

Digital Transformation Essentials in a New World

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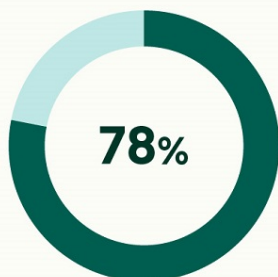
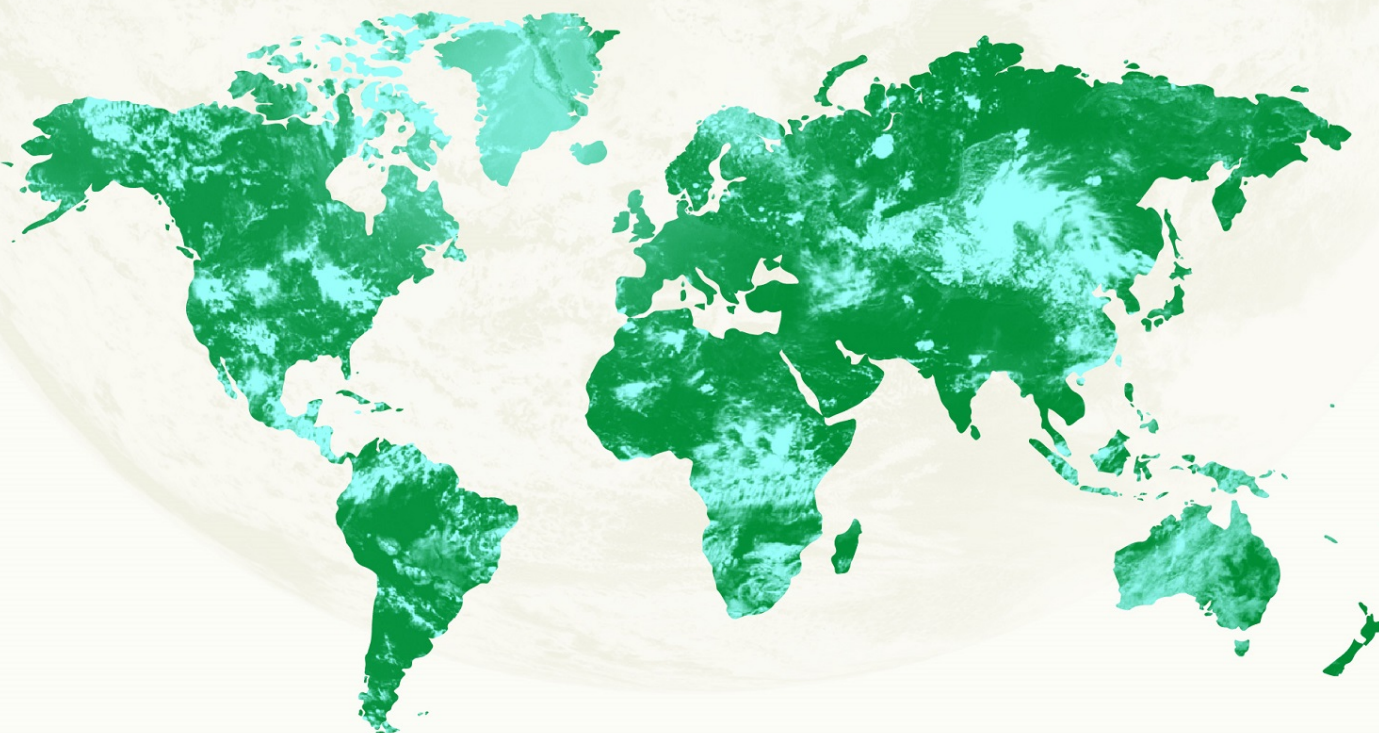
Globally, **42%** of respondents recognize that remote working and digital-only interactions have significantly disrupted their day-to-day operations.



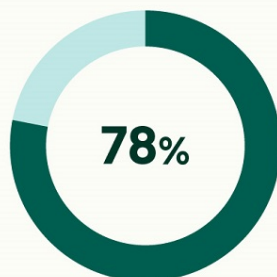
51% of decision-makers are looking to digital transformation to improve their IT processes to leverage the connectivity and scale of networks and software-as-a-service-based (SaaS-based applications).



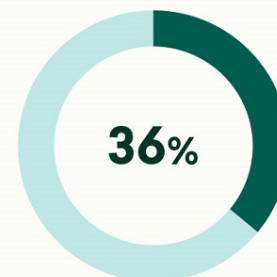
Almost one in two decision-makers believes the pandemic has increased their investment in digital transformation.



More than **78%** of decision-makers say their IT investments are committed to digital transformation, focusing on improving customer service and IT processes.



78% of the IT budget is dedicated to companywide transformation initiatives.



More than 36% of decision-makers in Europe consider building a new generation of digital platforms for customer-facing teams as one of the most important activities in their digital transformations.