### Majority lean into digital transformation

COVID-19 is a catalyst for speeding implementation plans for next-generation technologies. Three transformative technologies are trending upwards: 

- Financial Services (76%)
- Telecom (81%)
- Transportation (79%)

The goal is to become future ready. Those organizations that achieve this status possess digital-forward operating models and are best positioned to thrive in a world that’s changed by the crisis. Organizations ahead of the curve on digital transformation are now a 2-year plan. The pandemic changed—and accelerated IT plans.

### Investment in transformative technologies is trending upwards

Some industries are investing more than others:

- In contrast, 42% who are only modulating digital-first initiatives are expecting to decrease budget cuts.
- 29% are focusing on delivering digital-first customer experiences.
- 39% of respondents are focusing on delivering digital-first, secure experiences. Three initiatives increased in priority:
  - Improving the application portfolio to be modular, adaptable technologies, when developing apps to enhance the customer experience.
  - Applying continuous integration/continuous delivery (CI/CD) methods.
  - Those businesses with tight IT budgets can first focus on optimizing infrastructure. This will help them gain sufficient efficiencies to free up the budget for digital innovation.

### Key takeaway

Leaders across the globe pursue resilience. Today’s executives and boards increasingly favor IT investments that improve customer and employee experience, speed operations, and drive new revenue sources.

### App modernization ranks in priority

- 30% of respondents say the pandemic changed—and accelerated IT plans.
- 60% of global respondents found their business continuity to be ineffective.
- 51% indicate that they have expanded or increased their Agile practices and continuous delivery (CD) methods.
- 79% of respondents hope to stay on the course with budgets throughout the crisis and continue to invest in the adaptable technologies.
- 39% of global respondents found their business continuity to be ineffective.

### INDUSTRY INSIGHT

Healthcare, government, and telecommunications are the most likely to maintain or increase IT budgets while continuing to invest in the adaptable technologies. This theme of digital-forward organizations preserving or increasing IT budgets plays out differently across different industries: healthcare, government, and telecommunications providers are the most likely to maintain or increase IT budgets. Indications are many that efforts to continue or accelerate digital transformation are a constant. Organizations that are ahead of the curve in digital transformation will continue to invest in productivity technology solutions.

### Key takeaway

Businesses with tight IT budgets can first focus on optimizing infrastructure. This will help them gain sufficient efficiencies to free up the budget for digital innovation.