DELLTechnologies

A New View on Technology Maturity:

3 IT Imperatives for Leading in the Data Decade

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A digital future requires a mature approach to technology

In today's world, change happens instantly. To keep pace, a new perspective on what it means to have a mature approach to technology is needed.

Among mounting competitive pressures, organizations are relying on their CIOs to implement the digital initiatives and technologies that will define their success in a changing world. Right now, that means equipping the organization with the speed, flexibility and data insights required to react and adapt to complex challenges.
CIOs who focus on creating a technologically mature organization stand to harvest better outcomes across every metric that matters—revenue, costs, efficiency, productivity, employee experience, customer satisfaction and more. However, not all CIOs are equally effective in their approach, compromising their success in the digital future.

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The 3 IT imperatives for business acceleration and resilience

To better understand the impact and successes of technologically mature organizations, Dell Technologies, Intel and VMware partnered with analyst firm ESG to survey 2,000 IT leaders from around the globe. Their organizations were then placed into one of three maturity groups based on their responses: **Technology Reactors** that are still struggling to modernize their environment; **Technology Evaluators** that have made some progress, but have room for improvement; and **Technology Accelerators** that have achieved success in digitally transforming their organization.

Accelerators are defined as technologically mature organizations whose CIOs prepared the business to react more quickly and strategically to opportunities by prioritizing technology investments that drive three key imperatives:

1 Make flexible IT a reality.

Accelerators deploy, provision and scale resources securely and on-demand to effectively serve changing user and organizational requirements.

2 Power the digital workplace.

Employees at Accelerator organizations work and learn just as effectively from home as in the office thanks to a secure and agile IT environment that enables remote productivity and support.

3 Distill and act on data insights.

As data creation continues to increase, Accelerators capture, consolidate and analyze their data in ways that provide new business and customer value.

The advantages of technology acceleration today

These three imperatives combine to create several distinct advantages. Over the previous 12 months, Accelerators say they experienced:

- **Higher confidence and resiliency:**

  Accelerators are 3.2x more likely to be very confident in their resiliency; 67% stating they are very confident they have the technology experience to adapt and thrive

- **Faster time to market:**

  Accelerators are 2.7x more likely to beat competitors to market than Reactors.

- **Increased revenue through innovation:**

  Accelerators drive an average of 45% more revenue than Reactors by leveraging new products, services and delivery methods.
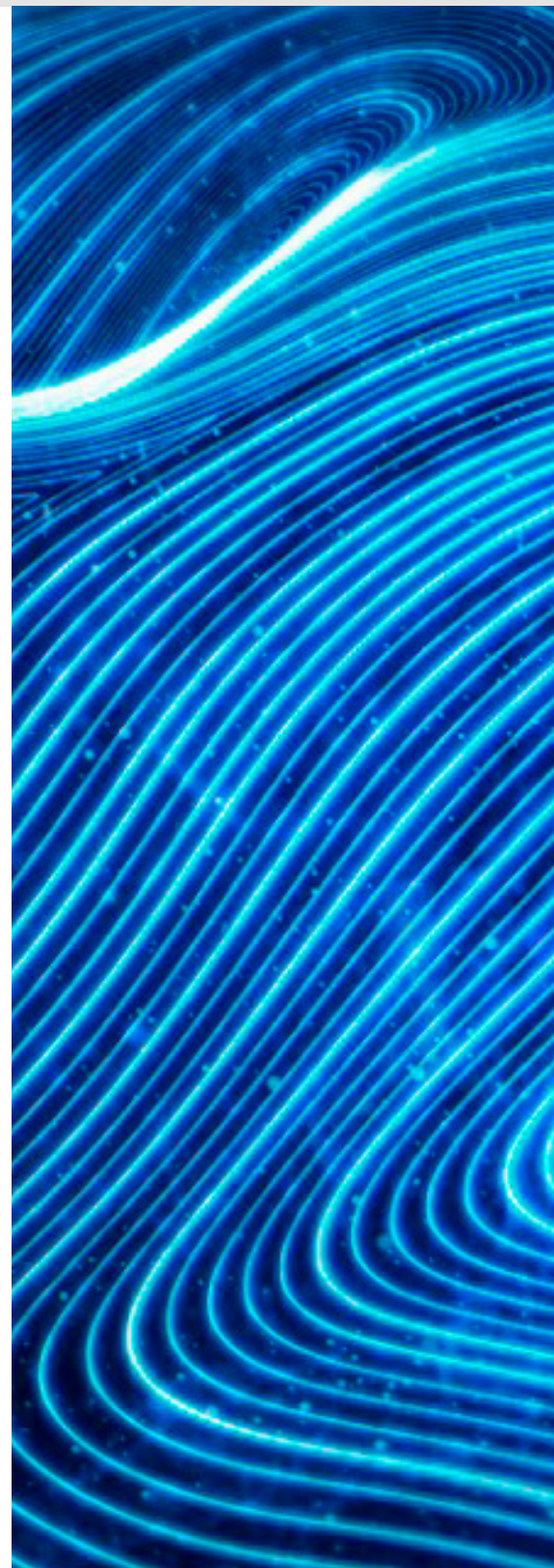
- **Higher customer satisfaction:**

  Accelerators are 2.9x more likely than Reactors to exceed their customer satisfaction goals.

- **Stronger competitive standing:**

  Accelerators are 3.2x more likely than Reactors to view their IT teams as competitive differentiators.

Accelerators don't view IT as a standalone department, but as an innovation engine vital to any internal transformation. What sets Accelerators apart to achieve the best results? Let's look at how Accelerators segmented by each imperative perform compared to Reactors.

1. Flexible IT Accelerators increase agility with as-a-service capabilities

With the hastened pace of transformation, every organization needs to be prepared to respond to the unexpected. Flexible IT Accelerators demonstrate an advantage to make these fast pivots by increasingly opting for more flexible and as-a-service IT experiences.

CIOs at Flexible IT Accelerator organizations who prioritize as-a-service capabilities not only ensure their organizations have seamless access to technology but also gain greater control and choice to align the ways they use and pay for technology with business needs, elevating their focus from managing infrastructure to innovation.

Over the previous 12 months, Flexible IT Accelerators report:

16% reduction
in infrastructure costs, which is 60% more than Reactor organizations.
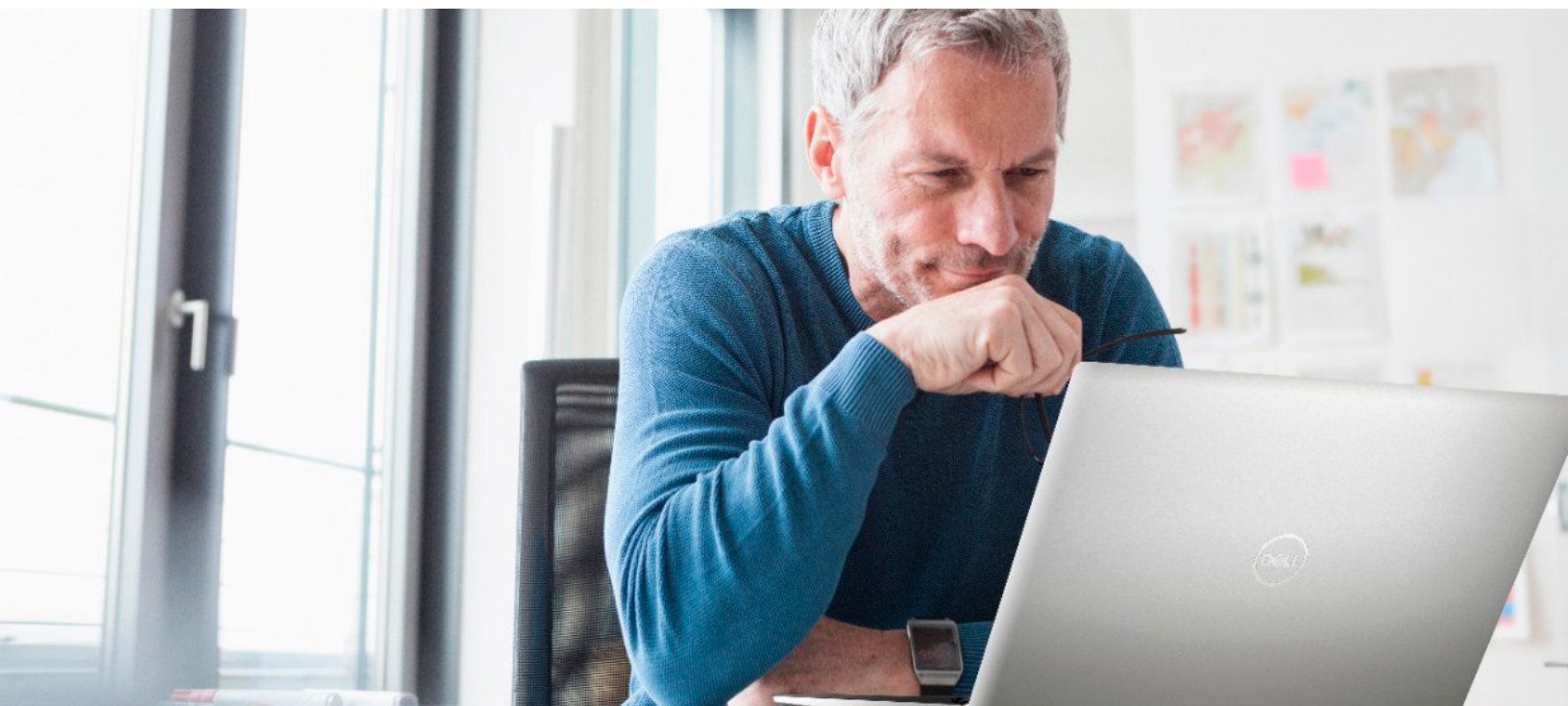
44% fewer
problematic public cloud incidents.

53% faster
to re-platform workloads from one location to another than Reactor, on average.

~3 business weeks
reduced app development time on average, 40% greater reduction than Reactors.

2. Digital Workplace Accelerators empower their employees to work from anywhere

People are working and learning from more places than ever. Whether it's from a home office, in the air or at a client location, the workplace is now wherever an employee wants it to be.

CIOs at Digital Workplace Accelerator organizations understand that a flexible workforce is necessary to not only enable resiliency but to realize the best results from their teams. To empower the digital workplace, a top CIO focus is ensuring employees have the specific and secure devices, tools and experiences they need to be seamlessly productive.

Over the previous 12 months, Digital Workplace Accelerators report:

21% increase
in employee productivity, which is 62% more than Reactors who struggle to support remote work.

2.3x more likely
to say that the shift to remote work was a smooth experience for IT.

6.4x higher
employee satisfaction scores than Reactors. In the battle for talent, employee choice and digital workplace delivery matters.

27% reduction
in costs enabled by increasing environment simplicity and management tool consolidation, a 42% larger cost efficiency than Reactors.

3. Data Innovation Accelerators create new value by innovating with data

The ability to collect, analyze and act on data is a critical competitive differentiator as the volume and types of data organizations generate grow exponentially. CIOs at Data Innovation Accelerator organizations create and lead data management and analytics initiatives that catalyze innovation, accelerate time to market and yield operational efficiencies across the business.

Over the previous 12 months, Data Innovation Accelerators report:

4.6 new products
per year, nearly 2 more than Reactors.

46% higher
increase in revenue compared to Reactors.

18% improvement
in employee productivity from data management.

The role of the CIO redefined

Keep in mind that technology acceleration doesn't have a finish line. CIOs must constantly adapt their strategy in response to new technologies and threats of disruption, and even Accelerators must undergo ongoing transformation to maintain their advantage.

While every organization's journey will be highly personalized to their unique starting point and goals, the research reveals common IT initiatives among Accelerators who improved their IT agility, digital workplace capabilities and ability to innovate with data. These are the proven paths forward that leading CIOs are investing in to chart success:

- **Increasing agility with as-a-service capabilities**

    On-premises as a service: Transitioning the operations of on-prem infrastructure to an as-a-service model to enable rapid, self-service provisioning and usage-based pricing.

    Flexible workload placement: Enabling the organization to evaluate multiple potential environments for workloads on the fly and select the one best suited to the requirements.

    Consolidate management: Reducing and unifying the tools used to manage infrastructure across the organization.

- **Empowering employees to work from anywhere**

    Modern operating systems: Ensuring employees are all using a device running a current OS version.

    Efficient device provisioning: Enabling provisioning tasks to be automated or pushed to the manufacturer to free up IT time and resources.

    Unified device management: Creating cohesive management across device types by utilizing a unified endpoint management tool.

    Best of breed device security: Ensuring organizational security by providing devices with BIOS-level security, access management, encryption and monitoring capabilities.

- **Creating new value by innovating with data**

    Data integration: Unifying data across all sources to minimize the burden of data management.

    Data veracity: Creating a single source of truth to enable trust in the organization's data and analytics.

    Collaborative teams: Enabling quality collaboration between IT and analytics teams throughout the entire analytics project lifecycle.

    AI/ML adoption: Leveraging artificial intelligence (AI) and machine learning (ML) to generate additional insights.

CIOs who focus on optimizing their organization for a digital-and data-centric world can deliver better outcomes for one simple reason: They're better equipped to turn the unexpected into opportunity.

With Dell Technologies, your organization is always ready to move forward. From high-performance computing, storage and networking infrastructure to hybrid and multi-cloud solutions, we deliver end-to-end simplicity and flexible IT solutions to help you transform faster.

Together, Intel and Dell Technologies are driving innovation and next-generation capabilities with the broadest portfolio of trusted client and enterprise solutions for cloud and data management. VMware's cloud, app modernization, networking, security and digital workspace platforms form a flexible, consistent digital foundation on which to build, run, manage, connect and protect applications, anywhere. Dell Technologies aligns the unique advantages of VMware software with Dell Technologies synergies to deliver even more value to customers by providing the essential infrastructure to build their end users' digital future and transform IT.

Dell Technologies will stop at nothing to help you harness the transformative power of technology so you can be ready for whatever comes next.

Explore the full research "Three Critical Initiatives to Accelerate Your Business Results with Technology."

Learn more about the CIO's view on achieving business agility.

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