HOW TO OVERCOME THE UK'S IT EXPERTISE SHORTAGE & TURN TECH INTO A VALUE-ADD

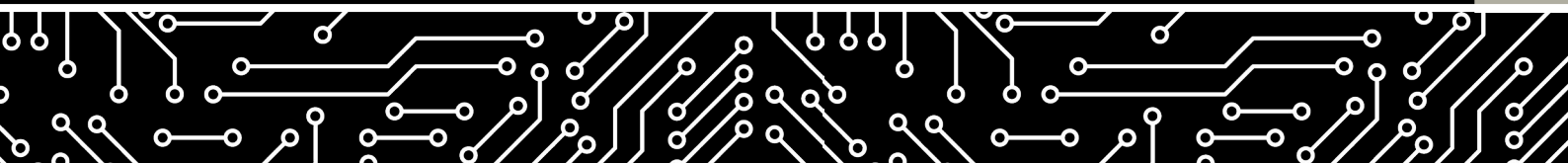# TABLE OF CONTENT

THE TECHNICAL SKILLS SHORTAGE

The digital revolution has reshaped the modern business landscape, presenting boundless opportunities for innovation and growth. However, this technological transformation has given rise to a formidable challenge – the widening digital skills gap in the UK.

As companies across industries strive to harness the power of emerging technologies, the demand for technical expertise has outpaced the supply, leaving organisations grappling with a shortage of skilled IT professionals. This expertise drought poses a significant threat to operational efficiency, competitiveness, and long-term sustainability, making it imperative for businesses to adopt strategic solutions to bridge the chasm and unlock their full potential.

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> *As we navigate this era of rapid change and innovation, it's clear that addressing the pressing need for technical proficiency is crucial. As a CEO I can empathise with other leadership teams who are finding it difficult to source these operationally critical roles. With technology being a necessity, not just a nice-to-have, leaders need to ensure they find and retain sufficient IT expertise to support the business day-to-day and also drive transformational innovations.*
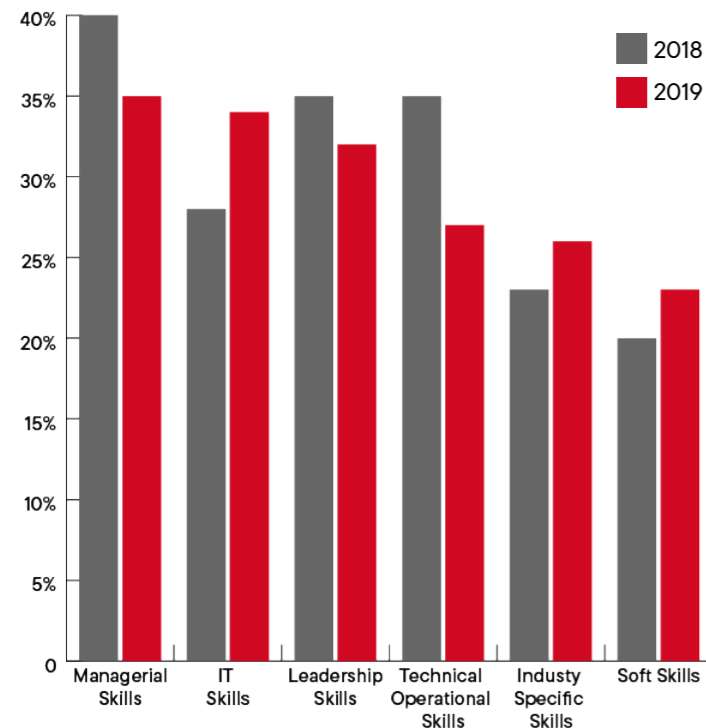>
> James Cripps
> CEO | Enhanced

THE PERVASIVE DIGITAL SKILLS SHORTAGE IN THE UK

The digital skills gap is a nationwide concern, with far-reaching implications for businesses of all sizes. According to the Open University, 63% of UK organisations report that digital skill shortages are having a negative impact on their operations. This alarming statistic is further compounded by projections from the Learning & Work Institute, which estimates a staggering 768,000 worker shortfall in the UK's digital workforce by 2028.

One of the area's most heavily impacted by this shortage is the in-house IT function and technical departments. Companies across industries are struggling to attract, hire, and retain the technical expertise required to navigate today's rapidly evolving technological landscape. A survey by Salesforce revealed that 64% of UK CIOs cite a lack of talent as their biggest challenge, while CWJobs reported that 54% of the UK tech workforce is considering leaving their jobs due to a lack of training opportunities.

Which skills are the most lacking?

Source: The Open University Report 2019

UNLOCK YOUR ORGANISATION'S POTENTIAL AND ADDRESS THE IT SKILLS GAP.

THE CONSEQUENCES OF THE IT EXPERTISE DROUGHT

The lack of digital and technical know-how within organisations has far-reaching consequences.

Reactive IT Cycle

Overworked and understaffed IT teams find themselves trapped in a reactive cycle, dedicating the bulk of their efforts to maintaining existing systems and addressing emergent issues. This leaves little bandwidth for proactive innovation, optimising infrastructure, streamlining processes, or leveraging technology to drive business performance.

Legacy Systems Impeding Growth

Outdated legacy systems and inadequate IT infrastructure can significantly impede a company's ability to scale and capitalise on growth opportunities. According to Couchbase, UK businesses lose a staggering £8.8 billion per year due to legacy technology holding back their growth potential. Vanson Bourne's research corroborates this finding, with 54% of UK companies reporting that legacy IT systems are restricting their ability to scale operations effectively.

OUTSOURCING IT

A STRATEGIC IMPERATIVE

In the face of this formidable challenge, outsourcing IT functions has emerged as a strategic imperative for businesses seeking to bridge the expertise gap and unlock their full growth potential. By partnering with an experienced technology provider, companies gain access to a deep bench of certified experts across the latest technologies, platforms, and solutions, thereby augmenting or complementing their existing teams with specialised knowledge.

THE FINANCIAL BENEFITS OF OUTSOURCING IT

Contrary to common misconceptions, outsourcing IT can be a financially sound strategy when executed effectively. Research by QIB reveals that outsourcing IT saves UK businesses an average of £75,000 per year. Furthermore, a study by Computer Economics found that outsourcing IT reduces annual costs by an average of 15%.

Beyond cost savings, outsourcing IT offers numerous operational advantages. According to Computer Economics, 63% of organisations report increased efficiency and productivity, 54% cite improved responsiveness and reduced downtime, and 35% attribute cost-cutting initiatives to their decision to outsource IT functions.

Operational Advantages of Outsourcing

35% attribute cost-cutting initiatives to outsourcing.

54% cite improved responsiveness and reduced downtime.

63% report increased efficiency and productivity.

THE VALUE OF A STRATEGIC IT PARTNERSHIP

Realising the full benefits of outsourcing IT hinges on choosing the right strategic partner. An ideal IT provider should possess a broad, diverse technical skill set across all areas – hardware, software, cloud, security, and more.

> **Outsourcing IT saves UK businesses an average of £75,000 per year.**
>
> *Source: QIB Research*

They should have proven experience working with companies in your industry, clear processes around implementation, security, optimisation, and 24/7 monitoring, and a team of certified technical experts who stay up-to-date on the latest solutions.

A true strategic IT partner acts as an extension of your organisation, providing not only technical support but also consulting, strategic planning, training, and full lifecycle coverage – from assessment and planning to implementation, management, and ongoing support. By working closely with your business, they can create a long-term technology roadmap aligned with your goals, proactively identify areas for optimisation and process improvement, and advise on the optimal tools, systems, and infrastructure for your growth plans.

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A strong IT partner isn't just a service provider; they're a strategic ally, seamlessly integrating technology solutions to fuel business innovation, growth, and success.

Jonathan McHarg
Head of Managed Services | Enhanced

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THE VALUE-ADD OF IT

UNLOCKING PROFITABILITY THROUGH TECHNOLOGY OPTIMISATION

One of the most significant advantages of partnering with a strategic IT provider is the ability to transform IT from a cost centre into a revenue generator and profit driver. By optimising infrastructure, automating processes, leveraging data analytics, and implementing digital transformation initiatives, businesses can drive substantial cost savings, productivity gains, scalability, competitive advantages, and growth enablement.

Furthermore, research by BCG indicates that retailers can experience up to 19% revenue growth through digital transformation, while Deloitte reports that manufacturers leveraging smart factories can improve productivity by 7-25%.

The key to unlocking these benefits lies in partnering with an IT provider that goes beyond reactive support. You want one that proactively assesses your IT environment, workflows, and business goals, then aligns technology

solutions to drive efficiencies, automate processes, improve data utilisation, and pursue digital initiatives. When done right, IT quickly becomes a strategic asset fuelling business growth and profitability.

64%

of organizations say they need to build new digital businesses to stay competitive in 2024 and beyond.
Source: Kissflow

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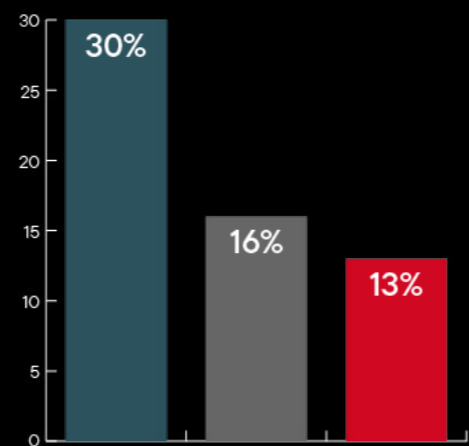# SCALING OPERATIONS SEAMLESSLY IN THE DIGITAL AGE

In an era of globalisation, businesses face the dual challenge of scaling operations to meet growing demand while maintaining operational efficiencies. This challenge is exacerbated by the rapid pace of technological change, which requires constant adaptation and optimisation. To navigate this complex landscape, businesses must implement scalable technology solutions that enable seamless expansion into new markets and territories without sacrificing cost-effectiveness.

Implementing the right mix of software, hardware, and strategic frameworks, such as cloud computing, modular architectures, and agile methodologies, can future-proof IT infrastructure and enable businesses to adapt to changing market dynamics with ease. By partnering with a flexible and scalable IT provider, companies can access enterprise-grade technology solutions without exorbitant upfront investments or ongoing maintenance costs.
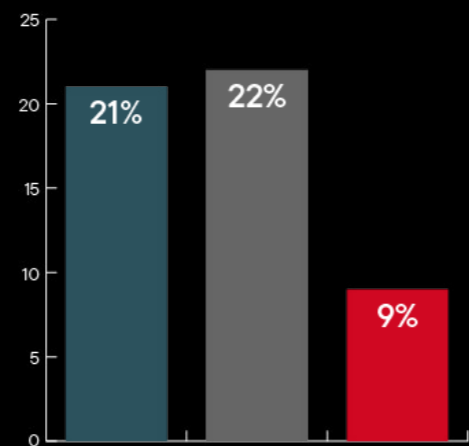
Cost Decrease From Digital Transformation

Source: Deloitte

■ Lower Maturity ■ Medium Maturity ■ Higher Maturity

Lower costs to launch new products/services

- 30%
- 16%
- 13%

Reducing customer acquisition costs

- 21%
- 22%
- 9%

EMPOWERING THROUGH TRAINING AND KNOWLEDGE TRANSFER

In addition to providing technical expertise, an ideal IT partner should prioritise training and development initiatives to bridge the skills gap within organisations. By offering comprehensive training programmes and certifications, businesses can upskill their workforce and ensure they remain competitive in an ever-changing landscape. This not only enhances employee morale and retention but also strengthens the overall resilience and adaptability of the organisation.

Moreover, a strategic IT partner should facilitate knowledge transfer, equipping internal teams with the necessary skills and expertise to manage and optimise their technology infrastructure effectively. This approach not only fosters self-sufficiency but also cultivates a culture of continuous learning and improvement within the organisation.

AFFORDING STRATEGIC IT LEADERSHIP

Building out a specific senior IT leadership role, such as a Chief Technology Officer (CTO) or Chief Information Officer (CIO), is a growing need for many businesses. Yet the associated costs can be prohibitive, especially for small to mid-sized enterprises. The average UK CTO salary is £119,126, and a CIO commands an average of £115,116 (Hired), making it challenging for organisations to justify such substantial investments.

However, affording senior-level strategic IT guidance is very possible through outsourcing. With a qualified technology partner, businesses gain full access to CIO/CTO-level leadership, guidance, and expertise as part of their engagement. This high-level oversight is invaluable for creating a long-term technology roadmap, proactively identifying areas for optimisation

and process improvement, advising on optimal tools and infrastructure for growth plans, managing the implementation of new solutions, and training employees on proper technology utilisation.

Outsourced CTO services provide access to high-level tech leadership without the financial burden of full-time obligations. This allows businesses to utilise their budgets more effectively, focusing on product development, marketing, and growth.

GETTING STARTED WITH AN IT PARTNERSHIP

FINDING THE RIGHT IT PARTNER FOR LONG-TERM SUCCESS

Of course, realising the full benefits of outsourcing IT requires finding the right partner – one that operates as a true strategic ally, not just a tech support provider. When evaluating potential IT partners, look for one that checks all of the following boxes:

- ☑ Broad, diverse technical skill set across all areas – hardware, software, cloud, security, etc.
- ☑ Proven experience and case studies working with companies like yours.
- ☑ Clear processes around implementation, security, optimisation, and 24/7 monitoring.
- ☑ Wide breadth of service offerings beyond just IT support – consulting, strategic planning, training, etc.
- ☑ Team of certified technical experts who stay up-to-date on all the latest solutions.
- ☑ Full lifecycle coverage – assess, plan, implement, manage, and support.

Essentially, you want a partner that augments your team, transfers knowledge, and works as an extension of your organisation to drive tangible results.

EMBRACING STRATEGIC IT PARTNERSHIPS FOR GROWTH

In the face of the pervasive digital skills gap affecting organisations across the UK, the path to success lies in embracing strategic IT partnerships. By outsourcing to experienced technology providers, businesses can access the technical expertise required to drive innovation, efficiency, and growth.

Through proactive optimisation, scalable solutions, and a commitment to training and knowledge transfer, companies can transform their IT function from a cost centre into a revenue generator and profit driver.

At Enhanced, we understand the unique challenges facing modern enterprises in the UK and offer a holistic approach to IT optimisation. With our Tech Made Easy approach, we demystify complex IT concepts and empower organisations to harness the full potential of technology for growth and innovation.

More IT leaders are turning to strategic outsourced partners to equip their organisations with the technical expertise required to thrive in our digital era.

Schedule a free strategy consultation and get ahead of competitors >

Key Findings

- Strategic IT partnerships are crucial for business success.
- Commitment to training and knowledge transfer is essential for transformation.
- Benefits of outsourcing include innovation, efficiency, and growth.
- The UK faces a pervasive digital skills gap affecting organisations.
- IT leaders increasingly rely on outsourced partners for technical expertise.

Is your business being held back by a lack of technical skills and strategic IT oversight?

Don't fall behind your competitors.

Work with Enhanced to gain all the expertise needed to drive growth and business performance in our disruptive technological landscape. Our industry-leading solutions and services, combined with our proven capabilities honed over 30 years, will empower your organisation to overcome the digital skills gap.

Schedule your free strategy session with our team today. In this 1-hour virtual consultation, we'll discuss:

Your current IT environment, IT team structure, and business goals.

Areas where lack of expertise is holding you back or creating inefficiencies.

How the right IT outsourcing partner could benefit your organisation.

Potential opportunities for cost-savings, automation, and growth enablement.

First steps towards a long-term technology roadmap and partnership.

Don't let the digital skills gap, inability to scale IT, or outdated systems constrain your business any longer. Get the technical leadership, resources, and strategic guidance required to fully leverage and profit from technology. Unlock your competitive advantage and future-proof your operations with Enhanced as your strategic IT partner.

Schedule Your Free Consultation >