STATE OF DIGITAL TRANSFORMATION 2024

BRIDGING THE DIGITAL DIVIDE

APAC REPORT

@ 2024 TEKsystems, Inc. ALL RIGHTS RESERVED

BRIDGING THE DIGITAL DIVIDE

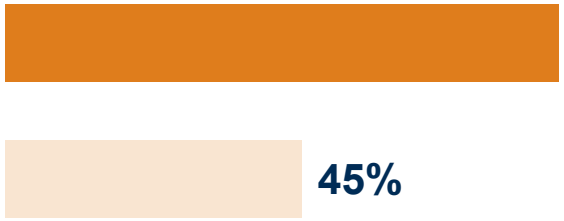
Companies are investing in digital transformation services, aiming to enhance employee performance / productivity and reduce operational inefficiency by addressing legacy IT systems.

In gearing up for 2024, technology and business leaders are urged to strategically allocate resources for optimal ROI and to position their companies for future growth. With our 2024 State of Digital Transformation report, let’s dive into the details.

DIGITAL LEADERS THRIVE AND TRANSFORM: GLOBAL INSIGHTS

Digital Leaders vs. Digital Laggards: What Digital Leaders do differently

BUILD STRATEGIC ALIGNMENT

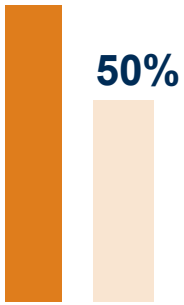


Digital transformation is a core pillar of business strategy.

VALUE THE RIGHT VOICES IN A DIGITAL ECOSYSTEM

Planning stages of digital transformation initiatives include the right mix of IT and business stakeholders.

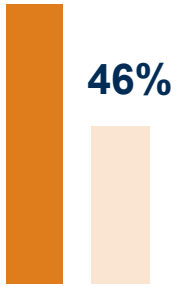
FUTURE-PROOF THE WORKFORCE



78%

Be well-positioned to reskill/upskill the workforce to be productive using digital technologies.

MAP OUT THE JOURNEY TOWARD DIGITAL INNOVATION



77%

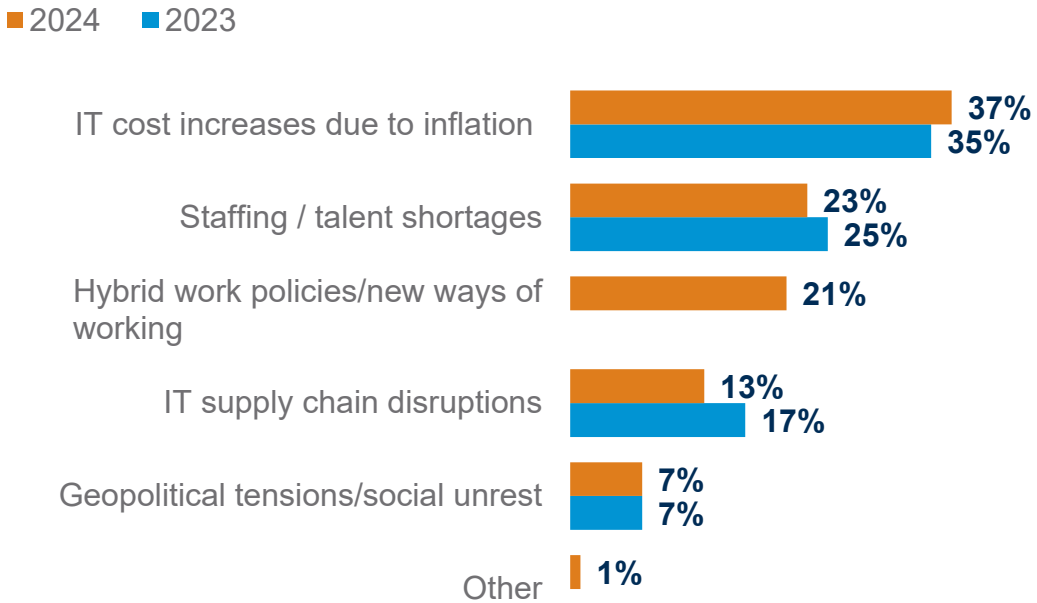
Define the desired business outcomes before starting any digital initiative.

Digital leaders are defined as companies with a mature digital transformation plan where digital processes and mindsets are ingrained in the DNA of the organisation.
Digital laggards are defined as companies with tentative plans and limited digital transformation initiatives and investments in place.

ACCELERATING SPENDING PLANS

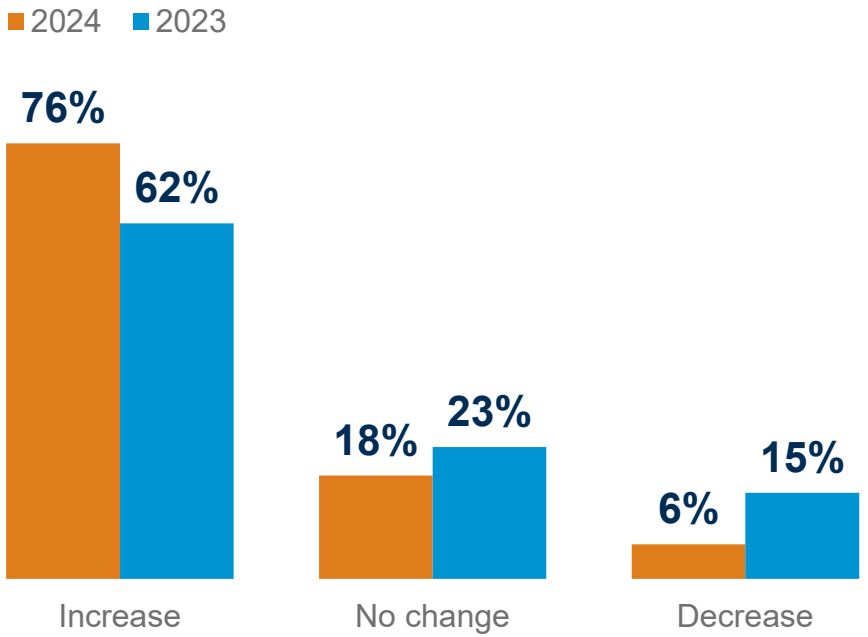
Inflation and talent shortages weigh heavy on spending decisions

GREATEST IMPACT ON IT SPENDING 2024



Investments in digital business transformation are expected to rise in 2024

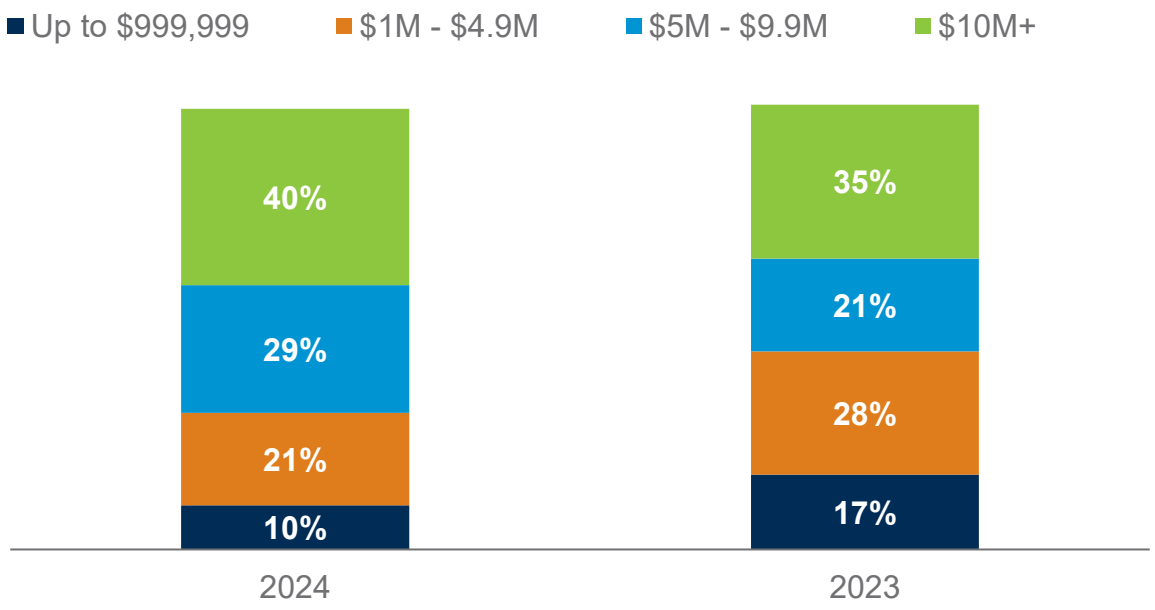
TECHNOLOGY SPEND PROJECTIONS



INVESTMENT IN DIGITAL TRANSFORMATION

Across APAC organisations are increasing the average size of their investment per digital transformation initiative.

DIGITAL TRANSFORMATION INVESTMENTS (PER INITIATIVE USD)



TRANSFORMING IN THE DIGITAL ERA

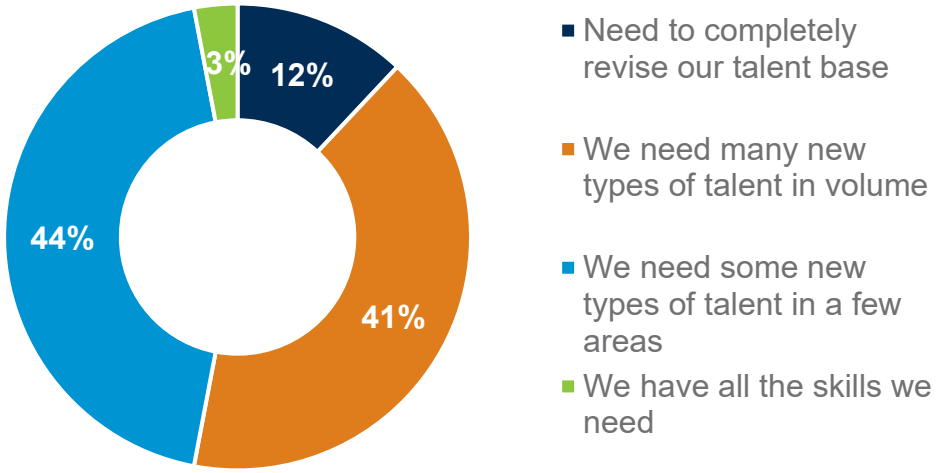
TOP DX GOALS	RANK
Enhance employee performance / productivity	1
Reduce operational inefficiency	2
Replace or upgrade legacy IT systems	3
Improve customer experience and engagement	4
Transform existing business processes	5

TOP CHALLENGES	RANK
Operating-model transformation complications (current business process are too rigid)	1
Complexity of current environment / siloed mindset and behaviours	2
Creating a culture of continuous learning / upskilling or reskilling workforce	3
Gaps in technical talent	4
High or unforeseen costs associated with digital transformation	5

DESIGNING A DIGITAL WORKFORCE

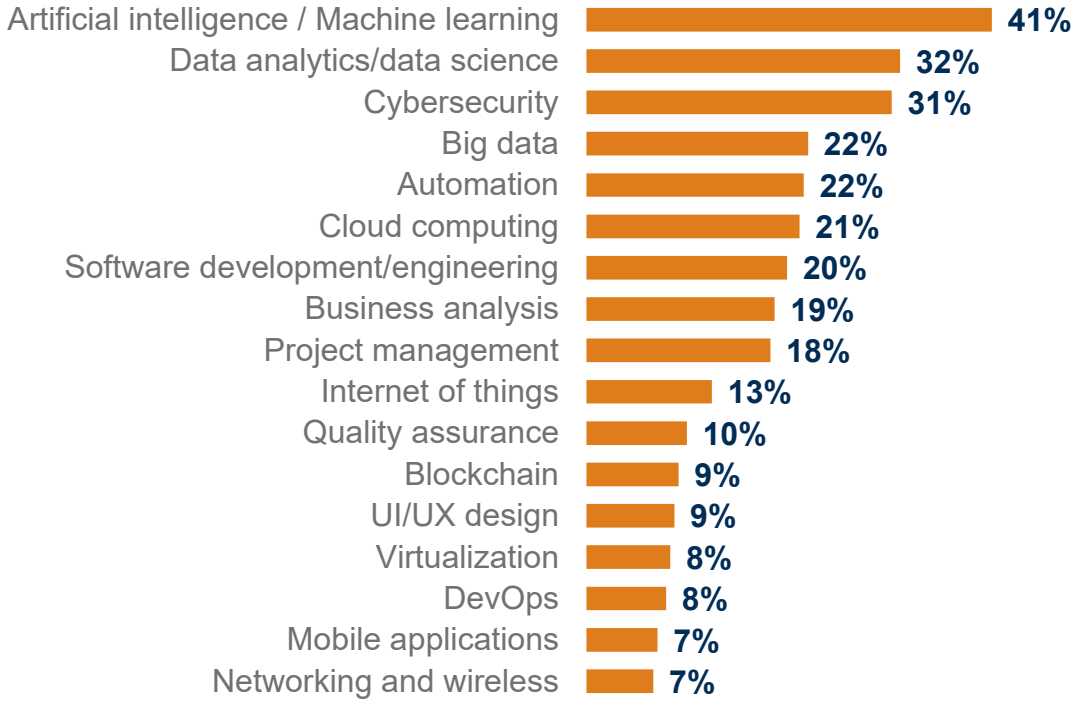
New technologies in digital transformation require innovative collaboration processes and talent acquisition to avoid exposing vulnerabilities

TALENT REIMAGINED



New talent brings fresh skills to the table

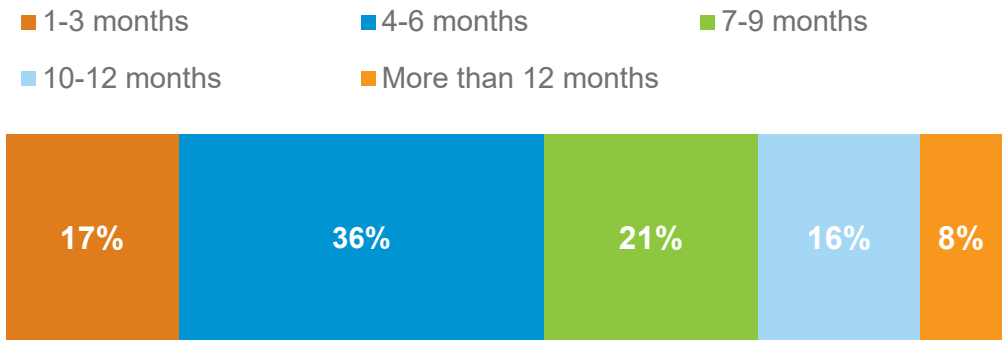
MOST CRITICAL SKILLS IN THE NEXT 12 TO 24 MONTHS



RESHAPING THE WORLD OF WORK

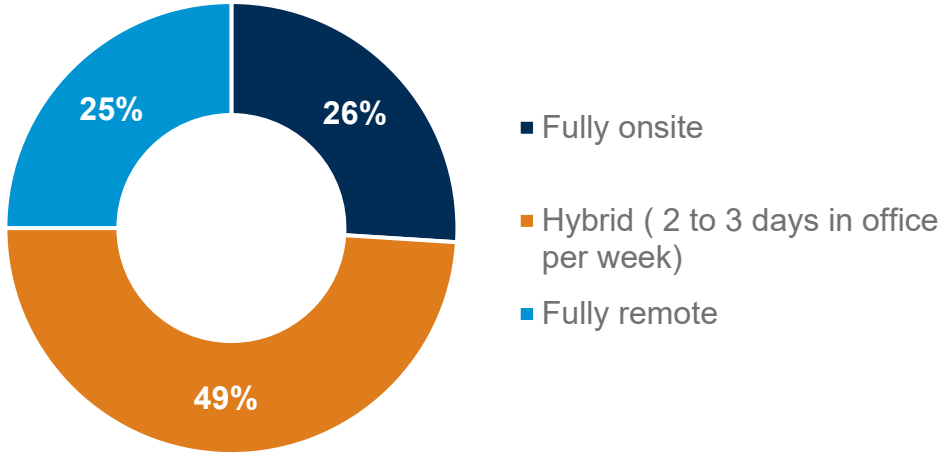
One in four organisations say it takes 10+ months to fill IT roles

TIME TO FIND CRITICAL TALENT



Half of organisations expect to have a hybrid / remote work model in 2024

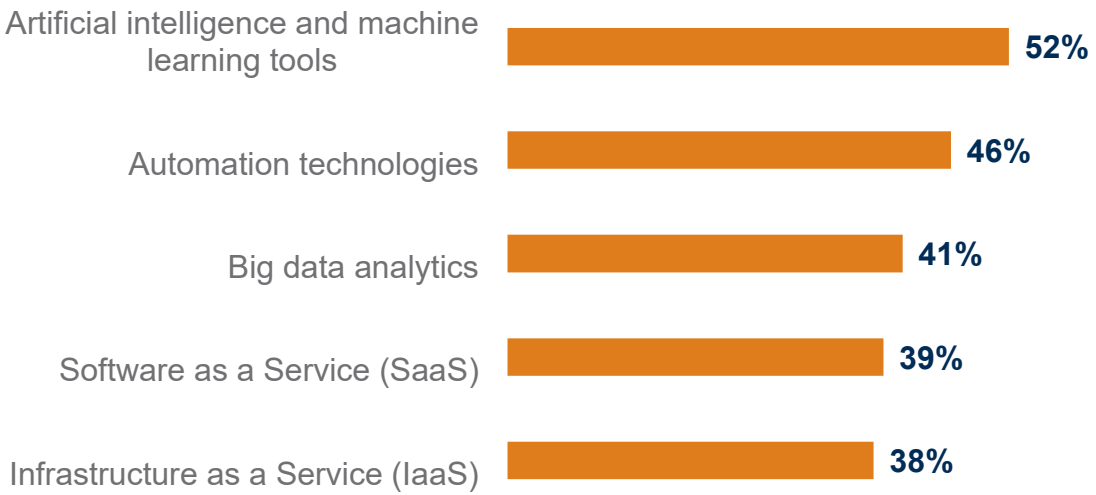
WAYS OF WORKING



BUSINESS STRATEGY POWERED BY TECHNOLOGY

A collective embrace of cloud-based technologies suggests a broader digital transformation strategy, emphasising the need for streamlined processes, implementation of FinOps principles, enhanced collaboration, and the leverage of advanced analytics and automation to stay competitive in the evolving business landscape.

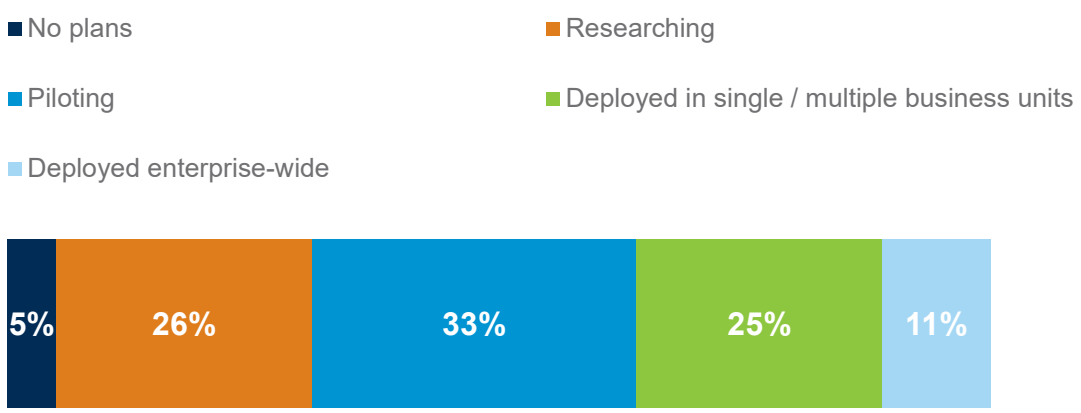
TOP FIVE IMPACTFUL TECHNOLOGIES OVER THE NEXT 12 TO 24 MONTHS



AI EVERYWHERE, ALL AT ONCE

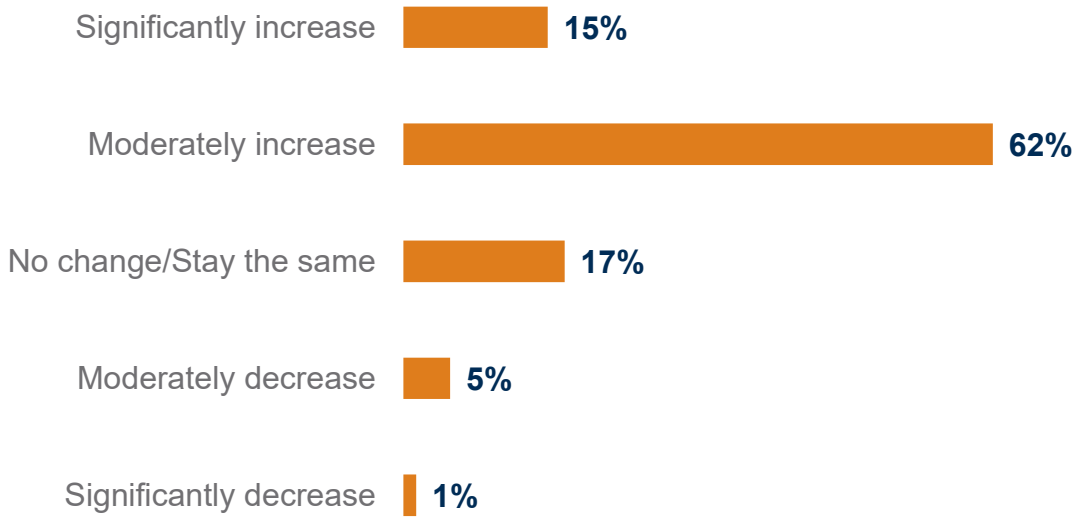
Sweeping majority of organisations are not merely acknowledging the significance of AI, but actively prioritising its integration into their operations

STATE OF ARTIFICIAL INTELLIGENCE INTEGRATION



AI has been recognised as a transformative force, with organisations signalling their commitment to ramp up AI-related expenditures in the impending year

2024 SPENDING PLANS FOR AI TECHNOLOGIES



PRIMARY USE CASES AND CHALLENGES OF AI

As businesses increasingly embrace AI, its multifaceted applications come to the forefront. However, amidst this rapid AI adoption, the survey unveils a complex landscape of challenges

PRIMARY USE CASES OF AI TECHNOLOGIES	RANK
Improve employee productivity	1
Expand process automation	2
Improve customer experience (i.e., chatbots)	3
Augment data analytics	4
Enhance cybersecurity	5

TOP CHALLENGES IMPLEMENTING AI	RANK
Cost of implementation, maintenance and support	1
Lack of inhouse talent / expertise	2
Driving adoption of AI tools	3
Overcoming concerns with trust, ethics and legal considerations	4
Competing priorities from other parts of the business	5

TEKSYSTEMS' TIPS TO DIGITAL TRANSFORMATION SUCCESS

Digital business transformation isn't just about technology; it's also about people, processes and a mindset shift toward innovation and adaptation.

CONSTRUCT A CLEAR VISION AND STRATEGY
Define a clear vision for the transformation and align it with your overall business strategy.

ENGAGE SENIOR LEADERSHIP
Ensure top-level support and engagement throughout the process to drive change effectively.

TAKE A DATA-CENTRIC APPROACH
Leverage data intelligently; it's the backbone of digital transformation.

EMBODY AGILITY AND FLEXIBILITY
Embrace an agile mindset to adapt to changing technologies and market conditions swiftly.

FOCUS ON CUSTOMER-CENTRICITY
Keep the customer experience at the forefront of all digital initiatives.

BUILD ROBUST SECURITY MEASURES
Prioritise cybersecurity to safeguard data and infrastructure.

MOBILISING TECH TALENT WITH SPEED, SCALE AND FLEXIBILITY

We're TEKsystems. We accelerate business transformation for our customers. We bring real-world expertise to help solve complex business and talent challenges—at global scale.

Digital transformation requires investments in the right technologies and the right talent. Talent who can activate innovation, change, and culture. That's where we come in.

We deliver top talent for some of the most game-changing companies in the world. Talent specialised in areas spanning cloud, data, digital, DevOps, security and more. Highly skilled and motivated to help you **Maximise Technology Return on Investment, Drive Business Growth and Elevate Customer Experiences.**

From stand-alone technology specialists to expanding a team, we offer a range of customised solutions and delivery models. We listen and anticipate your needs to personalise our recommendations and strategise what makes sense for you and your business. With our flexibility and geographic scale, we quickly respond to hiring demands to meet you where you are and get you where you need to go.

No one should go at it alone. No matter where you are on your digital transformation journey, TEKsystems has the talent you need to succeed.

TEKsystems.com

Follow Us

GLOBAL RESEARCH OVERVIEW

TEKsystems conducted an online survey from November to December 2023 with 855 technology and business decision-makers. Respondents included members of the C-suite, company executives, vice presidents, directors and managers who have final decision-making authority and/or influence on their organisation's digital transformation efforts. The sample includes a balance of decision-makers in enterprise IT and line-of-business functions in the United States, Australia, Canada, China, India, Singapore, Belgium, France, Germany, Ireland, Netherlands and the United Kingdom across a broad spectrum of industries.

The 'APAC Report' of DX2024 focuses on data specific to the Asia Pacific region and includes responses from 238 decision-makers in Australia, China, India and Singapore.

Response details by market:

- Australia (n=60)
- China (n=70)
- India (n=52)
- Singapore (n=56)

Digital transformation refers to the process of using technology to create new business processes, culture and customer experiences to meet changing business and market requirements.

ABOUT TEKSYSTEMS

We're partners in transformation. We help clients activate ideas and solutions to take advantage of a new world of opportunity. We are a committed team working with over 6,000 clients across North America, Europe and Asia-Pacific. As an industry leader in talent solutions and services, we work with progressive leaders to drive change. That's the power of true partnership. TEKsystems is an Allegis Group company.