

Build an Agile and Innovative Organisation to Thrive in 2022

Your Ability to Change will Dictate your Success

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Executive Summary

Creating great customer experiences is at the core of every successful organisation and government agency in Australia. In order to achieve this, organisations need to innovate – improve their products, services, processes, and customer outcomes – and this is nothing new.

However, in 2022, the big change we will see is in the rate of change. Being innovative and customer-focused is meaningless if the new market conditions have left your organisation behind. Agility will be your secret weapon in keeping up with – and getting ahead of – your competitors and adapting to new customer or constituent demands.

Four key capabilities will allow technology teams to help organisation thrive in 2022. These are:



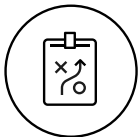
Implementing hybrid cloud capabilities to accelerate the rate of value delivery

Australian organisations are re-evaluating their cloud strategies – while public cloud remains important, factors such as improving hybrid cloud management solutions and the growth of edge computing are causing tech leaders to embrace hybrid cloud solutions.



Ensuring supporting technology is available, resilient, and secure

Digital services are more important than ever: most customer and employee experiences now happen on digital platforms and devices. The technology supporting these systems and processes must be bulletproof. Outages, downtime, unproductive employees, and disconnected systems are no longer acceptable. Many Australian organisations are exploring the Essential Eight to improve their security posture (as recommended by the Australian Cyber Security Centre), and as part of that, implementing SASE architectures such as SD-WAN, zero trust, and distributed network controls to improve resilience and flexibility.



Creating data strategies and architectures that help organisations better understand their customers and make the right decisions – faster

With the increasing volumes of data and greater accessibility of analytics and machine learning (ML) platforms, Australian organisations are advancing their data strategies. Federated data management, data fabric architectures, further use of visualisation tools and improved use of ML will help organisations better use data to improve and automate processes and outcomes and build a Single View of the Customer.



Building modern software delivery functions to ensure digital services meet and exceed employee and customer demands

Digital services are software – so the ability to deliver great digital services will be dictated by your ability to create, deliver, and continuously improve software. Australian organisations need to embrace new cultures, processes, technology, and skills to become truly digital and deliver easy, effective, and memorable digital experiences to employees and customers alike.

Start your journey today towards building an agile, innovative, and customer-focused organisation. Don't forget about governance, risk, and compliance. In fact, these functions will act as your organisation's brake system – helping your organisation to go faster with the knowledge that you can course-correct easily. Improved change management will help you bed down new systems and processes and ensure compliance. And finally, partners will take the strain off your organisation, sharing the load and freeing up your employees to focus on responding to the challenges the market is throwing at you.

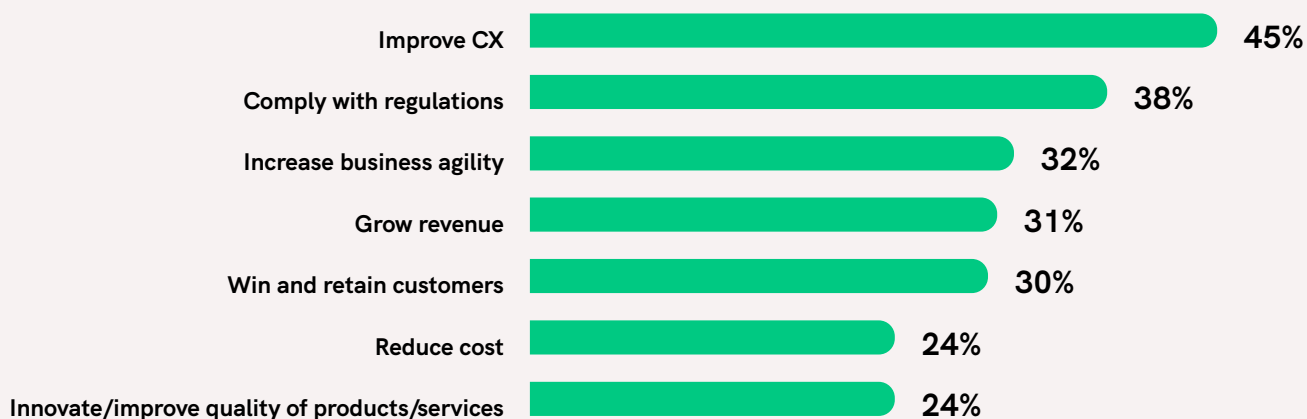
Innovation and Agility Will Be Your Secret Weapons

The past few years have been challenging. But eventually, the disruptions witnessed will be listed as part of a long line of challenges that started with the widespread usage of smartphones and social media services. These new technologies gave customers the upper hand in their brand relationships, but advanced organisations could respond faster and more effectively using cloud-based services. Since these innovations changed the competitive landscape, there have been plenty of further disruptions – global recessions, technology breakthroughs, new digital business models and competitors, and now a pandemic. The rate of disruption is accelerating. As soon as an organisation thinks that it can settle on a long-term strategy, something else comes along to disrupt those plans. There will not be a “New Normal” – there will be constant change and disruption.

The success of an organisation will lie in the ability to navigate that disruption. To adapt to changing market conditions, take advantage of them and use them to your benefit. And to do so, your organisation needs to be customer-focused, innovative, and agile. Any of these factors on its own is not enough.

- 1 Improving Customer Experience has been the major focus for Australian organisations over the past three years – but just focusing on CX is not enough.** In 2020 and 2021, many organisations across industries found that their traditional customers disappeared, or their needs changed significantly. Creating a customer-centric culture, process and metrics is key to your organisation’s success – but meaningless if your customers disappear overnight due to a market disruption. And focusing on customers without taking employees on the journey will see your efforts fail to deliver on your goals.
- 2 Innovation is at the centre of every significant organisational change.** The ability to create new capabilities, products, services, structures, metrics, and cultures has – and will continue to – define your success. But again, innovation alone will not drive your organisation forward. Innovation without a customer focus or innovation that comes too late is not enough.
- 3 Agility is the new oil.** In many ways it is the missing ingredient as many innovative, customer-focused organisations have not been able to improve their revenue, market share or profit as they responded to change too late. Being able to respond quickly to disruptions, market changes and new customer demands will dictate your ability to succeed. Building a capability to change at pace: to innovate, improve or build new experiences in keeping with the market and of your customer’s needs will help your organisation to get – and stay – ahead of competitors.

Figure 1: Key Priorities for Australian Organisations in 2022



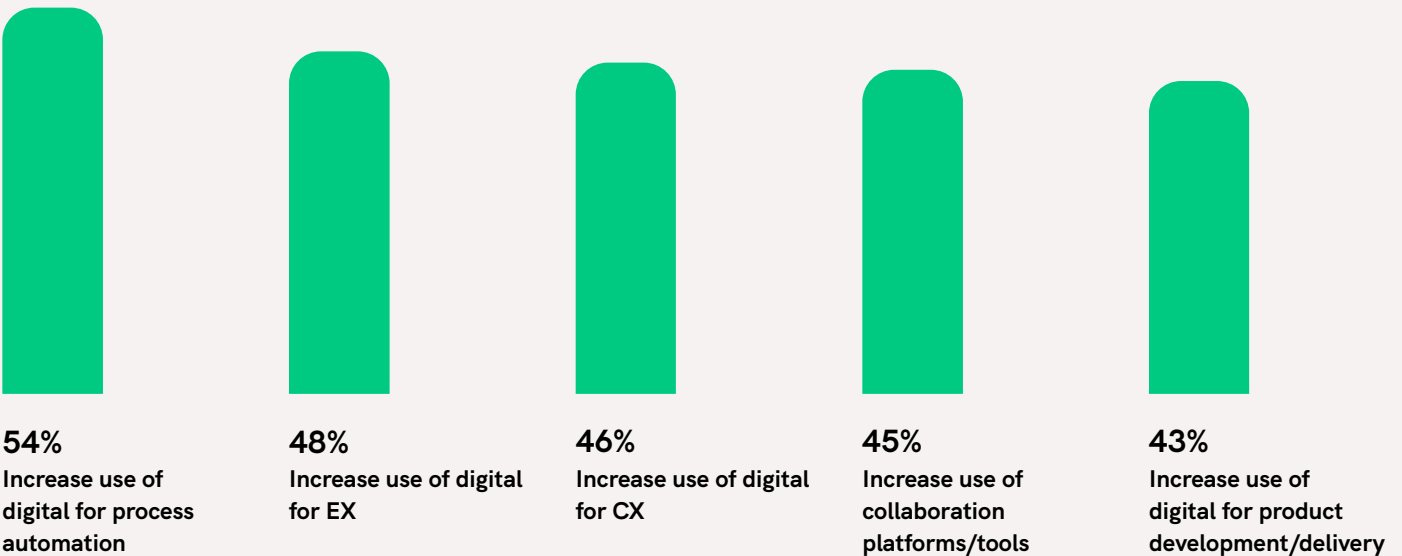
The New Battleground is Digital

The majority of customer interactions for organisations are now digital. Customers expect consistent omnichannel experiences. Employees expect the same, with the home or remote workplace as productive as the office, store, or branch.

In response to these changes, Australian organisations and government agencies are continuing to invest in different types of digital solutions – from automation and AI to EX, CX and collaboration. Specifically, they are:

- Adopting automation solutions, such as Robotic Process Automation (RPA), to take time and cost out of existing processes. At the same time, they are freeing human resources to focus on higher value tasks and outcomes.
- Using AI technologies such as machine learning to create new, intelligent processes to accelerate outcomes for customers and employees.
- Delivering improved customer experiences to drive loyalty and retention which positively impact revenue and profitability goals in the private sector or citizen experience and cost reduction goals in the public sector. Marketing and technology professionals are building effective, easy, personalised, and memorable omnichannel experiences using modern MarTech platforms.
- Improving employee experiences as CX leaders are making the link between happy, productive employees and happy customers. New and improved collaboration tools and platforms are making employees more productive by providing the digital tools and collaboration platforms they need to serve customers and interact with their colleagues within and outside their organisation.
- Making their products and services digital – using analytics to improve experiences and outcomes; the Internet of Things to make products intelligent and interactive to better meet customer needs; APIs to make products and services connect to a customer’s broader experience ecosystem; and AI/ML to continually improve products and services.

Figure 2: Australian Organisations Will Increase Their Digital Spend in 2022



Source: Ecosystem Digital Enterprise Study, 2022
N=180

Successful, Innovative and Agile Organisations Have Four Things in Common

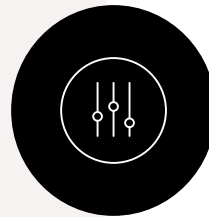
Organisations that successfully navigate change and delight customers have four factors in common. Cloud services are providing the foundation to innovate and deliver new services at pace; reliable and resilient technology is helping organisations ensure these services are secure and scalable; better data and analytics is allowing leaders to make better decisions; and modern software development principles are speeding up the delivery rate and improvement cycle for all important digital products and services. Australian technology leaders are embracing these four principles to enable their business peers to deliver innovative and memorable customer and employee experiences at pace.

Figure 3: The Four Factors Leading Australian Organisations Have in Common



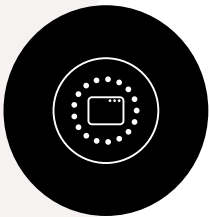
01

Embrace cloud computing



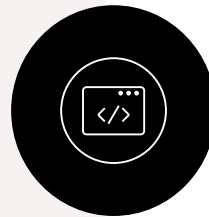
02

Make technology an enabler



03

Use data to drive better decisions



04

Embrace modern software development

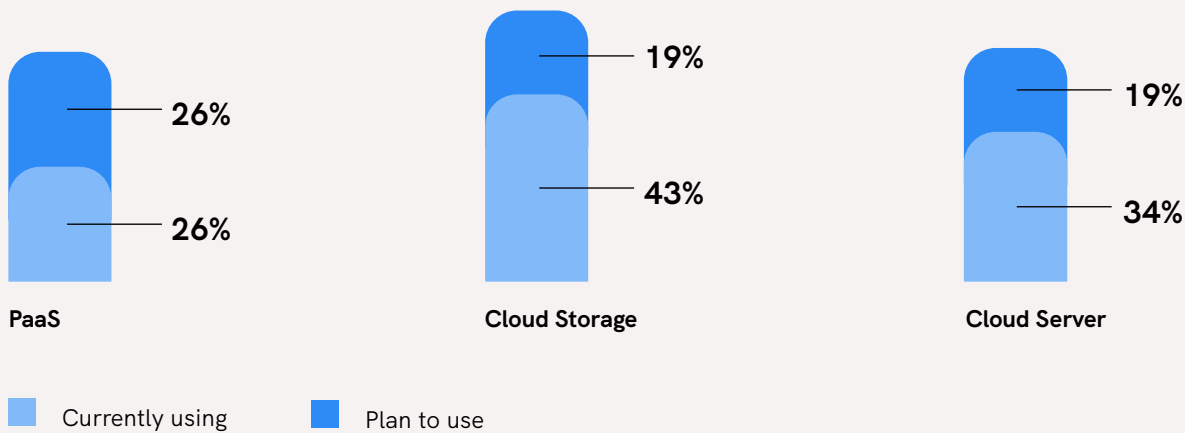
Source: Ecosystm, 2022



#1 Cloud Computing Allows Better Focus on Customer Outcomes

Building the digital solutions that will change the trajectory of your organisation takes too long and is too complex. Business and technology leaders spend many months selecting and implementing the foundational capability. Cloud computing – whether it is on-premises, hybrid, or public cloud – abstracts away much of this complexity and allows your organisation to focus its energy on building the right solution that will empower customers, partners and employees.

Figure 4: Australian Organisations are Embracing Cloud Computing



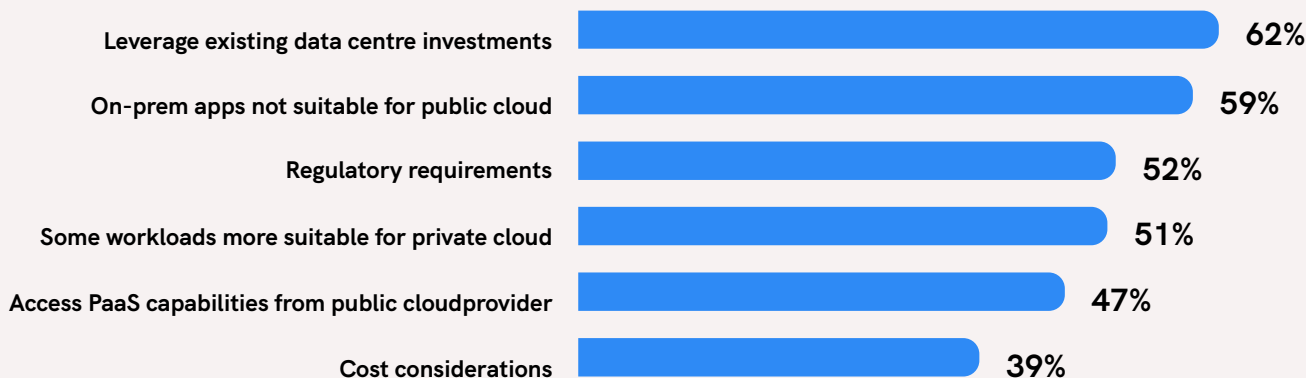
Source: Ecosystem Cloud study
N=153

Cloud computing is perhaps the most important investment you can make that will drive the innovation, agility, and customer focus your organisation needs to succeed in the uncertain times that lie ahead. And with the emergence of hybrid cloud and hybrid cloud management platforms as a real capability – offering all of the management and simplicity that IT professionals expect from a multi-cloud strategy, along with the increasingly easier management of private cloud – the question of location no longer needs to slow down the investment and deployment process.



Figure 5: Hybrid Cloud Takes Location out of the Deployment Decision

Hybrid cloud is witnessing strong growth in Australia



Source: Ecosystem Cloud Study, 2022

N=122

Hybrid Cloud is Witnessing Strong Growth in Australia

For the past ten years, Australian organisations have built cloud strategies. Many planned for their systems and applications to move to the public cloud, with the belief that it would get easier and cheaper to lift-and-shift legacy applications. But the best planning cannot predict market trends and technology advances. In fact, many of the best and most exciting advances have happened in the hybrid cloud technology space. With the simpler ability to manage and integrate workloads across private and public clouds, the option to keep applications in existing data centres – or move to hosted private clouds – is now more attractive.

Ecosystem research shows that 80% of organisations have already made some investment in Edge Computing (Figure 6). The growth in applications that take advantage of edge computing – including real-time decisioning, video and image analytics, safety, and security applications – are forcing companies to rethink their cloud strategies. Edge computing typically will sit outside of public cloud environments, which means that any organisation using edge computing will need to embrace hybrid and multi-cloud architectures and management systems.

Hybrid cloud is allowing organisations to operate all of their IT at high speed, enabling the leaders to pivot towards new opportunities and change at pace. The location of a workload (public, hosted or private cloud) no longer has to limit the speed, innovation and agility of applications and the organisation. Public cloud still has an important role to play in technology systems – SaaS adoption will continue to grow, hyperscalers will continue to evolve and improve their capabilities. But technology leaders no longer need to operate a bimodal model. Hybrid cloud allows all application to be connected, agile and resilient.

Australian IT teams are adopting the technologies and architectures that encourage the use of hybrid cloud. Over 80% of organisations – particularly those in Transport, Retail, Manufacturing, Logistics and Warehousing – have at least one application running on the edge, and nearly 60% are already using a hybrid cloud management platform or tool to help them run workloads across private and public cloud environments. Around a third of organisations have embraced containers and serverless computing, putting in place the architectures that will enable portability of workloads across hybrid and multi-cloud environments.

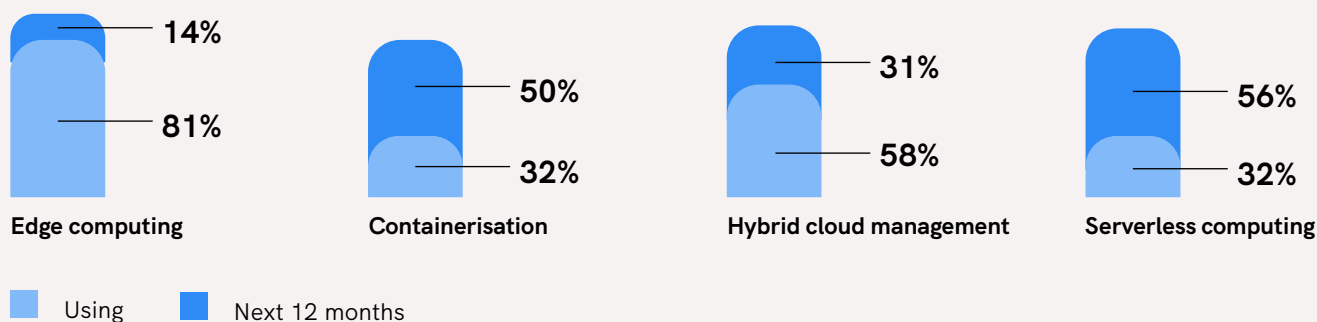


Customer Story

Hybrid Cloud Helps a Council Focus More Time on Citizen Services and Less on Managing IT

A Queensland council had aging technology systems located across multiple computer rooms and a complex jigsaw of old and new software. This was limiting their ability to improve the services they provide to citizens. They embraced hybrid cloud, moving all equipment offsite to a managed service partner cloud environment and the public cloud. This also brought automatic backup and disaster recovery capabilities along with increased levels of support. The managed services partner also took on the software platforms, upgrading them to industry best practices. The council now has the agility to focus their efforts on service improvement, with the knowledge that the technology required to support their new and improved processes will be available when required.

Figure 6: Adoption of Emerging Technology



Source: Ecosystem Cloud Study, 2022
N=200

Hybrid cloud is helping Australian organisations:

- 1 Reduce cost of deployment and management**
In matching resources to requirements in testing and live deployment, organisations only pay for what drives employee and customer value. The simpler management of hybrid cloud services also frees up infrastructure team to spend more time automating and improving – and less time deploying and fixing.
- 2 Keep up with organisational and user expectations**
The past few years showed many employees and customers how fast organisations can respond when they need to. In March 2020 Microsoft Teams deployments went live in days or weeks, not the months or years that was planned. Now this rate of change and delivery is expected, and cloud services meets the increased demand for speed and agility.
- 3 Optimise productivity, continuity, and performance**
By placing the right workload in the right location, technology teams are removing performance and resilience barriers – ensuring that systems, processes, and applications are available when employees or customers need them.

Challenges still remain, and most organisations are using partners to help them develop and deploy their new hybrid cloud strategy. Security, data privacy and regulatory compliance continue to test organisations in Australia regardless of the type of cloud and location of their data and applications.



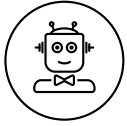
Customer Story

Australian Payment Platform Adopts Hybrid Cloud for Security, Compliance, Resilience & Cost Savings

A significant Australian payment platform provider needed to modernise their offerings to compete with and offer services to new fintech start-ups. They embarked on a digital transformation journey, creating new ways for customers and partners to access services, creating and continuously improving services and reducing the complexity of their technology environment. They embraced agile development and continuous automation and delivery, automated testing, and improved their security architectures and practices. They began to exit their own aging data centres and moved towards a hybrid private and public cloud infrastructure, placing workloads where they made the most sense from a cost, resiliency, compliance and security perspective. The hybrid cloud strategy underpins their ability today to respond to new entrants, offer new products and services and ensure existing products remain relevant in a constantly changing and competitive environment.

#2 Technology Needs to be Available and Resilient

Digital services are now the top priority in helping organisations create easy, effective, and memorable customer experiences and productive employee environments. The availability, resilience, security, and simplicity of the technology foundation is imperative. Technology teams are embracing new technologies to monitor and manage their systems; a new culture to encourage ownership of outcomes; and new processes to help them automate outcomes and improve security.



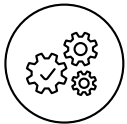
Tech leaders are beginning to embrace AIOps

Ecosystem expects that AIOps will be one of the fastest growing technologies in 2022 as more Australian organisations see the benefit of using ML to monitor and learn from user and system generated data. AIOps reduces the time between incident and resolution and can even automate the fix.



Hybrid workers need improved solutions to keep them connected and productive

Australian tech teams – along with their Human Resources peers – are investing in the tools and platforms that employees need to improve their productivity, regardless of their work location. Despite the significant increase in spend on collaboration platforms and tools over the last two years, around 45% of Australian IT teams plan to increase their investments; particularly as collaboration platform providers evolve and improve their offerings to improve employee productivity.



RPA and AI-based automation tools are increasing employee productivity

They are helping technology teams to simplify employee and customer processes and abstract away complexity – improving agility, increasing productivity, and allowing employees to spend more time solving problems and less time completing unnecessary processes.



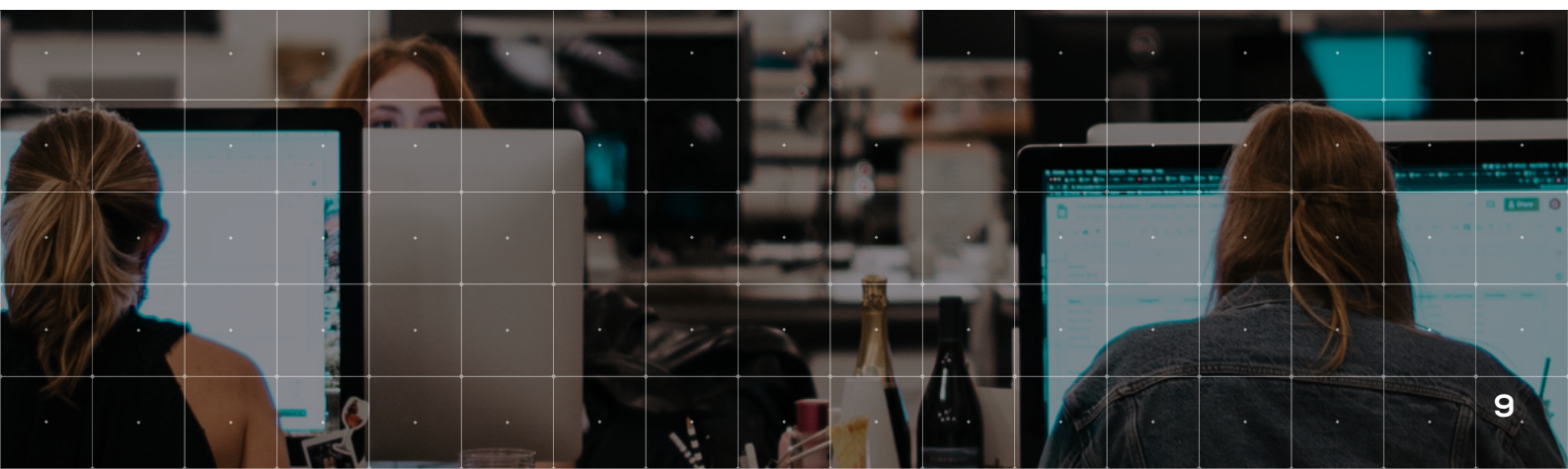
Emerging tech management principles are driving a cultural shift in IT teams

Technologies such as DevOps, AIOps, and SecOps are changing the traditional responsibilities of technology professionals. The walls between build and run, strategy and delivery, and deploy and improve are being torn down. Modern technology professionals are expected to have a broader range of skills, allowing them to take ownership of the outcome from strategy through to delivery, management, and continuous improvement.

Embrace the Essential Eight Strategies to Mitigate Cyber Security Events and Improve Availability

The Australian Cyber Security Centre, a part of the Australian Government Signals Directorate agency, have published a [number of key actions to mitigate cybersecurity events](#) – the most important of these being dubbed the “[Essential Eight](#)” and should be the starting point for any security strategy.

But you should not stop at the eight. Once the fundamentals are sorted, the real opportunity to create a new, modern security paradigm is to embrace Zero Trust Security architecture and management that trusts no one and creates many small security zones – so even if defences are breached, the impact remains minimal.



Start Your Security Journey with the Essential Eight

Prevent execution of unapproved/malicious programs including .exe, DLL, scripts (e.g. Windows Script Host, PowerShell and HTA) and installers

Block macros from the internet, and only allow vetted macros either in 'trusted locations' with limited write access or digitally signed with a trusted certificate

Configure web browsers to block Flash (ideally uninstall it), ads and Java on the internet; disable unneeded features in Microsoft Office (e.g. OLE), web browsers and PDF viewers

Limit access to operating systems and applications based on user duties; regularly revalidate the need for privileges; don't use privileged accounts for reading email and web browsing

Patch/mitigate computers (including network devices) with 'extreme risk' security vulnerabilities within 48 hours; use the latest operating system version; don't use unsupported versions

Including for VPNs, RDP, SSH, and other remote access; and for all users when they perform a privileged action or access sensitive and/or high-availability data repositories

Including important new/changed data, software, and configuration settings; stored disconnected and retained for at least three months; test restoration initially, annually, and when IT infrastructure changes

#3 Collecting, Analysing and Managing Data Becomes Top Priority

Having the right data to make better decisions, automate processes and focus investments is at the foundation of being an agile, innovative and customer-focused organisation. Your challenge in 2022 is to refine your data analytics strategy to focus on the outcomes that matter.

Data analysis and business intelligence (BI) has long been a focus area for Australian organisations – investments have been increasing significantly – in 2015 Australian organisations spent around \$600mn on BI and analytics – and as of 2022, this spend is now above \$1.3bn. In fact, many companies are flooded with data. But knowing how to use that data effectively, evaluating which data matters and what processes could or should be automated are the challenges that you and your peers face. Technology and data management leaders are still determining the best way to store, manage and interrogate data to ensure decision makers have the best tools and right data available.

The driver for much of the increased spend on data and analytics is the desire for a single view of the customer.

For over a decade both small and large organisations and government agencies have worked towards a *Single View of the Customer* – but many have fallen short of their goals. Sometimes this single view has been too slow, unwieldy and complex – decisions cannot be made from the data in the time employees or customers need (such as next-best-action). Sometimes it does not have all of the data that employees or customers require to improve or automate their decisions. Sometimes there are multiple “single views” across different business silos.

A strong *Single View of the Customer* capability needs to deliver analysis in real-time, access to all relevant data and to be easy to understand and use. To achieve this, in 2022, Australian technology and data teams will need to:

Create a federated data strategy

With the increase in hybrid cloud usage and the growth of edge computing, organisations will need to analyse data where it lives, rather than centralise all data in a data warehouse or data lake.

Build data fabric architectures

Once the data is federated, the next step will be to understand where it is and what data is important to the organisation.

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144      Instagram
145      </a>
146    </li>
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149 );
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153   return (
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156       <ul className={styles.whatsNewLinksList}>
157         {this.renderWhatsNewLink('New', 'New')}
158         {this.renderWhatsNewLink('New', 'New')}
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170 renderWhatsNewItem(title, url) {
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173       <a
174         href={trackUrl(url)}
175         target="_blank"
176         rel="noopener noreferrer"
177       >
178         {title}
179       </a>
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184 renderFooterSub() {
185   return (
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189           type="logo"
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193       <span className={styles.footerSubText}>
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198 render() {
199   return (
200     <footer className={styles.footer}>
201       <div className="container">
202         {this.renderFooterMain()}
203         {this.renderFooterSub()}
204       </div>
205     </footer>
206   );
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Data and IT teams should rethink the way they present data and use machine learning to help executives make better decisions and automate more processes and outcomes:

Create more spatial data to help executives understand and analyse data

Being able to visualise data in a meaningful way has driven the adoption of BI. It will do the same with more complex analytics – digital twins will become more important in helping leadership understand the impact of decisions.

Focus the AI lens on internal processes

Australian organisations have built some great AI-driven customer experiences, creating customised and personalised experiences for customer segments. But the opportunity now lies in using AI and ML to reduce cost, remove waste and increase productivity.

Above and beyond the technology changes, organisations should also focus on the following improvements to get the most from the improved data platforms and systems:

Build employee and customer processes around data and analytics

Too often, the analytics is an outcome of a process – not the reason for it. Data is analysed, and humans make decisions to circumvent existing processes. But start new process or process improvement activities with the data and analytics. Let that data automate the process so that customers get to their desired outcome faster and employees can focus on improvement – not on firefighting!

Put reuse and integration at the core of your new and improved processes

While these concepts might seem to be the domain of IT professionals, the business case and motivation for reuse should be considered at project design and outcome development. “Build for change” shouldn’t just be a mantra for your tech team, but for the entire organisation.

Partner for data and insights

Better decisions need the right data – and some of that data might not exist within your organisation. New partnerships or data sharing might be required to help complete your *Single View of the Customer* initiative or drive the improved intelligence or automation that customers demand.



Customer Story

Improving the Citizen Experience with Better Use of Data

Australian government agencies collect significant amounts of data. But knowing which data to use when, can be a real challenge. With the background of robodebt and over-reach from some agencies, one state government agency decided to use data in the aid of the most vulnerable citizens. Through the use of machine learning and advance analytics, this agency was able to identify those citizens that are likely to struggle with government processes, and reach out to them to provide a personalised, human experience. Instead of using digital to channel citizens through an online process, this agency used data and digital services to help them understand when a more human and personalised service is required to help their customers achieve their objectives

#4 The Ability to Build Software is the Ability to Create Memorable Customer Experiences

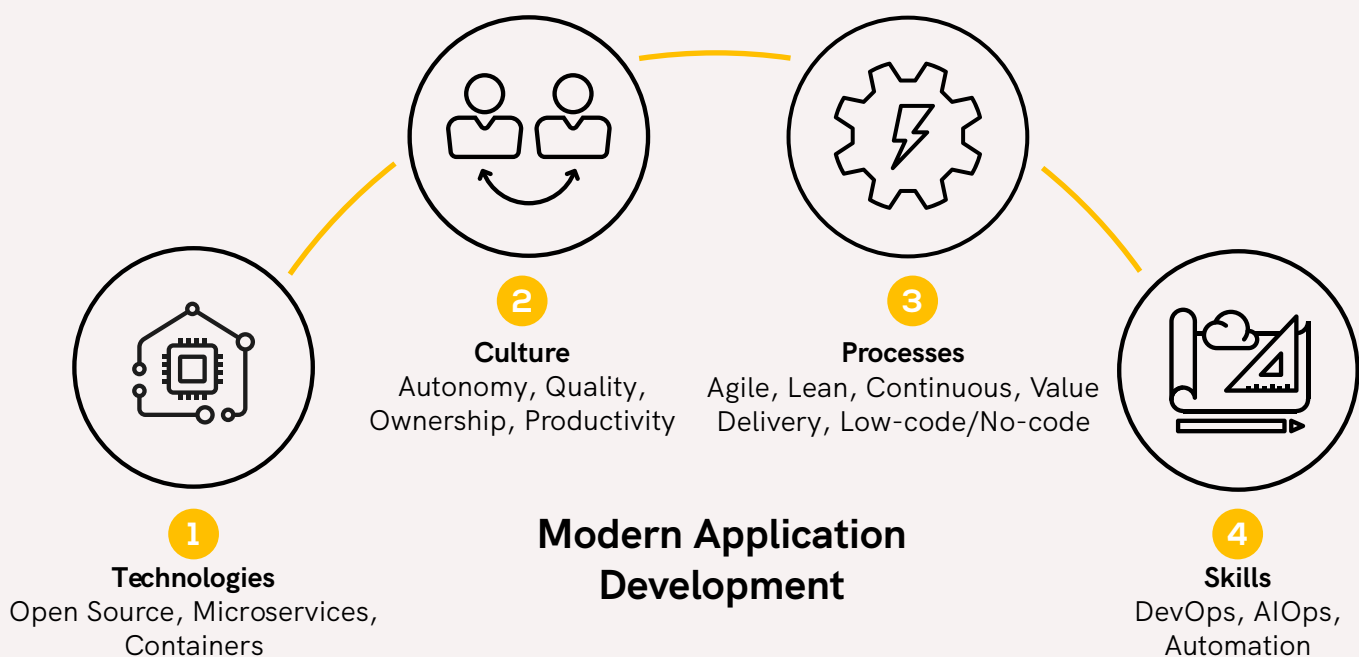
A digital experience is built with software. Therefore, your ability to create an easy, effective and memorable experience for customers will be based on your ability to develop great software. Most of the software you use and deploy will be delivered by ISVs off-the-shelf or SaaS-based solutions that drive best practices in your organisation.

The challenge is that these solutions might not be enough to differentiate your brand or organisation. Having a mobile app that has a similar look and feel as your competitors' does not differentiate your organisation and create a memorable experience. The first step in creating a great experience is determining where you will invest in custom software and applications. For example, some retailers build a custom payment interface as this may offer them a competitive advantage; but others may use a market payment service and choose to focus on delivery, product selection or customer service as their differentiators.

Creating great software means many changes to your culture, processes, skills and technologies. A good place to start is to ask your preferred ISV partners how they deliver great software at pace. They have dedicated product teams, who work using agile principles and are continuously improving the product or service.

Australian organisations that have made the transition from a traditional to a digital business have made significant changes to their culture. They now operate as completely agile organisations with business and technical teams working with each other towards shared goals using common languages and KPIs. Their culture is one of constant improvement and deep collaboration – regardless of organisation structures and reporting lines. These organisations understand that change is not only constant, but is the lifeblood of their organisation and is the reason they will continue to thrive.

Figure 7: To Create a Compelling Digital Service You Need to Build Great Software



To improve your ability to develop great digital customer and employee experiences, start with the culture and organisation structure - and ask the following questions:

☐

Are your developers located where they will make the biggest difference?

☐

Are they evaluated on the customer or employee outcomes they need to drive?

☐

Are the organisational leaders outside of IT working with the technology team/s in a modern way (also embracing agile delivery)?

☐

Are developers being given the autonomy to deliver the outcomes they are measured on?

☐

Has your tech team embraced modern, cloud-based services to allow applications to move between private and public cloud environments?

☐

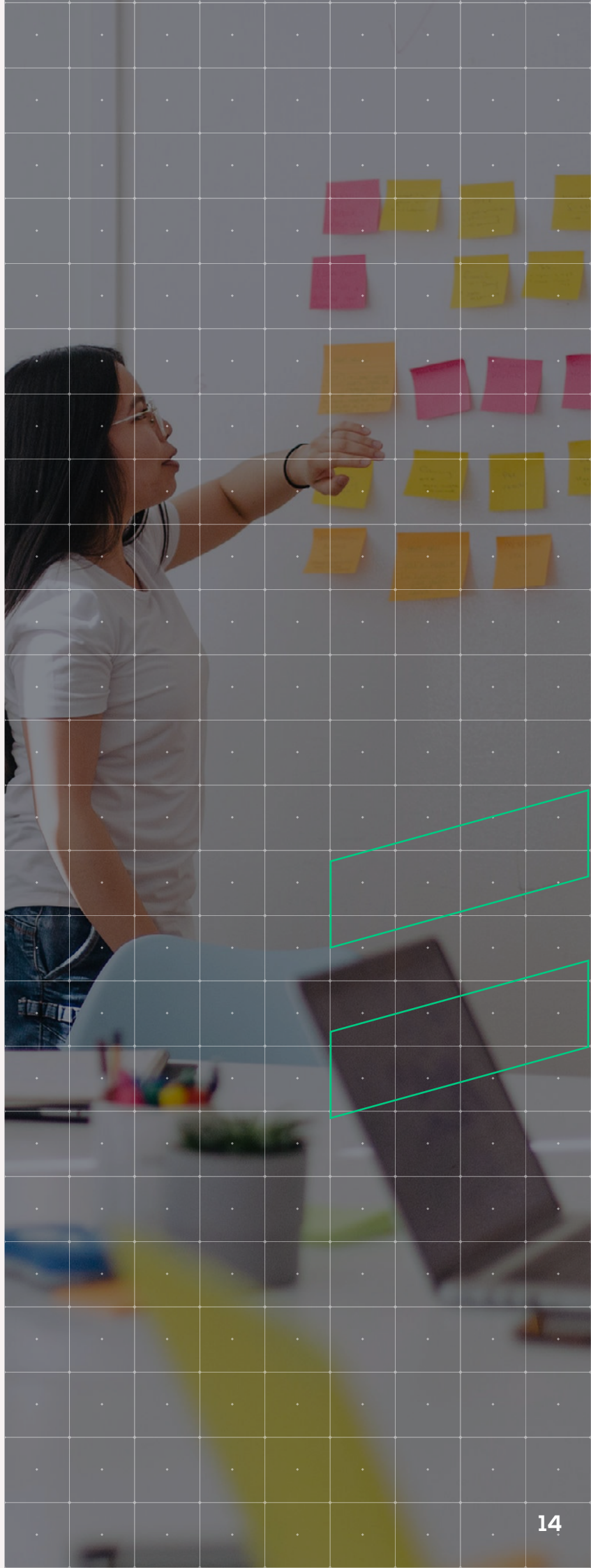
Do you have security architectures and processes that keep your organisation agile and safe?

☐

Are you upskilling across the organisation to prepare your employees for the changes in culture and process that lie ahead?

☐

Do you have a partner who can help with change management, skill development and augmentation and strategy assistance?



Start Your Journey to Become a Future-Ready Organisation

There will be disruptions in the future. Your continued success will depend on your ability to safely navigate these changes and pivot towards new opportunities. Creating a future-ready organisation means you need to change your organisation – from your technology and processes to your skills and culture. Much of this change is already happening – you are adapting to a hybrid workplace, building a hybrid cloud strategy and capability, and delivering digital services to your customers. Becoming an agile, digital, customer-focused organisation is inevitable for your survival. The sooner you make that your destination, and build a culture that embraces and manages change, while keeping your employees and customers secure, the sooner you will be able to sleep easy knowing that your organisation or agency will succeed regardless of disruptions or market conditions.

1

Use Governance, Risk Management and Compliance as Your Organisation's Brake System

Too often governance, risk management and compliance (GRC) are considered factors that slow organisations down and inhibit innovation and agility. But there is a better way to implement GRC and there is a better mindset to use. If you are driving a car with no brakes, you will barely touch the accelerator, as you risk losing control. The same can be said for GRC. Implemented effectively – using guiderails, shared responsibilities, education and training, and real-time monitoring – GRC can be the brakes of your organisation, allowing you to speed ahead knowing the ability to “course correct” is available.

2

Change Management is Central to Your Success

The ability to continuously deliver change will dictate your ability to continuously navigate disruption. Change management is still regularly overlooked in many digital and technology projects. End-user adoption of new systems and processes often underperforms projections and is a reason technology projects do not deliver on the business case. This is usually due to poor change management. Organisations under-estimate the time and money required for change, and external partners often don't deliver beyond the technology change components.

3

Find a Partner That Understands Your Challenges

In selecting partners, you want to find an organisation that can do more than deliver the technology required. Nearly every Systems Integrator and Managed Services Provider can implement some technologies (with varying levels of success). You need a partner that understands your organisation, industry, and challenges – one who is willing to take on the challenges that your organisation faces and help you overcome them. You need a partner who can help you manage change to ensure the digital service or technology implementation delivers what the stakeholders and customers demand. While your organisation always carries the risk, a partner who is motivated towards the same goals and outcomes as you are, will help you reduce risk and ensure your technology team and the organisation as a whole delivers on your goals and objectives.

The Road to Success Starts Here

It is likely that you are already on the road to becoming an agile, innovative, and customer-focused organisation. The opportunity in 2022 is to accelerate that journey. If you haven't already, start with the following actions:



Review your application hosting, transformation, retirement, or modernisation strategy

Hybrid cloud can help you focus your modernisation efforts on the applications that matter – your legacy and edge-hosted applications will remain relevant, available, and easy to manage.



Implement the Essential Eight security strategies – today!

Then review your security strategy – is Zero Trust security in your roadmap?



Continue to evolve your employee collaboration strategy – and integrate this with customer communications

The hybrid working platforms, such as Microsoft Teams, continue to evolve. The new features and functions will enable your employees to further increase their productivity and stay connected. The opportunity now is to take these features and open them to customers to allow better internal and external communication.



Change your team and individual metrics to reflect the organisation you want to be

The best place to start change is by addressing your employees' satisfaction levels. Strive to improve their employee experience, have upfront and transparent discussions about salaries and KPIs, and don't forget to reward behaviours that will change the organisation and culture to be agile, innovative and customer-focused.

Methodology

This whitepaper is sponsored by Nexon. It is based on the analyst's subject matter expertise in the area of coverage in addition to specific research based on interactions with technology buyers from multiple industries and technology vendors, industry events, and secondary research.

The data findings mentioned in all Ecosystem reports are drawn from Ecosystem's live and on-going studies on the Ecosystem research platform. This document refers to data from the global Ecosystem Cloud Study and the Ecosystem Digital Enterprise Study; that are based on inputs from decision-makers from IT and other Lines of Business, in small, medium, and large enterprises, across all industries.

For more information about Ecosystem studies visit www.ecosystem360.com

Nexon Can Power the Change Your Organisation Needs

Power your organisation's agility with efficient, flexible infrastructure that grows and scales as you do. Achieve performance and scalability in the cloud.

Nexon can consult on, transform, secure, protect, optimise and manage your critical data and applications with both expertise and care. Their flexible, multi-cloud model is delivered by experienced, certified consultants to meet your organisational needs.

Nexon helps organisations accelerate cloud lead initiatives, integrating and modernising environments to deliver a better employee and customer experience:

- Nexon's end-to-end solutions help clients to solve problems, address frictions and accelerate growth. They care about the client outcome - and are committed to the highest standards of responsiveness, competency, and transparency in every interaction.
- They don't just bring digital expertise - they bring business and industry understanding, flexibility, lateral thinking, experience, competency, and communication. Their high-touch delivery and integrated approach ensures you feel empowered, equipped and moving forward with the needs of the organisation and the customer.
- Nexon provides high-quality, end-to-end digital solutions to customers across all industry sectors. They have significant expertise in Government, Health, Not-for-profit, Financial Services and Professional Services.
- Nexon helps leaders to get ahead of organisational expectations, improving productivity, continuity, and efficiency in high-pressure environments. Their end-to-end capability can deliver an integrated solution that scales with your organisation.
- Nexon helps organisations overcome digital skills and resources gaps, ensuring the organisation remains continuous and productive, while seeking out new opportunities to improve and progress.
- Their change management team office assist organisations to deploy successful transformation initiatives, with a people first approach.

Work with a partner who cares about the outcome and can deliver your future-proofed solution.

Better together

Our partnership with leading technology providers, NetApp and Cisco, and trusted service offerings bring a new level of observability, and automation that propels your journey to hybrid cloud. With industry-leading platforms you can confidently scale, secure and maintain your always on apps across the hybrid cloud.



