

LACK OF CLOUD EXPERTISE HITS APAC HARD

Enterprises struggle with evolving cloud tech, hindering revenue and innovation

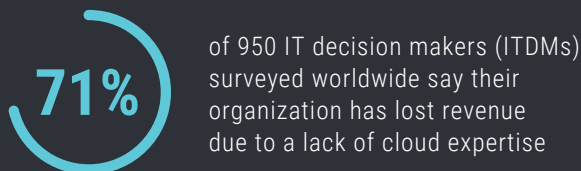


A survey of 300 IT decision makers and workers in Asia Pacific on "The Cost of Cloud Expertise"¹ commissioned by Rackspace reveals that enterprises are struggling to keep pace with cloud technology change. The lack of cloud expertise, high cost of in-house training, and difficulties with recruiting talent are having a wide-ranging impact on enterprises.



INSUFFICIENT CLOUD EXPERTISE EATS INTO REVENUE

The lack of cloud skills is a serious problem



On average, this represents a loss of **5% of global annual revenue**

This loss of revenue amounts to **US\$ 258,188,279 million** per organization surveyed on average²

HOWEVER, total annual REVENUE LOSS IS HIGHER in APAC

Nearly **6%** on average Hong Kong, Singapore, Australia

Organizations STRUGGLE to KEEP PACE WITH CLOUD

ITDMs say they can't keep up with cloud technology's demand for constant change and evolution.



LOW CONFIDENCE in IT Team

Few ITDMs in HK are confident that their team has the expertise to deliver successful cloud projects.



HOW TO IMPROVE CLOUD CAPABILITIES?

"An organization has much to consider when it comes to getting the right talent in place in order to advance their cloud aspirations."³

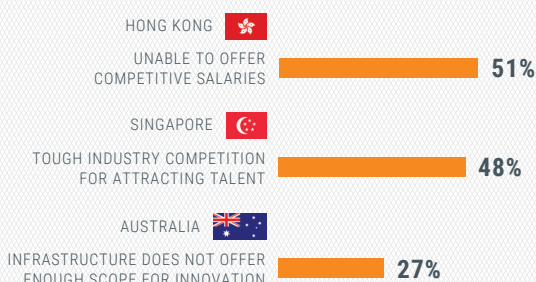
1: HIRE New Cloud TALENT

0% of HK's IT decision makers **SAY IT'S VERY EASY** to hire cloud experts. Just 4% say so in Singapore.

On average, it takes 5 weeks to fill a position.

Why is it so Difficult to ATTRACT cloud talent?

Organizations say...



Which cloud SKILLS are organizations COMPETING FOR?

The MOST sought-after is:



Platform management (i.e. Monitoring, Troubleshooting & Security)



Average SALARY of New Cloud Hire

US\$ 65,000

Singapore & Australia

US\$ 48,000

Hong Kong

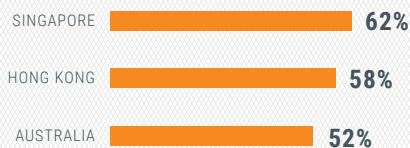
US\$ 57,578

Worldwide

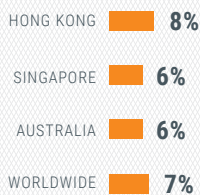


2: TRAIN IN-HOUSE Staff

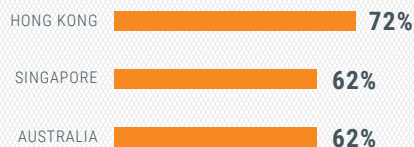
But, organizations say the cost of developing specialist skills in-house is holding them back from maximizing the benefits of new cloud platforms.



Average Annual IT BUDGET Spent on Cloud TRAINING

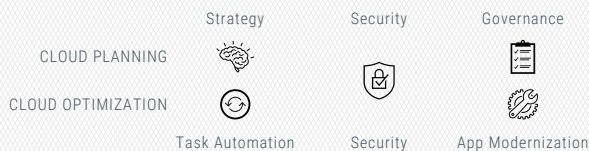


IT workers say they would like OPPORTUNITIES to UPSKILL



And CLOUD TRAINING must be ONGOING to keep up with cloud developments.

Cloud SKILLS IT Workers Say NEED IMPROVEMENT



96% of IT workers in Singapore say their organization needs to improve cloud planning skills.

MANAGING CLOUD IS TIME-CONSUMING



64% of IT workers in Asia Pacific spend MORE TIME THAN EXPECTED on MANAGING backend OPERATIONS since adopting cloud.

"In-house IT is stuck operating, not innovating."

IMPACT of SPENDING LESS TIME managing cloud IN-HOUSE since ADOPTING a MANAGED Cloud Provider

Organizations say staff...

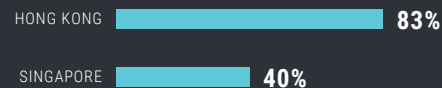
DEVOTE MORE TIME TO IT SUPPORT



ORGANIZATIONS RETRAIN IT STAFF FOR ROLES UNRELATED TO MANAGING THE CLOUD



and INITIATE MORE INNOVATION PROJECTS



Without the right skills and know-how among an IT workforce, organizations will struggle to keep pace in a world that is rapidly changing.



There is one vital ingredient cloud usage needs to embrace the benefits... Human Expertise.

In the today's business environment, enterprises can't afford to let their lack of cloud expertise hold them back – not at a time when competitive pressures demand constant innovation and change.

Resources

- ¹ The Cost of Cloud Expertise Report 2017 was developed by Rackspace in collaboration with academics from the London School of Economics (LSE), and research house Vanson Bourne.
- ² Calculation: (Average global revenue of respondent organizations ÷ 100) X Average percentage of global annual revenue lost due to a lack of cloud expertise. Calculation in numbers: (5,254,875,750 ÷ 100) x 4.91330891330891 = \$258,188,279.
- ³ All the quotations are drawn from The Cost of Cloud Expertise Report 2017's observations.



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