UK CLOUD SNAPSHOT SURVEY 2017

RESULTS SUMMARY REPORT:
TECHNOLOGY

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Introduction

Cloud has become the buzzword in not only the technology sector, but across all industries. As a result, the rate of cloud adoption is progressively increasing year on year as well as eighty percent of companies increasing their use of "cloud managed services"[1] . At the same time, the uncertainty regarding cloud adoption is also increasing due to the multitude of problems currently facing the UK. Such challenges include the implementation of GDPR, the uncertainty of Brexit and the unprecedented increase in cyber security attacks.

Serviceteam IT, in partnership with Doogheno, conducted a study to reveal the most significant challenges facing UK businesses and the trends in the use of the cloud in the UK.

After extensive research Serviceteam IT are unaware of any report that addresses the challenges facing UK businesses in particular and the state of the cloud in the UK. Given the specificity of Brexit to the UK, we believe this report provides an important insight into the challenges facing UK businesses specifically and therefore fills an important gap in previous research publications.

Methodology

In order to obtain the data necessary for the completion of this research, a combination of in-depth interviews and a questionnaire was used to give both scope and depth to the research.

The **Cloud Snapshot Survey** was completed over a four-week period between the 14th of July and the 11th of August 2017. The sample size of over 1,100 individuals was drawn from a multitude of sectors including Insurance, Advertising and Marketing, Technology, Utilities and Scientific Research, and those holding positions in relation to IT were targeted to ensure that valuable and insightful information was collected.

In addition, in-depth interviews were conducted with people who work within the IT sector to ensure a greater understanding could be developed regarding why they answered in the way they did.

1 https://www.ibm.com/blogs/cloud-computing/2017/02/companies-increasing-cloud-managed-services/

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Key findings : Tech Sector

62% listed GDPR as the biggest challenge to their IT plans over the next 3 years, in line with the wider survey results.

Industry	62%
Survey	60%

Over a third said that they had experienced an increase in cyber security incidents within the past 12 months.

Industry	35%
Survey	34%

59% believe data sovereignty may be an issue after the UK has left the EU.

Industry	59%
Survey	63%

56% have moved between 21% and 100% of their applications and services to the cloud.

Industry	56%
Survey	60%

67% said that they are considering moving additional applications and services to the cloud.

Industry	67%
Survey	69%

42% highlighted security as a barrier to further cloud expansion.

Industry	42%
Survey	46%

59%

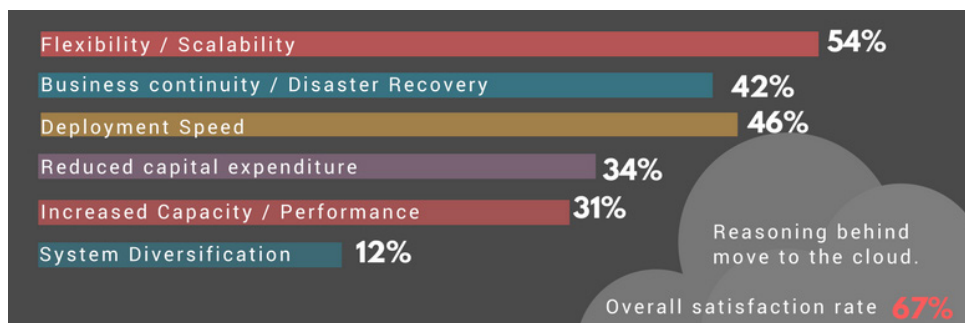Believe that there may be data sovereignty issues as a result of Brexit.

Sector Breakdown

The digital economy now contributes approximately £97 billion a year to the UK economy[2] and is attracting a significant amount of investment each year. It was very important that the technology sector was included in the sampled population for the questionnaire.

63% of respondents from the technology sector highlighted GDPR as the greatest challenge to their IT plans in the next 3 years. Over a third of respondents from this sector also stated that they had experienced an increase in cyber security incidents in the past year.

Of this sector, 56% of the respondents have moved between 61% and 100% of their apps and services to the cloud indicating an extensive use of cloud services. This correlates directly with respondents being 67% satisfied on average with their use of the cloud. 67% of the respondents also commented that they would consider moving additional services to the cloud in the future, therefore indicating that further growth in cloud adoption is possible within this sector.

Flexibility / Scalability	54%
Business continuity / Disaster Recovery	42%
Deployment Speed	46%
Reduced capital expenditure	34%
Increased Capacity / Performance	31%
System Diversification	12%

Reasoning behind move to the cloud.

Overall satisfaction rate 67%

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Conclusion

Our research has revealed that 93% of respondents use some form of cloud-based technology, on that basis it is clear that the cloud is not only prevalent in businesses but essential in terms of scalability and flexibility, continuity and speed of deployment.
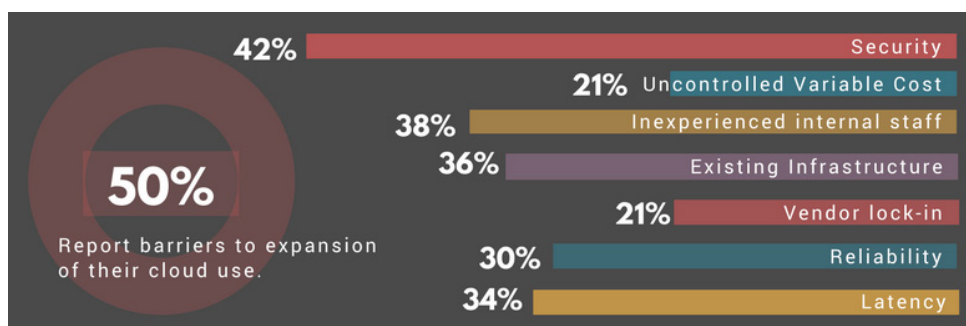
Our findings bring to light the concern businesses have regarding the external threats they face to their IT plans and also the barriers in which prevent them from expanding further use of the cloud.

Notably, one the key findings reveals that businesses are mindful of the challenge which GDPR may pose and it appears to be a greater challenge to many firms than that of Brexit. The ambiguity surrounding Brexit has made it unclear as to whether this will be the greater challenge.

It is clear to see the certainty of GDPR has been recognised by a significant proportion of respondents and was therefore identified as a greater challenge than Brexit. With 63% of respondents indicating that there will be a data sovereignty issue as a result of Brexit, it is therefore questionable just how ambiguous the result of Brexit actually is.

As well as the challenge of GDPR, it was found that the greater number of respondents acknowledged security as the most important barrier to further expansion. Nonetheless, these findings seem to be limited in terms of impact as 50% of respondents still said they are considering moving additional applications and services to the cloud.

In summary, the survey suggests that the cloud is being used in the UK by a growing volume of businesses for an array of functions. Alongside this, there is also an increase in the number of organisations beginning to initially adopt the cloud in their business despite the external threats posed by GDPR, Brexit and Cyber Security.

50% Report barriers to expansion of their cloud use.	42% Security
	21% Uncontrolled Variable Cost
	38% Inexperienced internal staff
	36% Existing Infrastructure
	21% Vendor lock-in
	30% Reliability
	34% Latency

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IT can be complex.
It's an ever changing world, with new technologies, new regulations and new threats.
At **Serviceteam IT**, we love it. (This can make us a little boring at parties).
Ask us about the latest cyber-security trends, the challenges of data sovereignty or low latency connectivity, and we'll put the kettle on and open the biscuits.

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ADDRESS
49 Frederick Road
Edgbaston
Birmingham
B15 1HN

CONTACT
0121 468 0101
www.serviceteamit.co.uk
info@serviceteamit.co.uk
@serviceteamit

serviceteamit