THE 2020 STATE OF IT

KEY TAKEAWAYS

Spiceworks surveyed 1,000+ technology buyers in businesses across North America and Europe to shed light on IT budget shifts and bring tech adoption trends into the field of view.
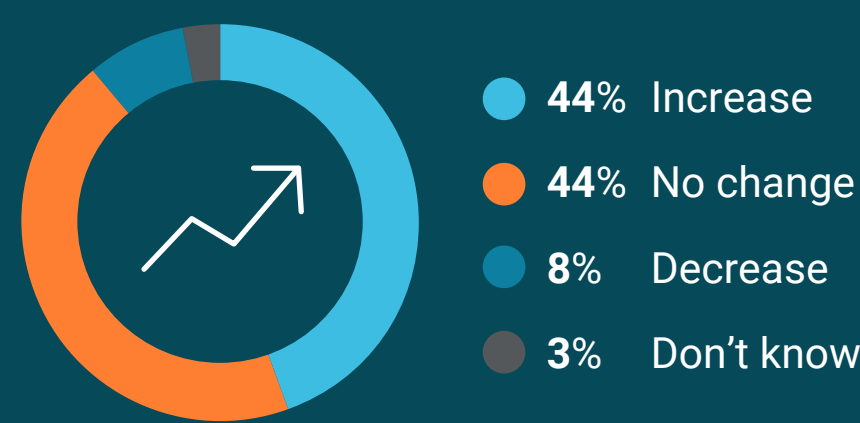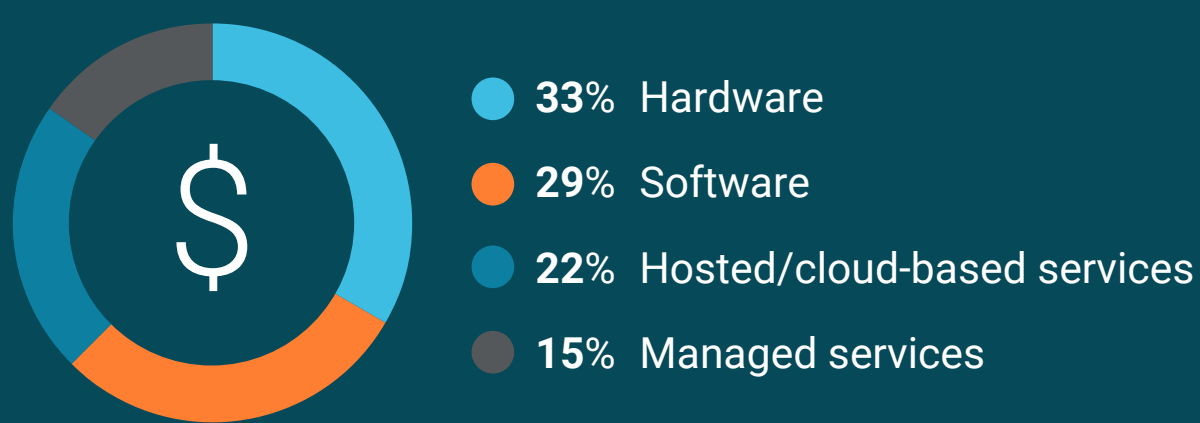
Navigating Business Tech Spend in 2020

Tech spending continues to rise:
44% of businesses plan to increase IT budgets in 2020, up from 38% in 2019.

Expected IT budget change from 2019 to 2020

- **44%** Increase
- **44%** No change
- **8%** Decrease
- **3%** Don't know

IT budget allocation in 2020

- **33%** Hardware
- **29%** Software
- **22%** Hosted/cloud-based services
- **15%** Managed services
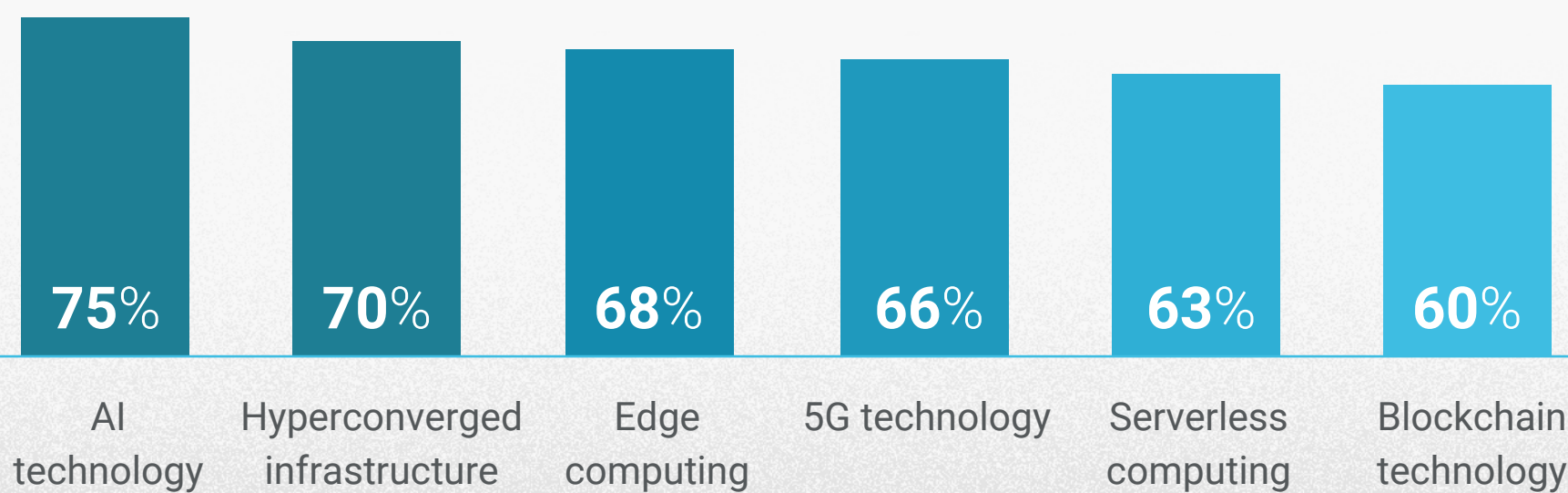
Forces Fueling IT Budget Increases:

- **64%** Need to upgrade outdated infrastructure
- **47%** Increased security concerns
- **47%** Employee growth
- **45%** Increased priority on IT projects

Large enterprises are adopting emerging technologies **up to 5 times faster** than small businesses.

Honing in on Future Tech

Expected adoption by 2021
Among large enterprises with 5,000+ employees

- **75%** AI technology
- **70%** Hyperconverged infrastructure
- **68%** Edge computing
- **66%** 5G technology
- **63%** Serverless computing
- **60%** Blockchain technology

Exploring Opportunities for Tech Vendors

Businesses are looking to technology vendors and service providers to help them navigate through their pain points.

Top 5 IT Challenges Expected in 2020:

1 Keeping IT infrastructure up to date (50%)

2 Balancing IT tasks & improvement projects (49%)

3 Upgrading outdated software (46%)

4 Following security best practices (39%)

5 Convincing business leaders to prioritize IT (32%)

1 in **3** enterprises (5,000+ employees) expect to face challenges implementing new tech innovations in 2020.

Want more insights on IT budget trends by region and company size?

READ THE FULL REPORT

spiceworks