

Research report:

The State of IT Innovation: Priorities and Challenges



To keep up with the pace of innovation, CIOs have to allocate a significant portion of their IT budget to innovative projects while ensuring that they are keeping the lights on in an efficient and effective manner.

- 98% believe that their organisation needs to increase IT innovation spending
- 77% indicated that the biggest blocker to achieving innovation in their organisation is the over-spending on 'keeping the lights on'

- 74% stated that current contracts with service providers do not accommodate innovation
- 63% feel that they are locked in to current relationships with service providers thus lacking the ability to explore other options to innovate through partnership
- 71% are worried about how their organisation will find budget for IT innovation



Just 22% of retail sector respondents are completely satisfied that their software providers and enterprise applications are helping them innovate faster and accelerate their business strategies

- Many business users are unhappy with the level of support they get from their main software providers
 - Only 37% said the value of enhancement packs delivered by suppliers had increased in the past five years, and 56% said they felt pressurised to adopt their suppliers' cloud strategy.

Who did we interview?

We interviewed 900 respondents from a range of countries across Europe, the Middle East, Asia and the Americas.

The respondents had to have decision making responsibility in the IT or finance function within their organisation.

