



UK CLOUD SNAPSHOT SURVEY 2017

RESULTS SUMMARY REPORT: UTILITIES

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.

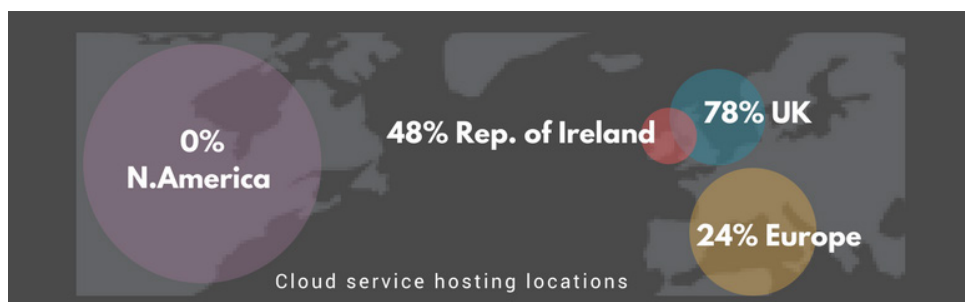


Methodology

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 working within the IT sector. These interviews ensure greater understanding of the motivations and thinking behind some of our results.



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

Key findings : Utilities

61% of respondents in this sector listed GDPR as the biggest challenge to their IT plans over the next 3 years, chiming almost exactly with the broader range of the survey, which reported 62%



A third of participants overall reported an increase in cyber security incidents within the past 12 months, however in the increase appeared less in Utilities at 25%.

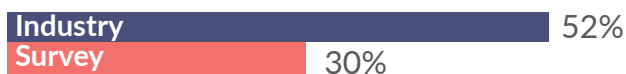


75% of respondents in the Utilities sector listed security as a barrier to further cloud adoption

58% of participants in this sector believe data sovereignty will be an issue after the UK has left the EU.



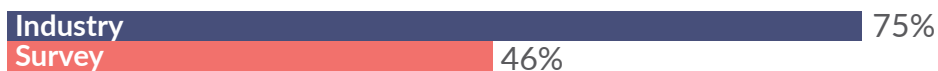
52% of respondents have moved between 21% and 60% of their applications and services to the cloud.



53% of the respondents said that they are considering moving additional applications and services to the cloud.



75% of respondents in this sector highlighted security as a barrier to further cloud expansion, much higher than the survey average of 46%.

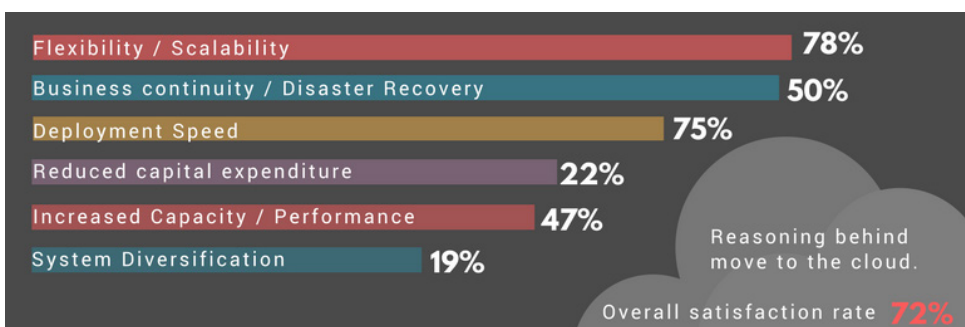


The utilities sector - made up of electric, gas and water firms - and the energy sector alone accounts for approximately 5% of GDP.² The firms surveyed in the UK Cloud Snapshot Survey were predominantly energy companies.

Of those surveyed from the utilities sector 61% of respondents selected GDPR as the external factor likely to have a significant impact on IT plans. This is therefore similar to the findings from the insurance and the technology sectors. Furthermore, a quarter of the respondents stated that they had experienced an increase in cyber security incidents in the last 12 months.



Despite the fact that only 25% of respondents had experienced an increase in cyber security incidents, 75% of respondents listed security as a barrier to further cloud adoption. This therefore indicates that companies in this industry are aware of the threat which cyber-crime may pose, even though they may not necessarily have experienced it themselves.

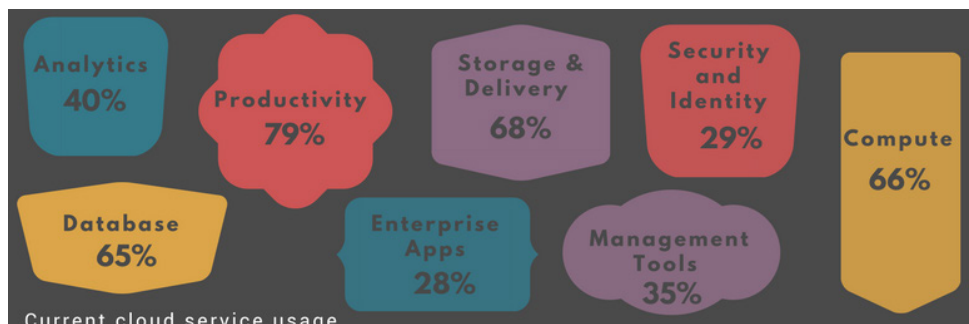


In addition to security, uncontrolled variable costs and availability of data were also highlighted as important barriers to further cloud adoption. From this sector, 53% of respondents said that they were considering extending their use of the cloud, even though on average respondents were 72% satisfied they were able to achieve their objectives by moving to the cloud.

2 <http://www.ey.com/uk/en/industries/power---utilities/ey-powering-the-uk-2015-the-economic-contribution-of-the-energy-sector>

Conclusion

Our research has revealed that 93% of respondents overall 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.



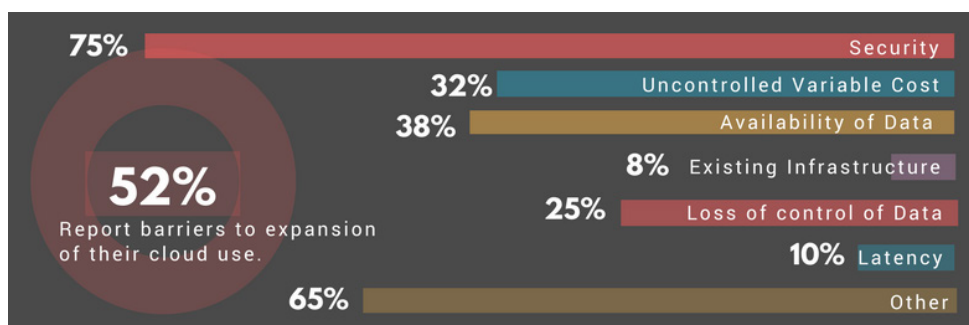
Our findings bring to light the concern businesses have regarding the external threats they face to their IT plans and also the barriers in which prevent them from expanding further use of the cloud.

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.



Download more analysis and full study results at

<http://serviceteamit.co.uk/survey2017>

and use these free services to have a look at your current cyber-security position.

Do you know exactly where your data is stored?

Free data location map <http://serviceteamit.co.uk/datasov>

Get a free basic Cyber-Security Audit

<http://serviceteamit.co.uk/cyberaudit>

Move towards GDPR compliance with this free, branded

Subject Access Request form <http://serviceteamit.co.uk/gdpr>

Free, secure, low latency, high bandwidth Cloud Connect

port for one month <http://serviceteamit.co.uk/cloudconnect>

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.

Every company promises great service, few consistently achieve it.

At Serviceteam IT we strive always to be honest, transparent and personable at a price which is fair. Our professional team will work hard to bring you the benefit of their knowledge and experience, and our flexible, can-do approach means nothing is impossible if your pockets are deep enough. We're not the biggest, but our clients trust us, and believe we are one of the good ones.

ADDRESS

49 Frederick Road
Edgbaston
Birmingham
B15 1HN

CONTACT

0121 468 0101
www.serviceteamit.co.uk
info@serviceteamit.co.uk
[@serviceteamit](https://twitter.com/serviceteamit)