

# Leveraging Cloud Technology and Managed Services to Transform IT

September 28, 2020  
Executive Summary:

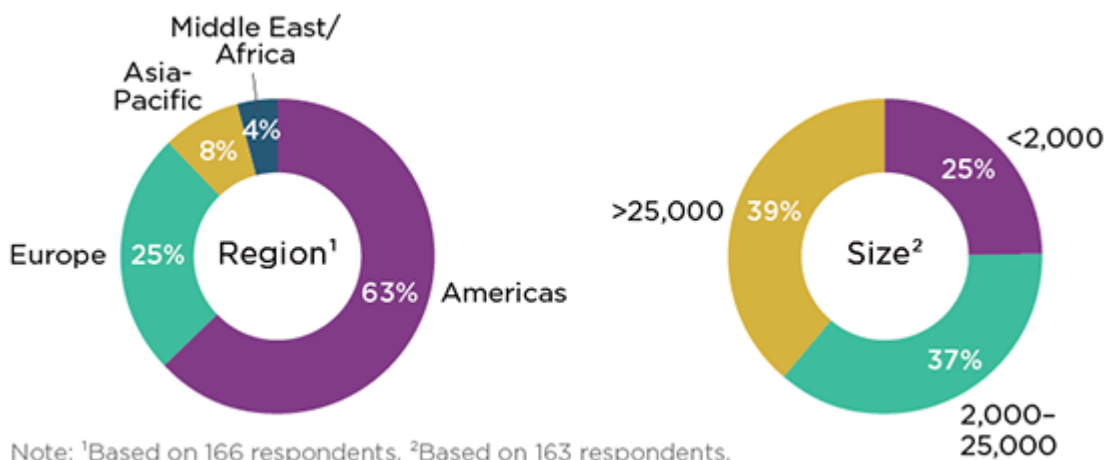


Rather than pursuing a single business outcome, transformations should be considered in light of their impact on the entire technology environment, and on employees and customers alike. Cloud plus managed services provides an ideal foundation for this holistic approach, because it enables cost-effective consumption of technology rather than ownership, so IT resources can be oriented toward customers and growth.

Methodology:

Between October and December 2019, Greenwich Associates interviewed 160 technology professionals in financial services companies. Questions covered a range of topics, including key success drivers, methodologies, delivery preferences, and vendor selection criteria.

**RESPONDENTS**



Note: <sup>1</sup>Based on 166 respondents. <sup>2</sup>Based on 163 respondents.  
Source: Greenwich Associates 2020 Successful IT Transformations Study



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