

MANAGING YOUR IT INFRASTRUCTURE – THE SKILLS CHALLENGE

Geoff Barlow & Steve Denby

Technology Strategy Practice Lead

Customer Technology Director

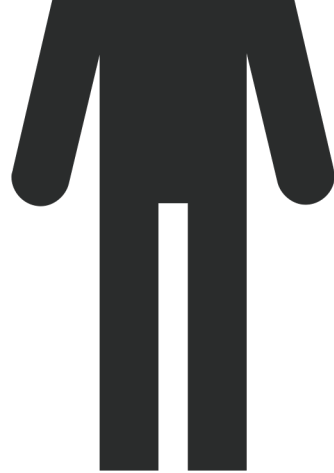
MID-MARKET PRIORITIES

		2021	2022	
YEAR ON YEAR IT BUDGET TRENDS	IT BUDGET DOES NOT CURRENTLY MEET THE AMBITIONS OF THE TEAM	48%	31%	▼
	I'LL NEED A SIGNIFICANT BUDGET INCREASE	39%	36%	▼
	I'LL NEED A SLIGHT BUDGET INCREASE	22%	39%	▲

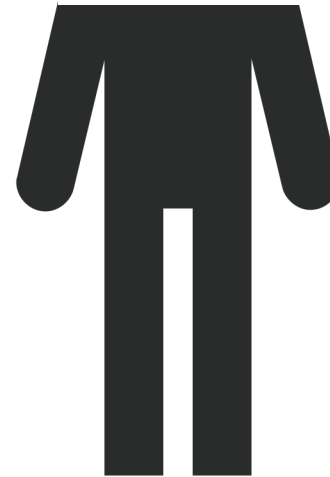
DO YOU THINK YOUR IT TEAM WILL RELY ON MANAGED SERVICES MORE OR LESS OVER THE NEXT 12 MONTHS



WIDGETS LTD - 1998



IT Manager

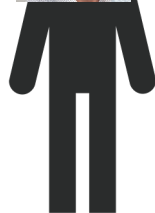
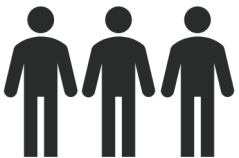


Managing Director

WIDGETS LTD - 1998

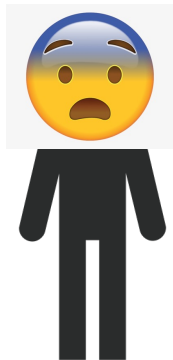
- Poor connectivity
- Data management
- The rise of email
- Viruses and malware
- Database management
- Software compatibility
- Custom development

- Cash flow
- Opening new stores
- Stock control
- The rise of e-commerce
- Manual reporting
- Employee theft
- Pressure on margins



WIDGETS LTD - 2007

- Cloud hosting
- Web development
- Payment systems
- Data security and privacy
- Systems integrations
- Mobile technology
- Network bandwidth



- Consumer expectations
- Marketing
- Customer experience
- Online payments
- Fraud
- Supply chain management



WIDGETS LTD - 2023

- Cyber security and data privacy
- Cloud computing
- Omnichannel
- Data management and analytics
- CX technology
- 3rd party integrations
- Budget constraints



NODE4 © 2023

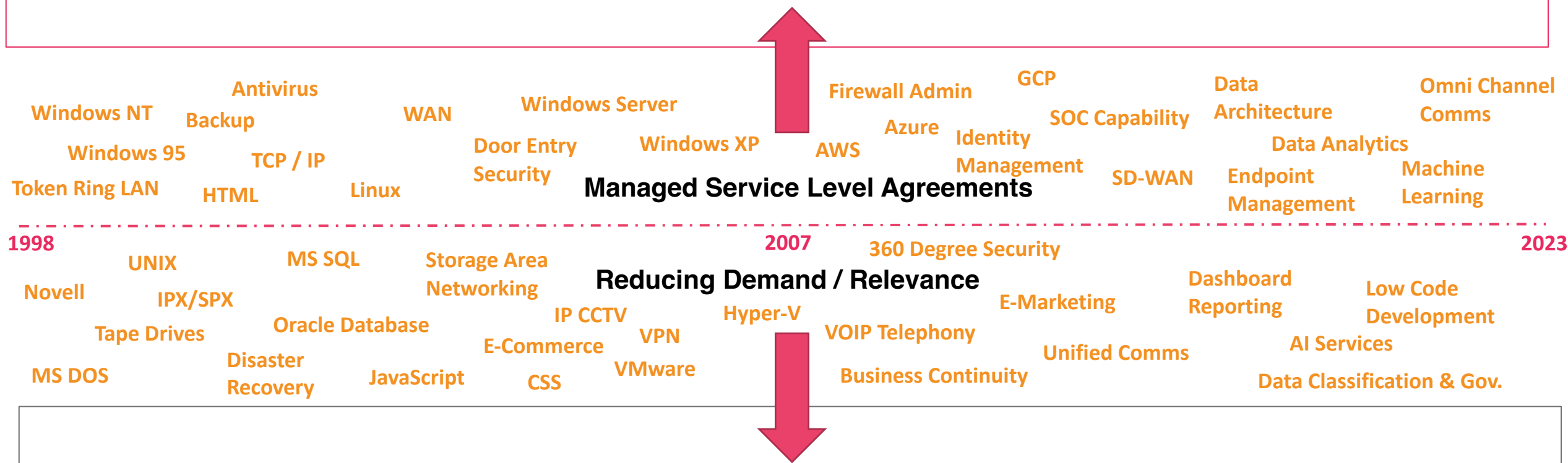


- Changing consumer behavior
- Seamless shopping
- Augmented Reality
- Cyber security
- Data driven decision making
- Sustainability and ethics
- Regulatory compliance

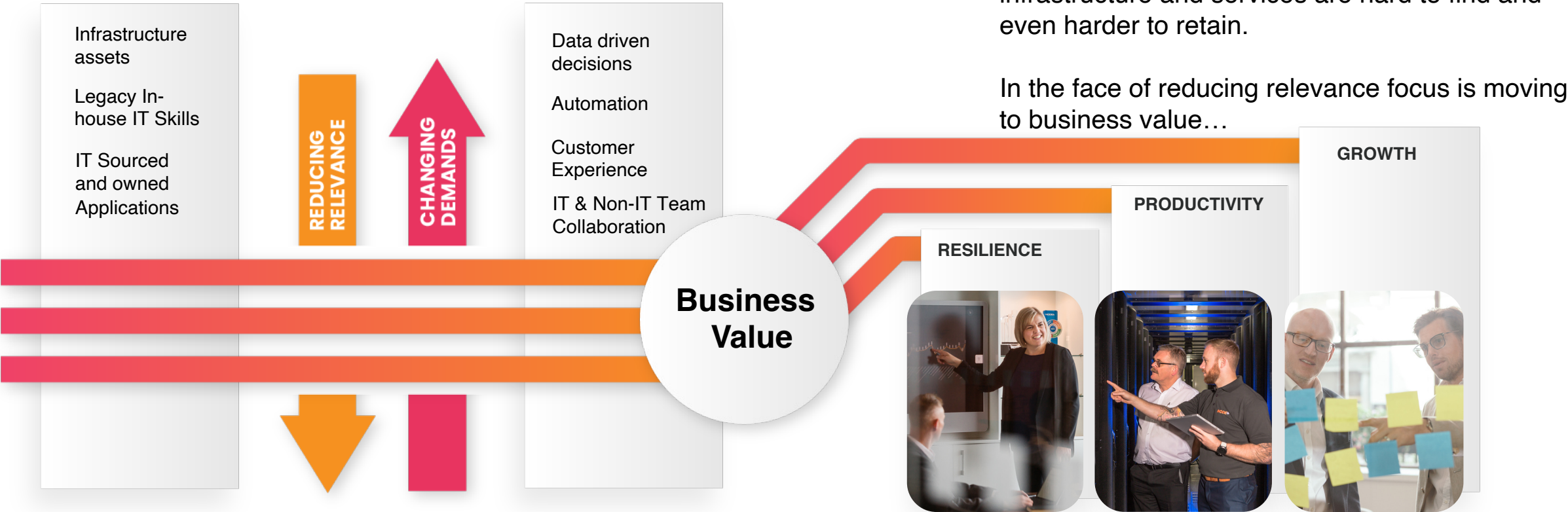


EVER CHANGING SKILLS DEMAND

As a Service / Subscription Model



BUSINESS VALUE



- Reduced Supply Chain Complexity
- Strategic IT Planning Services
- Simplified Service Level Management
- Combined technology application





Circle Health Group, a Node4 customer, is the UK's leading independent provider of private healthcare with more than 50 hospitals and healthcare facilities. More than 6,500 consultants practice at BMI Healthcare hospitals, which handle more than 2 million patient visits a year.



**Hybrid
Cloud**



**Data
Protection**



**Disaster
Recovery**

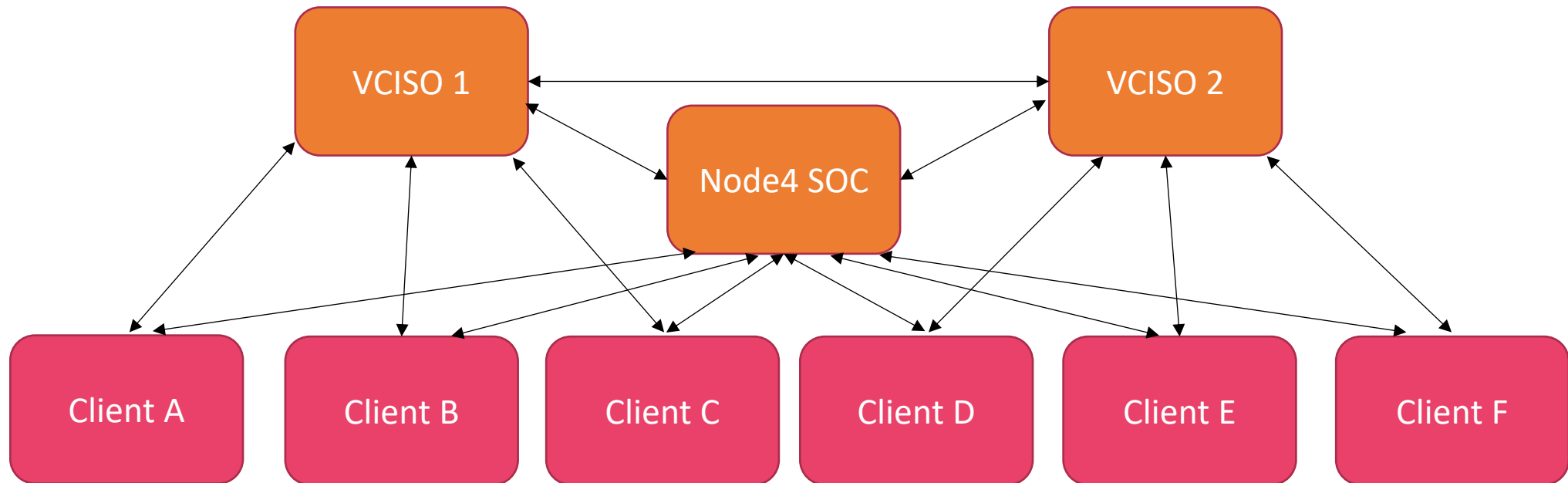


**Managed
WAN**



**Managed
Firewall**

SHARED INTELLIGENCE



CONCLUSION

EVER EVOLVING
SKILLS DEMAND

MIGRATING TO
MSP REDUCES
RISK AND COST

CREATE SPACE
FOR FOCUS ON
GROWTH AND
INNOVATION

Q&A

NODE4