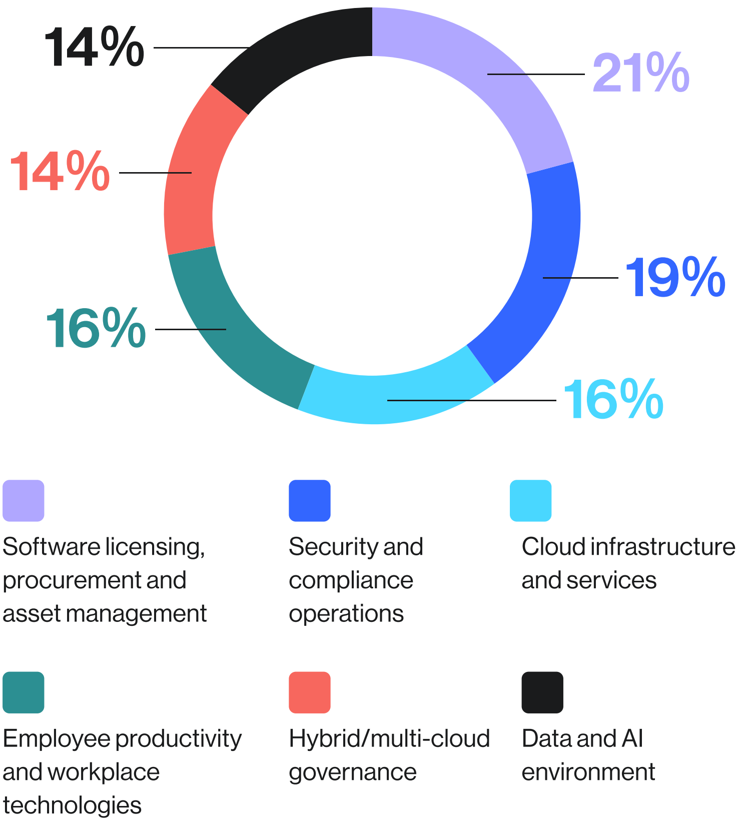
# The State of Microsoft-Powered IT

How are leading organizations faring as they modernize and transform their cloud and technology platforms?

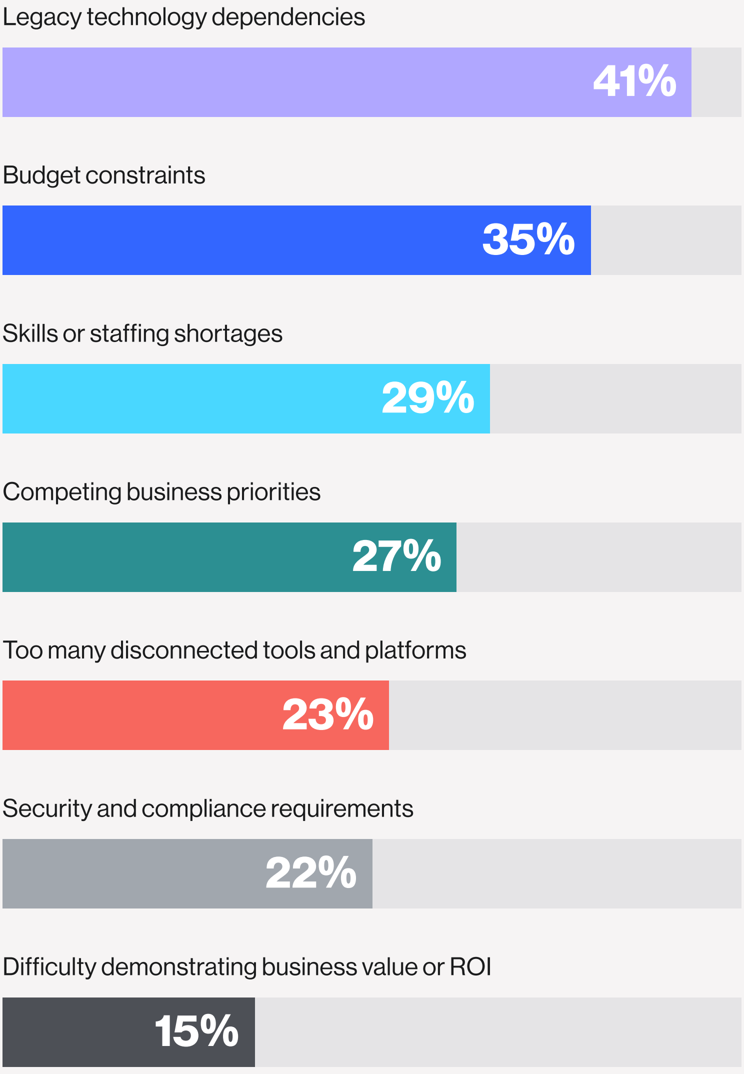
Gatepoint Research asked 100 IT and procurement decision-makers* to find out. Although 86% say they've reached an established or higher level of transformation maturity, many still wrestle with hard-to-manage IT areas and persistent roadblocks that hamper project execution. We explored which outcomes these leaders expect from their technology investments and what changes would most boost the value and performance of those investments.

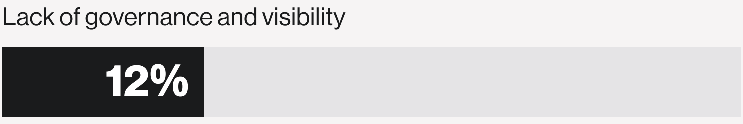
## Most Difficult Area of IT to Manage Efficiently



The relatively even distribution of responses suggests that management complexity is systemic rather than confined to a single technology domain.

## Biggest Obstacles to Executing IT Initiatives





Even for organizations mature in their transformation journey, reliance on legacy technology remains the top obstacle to executing initiatives. Budget constraints, staffing issues and competing priorities compound the problem.

## Expected Outcomes From Technology Investments

**34%**
Improved business agility and speed of delivery

**34%**
Simplified IT operations and management

**28%**
Maximized value from existing technology investments

**24%**
Accelerated AI adoption and intelligent automation

**21%**
Increased security and risk resilience

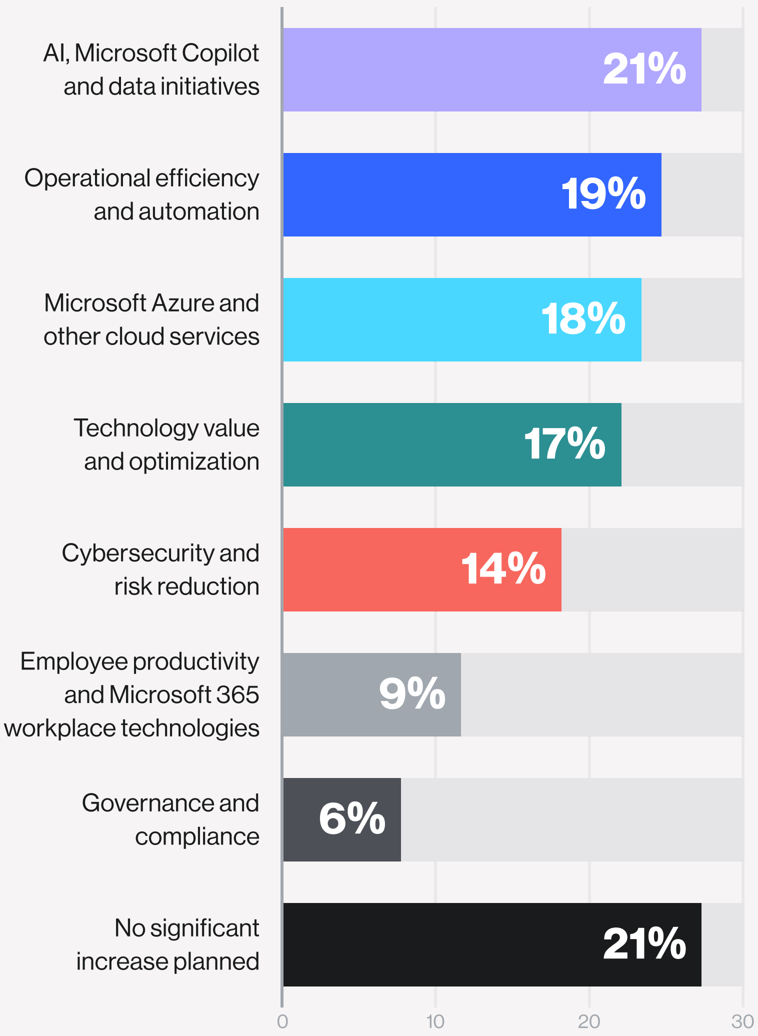
**18%**
Improved employee productivity and collaboration

**16%**
Improved governance, compliance and control

**11%**
Increased visibility into technology performance and usage

Respondents most want technology to make the organization faster and IT easier to manage, while gaining greater value from their existing investments. The growing importance of accelerating AI adoption and automation is clear.

## Increased Investment Direction over Next 12 Months



Technology priorities aren't automatically translating into larger budgets. However, AI and automation remain consistently top investment focuses.

# What Would Most Help Improve the Value and Performance of Technology Investments

**20%**

More automation and operational efficiency

**17%**

Better cost management and optimization capabilities

**16%**

Stronger security and compliance support

**12%**

Clearer measurement of business outcomes and ROI

**11%**

Better visibility into cloud and IT operations

**11%**

Additional cloud and modernization expertise

**7%**

Simplified vendor and licensing management

**6%**

Improved governance and operational consistency

> No single solution dominates, but achieving greater automation that improves operational efficiency and reduces complexity remains the number one priority.

**Research conducted by:**

GATEPOINT RESEARCH

**Research sponsored by:**

software one

## About SoftwareOne

SoftwareOne is a global Microsoft partner that helps organizations maximize the value of their Microsoft Azure, Microsoft 365, and Copilot investments. Through advisory, optimization, and managed services, SoftwareOne helps organizations navigate cloud complexity, improve operational efficiency, and drive greater value from their technology environments. Learn more at **softwareone.com**.

**LEARN MORE** ⟶

* **Survey respondent base included:**
**21%** CxO
**26%** Vice presidents
**53%** Directors