

Enterprise Horizons 2024: The IT talent shortage

The impact on enterprise networks, innovation, and revenue

With ambitions to digitally transform using AI, automation, cloud, and Big Data, enterprise technology leaders need to find the right resources to integrate new technologies into their existing tech stacks.

And while the digital skills landscape is constantly adapting to these disruptive technologies, a growing skills gap is having a wide-reaching impact, particularly on the network.

The current IT talent landscape:

Due to a retiring workforce, technology developments outpacing skills adoption, and much more, enterprises are struggling to find the IT talent they need to support both BAU and transformative initiatives.



of tech industry leaders said that recruiting and retaining IT talent is either a moderate or major issue.

Source: www2.deloitte.com

Specifically, businesses are struggling to find and retain the following skills:



39%
Cybersecurity



36%
Networking

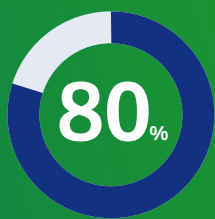


35%
Data, AI, automation

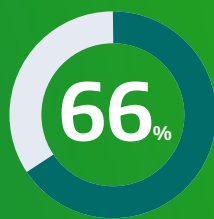
Source: IDC InfoBrief, Enterprise Horizons 2024: Technology Leaders' Priorities on Their Digital Business Journey

A cause for concern: Network complexity widens the skills gap

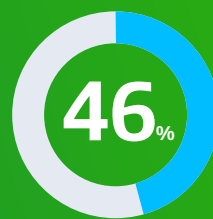
Alongside the drive to implement new transformative technologies, enterprises also face the challenge of managing an increasingly complex network configuration, increased network demand, and hybrid working models.



of IT professionals said hybrid workers have increased the overall bandwidth demand on their on-premises networks.



of organizations view their IT environments as more or significantly more complex than they were two years ago.



of organizations expect to upgrade or expand their network infrastructure.

Source: TechTarget.com

The impact of the IT skills shortage on enterprises:

Difficulty in hiring and retaining IT talent can hinder short, medium and long-term business goals.

Top four effects of the lack of network and IT skills:



1 Product delays



2 Quality problems



3 Missed revenue goals



4 Declining customer satisfaction

Source: itpro.com

How are enterprise technology leaders tackling the network and IT skills shortage?

With the skills shortage threatening transformation plans, enterprise tech leaders must find an alternative way to resource their transformation projects. Managed Service Providers (MSP) are proving a popular choice.

Organizations expect to increase their use of external partners (vendors/managed service providers) to bridge the skills gap in:



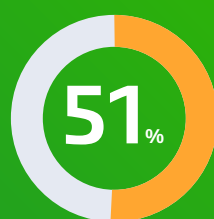
49%
Networking



46%
Cybersecurity



40%
Cloud



There was a 51% uplift in MSP usage in the last 12 months.

Source: profiletree.com

How can MSPs support the network and IT skills gap?

MSPs, like Expereo, can help enterprises achieve their transformation goals by supporting them with:



On-demand expertise: MSPs can fill network skills gaps by offering access to expertise and niche skills, so enterprises can transform unimpeded by hiring difficulties.



Scalable network resources: MSPs offer flexible services, allowing enterprises to scale their network management and transformation resource up or down as needed.



Managed services and automation: By handling routine tasks like network monitoring, security, and maintenance, MSPs free up internal teams to focus on strategic initiatives.

To learn more about what's keeping technology leaders awake at night, check out the *IDC InfoBrief, Enterprise Horizons 2024: Technology Leaders' Priorities on their Digital Business Journey*.

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