Maximizing ROI from IT Transformations

Focus on Outcomes Not Solutions

September 28, 2020

Executive Summary:

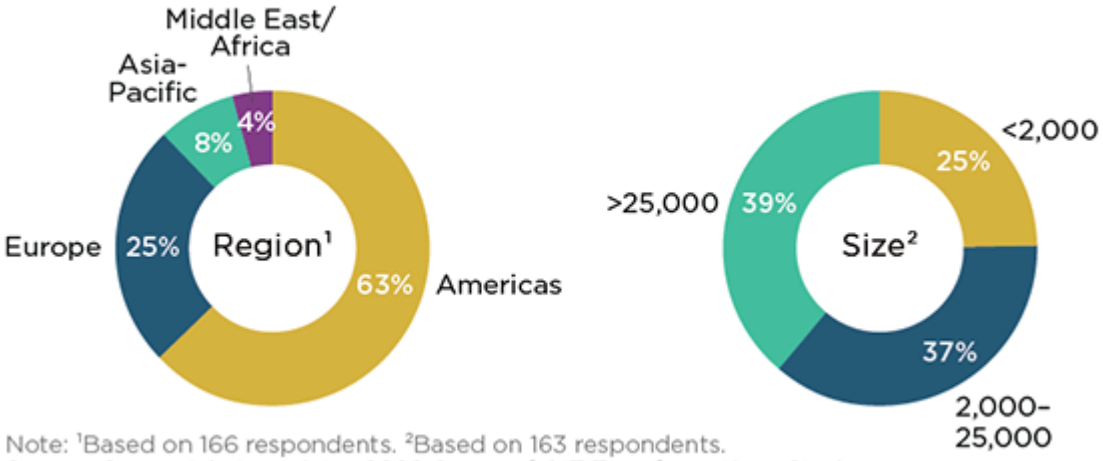


In this Greenwich Report, we focus on the technology provider relationship: specifically, how an outcome-oriented partnership between services provider and client is essential if financial organizations are to see a real return on their investment in IT transformation.

Methodology:

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

RESPONDENTS



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

www.greenwich.com | ContactUs@greenwich.com

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greenwich.com ContactUs@greenwich.com Ph +1203.625.5038