

2022

IT OPERATIONS SURVEY RESULTS REPORT *PORTRAIT OF AN IT PRO*



INTRODUCTION

IT professionals are arguably the backbone of any business. They handle day-to-day IT needs so employees can work without interruption. IT pros are tasked with a wide range of responsibilities, including building and managing the IT infrastructure and keeping an eye out for any unauthorized activities that may compromise organizational integrity.

These tech heroes do everything from troubleshooting routine issues to developing IT roadmaps and devising strategies to capture trends and opportunities. IT pros often operate behind the scenes to keep things running smoothly and, therefore, can rightly be described as the cornerstone of an organization.

The Kaseya IT Operations Survey is an annual initiative in which we poll IT pros at small and midsize businesses. Each year we connect with IT pros from around the world whose decisions, experience and opinions are invaluable for understanding current and future trends in the IT industry.

The survey aims to understand how IT professionals run their businesses, what technologies they are interested in, where they are investing and what trends they hope to capitalize on in 2022. With nearly 2,000 IT pros answering the survey, we asked them to give us a true reflection of what's going on in the IT industry — the good, the bad and the ugly.



KEY FINDINGS

Three recurring themes emerged from the responses we garnered.



Integration of tools is important

Integrating core IT tools is one of the most significant technological benefits businesses seek. Integration enables organizations to boost their productivity, scale without increasing costs and optimize resources usage when they implement solutions that integrate well. In addition, integration leads to higher performance and efficiency. Our respondents clearly understand this and the percentage supporting integration efforts increased in 2022.

- Most respondents said they believe having seamless integration between core solutions is essential for business growth.
- The percentage of respondents who are in favor of integration increased from 48% in 2021 to 54% in 2022.
- Integration capabilities is a key consideration for businesses when replacing a core tool.

Combatting cyberthreats remains a priority

The increase in remote work environments has reinforced security as a priority and cemented cybersecurity at the center stage as companies become more vulnerable to cyberattacks. Like in previous years, security remains a top concern, with businesses now taking a proactive approach as opposed to a reactive one. Survey results indicate hiring and investments in this business area are set to increase.

- **53%** of respondents expect security staffing to increase this year.
- **49%** of respondents view cybersecurity and data protection as the primary IT challenge of 2022.
- **52%** of respondents identified improving IT security as their top priority.

Automation is core to modernization

Modern problems require modern solutions. Due to this, businesses are dumping their outdated legacy tools and systems in favor of modern solutions that are cheaper, faster and more capable. Additionally, participants emphasized the importance of embracing automation capabilities as they aim to standardize procedures, minimize errors and reduce costs.

- **40%** of respondents said they are looking to update their outdated IT infrastructure in 2022.
- **48%** of respondents said they are planning to invest in automation technologies in 2023.
- **33%** of respondents placed increasing IT productivity through automation among the top three business priorities for 2022.



Who we are – Meet the respondents

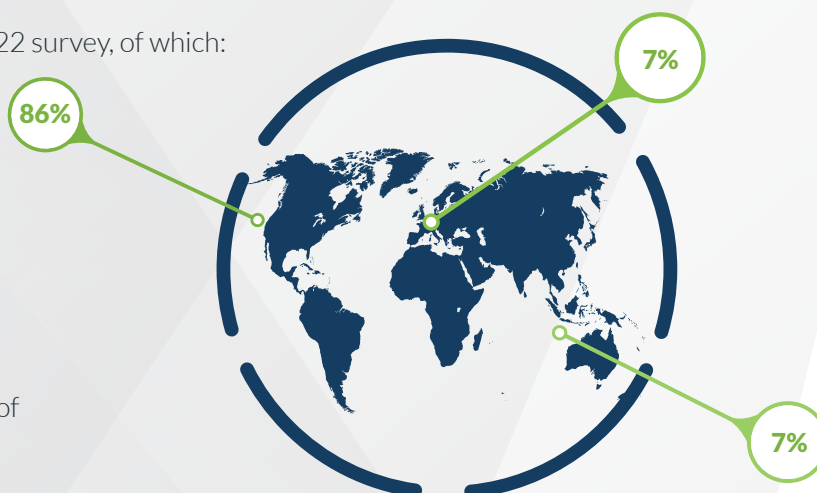
The respondents to the IT Operations Survey come from a wide range of countries, holding various mid-level and senior-level positions within their organizations. This helped us gain a global perspective on the technology industry. Let's look at some of the demographics of our respondents.

(For more demographic details, see the Appendix)

Regional breakdown

A total of 1,877 people completed the 2022 survey, of which:

- **86%** were from the Americas
- **7%** were from EMEA
- **7%** were from APAC



Industry breakdown

Our respondents represent a wide range of industries, including

- **Technology** - More than one-fourth (26%) of respondents work in the technology sector, which represents an uptick of 4% over last year's numbers.
- **Education** - 13% of respondents are employed in the education sector.
- **Fintech** - 10% are in the financial services sector.
- **Manufacturing** - The manufacturing sector accounts for 9% of respondents.
- Others significant sectors include **professional services (8%)** and **government** and **public sector (7%)**.



Company size & respondent role

Company size can be measured in multiple ways. We looked at employee count and revenue as well as IT maturity. We also looked at the many IT hats respondents wear.



Employee count

- Over half of our respondents (52%) were from organizations with fewer than 500 employees.
- The most common employee range is 101-500, chosen by 28% of respondents.
- About one-quarter (23%) of respondents said their company has more than 3,000 employees. In 2021, only 16% of respondents fit this category.
- 44% of respondents said they have between 1 and 10 IT employees in their organization.
- About one-quarter of respondents report having 11 to 50 IT employees.

Revenue

- Nearly one-quarter (24%) of respondents reported revenue between \$1 million and \$10 million. This is the most common range among respondents.
- About 12% of respondents reported revenue above \$1 billion — 5% more than in 2021.
- About 16% of respondents reported revenue below \$1 million.



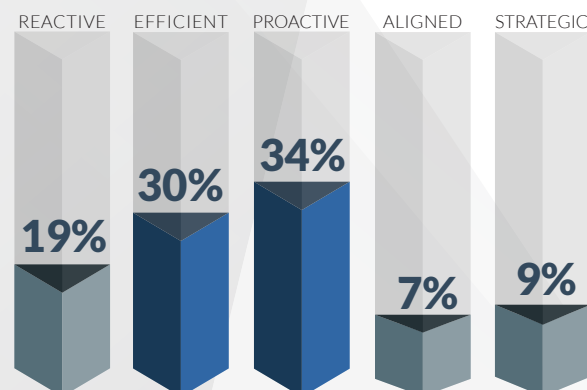
IT maturity

IT organizational maturity has a direct impact on IT decision making and investment.

- 19%** of respondents characterize themselves as **REACTIVE**. They are responsive to individual challenges and requests. This is the lowest maturity level. The percentage of respondents who identify as reactive decreased from 27% in 2021.
- 30%** of respondents identify as **EFFICIENT**, which means they use a systematic approach to solving known issues and deal with daily tasks. There is a 10% increase in the number of respondents who describe themselves this way compared to 2021.
- 34%** of respondents say their IT maturity level is **PROACTIVE**. They automate repetitive tasks and perform many remedial actions.
- 7%** of respondents are **ALIGNED**. They actively track and manage against service-level agreements (SLAs) or availability/performance expectations.
- 9%** of respondents identify as **STRATEGIC**. These highly mature organizations achieve IT operational excellence and play a key role in driving business innovation.



IT maturity



Respondent roles and titles

More than one-quarter (28%) of respondents self-identify as IT managers and supervisors.

This was also the most commonly selected answer.

Nearly one-fifth (19%) of respondents are director level — an increase of 4% over 2021.

Respondent responsibilities

Respondents were asked to select up to three areas that are their primary responsibility. Options included IT security, cloud infrastructure management, server management and data center operations.

Exactly half of the respondents said that their responsibility includes managing all IT operations.

21% of respondents said they manage IT security.

15% manage cloud infrastructure.

14% of respondents said they oversee server management, IT support help, and backup and disaster recovery.

Where the money goes

The budget process is always a thorny one. IT leaders need a robust budget to improve IT infrastructure, invest in new technologies and hire skilled technicians. The finance department is tasked with keeping the company in the black. Fortunately, the growing remote or hybrid workforce and the need for increased protection against cyberattacks has led more companies to view the IT budget as an investment rather than a cost.

Having a healthy budget ensures the IT team has enough resources to run their operations, implement their plans and drive new initiatives.

Here's what the respondents had to say about their IT budgets and the primary budget drivers in 2022.

2022 IT budget and change from 2021

Modern developments, such as remote workforce management, cybersecurity and digitalization, are driving businesses to set aside a larger slice of the budget for IT. In other words, IT budgets are being viewed as an investment instead of a cost.



According to this year's survey, budgets increased in five out of nine budget brackets. **Budgets also increased** in brackets with a starting point of **\$500,000 and a cap of \$25 million.**

Size of IT budget	2022	2021
Less than \$100,000	15%	20%
\$100,001 to \$250,000	14%	17%
\$250,001 to \$500,000	11%	12%
\$500,001 to \$1 million	11%	7%
\$1 million to \$5 million	14%	11%
\$5 million to \$10 million	6%	5%
\$10 million to \$25 million	4%	2%
Over \$25 million	5%	4%
I don't know/prefer not to answer	20%	22%



Around **42% of respondents cited** an increase in their IT budgets for 2022. Only 10% of respondents said their budget decreased this year while about 34% of the respondents anticipate their budget will remain the same. The data strongly suggests businesses are spending more money upgrading and strengthening their IT infrastructure.

Change in 2022 IT budget	Americas	APAC	EMEA	All respondents
Increased	42%	45%	45%	42%
Decreased	10%	17%	14%	10%
Stayed the same	35%	29%	29%	34%
I don't know	13%	9%	13%	13%

Change in 2022 IT budget	2022	2021
Increased	42%	38%
Decreased	10%	13%
Stayed the same	34%	35%
I don't know	13%	14%



2022 budget drivers

We asked respondents to identify their three most important budget drivers for 2022. Their responses indicate they are looking to boost business growth through better and more modern IT solutions while keeping an eye on security.

Almost half of the respondents said that business growth was their most crucial budget driver followed by **updating outdated IT infrastructure**, with security incidents or concerns taking the third spot.

2022 budget drivers	Americas	APAC	EMEA	All respondents
Business growth	46%	51%	51%	47%
Updating outdated IT infrastructure	41%	33%	36%	40%
Security incidents or concerns	33%	20%	26%	32%
Innovation and strategic initiative(s)	29%	25%	32%	29%
Digital transformation	26%	50%	42%	29%
Remote workforce management	23%	18%	22%	23%
Regulatory compliance	22%	21%	20%	22%
Competitive pressure	11%	20%	16%	12%
Other	2%	2%	2%	2%

Resource allocation

Businesses can better plan for future opportunities by allocating resources efficiently and investing in areas that will drive growth.

- 📦 Nearly one-quarter (24%) of respondents dedicate between 11% and 25% of their resources to IT support/help desk while 29% commit 26% to 50% of their resources to this segment.
- 📦 Nearly three-quarters (73%) of respondents spend as much as 25% of their resources on IT security.
- 📦 About three-fourths (74%) of respondents spend up to 25% of their resources on backup and disaster recovery.

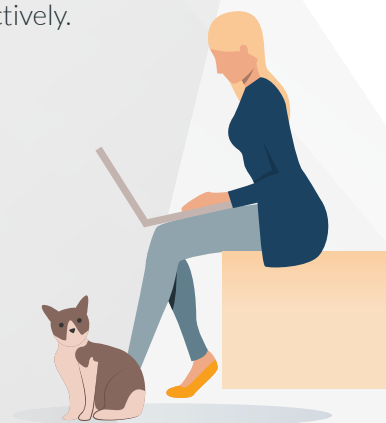


Resource allocation	1% to 5%	6% to 10%	11% to 25%	26% to 50%	51% to 75%	75% to 100%
Backup and disaster recovery	26%	37%	11%	2%	0%	1%
Business application management	15%	31%	16%	6%	1%	0%
Cloud infrastructure	22%	29%	13%	2%	0%	0%
Data center operations	19%	32%	10%	2%	0%	0%
IT security	16%	36%	21%	3%	1%	0%
IT support/help desk	11%	28%	24%	29%	1%	1%
Network management	21%	38%	12%	1%	0%	0%
Productivity and collaboration tools (e.g., Microsoft 365 or Google Workspace)	25%	32%	8%	1%	0%	0%
Server management (including software deployment and patching)	21%	36%	11%	2%	0%	0%
Desktop management (including software deployment and patching)	22%	33%	12%	2%	0%	0%

IT management tools

Modern IT tools enable businesses to run their operations efficiently, improve their service quality and maximize resources.

- **Help desk and ticket management solutions** remain the most popular tools for achieving this, with 71% of respondents using help desk and ticketing tools.
- As **cybersecurity continues to be a top concern**, 45% of respondents said they use an endpoint detection and response (EDR) solution — an increase of about 10% from 2021.
- The percentage of respondents **using security information event management (SIEM)** and identity and access management (IAM) solutions also increased by 5% and 2% respectively.
- As cloud adoption climbs, the percentage of **respondents using cloud cost management tools has increased** by 7% to 24%.



IT management tools deployed in company	2022	2021
Help desk / ticketing	71%	75%
Endpoint management	59%	63%
Network management / network performance monitoring	55%	54%
IT documentation / knowledge management	52%	55%
Endpoint detection and response (EDR)	45%	36%
Mobile device management (MDM)	42%	43%
Security information event management (SIEM)	39%	34%
Identity and access management (IAM)	36%	34%
IT service management (beyond a help desk tool)	33%	37%
Cloud cost management	24%	17%
Configuration management database (CMDB)	24%	22%
Other	2%	2%

IT management tools deployed in company	Americas	APAC	EMEA	All respondents
Help desk / ticketing	72%	50%	74%	71%
Endpoint management	60%	48%	54%	59%
Network management / network performance monitoring	56%	47%	50%	55%
IT documentation / knowledge management	52%	41%	60%	52%
Endpoint detection and response (EDR)	45%	44%	49%	45%
Mobile device management (MDM)	43%	19%	45%	42%
Security information event management (SIEM)	39%	34%	39%	39%
Identity and access management (IAM)	36%	25%	44%	36%
IT service management (beyond a help desk tool)	32%	32%	45%	33%
Cloud cost management	23%	34%	26%	24%
Configuration management database (CMDB)	23%	21%	35%	24%
Other	2%	1%	2%	2%

Who are the decision makers?

The right decision is the foundation of every good process and successful outcome. An IT leader's decisions are crucial for introducing fundamental changes and determining the department's direction.

Major purchasing decisions rarely fall to one person. There are often several stakeholders involved in an effective decision-making process. Let's look at what our respondents had to say about the decision makers and the decision-making process in their business.

Primary financial decision maker for IT purchases

Nearly two-thirds of respondents need executive buy-in when making financial decisions regarding IT purchases. Of these, 32% turn to C-level executives and nearly one-quarter require VP-level sign-off.

Primary financial decision maker for IT-related purchases	Americas	APAC	EMEA	All respondents
C-Suite	33%	27%	24%	32%
VPs	24%	20%	20%	24%
Directors	32%	27%	35%	32%
Managers	10%	26%	22%	12%

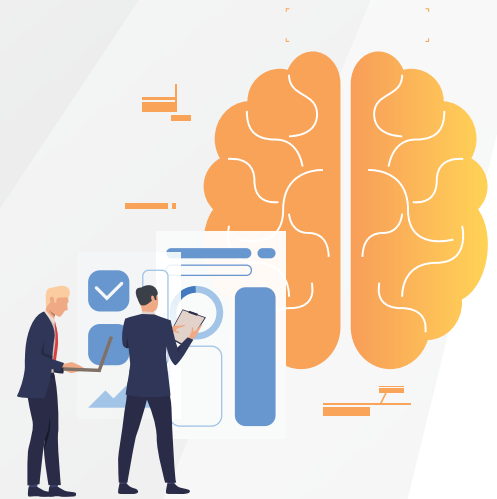
Who else is involved?

IT setups are often costly and affect business operations for a long time, which is why IT decisions must be made with great care. Stakeholder feedback is critical as well.

As evidenced from the responses, senior leaders are increasingly involved in IT purchase decisions. Directors and IT managers are heavily involved with the process. As noted previously, C-level executives play a significant role, as do IT VPs.



IT purchasing influencers	2022	2021
C-level exec	46%	47%
CISO (or other security executive)	16%	10%
VP of IT	27%	24%
Finance VP or director	30%	33%
Director of IT	62%	56%
IT manager or supervisor	45%	41%
Procurement manager	19%	17%
System administrator or IT technician	24%	30%



IT purchasing influencers	Americas	APAC	EMEA	All respondents
C-level exec	47%	41%	32%	46%
CISO (or other security executive)	17%	15%	14%	16%
VP of IT	27%	27%	18%	27%
Finance VP or director	29%	37%	29%	30%
Director of IT	64%	40%	61%	62%
IT manager or supervisor	44%	52%	49%	45%
Procurement manager	17%	25%	29%	19%
System administrator or IT technician	25%	14%	23%	24%

Number of people involved in a major IT purchase

The number of people mentioned above can easily result in a “too many cooks in the kitchen” scenario. Let’s take a look at just how many people in respondent organizations participate in the IT decision-making process for major IT purchases.

- 75% of respondents said between two and five people are involved in IT purchase decisions that are greater than \$20,000.
- 11% of respondents said between six and 10 people are involved in the decision.
- Only 3% of respondents said that their company involved more than 10 people in the decision-making process.



No. of people involved in IT purchase decisions for over \$20,000	Americas	APAC	EMEA	All respondents
1	8%	5%	10%	8%
2 to 3	47%	42%	45%	47%
4 to 5	27%	32%	24%	27%
6 to 10	10%	11%	13%	11%
11 to 20	3%	2%	2%	3%
More than 20	2%	4%	4%	3%
Don't know	3%	5%	3%	3%

Integration is important to success

Successful businesses have long ceased to operate in silos. Data and processes must move easily among departments and teams for a company to grow. Application integration makes this possible while enabling businesses to reduce costs, simplify processes and unlock value.

Integrating remote monitoring and management (RMM), IT documentation tools and service desk solutions goes a long way towards increasing efficiency and maximizing productivity.

Here's what our respondents have to say about integration.

Integrations between tools

We asked respondents to rate the importance of each integration. More than half of the respondents said each of the integration options is important to their business.

- Nearly 60% of respondents** said that access to IT documentation in both endpoint management and service desk tools is the most critical integration.
- The need for integration is still strong, as indicated by a **slight uptick in numbers** compared to 2021.
- 48% of respondents believed integration to be important in 2021. That number **increased to 54% in the 2022 survey**.

Integrations between tools	2022	2021
Access to IT documentation, such as IT asset and organizational information, IT procedures, passwords and more, in the endpoint management tool	59%	49%
Access to IT documentation, such as IT asset and organizational information, IT procedures, passwords and more, in the service desk	58%	52%
The ability to run automation scripts (agent procedures) in the IT documentation tool to resolve IT incidents	54%	47%
One-click access to remote endpoint management from service tickets to troubleshooting issues	52%	48%
The ability to set up workflows in the service desk to auto-remediate IT incidents by running scripts (agent procedures)	51%	48%
The ability of the endpoint management solution to automatically create service tickets based on monitored events/states	49%	45%
Average	54%	48%

Solutions that benefit most from integration

Integrations aid internal IT teams by streamlining critical processes, improving efficiency and thus enabling technicians to concentrate more on higher-value activities.

We asked respondents which types of solutions or functionality would benefit the most from integrations. A majority of respondents said they would prefer integration between all their solutions. Common themes that emerged included:

- Access to IT documentation
- Asset management
- Ability to run automation scripts
- Ability to set up workflows
- Backup and recovery
- Cloud management
- Security monitoring and management
- Ticket management



Importance of integration when replacing a core tool

We asked our respondents to identify their most important considerations when replacing a core tool. About 30% of the respondents said integration is a crucial factor — after price (55% of respondents) and functionality (50% of respondents).

What keeps us up at night?

With pandemic-related challenges slowly fading into the distance, businesses can look forward to a period of growth and opportunity. However, there will continue to be other challenges to overcome.

Let's look at some of the IT challenges affecting businesses today.

Challenges IT departments are facing

Cybersecurity concerns remain high, with almost half of the respondents indicating that it is one of their biggest IT challenges.

Approximately **30% of respondents cited budget concerns** going forward. Budgets have always been a source of frustration for IT teams, which historically are expected to do more with less. Although survey respondents expect budgets to rise, it is unclear if the increase will match their expectations.

Legacy systems continue to pose a challenge to growth and innovation according to 21% of the respondent pool. They are slow and do not meet the needs of modern businesses. Moreover, legacy systems are hardcoded to run specific tasks and processes, and do not offer much in terms of workflow efficiency. To scale cost-efficiently, businesses are investing in tools that integrate well and offer a variety of capabilities.



IT challenges	Americas	APAC	EMEA	All respondents
Cybersecurity and data protection	50%	41%	47%	49%
Not enough IT budget or resources to meet demands	29%	28%	26%	29%
Legacy systems hampering growth and innovation	21%	24%	24%	21%
Growing employee base to support	20%	18%	17%	20%
Capacity and speed of network infrastructure	19%	22%	26%	19%
Managing cloud resources and costs	18%	19%	21%	18%
Increasing storage demands	16%	21%	21%	16%
Downtime and service outages	14%	22%	15%	15%
Process and documentation planning and improvement	16%	9%	9%	15%
Changing backup and disaster recovery requirements	13%	24%	18%	14%
Meeting compliance requirements	14%	6%	13%	13%
New technician onboarding and ramp up	12%	5%	12%	12%
Supporting a remote workforce long term	10%	2%	11%	9%
Inability to support strategic business initiatives	8%	14%	8%	8%
Other	2%	1%	0%	2%

Preventing a security nightmare

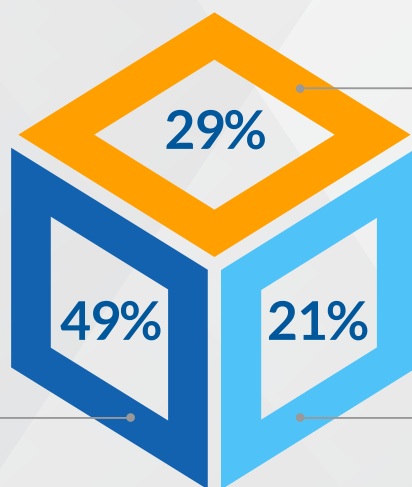
Small businesses are attractive targets for cybercriminals due to their lack of a robust cybersecurity setup. Organizations are increasingly aware of this and are taking greater care when investing in a cybersecurity setup. Cybercriminals, however, are not deterred from devising even more destructive schemes. As a result, cybercrime continues to be a concern for businesses, and many are proactively investing in protective measures.

About half (49%) of the respondents view cybersecurity and data protection as the biggest IT challenge of 2022.

Top 3 IT Challenges



Cybersecurity and
data protection

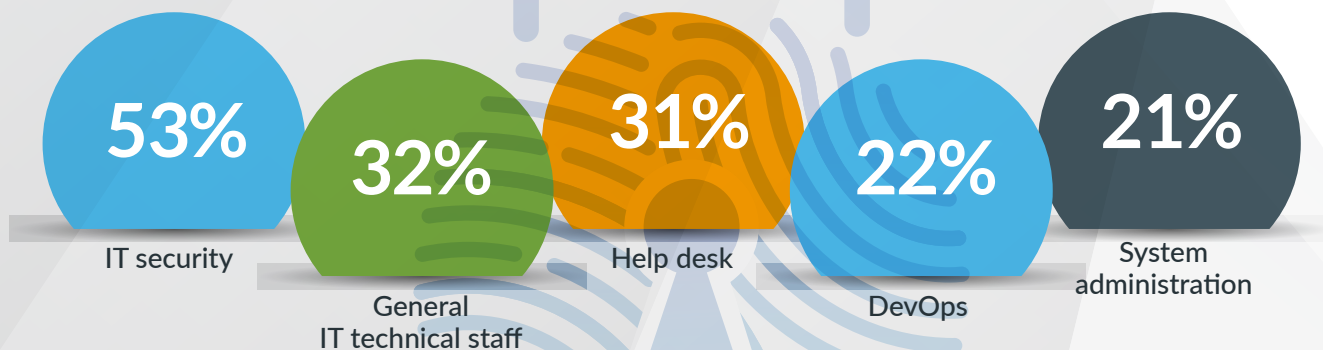


Not enough
IT budget or
resources to
meet demands

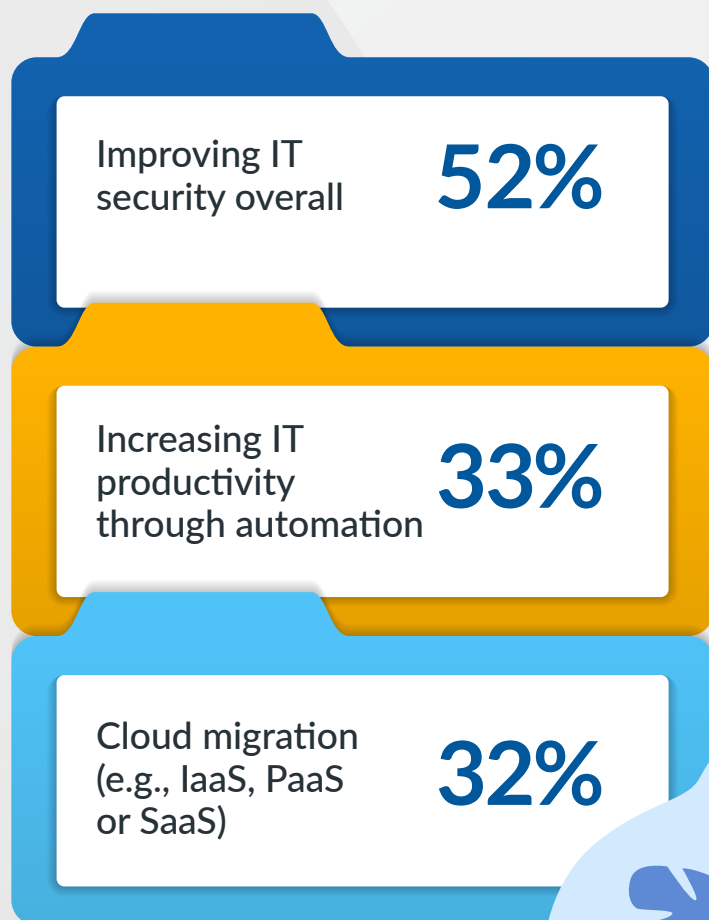
Legacy systems
hampering growth
and innovation

More than half (53%) of the respondents expect security staffing to increase this year.

Expected Increase in IT Staffing



More than half (52%) of the respondents cited improving IT security as the top priority.



TOP 3 IT Priorities



In addition:

📦 **About 86% of respondents** expect their IT security budget to increase or stay the same this year.

📦 **Security is the service most frequently outsourced to MSPs.** The percentage of respondents who outsource their IT security increased to 22% in 2022.

📦 **About 32% respondents** identified security incidents or concerns as their 2022 budget driver.

Criteria for tool replacement

We asked respondents to identify the three most important criteria when replacing a core tool. More than half of the respondents identified price as the top factor while 50% also chose functionality. Other crucial factors were integration with other IT tools (selected by 29% of respondents) and ease of migration (chosen by 28%).

Core tool replacement criteria	Americas	APAC	EMEA	All respondents
Price	56%	48%	49%	55%
Functionality	51%	38%	45%	50%
Integration with other tools	28%	32%	37%	29%
Ease of migration	27%	32%	29%	28%
Contract length	9%	11%	10%	9%
Onboarding and training	7%	12%	9%	7%
Post-onboarding support	6%	6%	7%	6%
Other	1%	0%	0%	1%

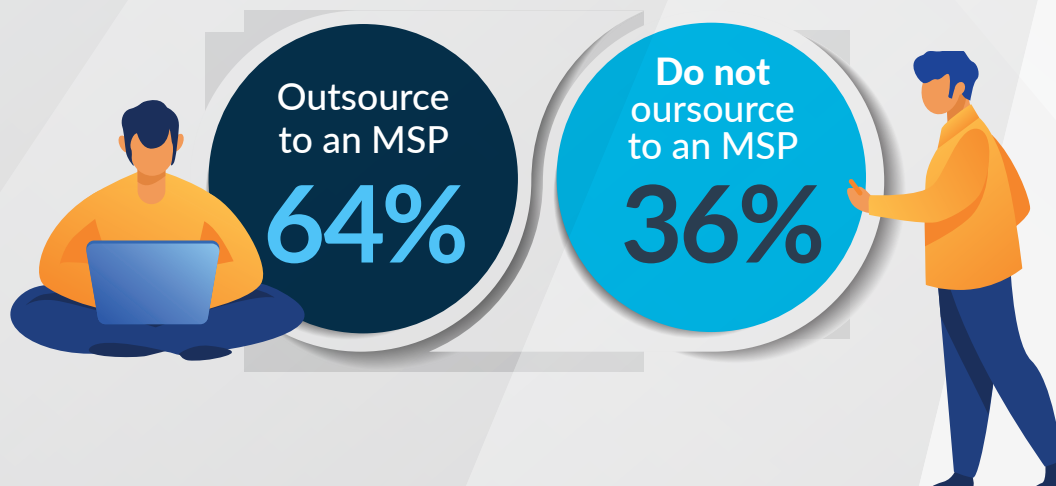
What is outsourced to an MSP?

Traditionally, the role of an MSP was limited to break-fix work. Today, they take on more responsibilities than simply fixing problems ad hoc. Besides managing IT infrastructure for SMBs, MSPs also advise them about technology best practices.

With businesses looking for ways to grow their business rapidly, they are turning to MSPs to give them access to the latest tools and technologies. It's a cost-effective practice and saves firms the hassle of bringing on additional headcount or in some cases managing an entire IT team.

According to the 2022 IT Operations Survey results, 64% of respondents outsource some IT functions to an MSP — up from 59% in 2021.

Respondents Outsourcing to an MSP



IT security is the service most frequently outsourced (22%) — up 5% from last year.

About 14% of the respondents outsource endpoint management, which represents an increase of 4% over 2021.

Demand for help desk services is also on the rise. About 17% of the respondents outsourced help desk services, which increased by 5% over last year.

Services outsourced	2022	2021
IT security	22%	17%
Cloud infrastructure management	21%	19%
Backup management	19%	21%
Network monitoring	19%	17%
Help desk	17%	12%
Endpoint management (e.g., desktops, laptops and servers)	14%	10%
Patching and software management	13%	10%
Security operations center	12%	12%
Compliance reporting	11%	9%
Onboarding or offboarding of users and devices	6%	5%
Other	5%	8%
We do not outsource any services to an MSP	36%	41%

Businesses increasingly rely on their MSP to be a trusted advisor. IT Operations Survey respondents are no exception to this, with 60% reporting that they consult their MSP when evaluating new technologies.

Respondents That Turn to Their MSP When Evaluating New Tech



What are our future plans?

Midmarket businesses hold the key to a robust economy. Nevertheless, they must continue to invest in new technologies and innovate to remain competitive. In this section, we will examine future readiness of these businesses.

Solutions under consideration for adding or replacing in 2022

Change is constant for IT teams. When queried about types of solutions under consideration to add or replace in 2022, respondents most frequently mentioned the following:

- Backup
- Endpoint management or remote monitoring and management (RMM)
- IT documentation
- Security



Anticipated areas for IT growth

A majority of respondents (53%) expect staffing to increase in IT security, which is in line with security being cited as the top IT challenge. This is a 7% increase over 2021 and confirms cybersecurity is top of mind for businesses as they seek to improve their cybersecurity strategy.

Staffing growth in other areas is expected to decline or remain the same.

Areas of IT staffing growth	2022	2021
IT security	53%	46%
General IT technical staff	32%	40%
Help desk	31%	34%
DevOps	22%	22%
System administration	21%	23%
Network engineering or network management	21%	23%
Application development	19%	21%
IT service delivery	16%	16%
Administrative	15%	16%
Team management	9%	9%
Sales and marketing	8%	8%



2023 priorities

When it comes to thinking ahead to 2023, security remains the top priority for more than half of the respondents. Trailing behind that, one-third of respondents cited increasing productivity through automation, followed by cloud migration (32%) and reducing IT costs (31%).

IT priorities	Americas	APAC	EMEA	All respondents
Improving IT security overall	54%	33%	46%	52%
Increasing IT productivity through automation	32%	45%	35%	33%
Cloud migration (e.g., IaaS, PaaS or SaaS)	31%	37%	43%	32%
Reducing IT costs	31%	29%	37%	31%
Delivering higher service levels/IT service availability	26%	29%	25%	26%
Supporting your company's business innovation initiatives	18%	9%	16%	17%
Compliance reporting	17%	17%	12%	16%
Improving help desk KPIs (such as MTTR, first contact resolution and ticket volume)	16%	18%	15%	16%
Implementing big data or data science and analytics	13%	19%	15%	14%
Supporting mobile devices and BYOD	10%	8%	9%	10%
Reducing unplanned downtime and disruptions	10%	5%	8%	9%
Outsourcing some core IT functions	7%	8%	7%	7%
Other	1%	0%	1%	1%

Spending shifts in 2022

With security at the top of the list of areas requiring maximum attention, 56% of respondents plan to increase their IT security budgets in 2022. Threats of cybercrime continue to loom large, and businesses are looking to invest in a comprehensive security setup to ensure they and their clients stay protected from cyberattacks. Moreover, governments worldwide are stepping up regulatory requirements to ensure organizations take a proactive stance toward cybersecurity. Failure to comply will result in hefty fines and reputation damage for companies.

Security is not the only area seeing an increase in budget: 45% of respondents are increasing their cloud or IaaS budgets, and 38% are increasing budgets for end-user hardware.

IT budget items	Increase	Decrease	Stay the same	I don't know
IT security	56%	5%	30%	9%
Cloud – IaaS (public, private, hybrid)	45%	5%	38%	12%
End-user hardware (e.g., desktops, laptops, tablets or mobile devices)	38%	9%	44%	9%
IT management tools	36%	7%	48%	9%
IT staff	36%	9%	44%	11%
Server technology (e.g., servers, storage, server backup, UPS or hyper-converged infrastructure)	31%	15%	43%	11%
Virtualization technologies	31%	9%	48%	12%
SaaS applications	29%	7%	46%	18%
Installed software	25%	12%	53%	10%
Managed service provider services	22%	10%	53%	15%
Containerization technologies	21%	7%	49%	23%

Technology considerations for 2023

About half of the survey respondents cite automation as the top technology to invest in in 2023 as they seek to reduce IT operating costs. Automating repetitive, everyday tasks helps organizations reduce operating costs by allowing a smaller team of technicians to manage a larger IT environment with fewer resources. The result is a higher endpoint-to-technician ratio.

Other technologies that respondents consider important are email security and ransomware protection, which again underscores the importance of strengthening cybersecurity.

AI and machine learning and data science and analytics round out the top five technologies businesses are looking to as they strive to leverage modern solutions to harness their data and thrive in a market where competition is fierce.



Technology areas	Americas	APAC	EMEA	All respondents
IT automation	47%	52%	54%	48%
Email security (including phishing prevention)	39%	33%	34%	38%
Ransomware protection	35%	28%	29%	34%
AI and machine learning	22%	34%	27%	23%
Data science and analytics	21%	25%	24%	22%
Containerization technology	16%	21%	21%	17%
Insider threat detection	17%	15%	10%	16%
5G technology	15%	15%	18%	15%
Customer experience technologies, including chatbots and mobile apps	14%	25%	15%	15%
Dark web monitoring	14%	15%	11%	14%
Serverless solutions	13%	13%	18%	14%
Blockchain	10%	18%	13%	11%
Hyperconverged infrastructure (HCI)	9%	20%	16%	10%
Edge computing	9%	5%	7%	9%
Low code tools	6%	4%	7%	6%
Robotic process automation (RPA)	5%	6%	12%	6%
Virtual reality or augmented reality	4%	5%	6%	4%
Other	5%	1%	4%	4%

The importance of having a trusted vendor with you every step of the way

Today's businesses are more dependent on technology than ever. They need systems that can scale with them and provide superior operational and administrative benefits. A trusted technology vendor understands this and provides a complete, automated and secure solution that meet organizational needs.

The role of a trusted vendor does not end with the sales transaction. That is only the beginning of the journey. They handle the entire onboarding process seamlessly, provide flawless troubleshooting skills and make the right recommendation after thoroughly understanding your business.

Partnering with the right technology vendor will help you capture trends early and stay ahead of the competition.

Kaseya — A true partner in every sense

More than ever, small and midsize businesses are actively embracing cutting-edge technologies to stay competitive and become more productive in a cost-effective manner. Kaseya is here to help you achieve this goal.

Kaseya offers all the tools and solutions you need to manage your IT infrastructure efficiently, whether in-house or remotely. Our best-in-breed technologies allow you to effectively manage, secure and back up IT from a single pane of glass. Solutions integrate seamlessly, so you can streamline your workflows and accomplish more with limited resources.

Whether you're interested in endpoint management, security, automation or integration, Kaseya offers the functionality you seek. Combine VSA, our top-class endpoint management solution, with Vorex, a service desk solution, and the IT Glue documentation solution to seamlessly manage operations.

Kaseya's IT Complete platform is the most comprehensive and integrated IT management platform. Its industry-leading solutions are designed to meet all your business needs.



How Kaseya can help you meet your future goals

Kaseya brings to you a [powerful, integrated, unified IT management platform](#) that combines the capabilities of endpoint and network management, help desk/service management, security, and backup and disaster recovery. With Kaseya's next-generation solutions, you can view, monitor and manage your entire IT infrastructure from a single pane of glass.

Our suite of products will fuel your company's growth and lay the foundation that will enable your business to thrive. Whether you are starting a new business or making significant revenue-boosting improvements to your current operations, Kaseya's solutions make it easy to scale to new heights as you deploy, manage and secure scalable and high-performing IT infrastructures at affordable prices.

Want to learn more about how Kaseya can help you with your IT infrastructure management needs?

**GET IN TOUCH
with our IT
experts
TODAY!**



APPENDIX

This section provides additional data and information about our respondents.

Regional data

About 86% of the respondents were from the Americas, 7% from APAC and another 7% from EMEA.

Region	Respondents	Percentage
Americas	1,611	86%
APAC	130	7%
EMEA	136	7%
Total	1,877	100%



Employees in the company

Among respondents in the Americas and APAC 101 to 500 employees was the most common employee range. The most common employee range for EMEA respondents was more than 3,000 employees.

No. of employees	Americas	APAC	EMEA	All respondents
Less than 50	15%	13%	20%	15%
51 to 100	9%	10%	12%	9%
101 to 500	28%	31%	19%	28%
501 to 1,000	14%	12%	12%	13%
1,001 to 3,000	13%	10%	9%	12%
More than 3,000	22%	25%	29%	23%



IT management approach

Proactive IT management was the most popular choice among respondents from all regions.

IT management approach	Americas	APAC	EMEA	All respondents
Reactive	19%	18%	18%	19%
Efficient	31%	28%	21%	30%
Proactive	34%	35%	44%	34%
Aligned	7%	7%	10%	7%
Strategic	9%	12%	8%	9%

IT Management approach	2022	2021
Proactive	34%	33%
Efficient	30%	20%
Reactive	19%	27%
Strategic	9%	14%
Aligned	7%	6%

Annual revenue

The most common revenue range for respondents from the Americas and APAC was between \$1 million and \$10 million. For EMEA respondents, the most common revenue ranges were less than \$1 million and \$1 million to \$10 million.

Annual revenue	Americas	APAC	EMEA	All respondents
Less than \$1 million	14%	24%	24%	16%
\$1 million to \$10 million	23%	30%	24%	24%
\$10 million to \$50 million	19%	15%	15%	18%
\$50 million to \$100 million	12%	7%	7%	11%
\$100 million to \$500 million	13%	10%	11%	13%
\$500 million to \$1 billion	6%	7%	7%	6%
Over \$1 billion	13%	7%	12%	12%

Respondent job titles

IT manager and supervisor were the most frequently self-identified titles across all regions.

Job title	Americas	APAC	EMEA	All respondents
Director of IT	20%	3%	12%	19%
Head of technology or C-level IT executive	8%	6%	10%	8%
IT manager/supervisor	26%	51%	34%	28%
Network engineer	7%	7%	4%	7%
Project manager	6%	9%	5%	6%
System administrator or IT technician	23%	13%	26%	22%
Vice president	4%	2%	1%	4%
Other	7%	9%	8%	7%

Primary area of responsibility

When asked about their primary area of responsibility, at least half the respondents from all regions said they manage all IT operations. IT security was the second most popular answer, followed by cloud infrastructure.

Primary area of responsibility	Americas	APAC	EMEA	All respondents
All IT operations	50%	52%	50%	50%
IT security	21%	25%	21%	21%
Cloud infrastructure	15%	15%	19%	15%
Server management	14%	6%	17%	14%
IT support or help desk	14%	12%	12%	14%
Backup and disaster recovery	14%	12%	15%	14%
Network management	12%	14%	10%	12%
Data center operations	12%	11%	12%	12%
Business application management	10%	15%	8%	10%
Desktop management	9%	5%	7%	9%
Software deployment and patch management	9%	6%	13%	9%
Identity and access management	6%	4%	5%	6%
Third-party service management	5%	4%	4%	5%
Other	4%	4%	2%	4%

METHODOLOGY

Kaseya conducted its 2022 IT Operations Survey using a structured questionnaire in April 2022. All participants were asked if they were primarily employed in an IT operational role with some responsibility for IT infrastructure or IT services deployment, operational, management or support. Only responses from the 1,877 respondents who answered in the affirmative and completed the survey are included in the survey results. The focus of the survey was IT operations (individual and groups) at midsize organizations, which we define as organizations with up to 3,000 employees. Only companies in this range are included in the survey results.

