



IDC Reveals Key Asia/Pacific* IT Services Predictions for 2020 and Beyond

SINGAPORE, January 29th, 2020 – IDC has published the Asia/Pacific* contextualized worldwide services predictions for 2020 and beyond titled [IDC FutureScape: Worldwide Services 2020 Predictions – Asia Pacific \(excluding Japan\) Implications](#). As organizational digital transformation initiatives in Asia Pacific move from the proof of concept (POC) stage to enterprise-wide scale, the availability of the requisite digital talent and capabilities has become a key success criterion. In such an environment, IDC expects the role of IT services providers to change from that of a transactional partner to a true collaborative partner, complementing customers’ organic capabilities with their unique resources, IP, and assets to support their individual digital journeys.

“The Asia/Pacific region maintained its position as the epicenter of digital innovation fueled by the growing need among enterprises to redefine customer experiences, transform core operations, and strengthen business agility,” says [Cathy Huang](#), Associate Research Director for Services and Security at IDC Asia/Pacific.

As a result, enterprises gravitated to service partners who could help them drive enterprise wide innovations at scale, modernize their infrastructure and application portfolio, and ground their transformation initiatives on strong security and data privacy principles. "As enterprises in the region deepen its digital transformation efforts and pursue innovative data monetization models or broadly ‘innovation at scale’, data security and privacy have been placed under unprecedented emphasis," adds Huang.

Skill shortage worldwide is a key roadblock in the enterprises’ aspirations to scale digital initiatives. To tackle this, enterprises in Asia/Pacific* are focusing on building both technical and business skills by investing in country-specific local learning hubs, online and offline trainings emphasized on knowledge transfer, and change management initiatives from its engaged technology providers.

Some of the key services predictions that will impact the IT industry and both technology buyers and suppliers in Asia/Pacific* in the next 36 months are:

Prediction #4: Innovation Strategy: By 2023, a quarter of all organizations in Asia Pacific (excluding Japan) will begin implementing a strategy for enterprise wide "innovation at scale."

Prediction #6: Application Modernization: By 2024, 50% of organizations in Asia Pacific (excluding Japan) modernizing their legacy mainframe applications will have modernized the underlying application infrastructure, with 70% turning to cloud as their preferred medium.

Prediction #10: Maintenance of Non-IT: By 2025, enterprise IT organizations in Asia Pacific (excluding Japan) will spend over \$5 billion on the deployment and maintenance of non-IT devices in the Internet of Things, supporting everything that can be sensed and monitored.

"Going into 2020, the Asia Pacific region is rebounding from the escalating trade tensions, with enterprises across industries flooring the pedal on their digital spending. Service providers will reinvent their role not only as connectors of the digital ecosystem helping enterprises scale their digital implementation but also as trusted partners sparking innovations that create new revenue streams," says [Rijo George Thomas](#), Senior Market Analyst, Services and Cloud research, IDC Asia/Pacific.

The full listing of the top predictions for Asia/Pacific* IT Services are detailed in [IDC FutureScape: Worldwide Services 2020 Predictions – Asia Pacific \(excluding Japan\) Implications](#). To learn more about other IDC FutureScape reports on the latest technology and industry predictions for Worldwide, Asia/Pacific*, and Japan region, please visit our [FutureScape Library](#).

IDC also has the FutureScape webinar series that provides a crisp guidance to all executive parties on how to lead one's Digital Transformation strategy on various technology and vertical topics. To register for these webinars, click [HERE](#).

For sales inquiries on an IDC FutureScapes document, please contact your IDC account manager or Sheryl Fuertez at sfuertez@idc.com. For media inquiries, please contact Tessa Rago at trago@idc.com or Alvin Afuang at aafuang@idc.com.

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About IDC FutureScapes

IDC FutureScapes are used to shape IT strategy and planning for the enterprise by providing a basic framework for evaluating IT initiatives in terms of their value to business strategy now and in the foreseeable future. IDC's FutureScapes are comprised of a set of decision imperatives designed to identify a range of pending issues that CIOs and senior technology professionals will confront within the typical 3-year business planning cycle.

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For more information contact:

Cathy Huang (chuang)

chuang@idc.com

(+65) 659 97566

Pushkaraksh Shanbhag (pshanbhag)

pshanbhag@idc.com

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Rijo George Thomas (rgthomas)

rgthomas@idc.com

-

Theresa Rago (trago)

trago@idc.com

(+65) 915 93053

Alvin Afuang (aafuang)

aafuang@idc.com

(+63) 917 7974 586

Charles Cedric Joshua V. Tamayo (cjtamayo)

cjtamayo@idc.com

(+63) 918 9269 072