

Unlocking the potential of your transformation through people led application strategies



Findings from our research shows that users want modern tools to improve performance, and many already have the skills to use emerging technologies, but there's still work to be done by organizations to provide them.

Key findings from the report:



Digital transformation is about people, not technology

COVID has increased the public sector's focus on enhancing the experience, performance and retention of its people.

77% say they already have the right skills to interact with and utilize tools like artificial intelligence, robotic process automation and predictive analytics.

Leaders think they are technology innovators, but users disagree. Users want modern tools to improve performance, and many already have the skills to use emerging technologies – if organizations can provide them.

Cloud / SaaS is steadily replacing on-premise

>75% of global decision makers believe traditional on-premise IT systems and enterprise applications can't react to rapid change.

Top three drivers to SaaS: innovation, security and productivity

The top three drivers among decision-makers are:

- The ability to innovate faster
- Improving privacy and security
- Boosting productivity

Users say they want their office technology to better supports their role.



So what's stopping them?

Four big barriers organizations from developing or investing in an enterprise application strategy:

34% have silos of information split out across the business

31% mistrust cloud-based applications

31% of IT teams are resistant to change

31% of users are reluctant/resistant to change

The work-home technology gap

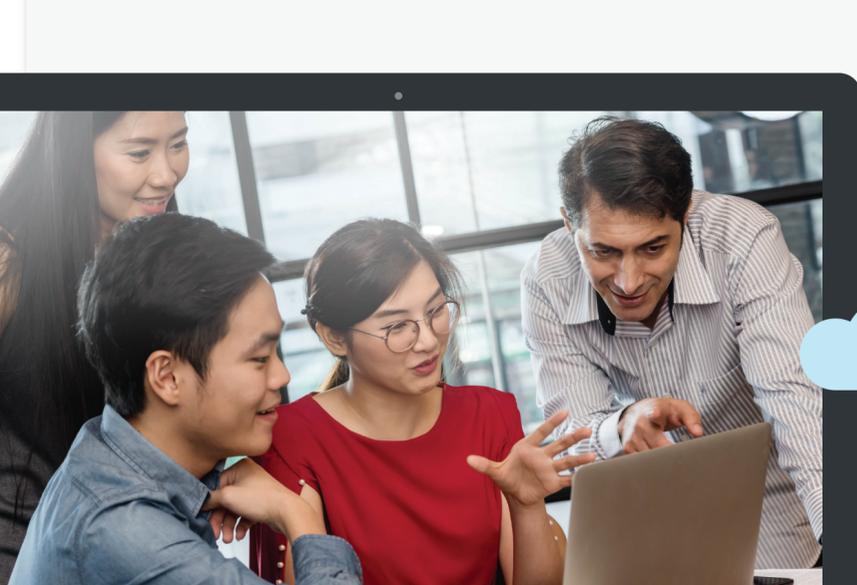
Users think the applications and technology they use at work are **significantly or slightly less user friendly than apps and other tech in their personal lives.**

The generation gap

Around one third of the Boomer generation (aged 55-75) saying work tech is less user friendly, compared to almost **half** of Generation Z users (aged 18-24.)

And finally, there are regional variations

The results of this survey vary across the participating countries, with users having different experiences and organizations having different maturity.



Read the report to see where you fit – and see how your employee demographic and country cohort responded.