

Accelerating the Value & Return on IT Investments

PANEL DISCUSSION

May 13, 2021



Agenda

- **Introductions**
- **Conversation Set Up**
- **IT Industry Realities Impacting ROI**
- **Internal Gaps that Prevent ROI**
- **Panel Questions, Discussion**
- **IT Investment Value & ROI Checklist**
- **IT Investments to Accelerate Value**
- **Wrap Up**



Conversation Set Up

Organizations of all sizes, across all industries are working to recover from the global pandemic, yet Gartner, estimates that the total global spending on IT has grown to over \$3.9 Trillion. Over \$120 Billion is expected to be spent on cybersecurity in 2021.

While IT and Security spending continues to grow globally, organizations and leadership teams report ongoing struggles with realizing tangible business value or return on IT and security investments. Each year hundreds of new technology and security solutions pour into the market. Today there are thousands of IT and Security vendors in the market and tens of thousands of products, devices and business applications to choose from. With this glut of solutions, vendors, and options, how can organizations capture a return on future IT and Security investments, or realize the value from previous investments?

COMMON IT INVESTMENT & SPENDING QUESTIONS

- How stable are the IT systems and applications?
- How are IT and security investments paying off?
- How well are we identifying and responding to user and customer support requests?
- Are IT and security services being delivered to support the business' goals, objectives, and needs?
- How can we show / communicate the value of IT and security in terms that the business understands?

IT Industry Realities Impacting ROI

IT Project Failure Rates and IT System Downtime

70% of IT Projects Fail.

55% of PMs cite budget overrun as a reason for project failure.

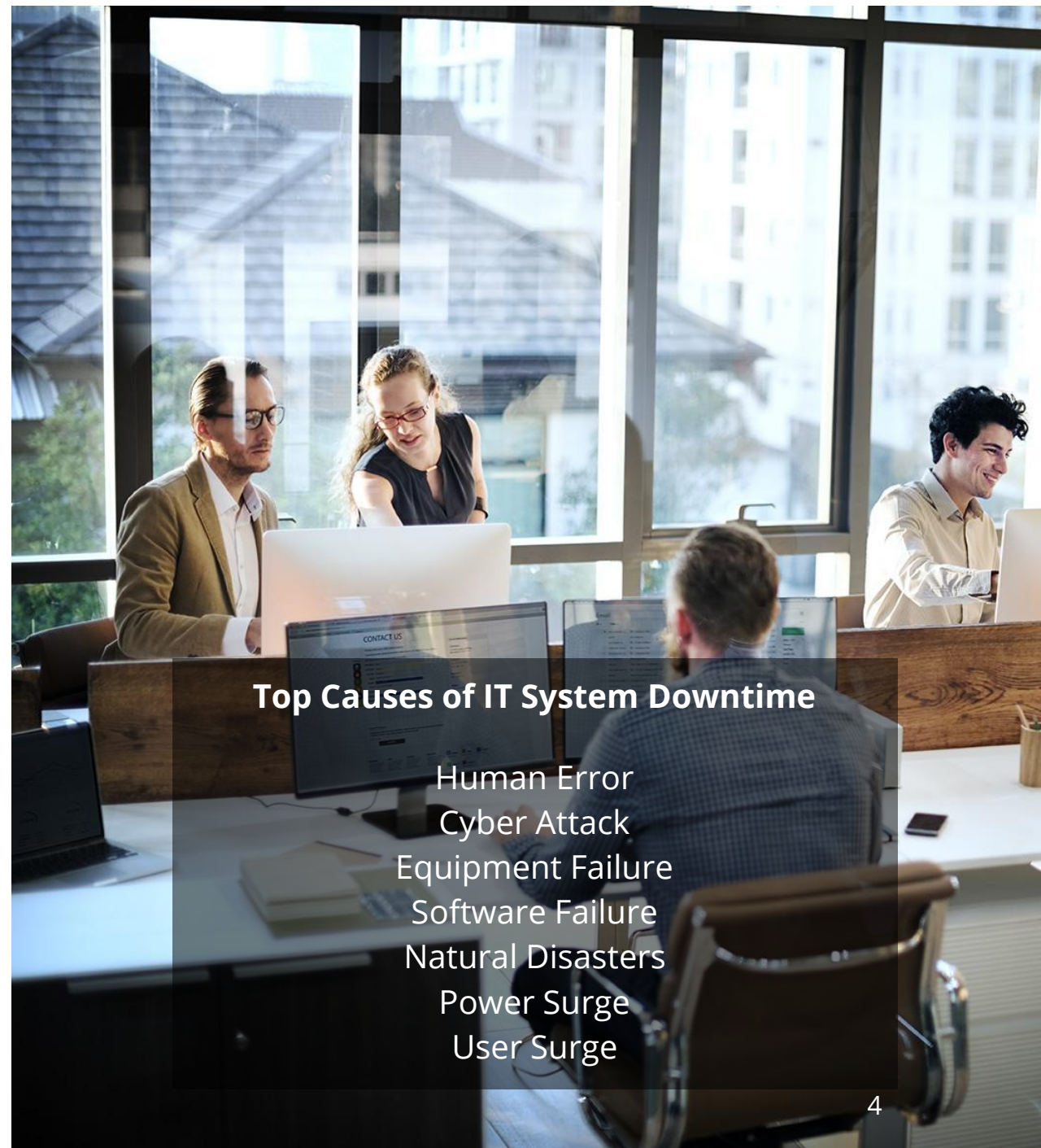
The lack of clear goals and flawed requirements are the most common factors for project failure (37%).

44% of projects fail due to a lack of alignment between business and IT project objectives.

62% of successfully completed projects had supportive executive sponsors.

Designing, building, operating, maintaining, and supporting business IT systems and applications is a time consuming, costly and complex task. *It requires specialized skills, robust project management, and executive oversight in order to be successful. The odds are against most organizations that attempt to run IT systems, applications or major projects inhouse with minimal funding and resources.*

exceptional.com



Top Causes of IT System Downtime

- Human Error
- Cyber Attack
- Equipment Failure
- Software Failure
- Natural Disasters
- Power Surge
- User Surge



Internal Gaps That Prevent ROI

Goals & Objectives:

- Business, IT, Security goals and objectives can be misaligned or not understood across various business units or functions.
- Business and IT initiatives, projects, and spending priorities might be misaligned or not understood across the organization.
- Business and IT projects might not have clear alignment to corporate goals and objectives.

IT Program Maturity:

- The current state of the IT and Security program maturity is understood at the leadership, management and employee levels of the organization.
- The IT, and Security team effectiveness and capabilities are understood by the leadership and management teams.
- IT and Security system functionality is understood by the leadership team.

Internal Gaps That Prevent ROI

Spend Alignment

- IT and Security investments and ongoing spending is aligned and supports business goals, objectives.
- IT and Security spending is within industry averages for your type and size of company.
- IT and Security investment and project return on investment is being tracked, measured and reviewed continuously.

KPIs & Metrics

- IT and Security initiatives, projects, activities have specific KPIs, Metrics, defined.
- KPIs, Metrics for IT and Security initiatives and projects are being tracked, measured, reviewed continuously.
- Vendors, Partners, Suppliers of IT and Security solutions and services are reviewed, assessed and ranked in terms of the value they provide to the business.

PitchMaps Research, 2019. Victory Media Survey, 2020-2021



Panel Discussion

QUESTION 1

What are the top areas of IT and security overspending that you are seeing in the market? What is causing the overspending?

QUESTION 2

How can you identify and measure the current maturity and effectiveness level of your IT or security organizations and programs?

QUESTION 4

How can organizations ensure that their IT and security investments are impactful to the business?

QUESTION 3

How do you know how much to spend on IT or security, and where to start spending?

QUESTION 5

What are some of the fastest ways to create a return from IT and security investments? Where should companies begin?

IT Investment Value & ROI Checklist

GOALS & OBJECTIVES

Do we know if our IT department and team members understand our short-mid-long-term goals, objectives, priorities?

PROGRAM MATURITY

Do we know our current state of IT program - team maturity and effectiveness, and how to evolve this to create business value and reduce or eliminate risk?

KPIs & METRICS

Do we know how IT projects and teams are performing against their KPIs, metrics, expectations, outcomes?

SPEND ALIGNMENT

Do we know where and how our IT investments are adding value to the organization?

REPORTING & COMMUNICATIONS

Do we create dashboards, reports, or summaries, and communicate the value of IT investments in terms that the business understands?

IT Investments to Accelerate Value, ROI

Organizations across various industry segments are accelerating the return on IT and security investments, and are capturing greater value from investments using the approaches below. [Reach out to Xceptional today](#) to discuss how we can help you to capture more value from investing in these areas.

ASSESSMENTS

- ✓ Business and IT alignment assessment to identify IT investment gaps, waste, or misalignment negatively impacting the business.
- ✓ Network, IT, Security assessments to identify assets, vulnerabilities that are a high risk to the business.
- ✓ IT and Security project review, assessment and prioritization to reallocate resources and spending to projects that create the most value.

PROGRAM MATURITY

- ✓ Create or update IT system and data usage and access policies, procedures, to evolve IT and Security program maturity. This reduces risk and helps ensure regulatory compliance.
- ✓ Off-payroll virtual IT, Security, or Compliance, subject matter expert assistance to enhance internal capabilities.
- ✓ Partner with an outsource IT, Security or Compliance as a Service

TRAINING & AWARENESS

- ✓ IT, Security and system awareness training, phishing simulations to ensure user system and process adoption, and to reduce cybersecurity attack risks.
- ✓ Management training on system usage, data access, disaster recovery, cybersecurity risks, and best practices to defend the organization against internal and external attacks and threats.

LAYERED SECURITY

- ✓ Cybersecurity Insurance.
- ✓ End Point Protection.
- ✓ Data Encryption.
- ✓ Next Generation Firewalls.
- ✓ Data Loss Protection & Monitoring Software.
- ✓ Network Monitoring Services.
- ✓ Managed (Security) Detection and Response Services.

Summary

Over the last 12 months, organizations globally have been impacted by the global pandemic. As organizations begin to move beyond the pandemic, they are looking for ways to contain or reduce costs and invest in areas that will help stabilize and accelerate the growth of their business.

Most executives we speak to are seeking ways to align IT systems and applications with the needs of the business - and based on the glut of IT solutions and vendors in the market, they are trying to figure out who they can trust to help.

The amount of time, energy, effort, and resources required to keep IT systems, back-office applications, and IT devices updated to keep pace with the demands of the business, let alone, updated, patched and secure - is significant. Don't tackle this alone...

Xceptional can help!

As a leading, award winning provider of Managed IT Services, Networking, and Security Solutions, Xceptional is committed to helping customers align their IT systems and applications to the current needs of their business, employees, and customers!

Embrace the Xceptional experience and [visit our website](#) or [contact us](#) today!



Thank You!

Visit our [resources page](#) to access our free eBooks and research!
Request a [complimentary network](#) or [security assessment](#)!

Join us on May 20th for our next MSP Evaluation & Selection Panel

xceptional.com | 858-225-6230