Kaseya®

2025 REPORT

Global IT trends and priorities



Table of contents

Introduction	3
Five key takeaways	4
Demographic snapshot	5
Staffing snapshot	10
Security, recovery and resilience	11
AI, automation and integration	15
Work-life balance and burnout	19
IT operations and budget allocation	21
Economic uncertainty and IT decision-making	25
Conclusion	28
Appendix	29

Introduction

Each year Kaseya surveys hundreds of IT professionals to understand what's really happening in their organizations — what they're prioritizing, how they're investing and where their teams feel pressure.

This gives us a clear picture of how IT organizations are evolving. In this year's report, we examine how teams are taking on bigger goals with leaner resources, how AI is showing up in everyday workflows and not just the backend, and the tools that are really moving the needle.

We also offer insight into what's shaping budget decisions, how smart integrations are streamlining operations and what's influencing work-life balance in IT departments of all sizes.

The data and analysis is designed to help when you're making the case for automation, justifying a new tool or trying to stretch a budget further.



Five key takeaways

1 IT Leaders are focused on security and business continuity

Cybersecurity topped the list as both the most cited challenge (49%) and the leading priority (43%). Backup and recovery followed closely behind, proving that IT leaders aren't just focused on stopping threats — they're preparing to bounce back fast when things go wrong.

2 AI has moved from hype to help

AI isn't just a buzzword anymore. It's becoming an effective solution that improves outcomes across the board. AI for end-user productivity (28%) and IT efficiency (27%) ranked just behind security in top IT priorities, confirming it's moved from experimental to essential.

3 Leaner teams are making a bigger impact

Nearly 7 in 10 respondents (68%) said they have fewer than 25 IT employees — an 8% decline from our 2024 participant pool. Interestingly, revenue distribution remained consistent. This suggests that this year's group includes more high-revenue organizations operating with leaner IT teams.

4 Work-life balance is steady, but signs of strain are showing

Most respondents (77%) are satisfied with their work-life balance, but 13% expect it to get worse, almost double from last year. It's a warning sign that not everyone is having the same experience. The difference often comes down to toolsets: those with modern automation and AI are managing workloads more effectively, while those without are feeling the pressure build.

5 Price is nearly as important as functionality when switching tools

Mirroring 2024 findings, completeness of solution (45%) and price (44%) remain the top two factors when replacing core IT tools. Both saw a slight uptick from 2024, suggesting these considerations are becoming even more important. Meanwhile, ease of migration dropped slightly, from 38% to 34%.

Demographic snapshot

To understand what matters most to IT professionals right now, we went straight to the source. Our 2025 survey captured insights from 696 respondents across regions, industries and organizational sizes. From small and midsize businesses (SMBs) to billion-dollar enterprises, we wanted to paint a clear picture of who's managing tech and how they're doing it.

696
IT professionals

Americas
83%

Asia-Pacific
9%

Europe
8%

Let's see what this group looks like in more detail.

Respondent overview

The responses came from a well-rounded mix of job levels (Figure 1), offering a broad view of how IT is being shaped by decision makers, executives and those in the trenches.

IT managers and supervisors made up the largest share of participants at 28%, followed by directors of IT (22%), and system administrators and technicians (20%) — the people most directly involved in day-to-day operations. We also heard from the top: 10% of respondents were C-suite executives, giving us valuable insight into strategic priorities at the leadership level.

Respondents' job titles

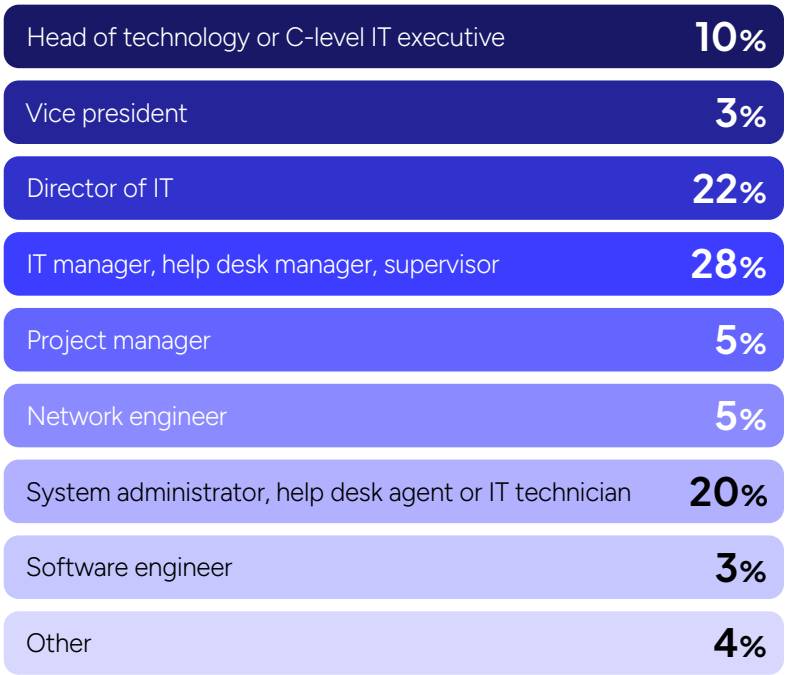


Figure 1

Industry representation

As seen in Figure 2, the top five industries — technology, manufacturing, education, financial services and healthcare — remained largely consistent year-over-year. Beyond these core sectors, we saw strong representation from IT consulting firms and public sector organizations, each making up 8% of respondents. Nonprofits and retail followed at 4% each, with legal and hospitality sectors making up for 3% of the respondent group.

We also heard from IT teams in construction, energy, transportation and professional services, expanding the reach of the survey across a truly diverse set of industries.



Top 5 participant industries

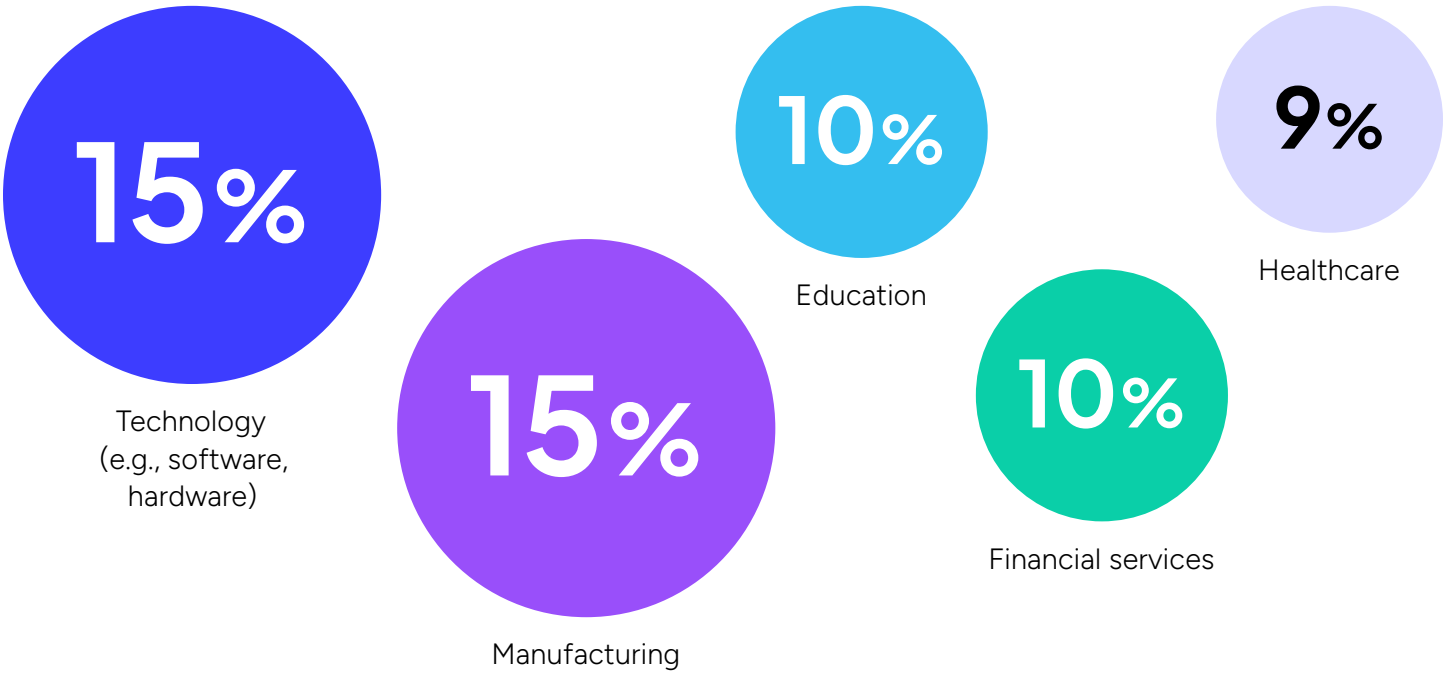


Figure 2

Organization size

Like in 2024, the largest share of participants came from midsize companies with 101–500 employees (Figure 3). Looking at the broader picture, more than two-thirds (69%) of respondents came from companies with fewer than 1,000 employees, while 31% represented companies with more than 1,000 employees — a noticeable dip from last year's 38% in that upper tier.

The question is:

Did we see less participation from larger companies, or are organizations simply getting leaner? We'll dig into this in the next two sections — Figure 4 and Figure 5 hold the answer.



Respondents by company size

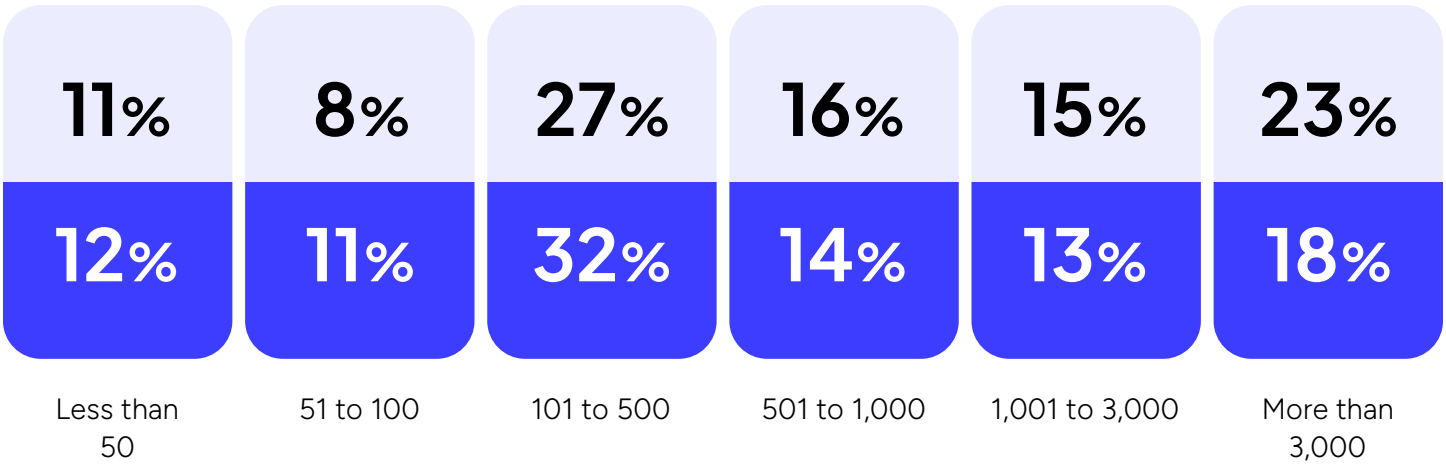


Figure 3

IT team size and revenue trends

This year, 68% of respondents reported having 25 or fewer IT employees, up from 60% in 2024, a jump of nearly 8 percentage points (Figure 4). The biggest shift occurred in the smallest category, with the "fewer than 5 IT employees" group rising from 31% to 36%. At the same time, the number of companies reporting more than 50 IT employees dropped sharply, from 31% last year to just 22% in 2025.

Despite the rise in responses from smaller teams, there was no significant drop in the percentage of respondents reporting high revenue (Figure 5). In fact, the percentage of respondents from companies earning over $500 million annually remained the same as in 2024. Combined, nearly one in five (19%) of respondents still reported their organization earned annual revenue above the half-billion-dollar mark, with 11% crossing the $1 billion threshold.

This rising class of high-revenue, low-headcount organizations illustrates that enterprise-level performance doesn't require enterprise-sized teams. Instead, they're succeeding by working smarter with strategic investments, automation and efficient IT operations.

Number of IT employees

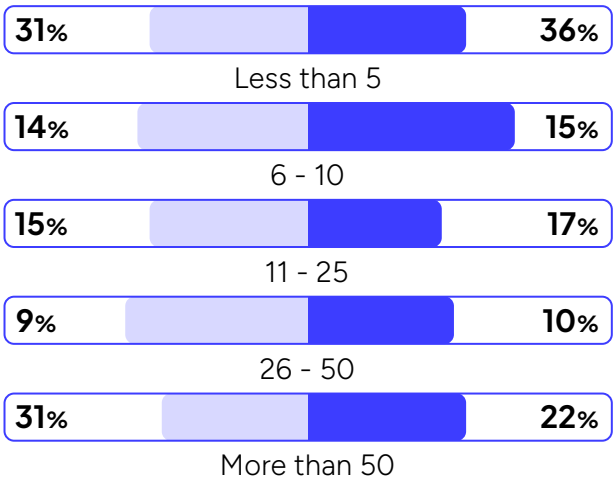
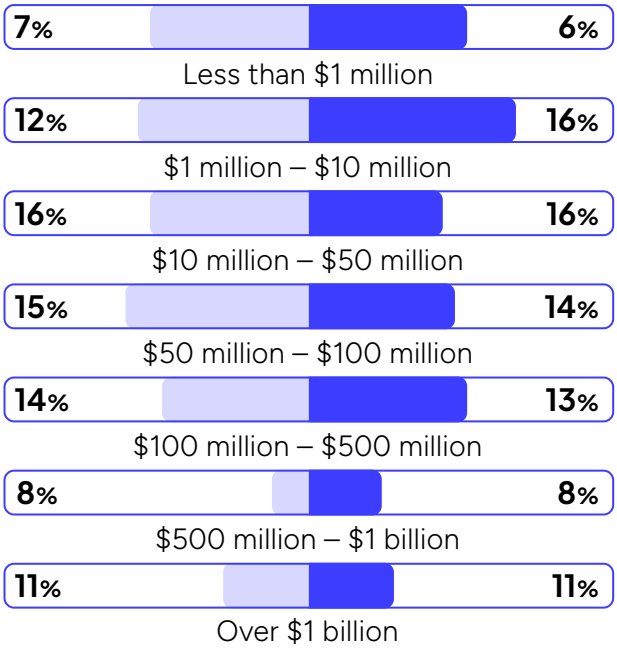


Figure 4

Annual revenue range



**About 16% of respondents selected "I don't know/prefer not to answer," an option that has been excluded from Figure 5.*

Figure 5

2024 2025

Staffing snapshot

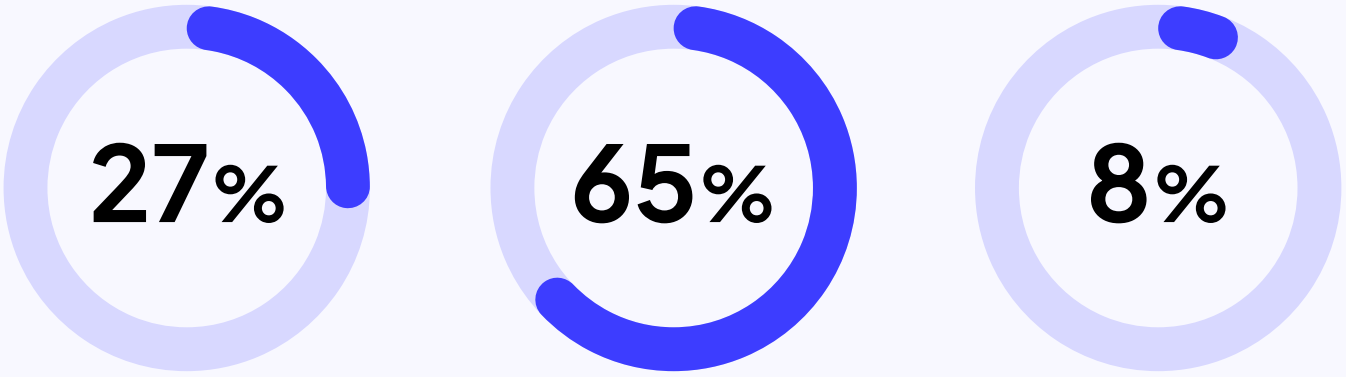
After observing the clear shift toward leaner IT teams, we wanted to verify whether the staffing outlook matched that trend — and it did.

IT staffing trends

The majority of organizations (65%) expect no change in IT staffing levels (Figure 6), while just 27% anticipate an increase. This can be both encouraging and challenging.

For teams that have adopted smarter, more unified tools, this stability can mean greater impact without more people. For less strategic organizations, it may signal continued pressure to do more with less — a reality that can stretch resources thin.

IT staffing expectations



Anticipate an increase in IT staffing

Anticipate IT staffing levels will remain the same

Anticipate a reduction in IT staffing

Figure 6

Security, recovery and resilience

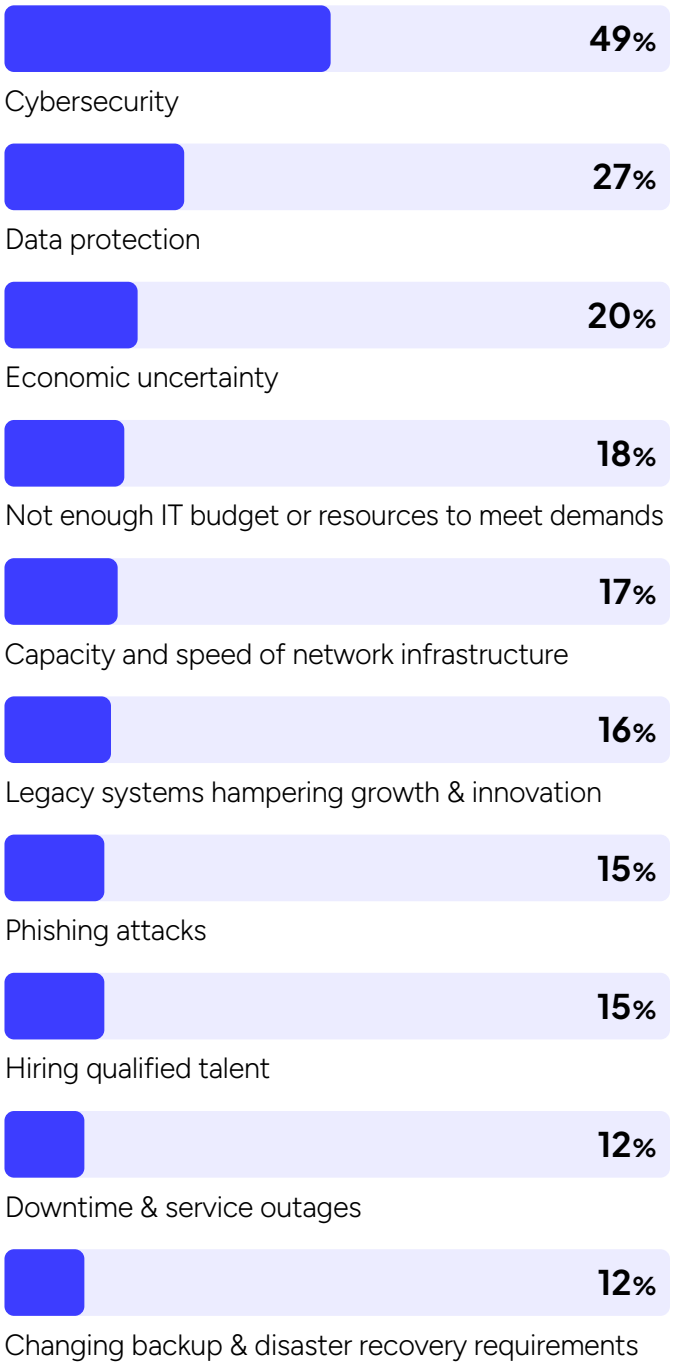
IT teams are shifting from reactive defense to holistic resilience, investing in protection, detection and rapid recovery.

Cybersecurity landscape overview

Cybersecurity isn't just the top concern for IT departments. It's far ahead of everything else on the list. Nearly half of all respondents (49%) named cybersecurity as their biggest challenge, while the next most common concern, data protection, trailed at 27% (Figure 7).

What's shifting is how IT leaders are approaching the issue. Instead of focusing on a single facet of security, they're looking at the full picture. This broader mindset shows up across the data: Four of the top 10 challenges — cybersecurity, data protection, phishing attacks and evolving backup and disaster recovery needs — are interconnected. Together, they point to a growing emphasis on improving resilience across the board rather than just prevention.

Top 10 challenges facing IT departments



Respondents were asked to select up to three challenges.

Figure 7

Security pressure meets resource constraints

IT teams are also under pressure to meet rising security demands with limited resources. When asked what challenges they face, 20% cited economic uncertainty, 18% highlighted budget constraints and 15% reported difficulty hiring skilled IT professionals.

Cybersecurity and backup are investment priorities

Many organizations are finding ways to adapt. By upgrading or adding new security tools, they're aiming to get better results.

When asked which IT solutions they plan to change or add in the next budget cycle, 52% of respondents pointed to cybersecurity, making it the top area of investment. Backup and recovery came in second at 31%, showing that IT teams aren't just focused on protection but also on being ready to recover if something goes wrong.

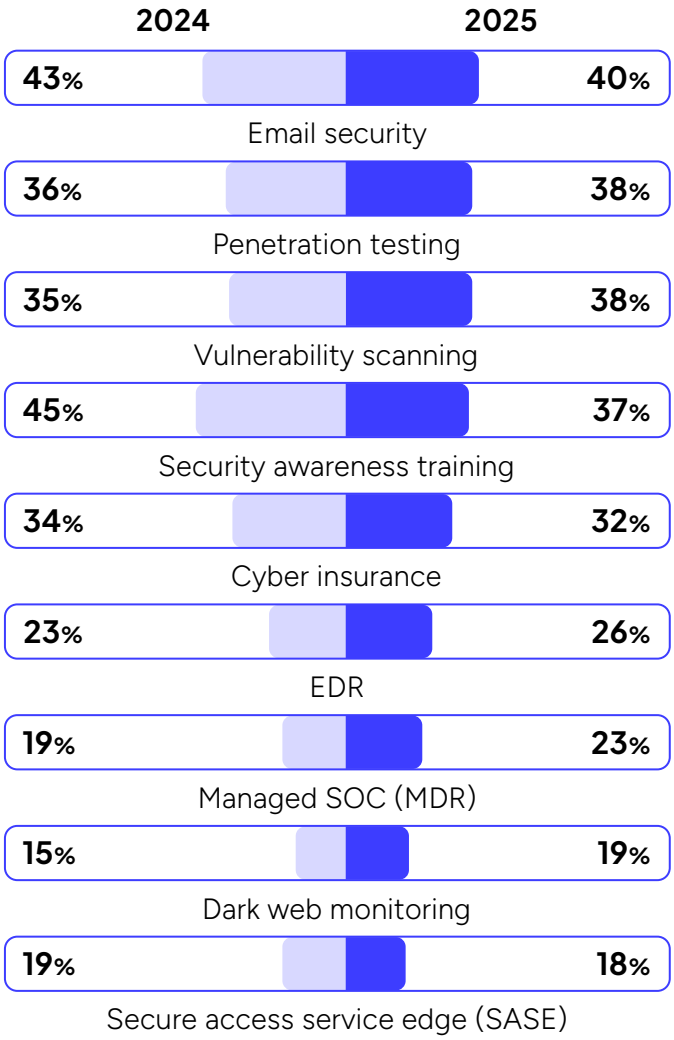
Together, these priorities reflect a more complete approach to security, one that covers both defense and resilience.

(See the full list of planned investments in Figure 27 in the appendix.)

Shift towards proactive cybersecurity

A closer look at planned cybersecurity investments (Figure 8) shows that instead of relying solely on reactive tools, IT teams are investing in solutions that detect risks early, monitor activity continuously and build stronger overall defenses.

Planned cybersecurity investments



Respondents were asked to select all security investments they anticipate making in the next budget cyle.

Figure 8

Here's what's trending:

Penetration testing and vulnerability scanning are on the rise.

> **38% of respondents** plan to invest in these tools. This slight increase from last year shows a growing focus on finding weak spots before attackers do.

Organizations are investing more in EDR, MDR and dark web monitoring.

> These tools help with real-time threat detection and continuous monitoring, forming part of a broader shift toward layered, proactive security strategies.

Email security tops the list.

> **40% of organizations** plan to invest here, down slightly from 43% in 2024. Phishing—still among the top 10 challenges for IT professionals—remains a leading threat, keeping email protection a high priority.

Don't discount security awareness training.

> Investment fell from **45% in 2024** to **37% this year.** As last year's leading category, the decline could suggest that organizations have already addressed foundational training needs and are shifting focus to other priorities. It may also reflect budget cuts driven by economic pressures, even if training is still needed.

Regardless of the reason for the drop, human error remains a major risk, and educating employees and building a culture of security awareness are still among the most effective and affordable ways to prevent user-targeted attacks.

EDR adoption and its role in defense

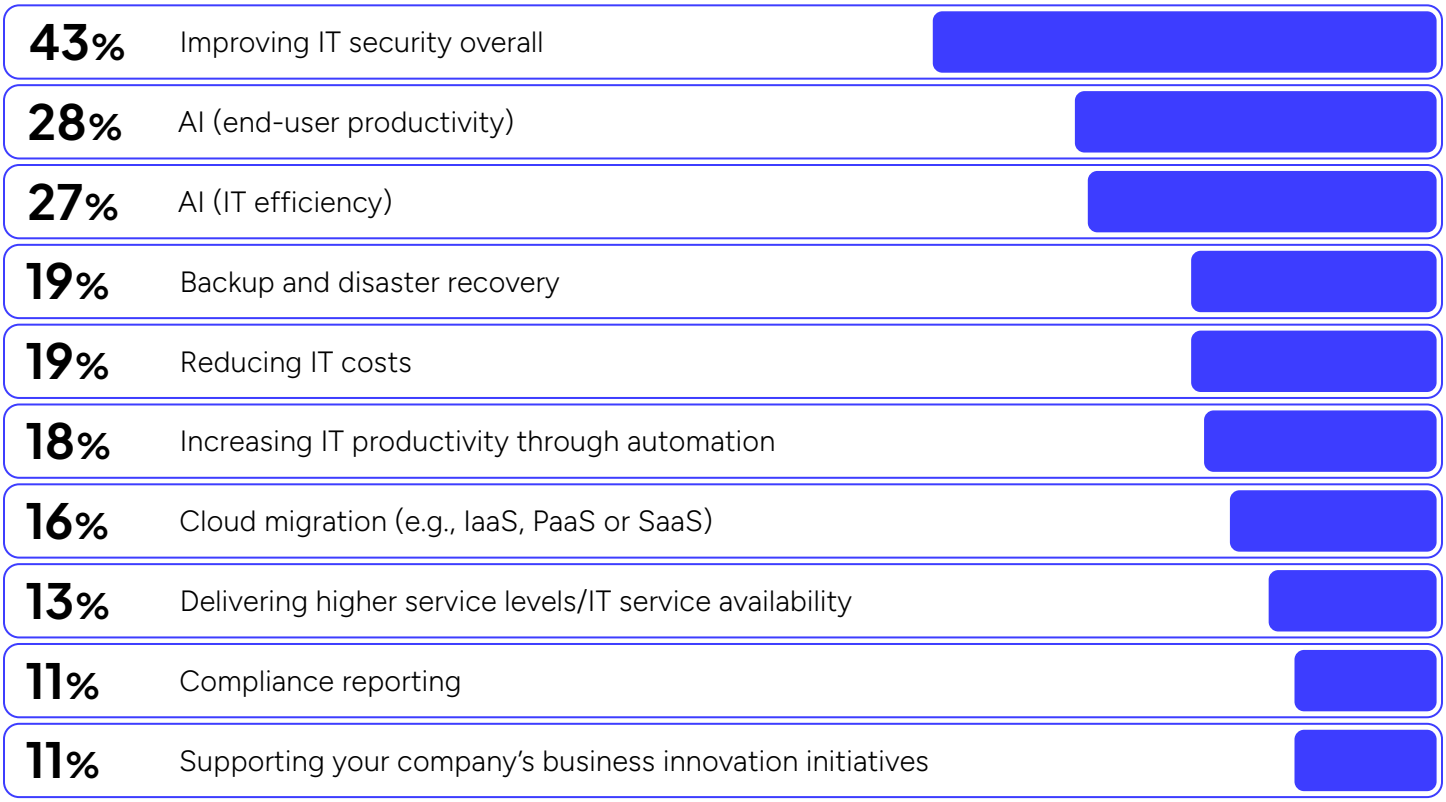
EDR is the rising star of cybersecurity investments. Its adoption has climbed sharply from 49% in 2024 to 65% in 2025, making it the most widely adopted IT management tool in this year's survey.

(For a full breakdown of tools currently in use and those planned for deployment over the next 12 months, see Figure 28 and Figure 29 in the appendix.)

The top IT priorities for 2025

When asked to select up to three top IT priorities for 2025, 43% of respondents placed cybersecurity firmly at the forefront (Figure 9). This year, we introduced backup and disaster recovery as a new response option and nearly one in five respondents (19%) selected it. Showing up among the top priorities, it signals a clear shift in mindset: IT leaders are no longer focused solely on prevention; they're also prioritizing fast, effective recovery when things go wrong.

The top priorities for IT teams



Respondents were asked to select their top three IT priorities for the next 12 months.

Figure 9

Up next: AI and IT efficiency

Beyond security and recovery, another key focus is emerging: the push for greater efficiency. Automation and AI-powered tools are quickly becoming must-haves for IT teams looking to stay productive and keep pace with growing demands.

AI, automation and integration

In our 2024 survey, AI was largely in the experimental stage, with many IT leaders still watching from the sidelines. That's no longer the case.

Today, AI is right up there with security as a top strategic focus (Figure 9). It's driving mission-critical work, solving complex problems, and for many organizations, it's the answer IT has needed for years — ease the pressure without expanding the payroll.

Let's break it down.



AI is a rising priority alongside security

When we asked IT leaders to name their top three priorities for the next 12 months, security came out on top again. That's no surprise. That priority has been cemented year after year.

But this time, AI made a real showing.

28% of respondents said AI for end-user productivity is a top priority.

27% pointed to AI for IT efficiency.

18% cited increasing productivity through automation.

That's a strong signal. It's not just about experimenting with AI. It's about using it to solve daily operational headaches, stretch lean teams further and support real business outcomes.

Positive outlook on AI

In 2025, IT leaders aren't just hopeful about AI's potential, they're increasingly confident about its real-world impact.

27% said AI will benefit their business a great deal, up from 20% in 2024.

49% expect it to help somewhat.

Only 13% said it will have no impact, while just 3% see it having a negative effect.

8% remain unsure about how it will affect their business.

What's changed is not just increased optimism but also reduced skepticism. Last year, almost a quarter (23%) of respondents thought AI would have zero impact. This year that dropped to 13%. The uncertainty is fading, and IT leaders are getting clearer on where AI fits in their operations and strategy.



Current AI use cases

AI adoption is moving from hype to hands-on, and the top use cases show exactly where it's making a difference (Figure 10).

Automating IT tasks

Nearly half (45%) of respondents are already using or planning to use AI to handle patching, scripting and system monitoring. These repetitive tasks tend to stack up quickly, and while they're essential, they consume resources and don't drive innovation.

Threat detection and response

Close behind, 43% of participants said they are using AI to detect unusual behavior, correlate alerts and trigger automated responses. This supports the broader trend toward proactive security and faster incident resolution.

Boosting end-user productivity

More than one-third (37%) of organizations are using AI for virtual assistants, smart meeting summaries and automated content creation. These features help reduce context switching, streamline workflows and enable users to get more done with less friction.

AI for smarter operations

Many organizations are also using AI for reporting, asset tracking, customer experience, compliance and predictive infrastructure management. These applications, ranging from capacity planning to adaptive user interfaces, support long-term strategy and better-informed decisions across the business.

Current and planned AI application use

45%	Automating IT tasks (e.g., patch management, script execution, system monitoring)
43%	Threat detection and response (e.g., identifying unusual behavior, correlating alerts, auto-remediation)
37%	End-user productivity enhancements (e.g., meeting summaries, email generation, virtual assistants)
28%	Automated reporting and business intelligence
24%	Asset tracking and configuration management
22%	Customer experience optimization (e.g., adaptive interfaces, AI-driven user behavior analysis)
20%	Compliance monitoring (e.g., identifying risk patterns, validating controls)
19%	Predictive infrastructure management (e.g., capacity planning, performance forecasting, outage prevention)

Respondents were asked to select the AI applications they currently use or plan to use within the next 12 months.

Figure 10

Integration as a driver of automation

Integration is the backbone of automation and a key enabler of AI-driven efficiency. When we asked IT professionals which integrations had the biggest impact on productivity, a few trends stood out (Figure 11):

- The ability to run automation scripts directly from IT documentation tools nearly doubled from 7% in 2024 to 13% in 2025, indicating that more teams are embedding automation where they store knowledge. This is closing the gap between information and action.
- As IT teams manage more endpoints across hybrid environments, instant access matters. One-click remote endpoint management climbed from 21% to 26% this year.
- Access within endpoint management tools dropped to 11% in 2025 from 21% in 2024.
- Access within service desks dropped slightly to 8% in 2025.

It's important to understand that these declines don't mean documentation is less important. Rather, instead of simply accessing information, IT professionals are embedding automation into their documentation tools or moving toward unified platforms where everything lives in one place.

Top integrations driving IT efficiencies

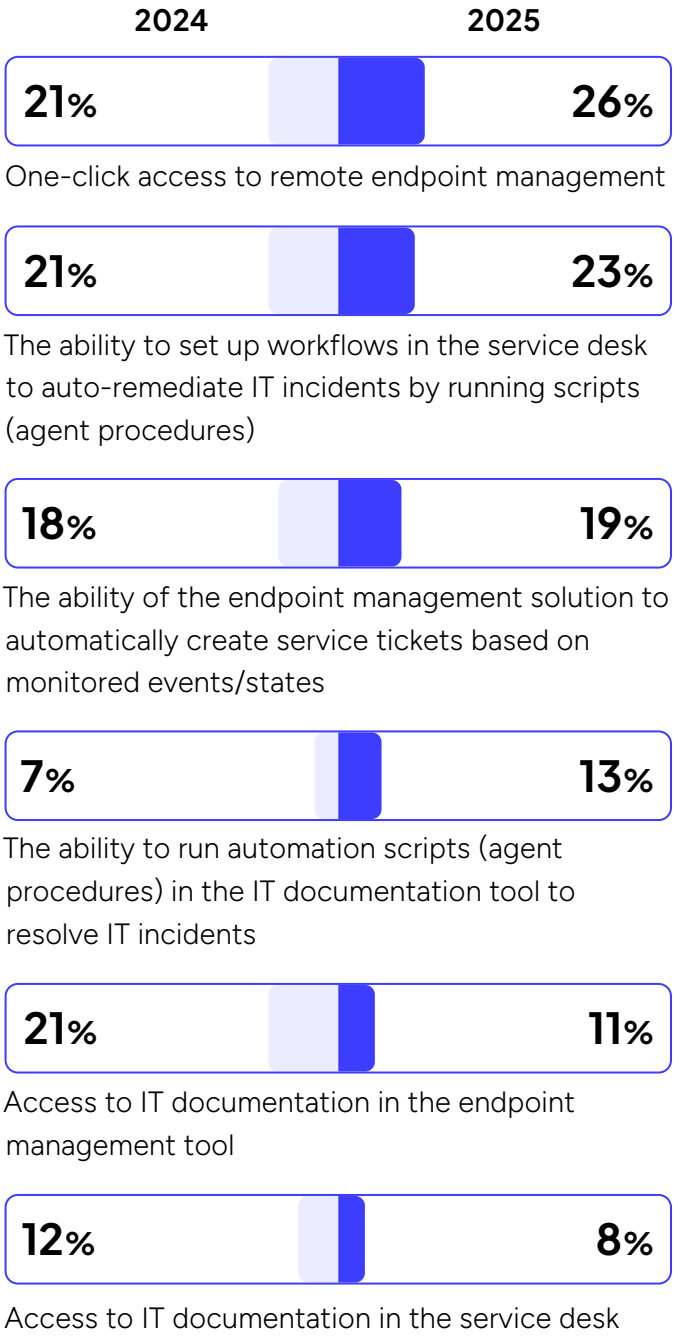


Figure 11

Work-life balance and burnout

Achieving work-life balance has long felt out of reach for many IT professionals. But with the rise of AI and automation, is it finally within reach? While it's no surprise that 99% of respondents said work-life balance is important to them, we wanted to understand their reality — how many are truly satisfied with the balance they have today.

The results (Figure 12) show that, for most, balance is being maintained:

Satisfaction is holding steady, with 77% reporting they're content, up slightly from 75% in 2024.

Dissatisfaction dropped to 9%, down from 13% last year.

Shifting outlook on work-life balance

Despite high satisfaction today, fewer respondents expect things to stay status quo (Figure 13).

Only 49% believe their work-life balance will hold steady, down from 55% in 2024.

Meanwhile, 13% expect it to get worse, nearly doubling from last year.

At 38%, the percentage of those expecting improvement remained unchanged.

Satisfaction with work-life balance

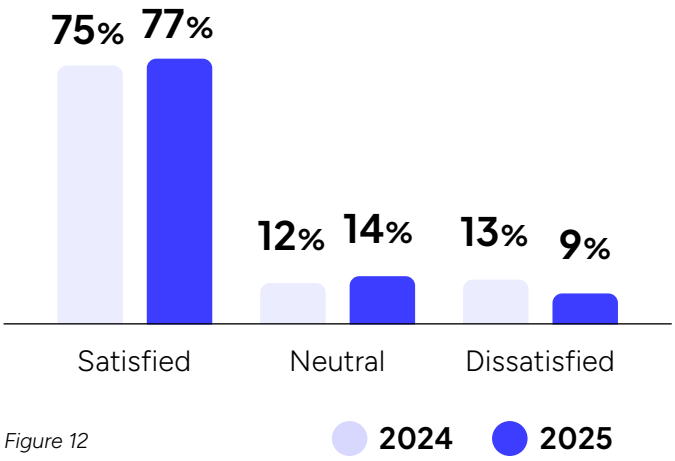


Figure 12

Outlook on work-life balance over the next 12 months

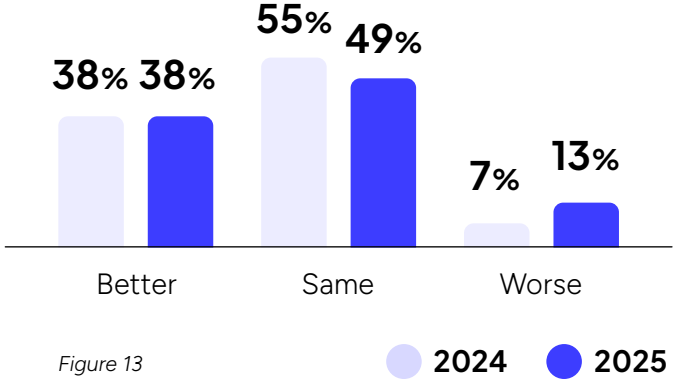


Figure 13

Factors affecting the outlook on work-life balance

To better understand the shifting outlook, we asked respondents to share the reasons behind their expectations for the year ahead (Figure 14).

Those who are optimistic point to:	Those anticipating a decline cited:
AI and automation reducing repetitive tasks	Hiring freezes while workloads continue to grow
Better tools that lower stress and increase focus	Burnout from inefficient, outdated systems
Flexible work options (e.g., hybrid schedules)	Pressure from new projects or return-to-office mandates
Conscious efforts to protect time and mental health	General economic uncertainty and team cutbacks

Figure 14

In short, tools and support shape the difference in outlooks. Access to automation and modern systems can ease the load, but without them, the pressure builds fast.

When hiring slows but demand doesn't, IT teams are forced to do more with less, and that's where work-life balance starts to erode. While the top-level numbers on satisfaction look stable, the reality depends heavily on what systems teams have in place. The more manual work IT teams do, the harder it becomes to maintain balance — even with the best intentions.

IT operations and budget allocation

In Figure 7, limited IT budget and resources ranked among the top 10 challenges for nearly one in five respondents (18%), but a closer look at the budget data reveals a more nuanced picture.

IT budget distribution trends

Despite financial pressure, IT budgets are increasing, especially at the higher end (Figure 15).

The share of businesses with $100,001 to $250,000 in annual IT budget rose from 14% to 17%.

Organizations with budgets between $5 million and $10 million doubled, from 3% to 6%.

Those with budgets over $10 million held steady at 7%.

Annual IT budget ranges

(excluding headcount)

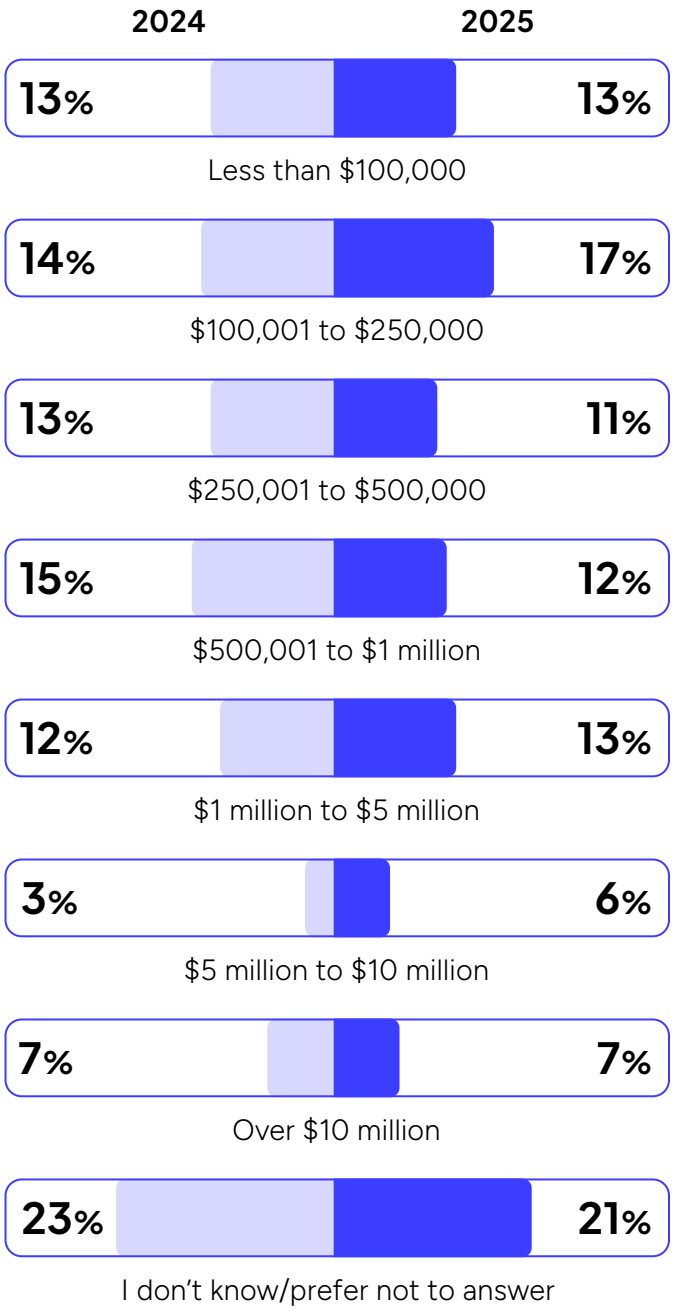


Figure 15

Year-over-year budget changes

When asked about year-over-year trends, **42% said their IT budgets increased in 2025,** up from 38% in 2024 (Figure 16). Like last year, only 13% reported a decrease.

IT budget changes

(excluding headcount)

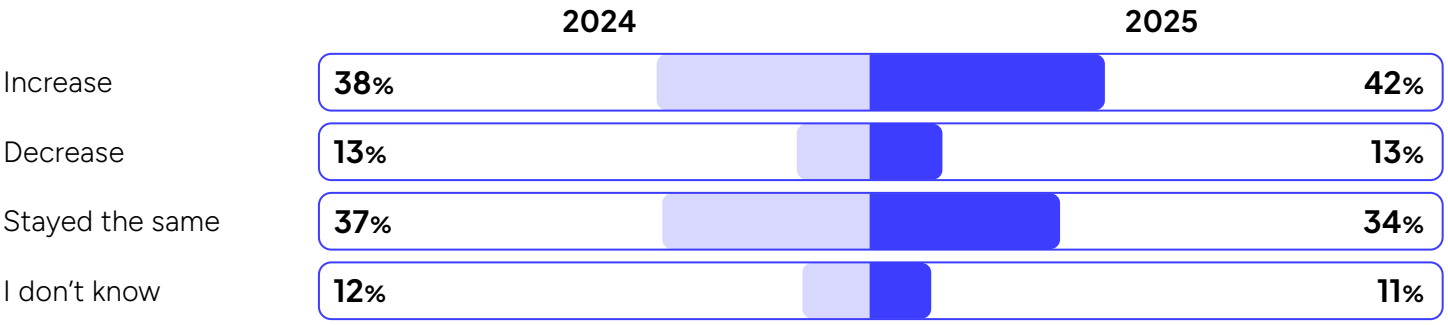


Figure 16

Looking ahead (Figure 17), expectations are even more optimistic:

44% expect budgets to increase in 2026 up from 39% last year.

Only 10% expect a decrease, while one-third believe it will stay the same.

IT budget forecast

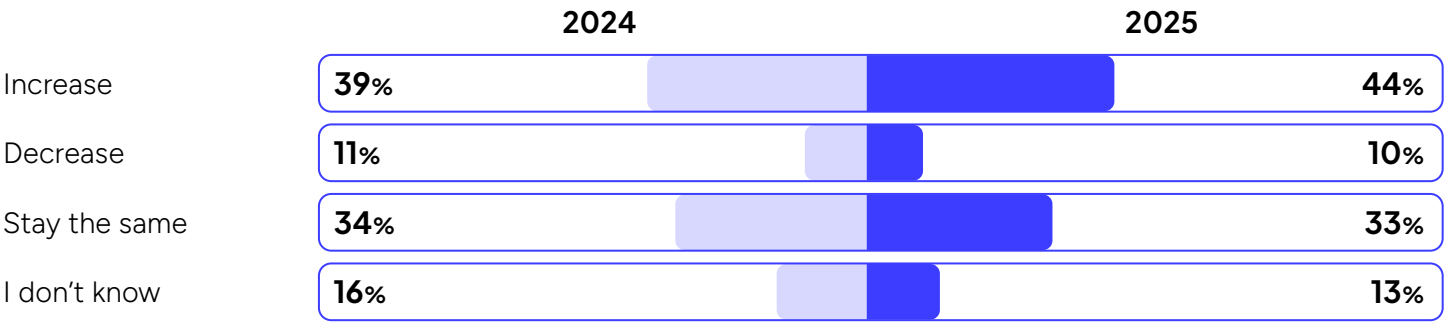


Figure 17

Top drivers of budget growth

We asked respondents to select their top three budget drivers. Two primary forces are behind rising IT budgets: the need to support business expansion and the urgency to modernize outdated systems (Figure 18).

As organizations grow, they're not just scaling infrastructure but also investing in the tools and technologies that help them stay competitive and secure. That's why AI and cybersecurity are seeing significant budget allocations, emerging as top priorities in planned spending.



Top budget drivers

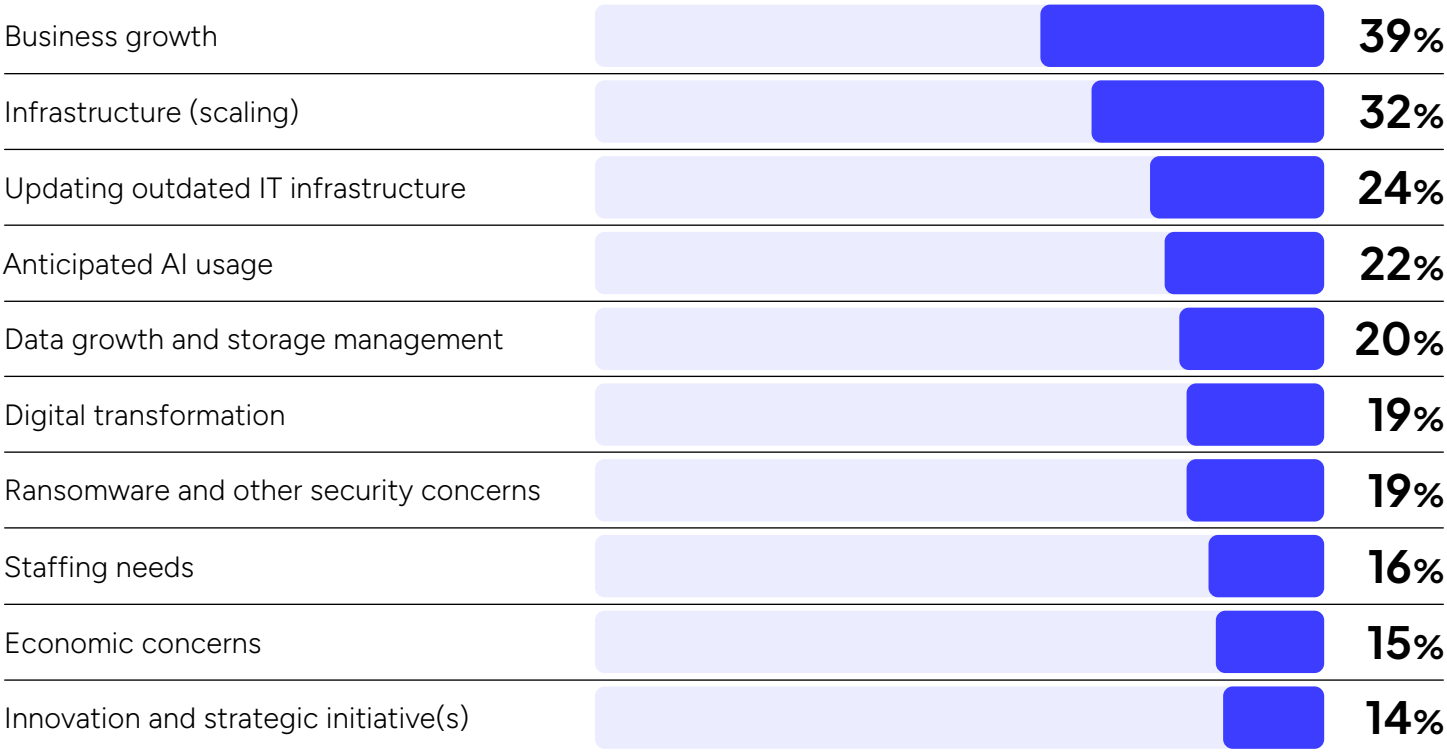


Figure 18

Planned spending on security and AI

When we look at where budgets are being allocated, two categories, AI and security, top the list.

IT security

49% of respondents said their organizations plan to increase spending. Security remains a critical focus. As digital environments expand, so does the risk surface, driving continued investment in protection against ransomware and other threats.

AI

48% of respondents anticipate a budget increase for AI for end-user productivity, and 44% expect to see an increase in AI for IT efficiency. AI adoption is bringing new costs, from specialized tools to the integrations needed to make it practical across teams.

Backup is a mixed bag

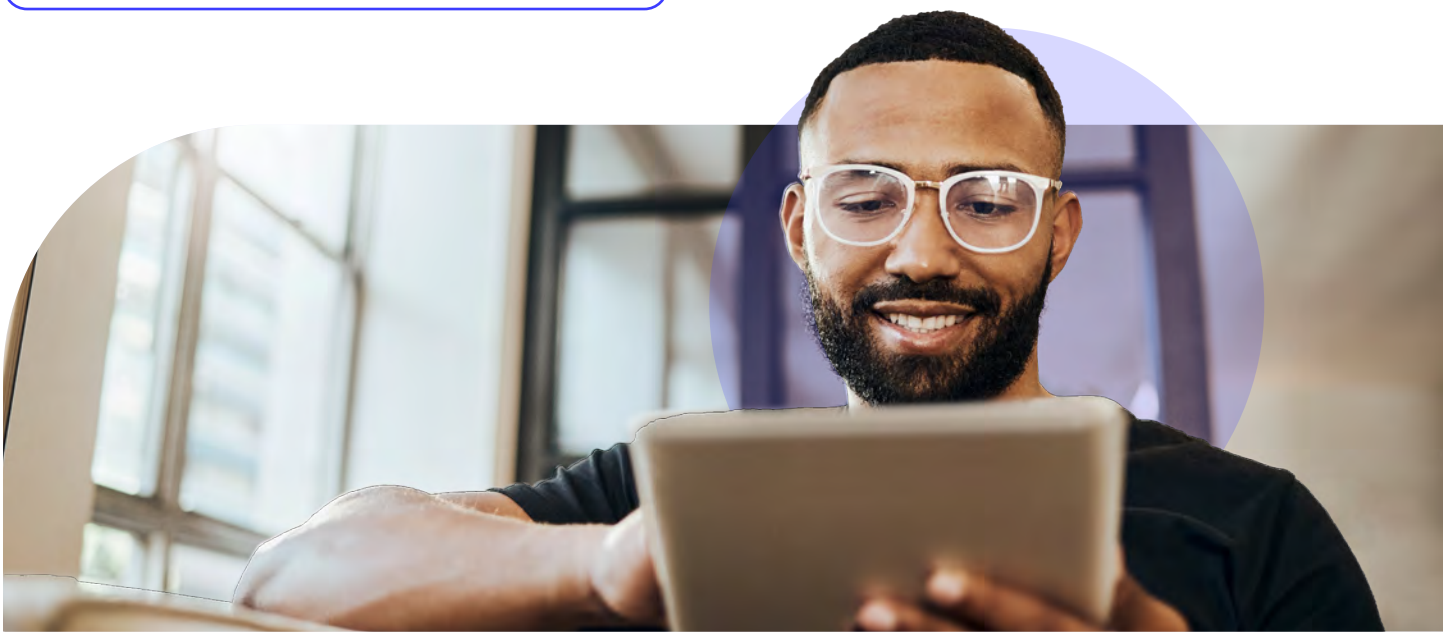
On-prem backup is seeing the sharpest cuts — 18% of respondents expect spend to decrease.

31% plan to increase public cloud backup spending.

SaaS backup is holding steady, with 54% of organizations keeping spending unchanged.

This shows that legacy tools and static infrastructure are losing ground, while flexible, scalable systems are getting investment.

(For the full table, see Figure 30 in the appendix.)



Economic uncertainty and IT decision-making

Economic uncertainty is the third most-cited challenge among IT professionals behind cybersecurity and data protection (Figure 7).

Impact of economic conditions on IT

When asked how economic conditions are impacting their departments, respondents pointed to shifts in several key areas (Figure 19). They were able to select as many options as they liked, allowing for a broader view of the impact.

Hardware spending is the most affected, with 44% saying it's impacted by economic uncertainty. This is up from 36% in 2024.

Software spending follows closely at 39%, holding steady year-over-year.

Headcount is under pressure, with 30% citing it as impacted, up slightly from 26% in 2024.

Training, certifications, and insurance are also being trimmed in some organizations.

Impact of economic uncertainty on IT departments

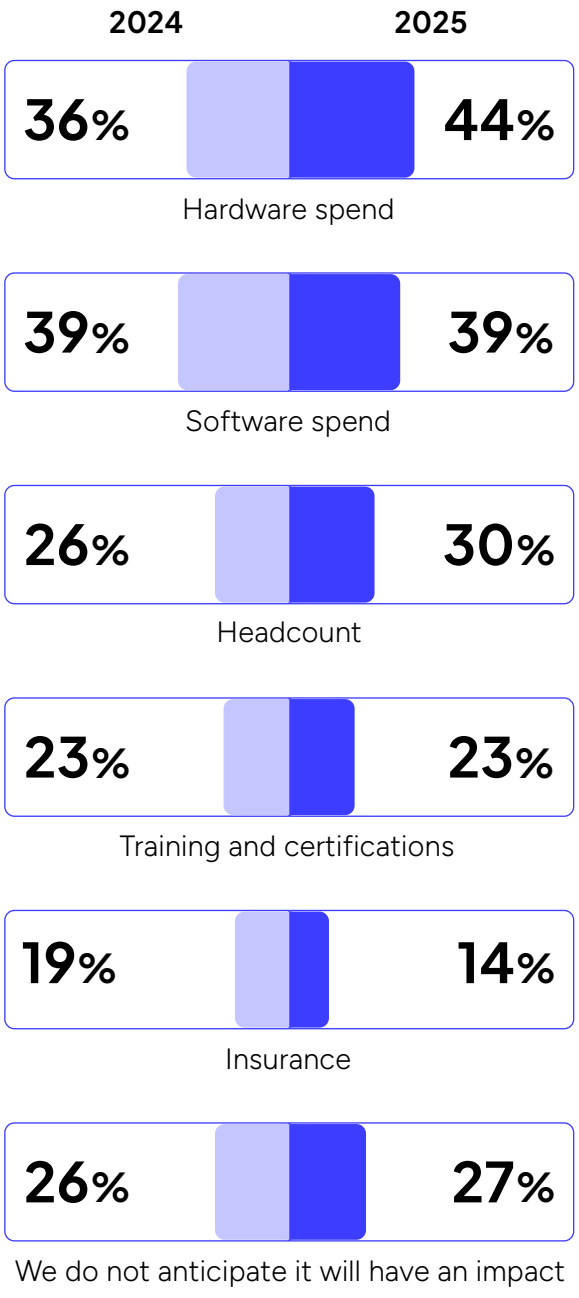


Figure 19

Top factors in switching core tools

When asked to select up to two factors that influence their decision to switch core IT tools, respondents overwhelmingly pointed to the value and scope of what they're getting. The results reveal a clear preference for solutions that are both comprehensive and cost-effective (Figure 20).

Completeness of solution continues to be the top consideration (45%), demonstrating that teams want tools that cover more ground to avoid juggling multiple disconnected systems.

Price followed closely at 44%, up from 40% last year. In a time of ongoing economic uncertainty, this increase suggests that cost is now nearly as important as functionality when evaluating new platforms.

Ease of migration remained a strong consideration at 34%, though slightly down from 38%, indicating that while moving to a new system is still a challenge, buyers are more focused on long-term value.

What matters most when switching core tools?

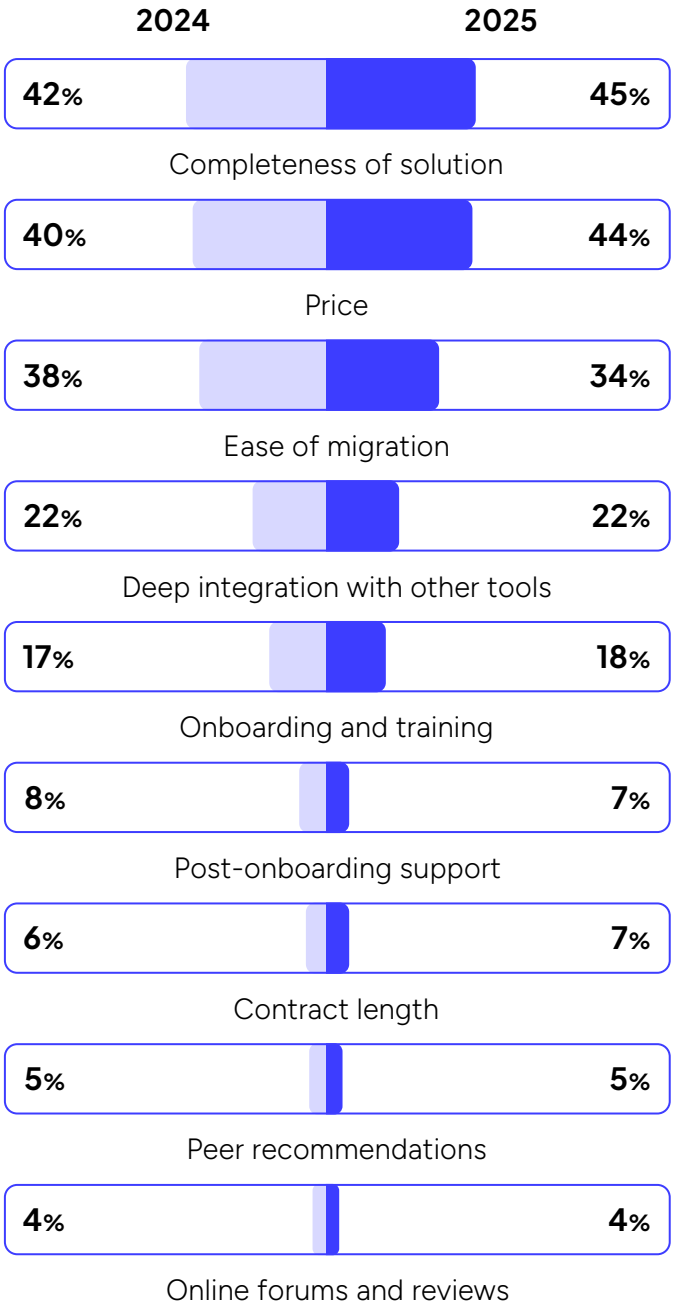


Figure 20

Strategic approach to outsourcing

Outsourcing continues to play a strategic role in IT operations, but the data shows a shift in what teams are willing to hand off and what they're keeping in-house. Respondents were asked to select all applicable functions they currently outsource (Figure 21).

IT security rose to the top at 21%, up from 17% last year, reflecting growing demand for specialized expertise.

SOC outsourcing more than doubled, jumping from 7% to 18%, showing a shift likely driven by the need for 24/7 monitoring amid rising threat volumes.

Network monitoring is gaining ground, rising from 14% to 20%, which may reflect the complexity of hybrid environments and the need for external support to maintain performance and visibility.

Backup and disaster recovery dropped from 25% to 20%, and compliance reporting fell sharply from 23% to 14%. This suggests that more organizations are bringing these critical functions in-house, potentially due to increased confidence in internal capabilities or a desire for tighter control.

Notably, 28% of respondents said they do not outsource any services, up from 22% in 2024. This points to a growing segment of organizations that are either building more in-house capacity or adopting integrated platforms that reduce the need for third-party providers.

IT functions commonly outsourced

	2024	2025
IT security	17%	21%
Backup and disaster recovery	25%	20%
Network monitoring	14%	20%
Cloud infrastructure management	21%	20%
Security operations center (SOC)	7%	18%
Endpoint management (e.g., desktops, laptops and servers)	18%	15%
Patching and software management	13%	15%
Help desk	17%	14%
Compliance reporting	23%	14%
Onboarding or offboarding of users and devices	14%	7%
Other	4%	4%
We do not outsource any services to an external provider	22%	28%

Figure 21

Conclusion

This year's data shows that IT teams are thoughtfully managing growing demands. Even with budget pressures and economic uncertainty, they're not pulling back — they're making smarter choices.

Security, automation and AI are top areas of investment, not just because they're trending, but because they help teams work faster, stay secure and do more with less. There's also a clear shift toward using tools that do more in one place, so teams don't waste time switching between systems.

Outsourcing is becoming more focused. Specialized tasks like security and SOC are being handed off, while more routine work is staying in-house thanks to better tools.

Work-life balance, hiring and tool choices are all connected. The more support teams have, the more sustainable their workload becomes.

In summary, IT leaders are building for the long term, focusing on tools and strategies that make work easier, operations smoother and teams stronger.



Appendix

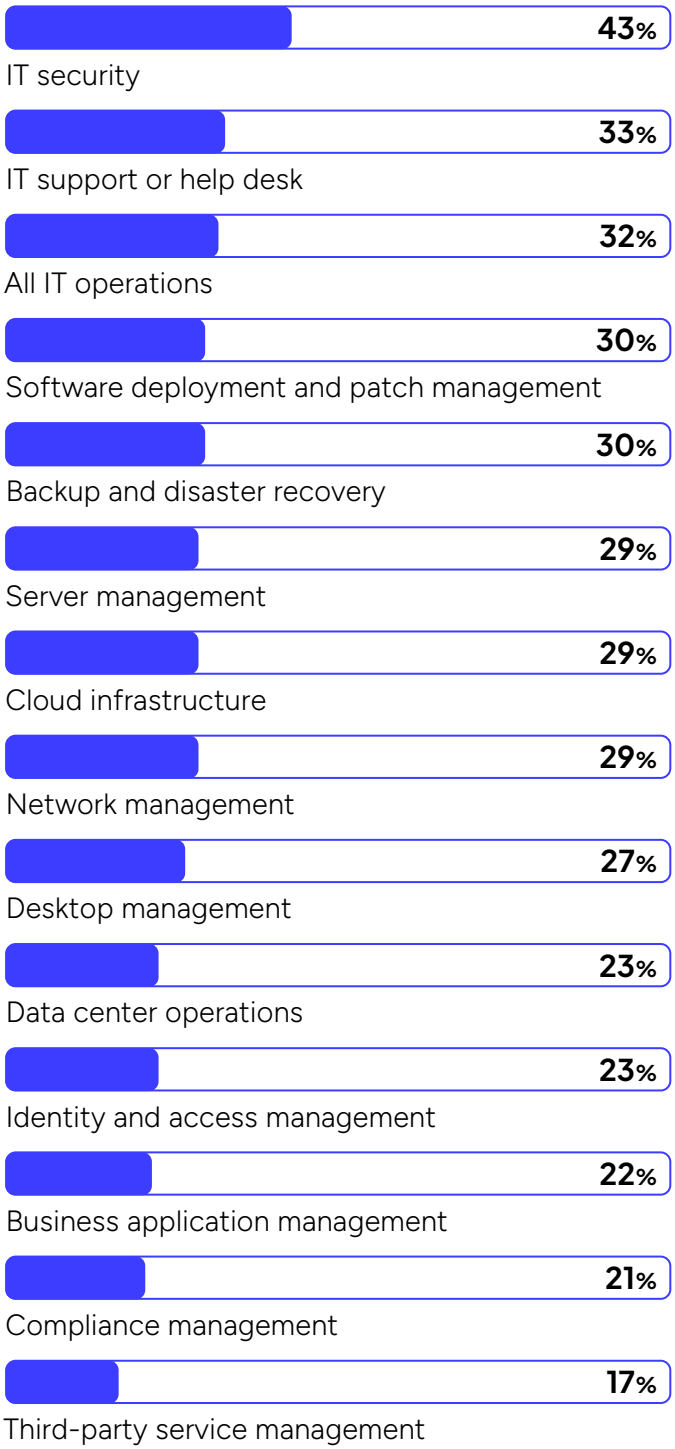
This section features data that wasn't covered in the main report as well as the full tables referenced throughout the insights.

IT responsibilities

Security is king (Figure 22). With 43% of respondents primarily responsible for IT security, it's clear that cyberthreats remain front and center. Help desk, core operations, patching and backup and disaster recovery follow closely, highlighting how IT teams are still deeply involved in daily operations.



Primary areas of responsibility



Respondents were asked to select all areas for which they hold primary responsibility.

Figure 22

Planned IT tool deployments

The tool deployment landscape looks steady, with only slight shifts across most categories (Figure 23). While EDR saw a dip in planned deployments, this likely reflects the fact that many organizations have already made those investments as shown in Figure 28. Meanwhile, areas like cloud cost management and mobile device management are holding steady, signaling continued focus on visibility and control.

Planned IT management tool deployments

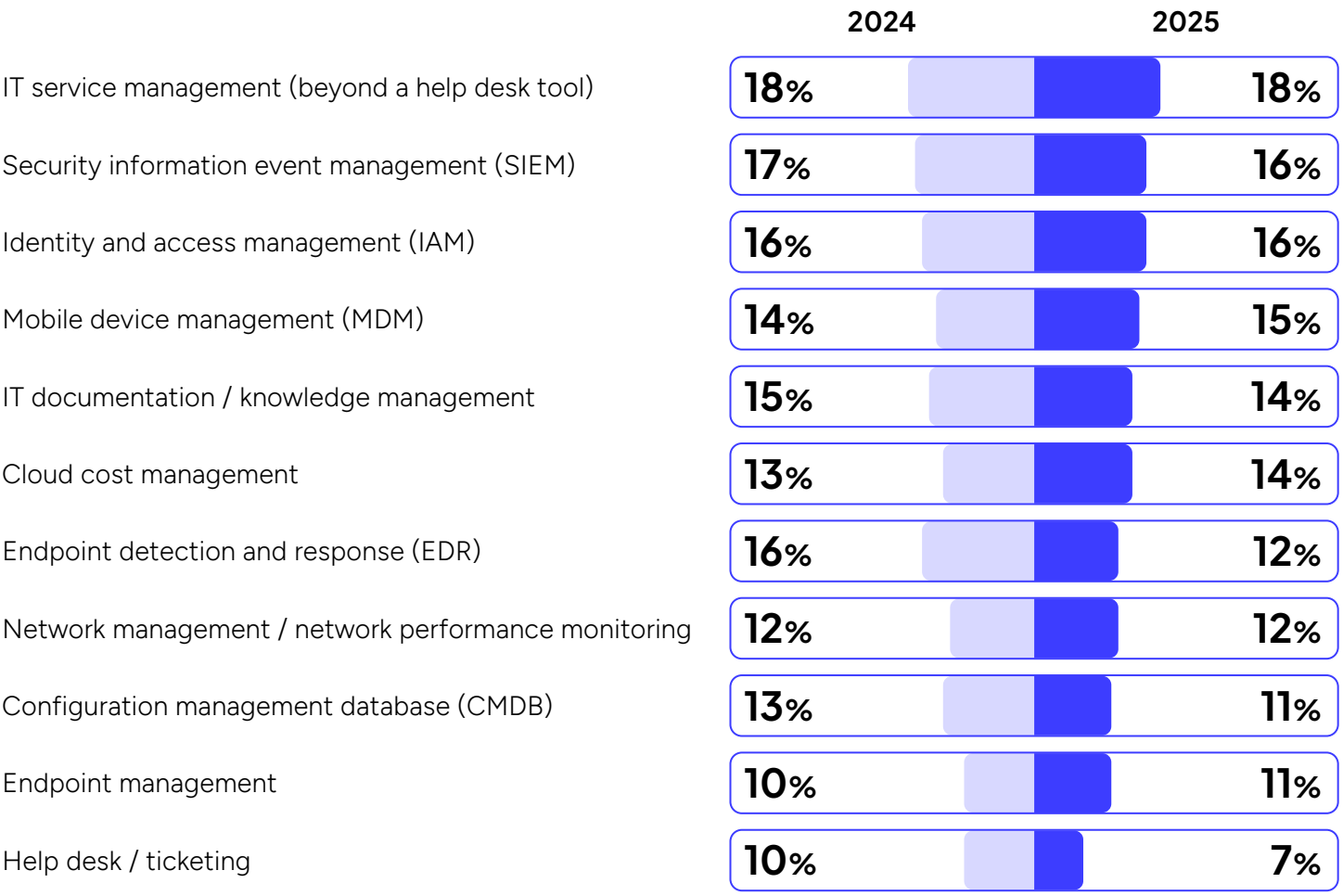


Figure 23

IT purchasing decision-makers

It's a team effort. IT directors (53%), managers (42%) and C-level execs (43%) dominate decision-making conversations (Figure 24).

Key decision-makers in IT purchases

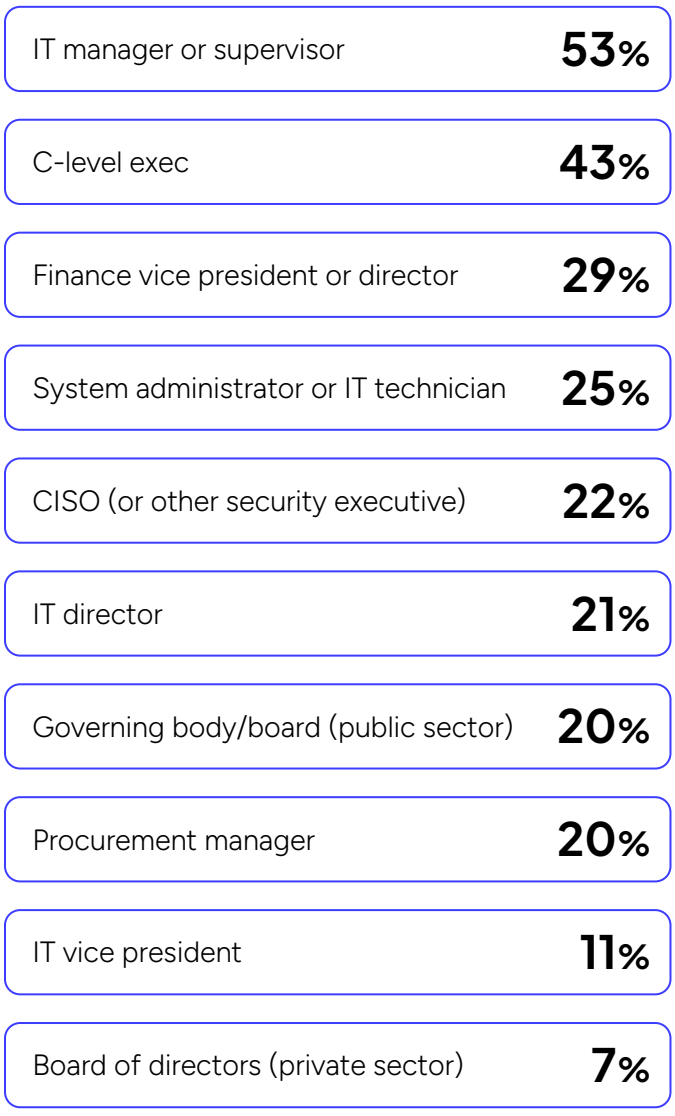


Figure 24

Final decision authority for IT purchases

While many voices contribute (Figure 25), one person typically owns the final say, and for most organizations that's a C-level executive (28%) or an IT director (24%).

Who makes the final call on IT purchases?



Figure 25

Complete tables from the report

Following are the complete data tables referenced throughout the report, providing the full context behind the insights and analysis.

Planned IT staffing changes

Staffing plans show a cautious but clear push to strengthen core IT capabilities (Figure 26). Security leads with 35% planning to increase headcount, reflecting ongoing concerns about risk. Application development and general IT roles also show growth, while most other functions are expected to stay the same.

Planned changes in IT staffing levels

	Increase	Decrease	Stay the same
IT security	35%	6%	59%
Application development	27%	10%	64%
General IT technical staff	25%	12%	64%
Network engineering or network management	23%	8%	69%
DevOps	23%	8%	69%
Help desk	23%	10%	67%
System administration	22%	8%	70%
Administrative	22%	10%	68%
IT service delivery	21%	8%	70%
Outsourced or comanaged services	19%	13%	68%
Team management	19%	10%	71%

Figure 26

Planned changes to IT solutions

The data shows that cybersecurity remains the top priority, with 52% planning changes or additions in this area. Backup and recovery (31%), networking (28%) and endpoint management (26%) follow closely, indicating a continued focus on core infrastructure and resilience (Figure 27).

Planned changes or additions to IT solutions

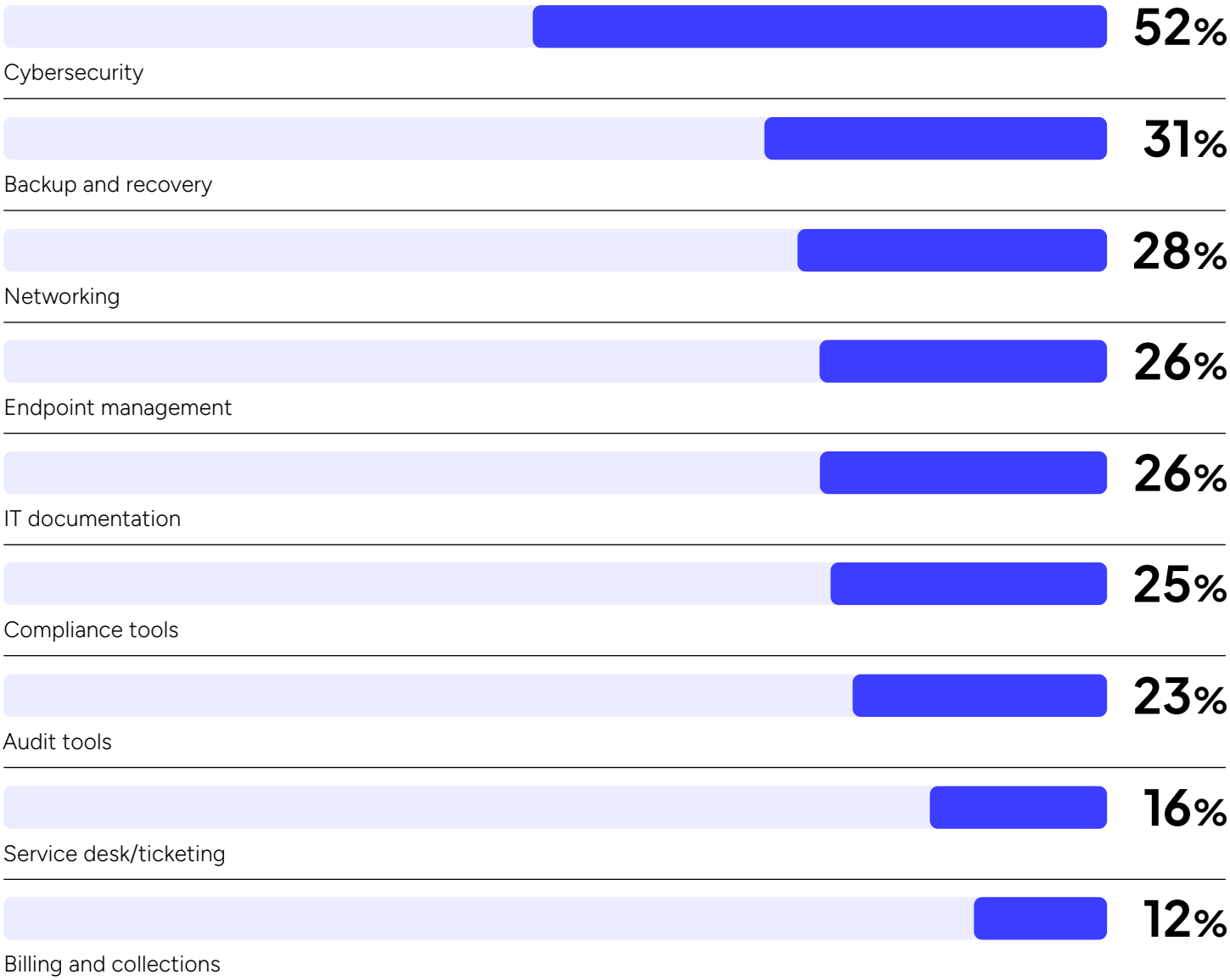


Figure 27

Current IT tools in use

EDR saw the biggest jump, from 49% to 65%, reinforcing its role as a frontline defense tool. Help desk/ticketing, up from 66% to 74%, and endpoint management, up from 63% to 72%, remain the most widely used, reflecting a focus on day-to-day operations and device control (Figure 28).

IT management tools in use

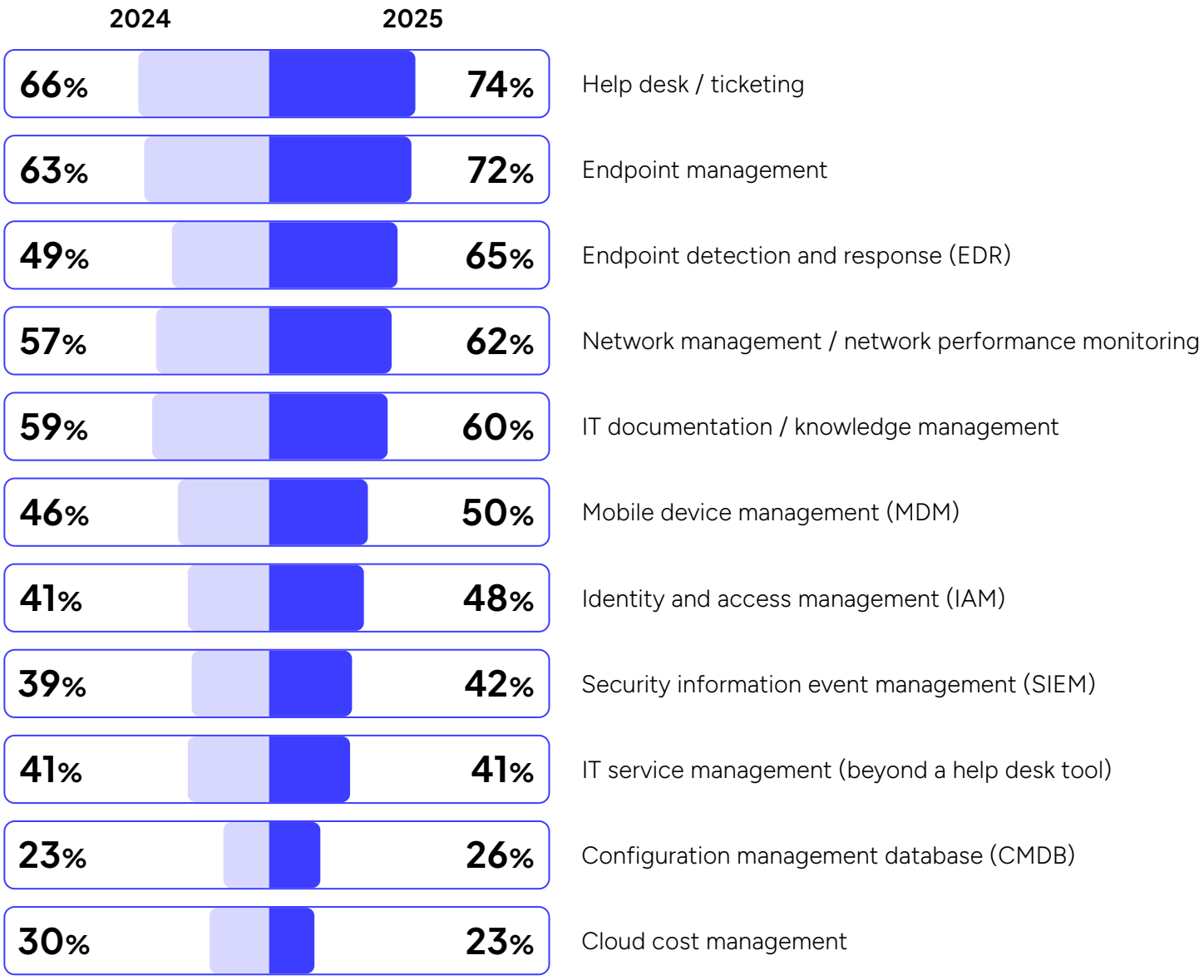


Figure 28

IT tools slated for deployment

IT service management (18%), SIEM (16%) and IAM (16%) lead planned investments, signaling a continued push toward more mature and secure IT operations (Figure 29).

Planned IT management tool deployments

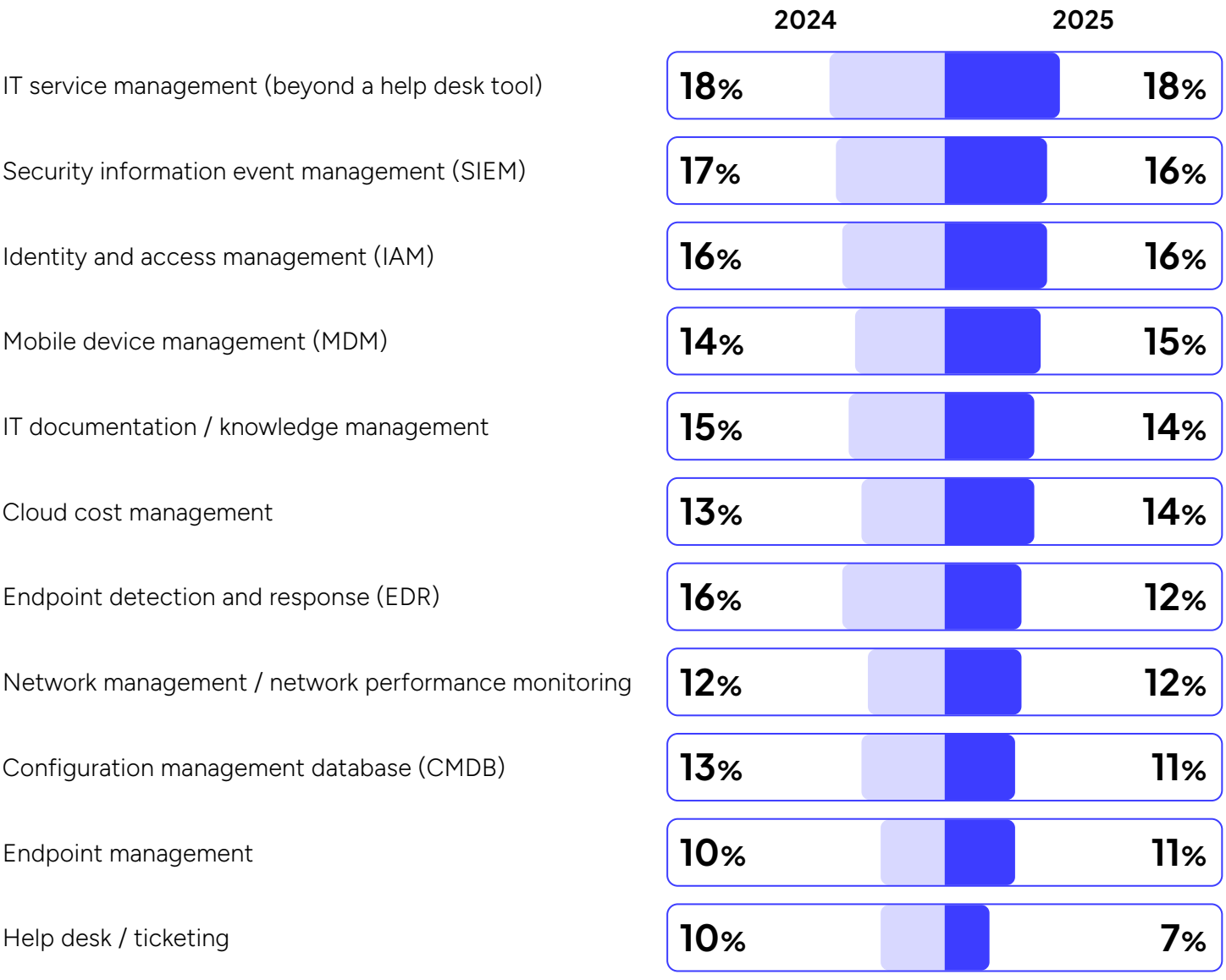


Figure 29

Expected IT budget changes

The data shows that IT spending is focused on security, AI and modernization. At the same time, spending is declining in legacy areas, particularly on-prem backup (18%), signaling a continued shift to cloud-based and automated solutions (Figure 30).

Expected changes in IT budget

	Increase	Decrease	Stay the same
IT security	49%	6%	35%
AI (end-user productivity)	48%	3%	30%
AI (IT efficiency)	44%	5%	32%
End-user hardware	42%	7%	43%
Server technology	34%	10%	44%
IT management tools	32%	6%	52%
Public cloud backup	31%	6%	49%
SaaS applications	29%	5%	50%
Virtualization technologies	29%	9%	48%
Installed software	28%	11%	51%
IT staff	27%	9%	53%
SaaS backup	24%	6%	54%
Managed service provider services	23%	10%	52%
IaaS (public, private, hybrid)	21%	7%	52%
On-prem backup	16%	18%	53%

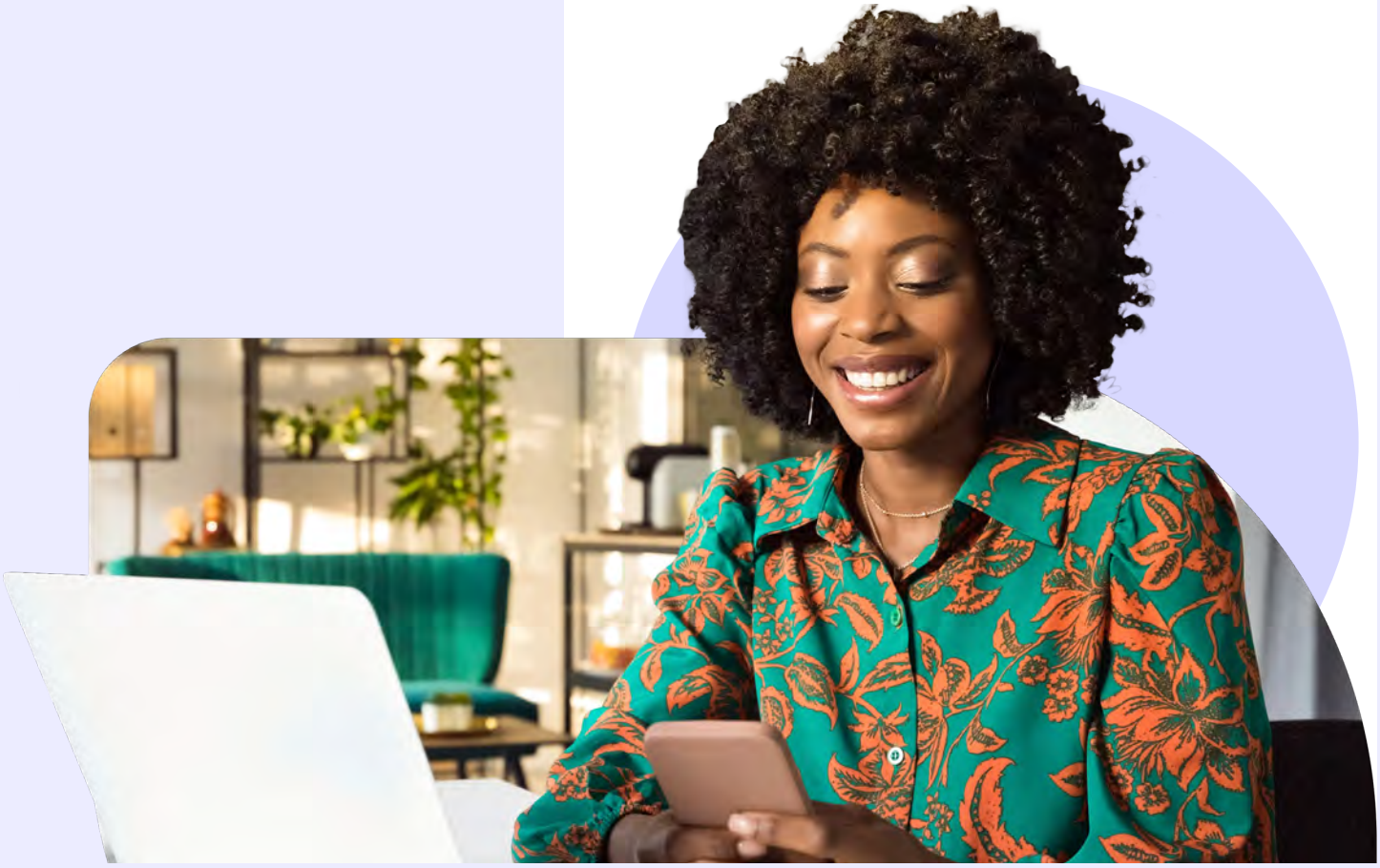
End-user hardware *includes desktops, laptops, tablets and mobile devices.*

Server technology *includes servers, storage, server backup, UPS and hyper-converged infrastructure.*

Figure 30

Survey methodology

Kaseya conducted its 2025 “Global IT trends and priorities survey” using a structured questionnaire in March 2025. 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 696 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.



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