

# Digital transformation: impact or impasse?

Digital transformation: while it means different things to different businesses, the fact remains organisations are changing.

How are UK companies tackling this issue? What are the drivers for change? How is the role of the technology user considered? How are businesses addressing issues around costs and budget?

We surveyed 150 IT and finance decision makers from UK retail, legal and financial services organisations to find out.

## Key findings

### More than 1 in 4

organisations have had a digital transformation project fail

### 51%

stated lack of technology understanding was the reason for failure

### 31%

cited lack of skills and **23%** cited lack of budget to explain why their project failed

### 43%

had to make an unexpected large technology purchase in the last 12 months

### 44%

have concerns about spending a large amount of money in a lump sum

### 40%

are afraid of making the wrong choice in terms of technology

There is still strong uptake in digital transformation projects

**98%** of organisations have a plan or are putting one in place

Users' needs are now central to transformation projects

**More than 55%** said user needs were very important

## An alternative model

In dealing with one of the major obstacles — cost — an overwhelming majority of respondents (**93%**) would consider an as-a-service or subscription model to fund their digital transformation plans.



### 33%

say using as-a-service models would allow them to regularly give the latest technology to their users to empower them

### 17%

have already used an as-a-service or subscription deal

### Only 7%

care about owning their assets

In summary, the research shows a desire for alternative funding models, such as 'as-a-service' or subscription models, which allow businesses to implement technology solutions that suit their specific requirements without spending a large amount of money in one go.



[Download the full research here](#)