



IT Executive Outlook Survey

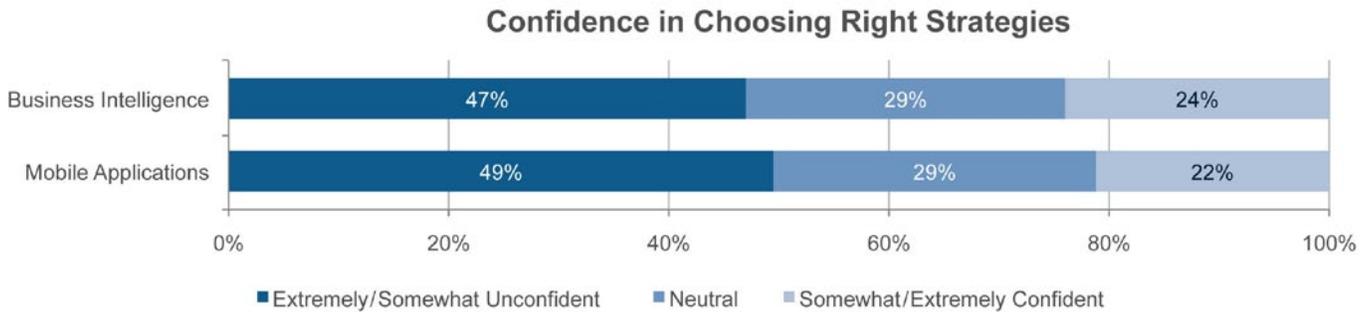
Second Quarter 2011

To drive successful business outcomes, it is critical to evaluate IT initiatives within the context of the broader market environment. TEKsystems' quarterly IT Executive Outlook Survey is designed to keep you informed of significant and emerging trends so you can effectively plan and implement your initiatives with realistic budget, timeline and workforce requirements.

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QUESTION: 1

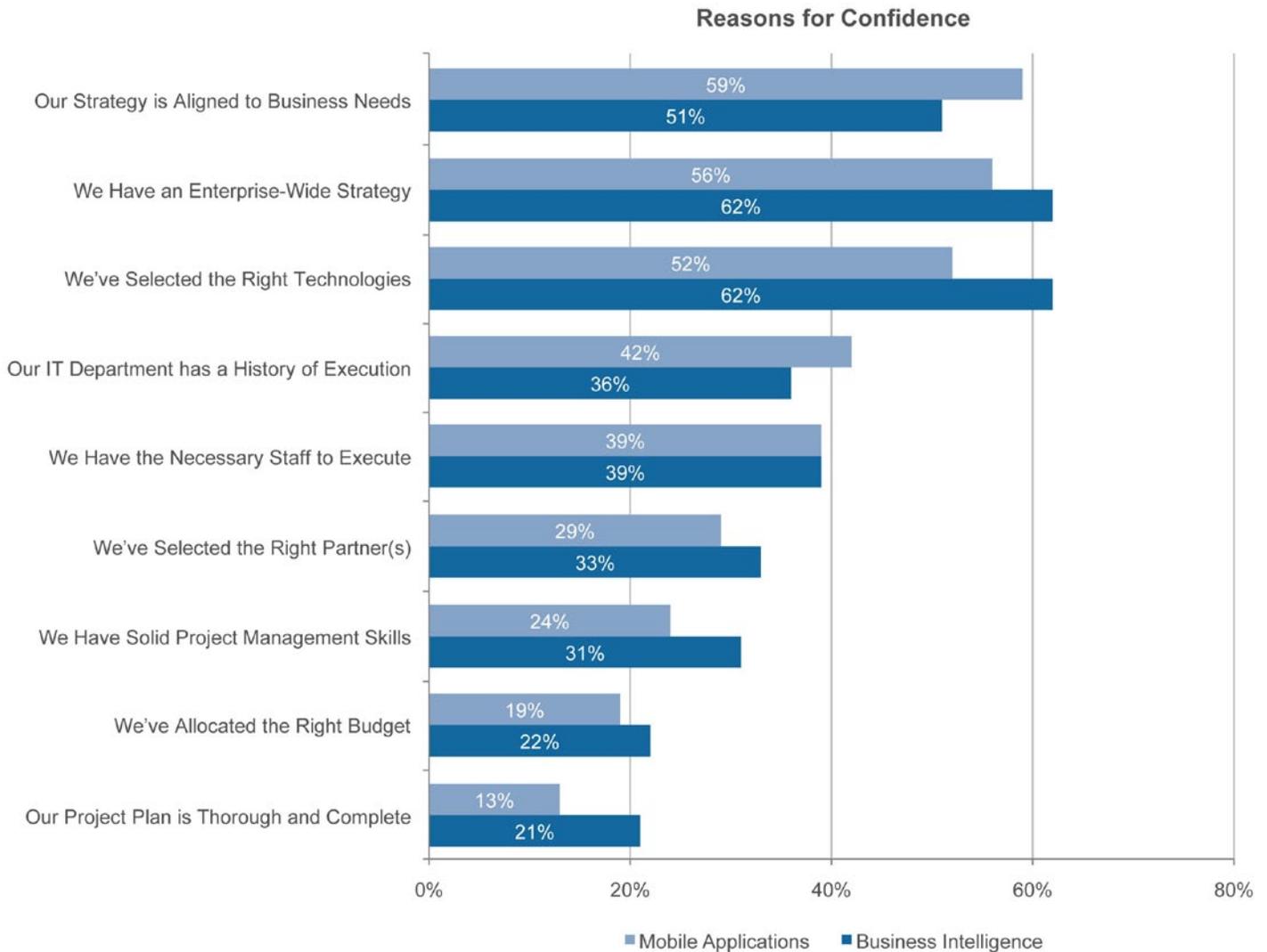
How confident are you that you and your company have chosen the right Mobile Applications and Business Intelligence strategies?



Nearly half of IT leaders are not confident in their Mobile Apps and BI strategies. Less than a quarter are extremely or somewhat confident in their chosen strategies. The Telecommunications, Finance, and Transportation and Utilities industries are significantly more confident in their chosen mobile apps strategies. IT leaders at small firms (less than \$50 million in revenue) are more likely to be confident in their BI strategies. IT leaders in Healthcare and Wholesale are most likely to be confident in their BI strategies.

QUESTION: 2

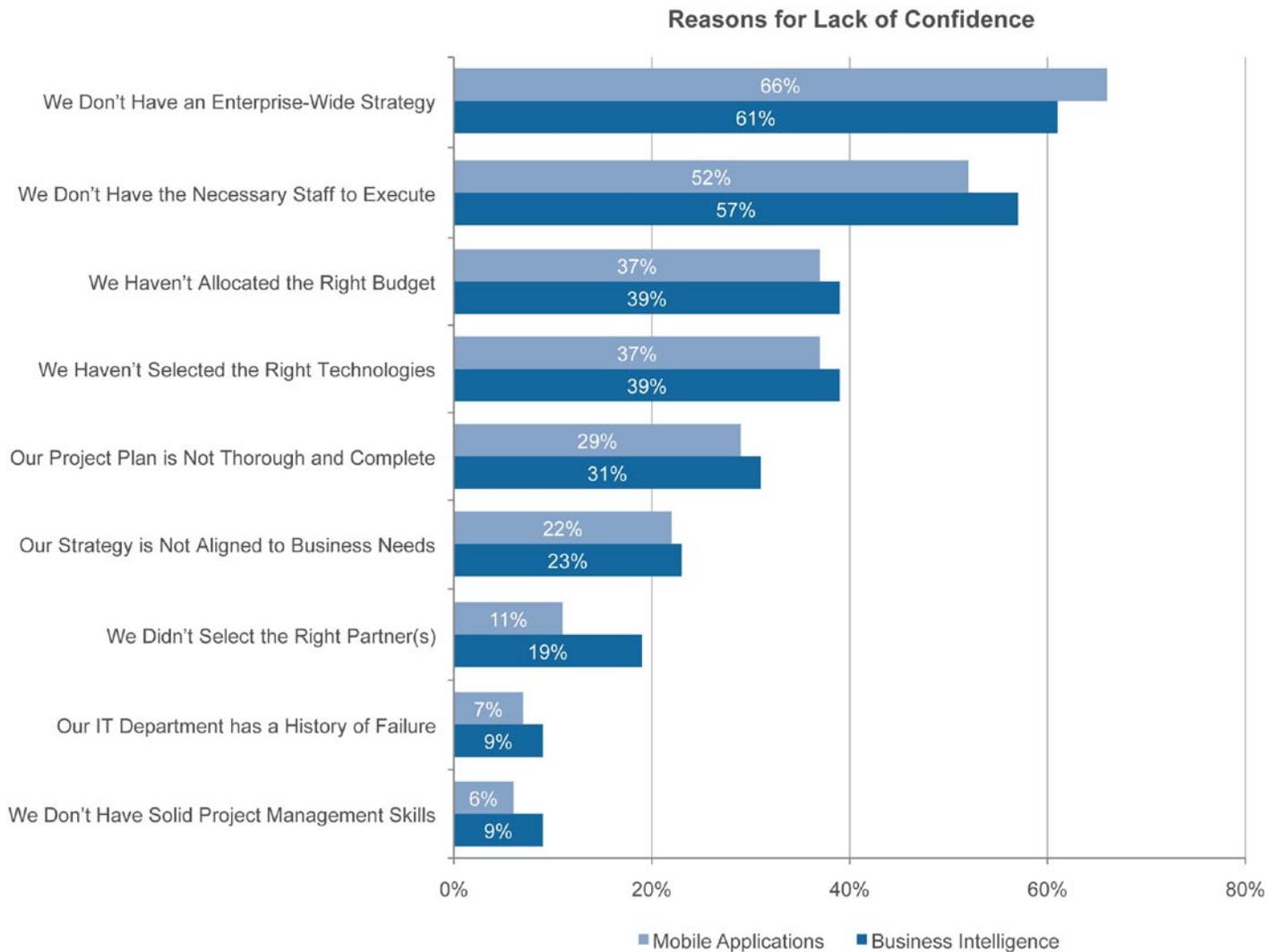
What gives you confidence in your chosen Mobile Applications or Business Intelligence strategy?



Proper business alignment gives leaders confidence. Over 50% say they are confident in their Mobile Apps and BI strategies because they are aligned to business needs and they are consistent throughout the enterprise. This trend is most prevalent in the Healthcare, and Transportation and Utilities industries, where three quarters of IT leaders are confident because their strategies are aligned with business needs.

QUESTION: 3

What gives you a lack of confidence in your chosen Mobile Applications or Business Intelligence strategy?



Absence of enterprise-wide strategy contributes to lack of confidence. More than 60% of IT leaders are not confident in their Mobile Apps and BI strategies because they do not have an enterprise-wide strategy. A void of skilled personnel also contributes to low confidence, with more than half of IT leaders reporting that they lack the necessary staff to execute these strategies. In the Healthcare and Education industries, a deficit of necessary staff was more significant, with 80% of IT leaders indicating it as a reason for their lack of confidence.

QUESTION: 4

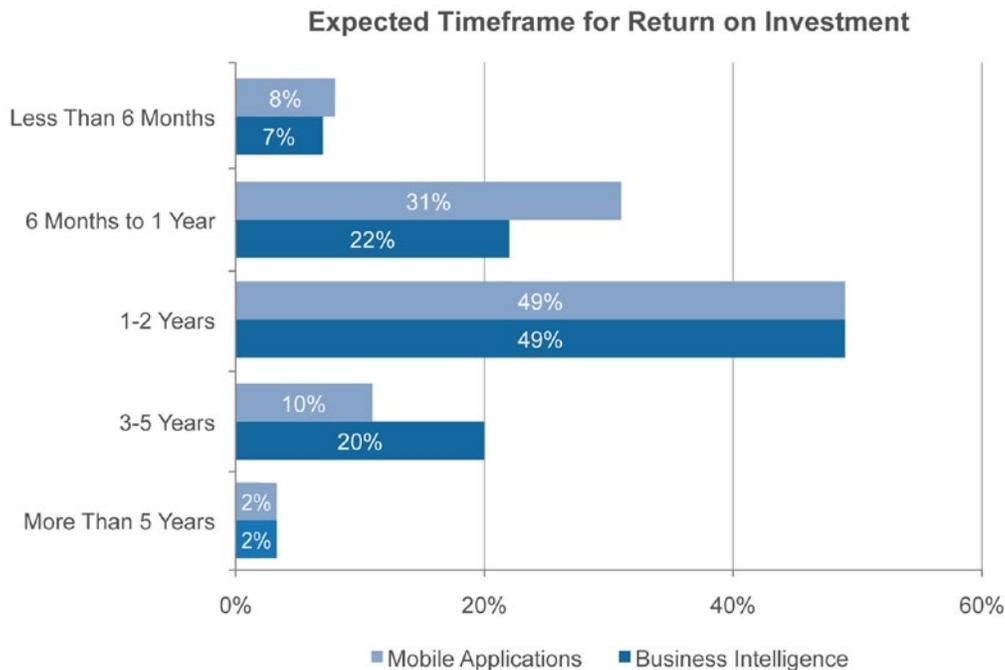
Please quantify the return on investment you expect to receive from your new or ongoing Mobile Applications and Business Intelligence initiatives.



Most IT leaders expect Mobile Apps and BI ROI of 25% or less. Only 12% expect to achieve ROI over 100%. In the Finance and Manufacturing sectors, IT leaders are significantly more pessimistic about Mobile Apps ROI with more than 65% indicating expectations of 25% or less. More Telecommunications industry IT leaders expect greater than 25% ROI on their Mobile Apps initiatives.

QUESTION: 5

When do you expect to receive this return on your Mobile Applications and Business Intelligence investments?

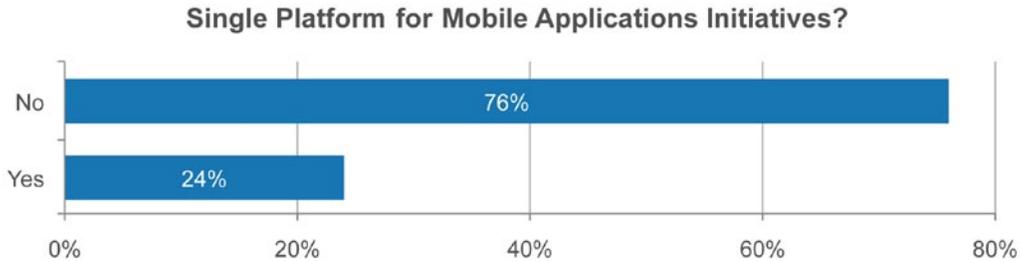


Short-term ROI is expected.

Eighty-eight percent of IT leaders expect Mobile Apps investments to yield ROI in less than two years. Canadian leaders are more aggressive in their estimates, with a third indicating a return in less than six months. Business Intelligence initiatives are predicted to deliver ROI by 78% of IT leaders in less than two years.

QUESTION: 6

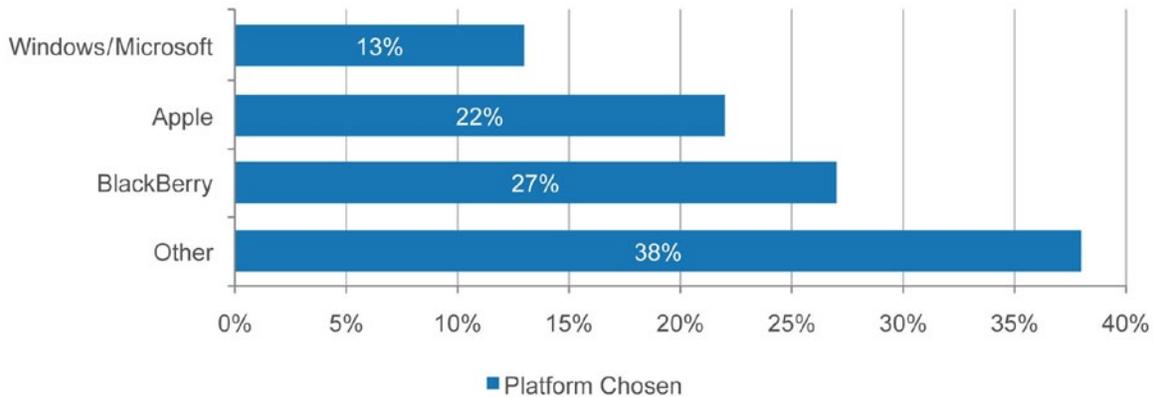
Did you select a single platform for your Mobile Applications initiatives?



Multiple Mobile Apps development platforms are the norm. Over three-quarters of IT leaders selected more than one platform for their Mobile Apps initiatives.

QUESTION: 7

Which platform did you choose and why?



Platforms vary widely. Of the 24% of respondents who have adopted a single platform, BlackBerry was the dominant platform chosen. Apple and Microsoft platforms were the next most popular. It is important to note that nearly 40% of those using a single platform chose a platform other than BlackBerry, Apple or Microsoft.

About the Survey

TEKsystems, a leading technology staffing and services company, partners with the Inavero Institute to conduct a quarterly survey of nearly 1,000 IT leaders. The second quarter 2011 online survey was completed by IT decision makers during March 2011. IT Directors represented the majority of survey respondents at 49%, and IT executives made up 22% of responses. IT leaders represented all industries, regions and company sizes with 55% of responses from organizations that gross \$1 billion or more.

Contact Tania Lavin, at tlavin@teksystems.com, to learn more.