

# Delivering Transformation in the Global Midmarket



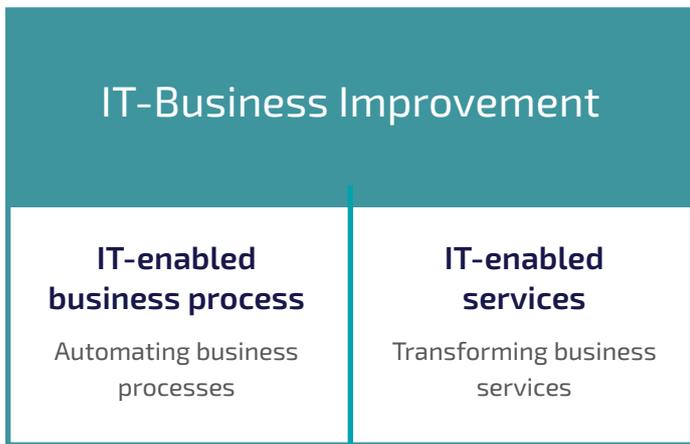
Digital transformation is a time consuming yet worthwhile process, however many businesses are unaware of how to implement this important change.

The digital transformation story resonates with many midmarket businesses, but the reality is these businesses haven't begun true digital business innovation. These businesses will require assistance in order to complete the process successfully and efficiently, which is why a trusted partnership is often explored and established. Centralization is undoubtedly part of the solution to executing digital transformation effectively, although many midmarket businesses are reluctant to outsource mainly due to the issue of complexity.

Our research shows that complexity will only become more of a challenge due to cloud technologies and business growth, as well as mergers and acquisitions. Companies can't break the reactive cycle despite the fact that acting quickly is critical in controlling complexity. Third party risk management is seen by many

midmarket businesses as inadequate. Companies have an array of concerns which often results in compromise, ultimately leading to inconsistent processes and lack of third party risk controls. 49% of these businesses regard digital transformation as a risk prone process if handled by a third party, while 70% are resilient to outsource due to financial constraints.

Adding an element of simplicity to the outsourcing process would be beneficial to the majority of businesses involved. This is because simplification frees capacity and makes way for successful innovation. To find out more about the value of centralization, and to gain insights into the issues that surround this topic, download our exclusive research report presented by IDC.



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