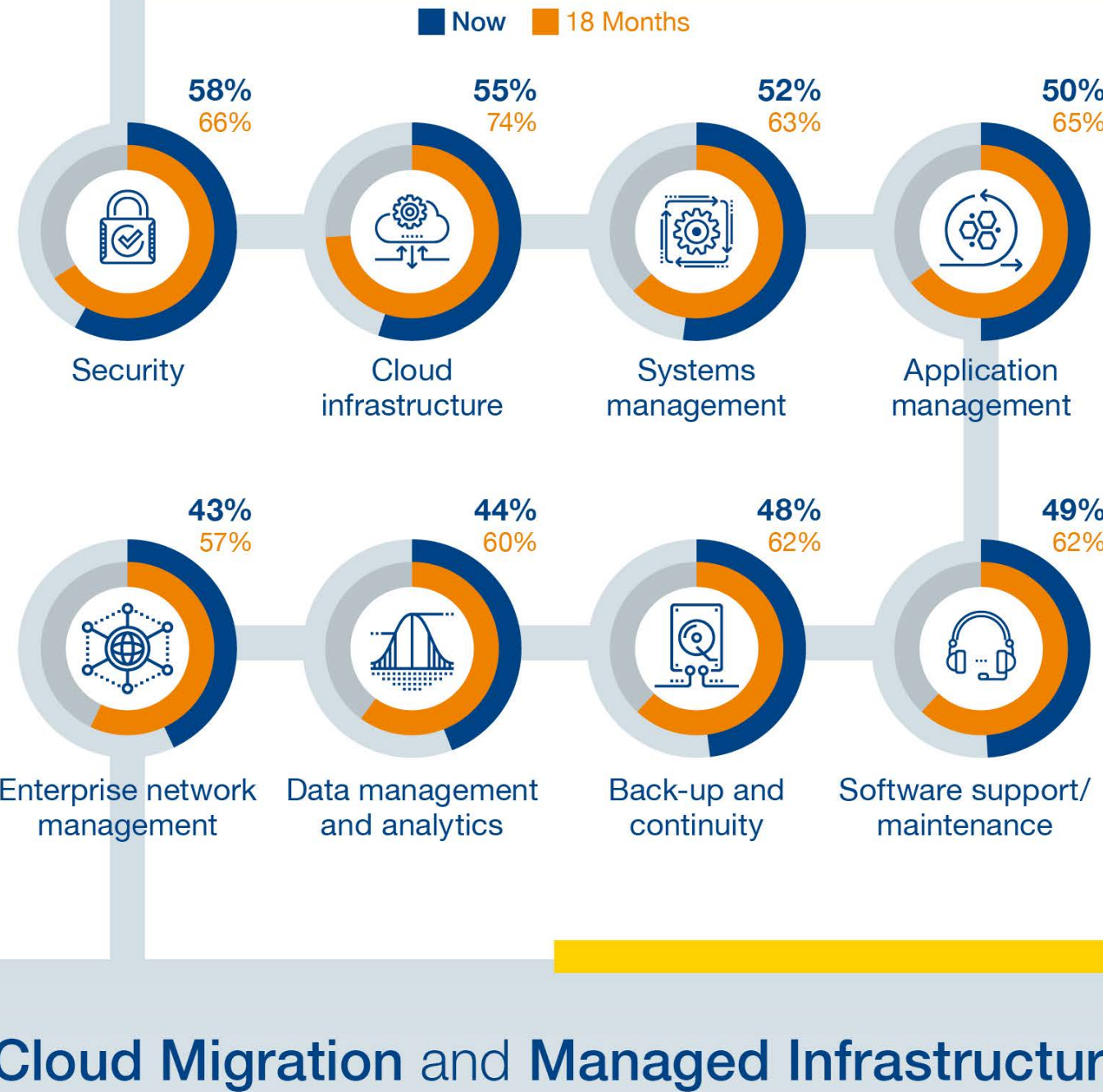


MSPs are called on to help across a wide span of areas

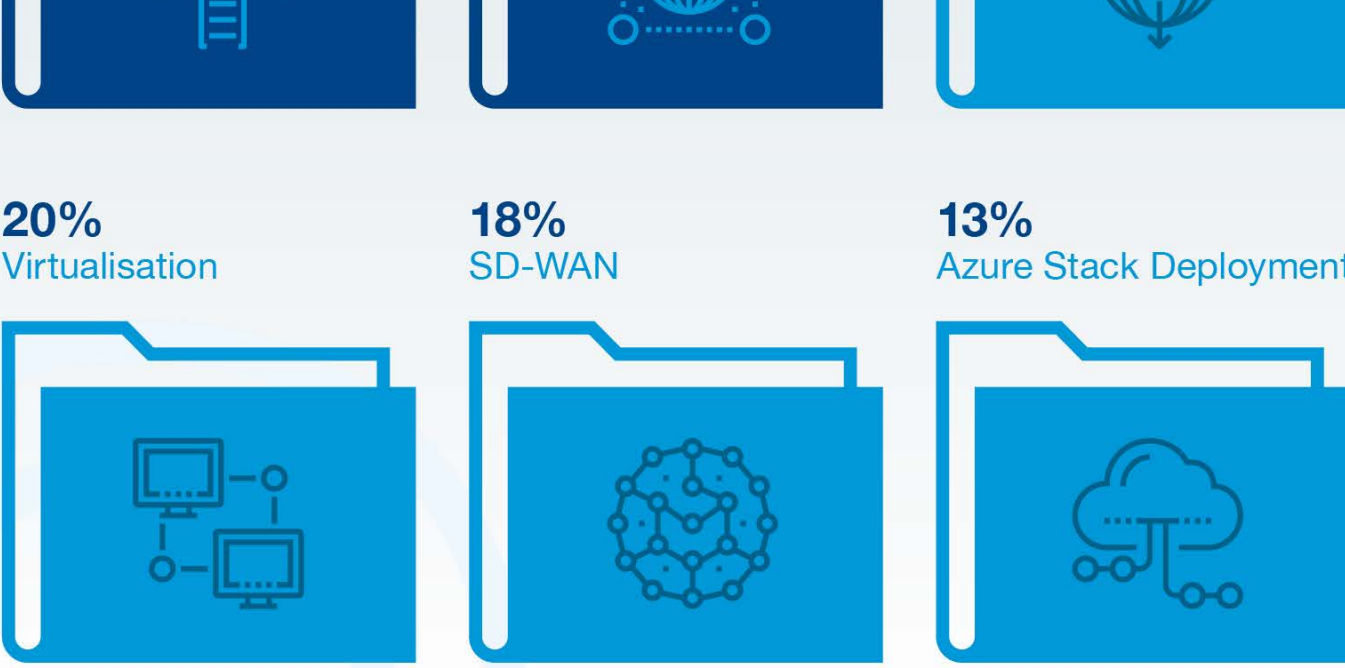
MSPs are in demand for a range of reasons as firms struggle to come to terms with everything from vendor and contract management issues to hard-to-come-by IT skills, general operational efficiencies and, of course, security. And they are currently considering even broader adoption...



Technology outsourced to MSPs is **similarly broad**



Cloud Migration and Managed Infrastructure are the biggest technology projects currently underway



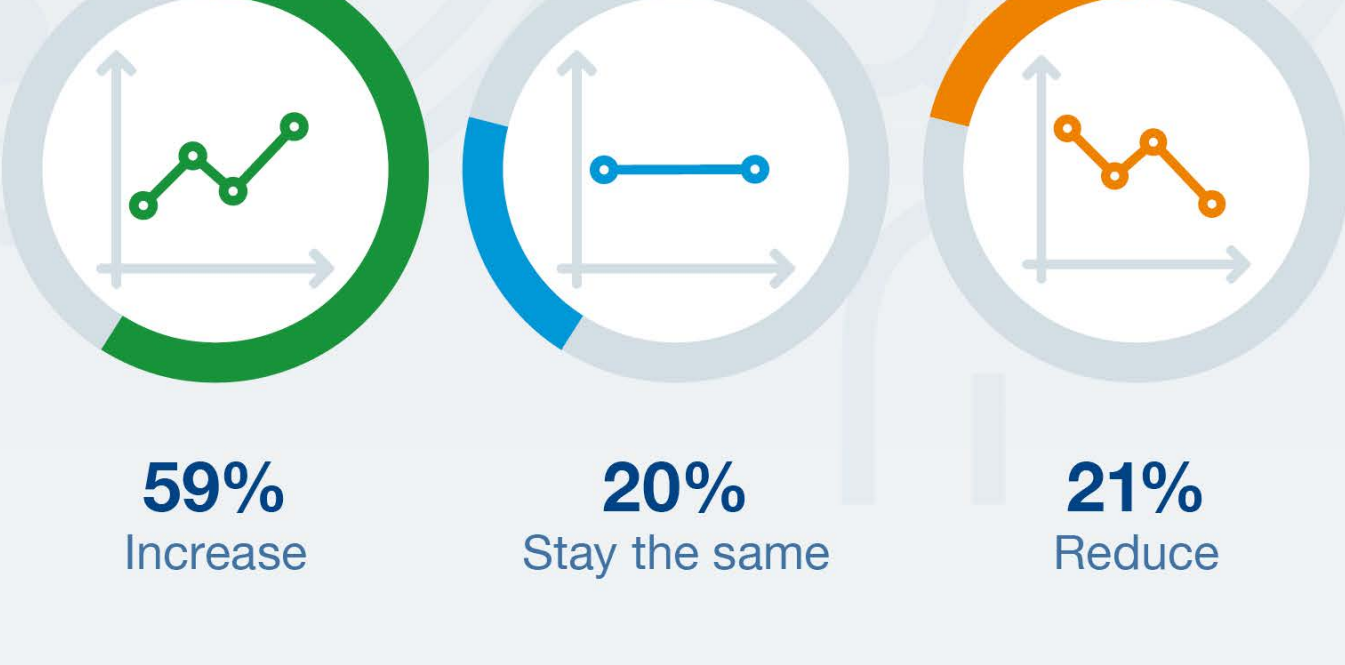
Six reasons to use MSPs

What are the most attractive aspects of using MSPs? Our research suggests that improved operations, efficiencies and the scope to focus on core business are the leading factors



Most will **increase** their outsourcing

Outsourcing is well established in the region but those that outsource most are significantly increasing their investments



Singapore, Malaysia and Hong Kong will increase large-scale outsourcing disproportionately

Today 20% outsource over half of their IT, in 18 months that number will increase to 32%. In Malaysia the contrast is even greater with 16% outsourcing more than half today, and 37% expected to do so in 18 months' time.

Singapore

Regional average

Key reason to use an MSP
Reducing security risk

25%
30%



Future changes impacting decision making
M&A and legacy systems

44% & 47%
Both 56%

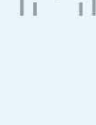


Key change impacting decision making
Skills shortages

17%
28%



Malaysia



44%
51%

Key challenge of managing IT in-house
Retaining staff



16%
21%

Key change impacting decision making
Legacy systems

Hong Kong

Considering MSP to help IT
Design IT projects with clear ROI

51%
67%



Biggest reason to use an MSP
Enabling focus on core proposition

13%
20%

