



Smarter  
technology  
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Lenovo

# The Resilient CIO

## Lenovo Global Study of CIOs 2023

Despite economic headwinds and an austere business climate, CIOs are doubling down on innovation. We spoke to CIOs from around the world to understand their priorities and challenges amid today's turbulent tech landscape.

# CIOs are bullish about the power of technology



The world's CIOs are firmly committed to innovation. However, they're beset on all sides by a number of challenges like budget limitations, outdated technology stacks, and the specter of an economic recession. Compounding these concerns, CIOs are also grappling with the heft of new responsibilities that they've been tasked with, related to areas outside of their traditional purview like talent acquisition, business transformation models and ESG.

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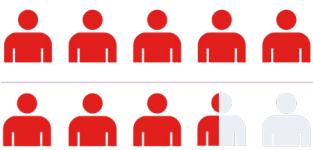
The job of the CIO has never been more demanding, and the findings indicate they are taking increasing risks in response. The more complex the technology landscape, the more challenging it is for the CIO to enact organization-wide digital transformation and prioritize initiatives and investments that will deliver business outcomes.”



**Ken Wong**

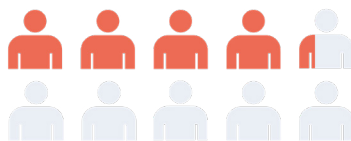
President,  
Lenovo Solutions and Services Group

## CIOs are nearly 2x



as likely to invest in innovation in new technologies over optimizing their current tech stack.

## Emerging technologies are top of mind for CIOs, with 43%



feeling “urgent pressure” to address artificial intelligence/machine learning as a priority.

## However, 83%



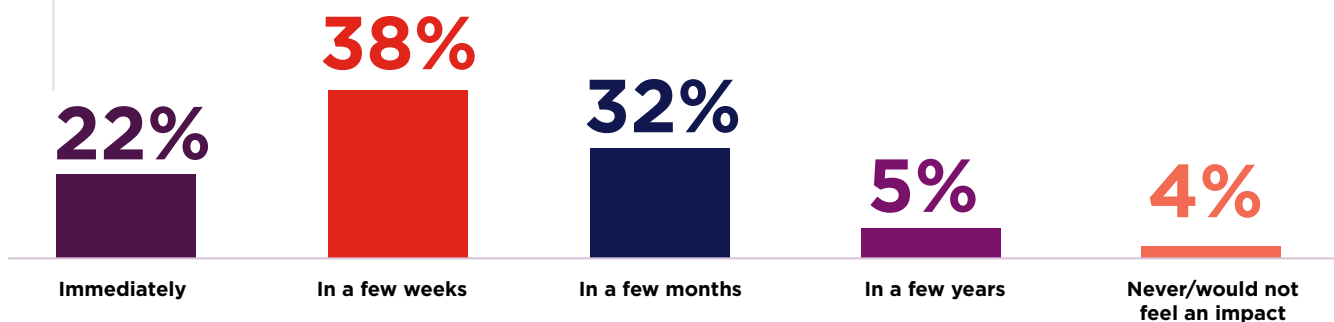
are worried that they will not have sufficient resources to invest effectively in innovation for their organization's IT infrastructure.

# The stakes are high



“If you were to stop investing in digital transformation, how quickly do you think you would feel the impact on your business?”

60% of CIOs project there would be an impact on business performance “immediately” or “in a few weeks”



“In what areas would you feel this impact first?”



Digital transformation & business process automation

45%



Sustainability/ESG

24%



Data analytics & business reporting

32%



Business model transformation

23%

“

Economic challenges may accelerate the need for digital transformation to streamline operations, improve efficiencies, and reduce costs.”

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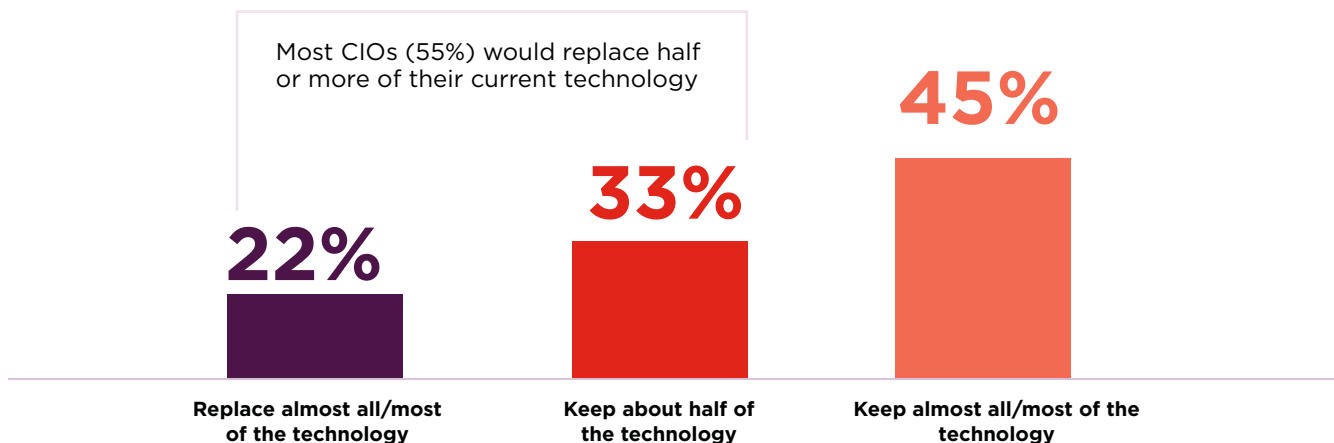
—CIO from a technology company in Singapore with an estimated valuation of \$50 million.



Adding to this, **1 in 3 CIOs** do not feel their organization is sufficiently resilient.

# In response, CIOs are prioritizing agility in tech stacks

**“If you were to build your company / organization from scratch and “reboot” today, would you...?”**



## And turning to as a Service offerings

Deploying as a Service solutions simplifies and optimizes everything, enabling CIOs to focus on innovation and be more agile in responding to their organizations' changing needs.

A pay-as-you-go consumption model – from procurement to deployment and management of infrastructure to hardware and licensing – empowers CIOs and IT teams to focus on innovation or more strategic imperatives.



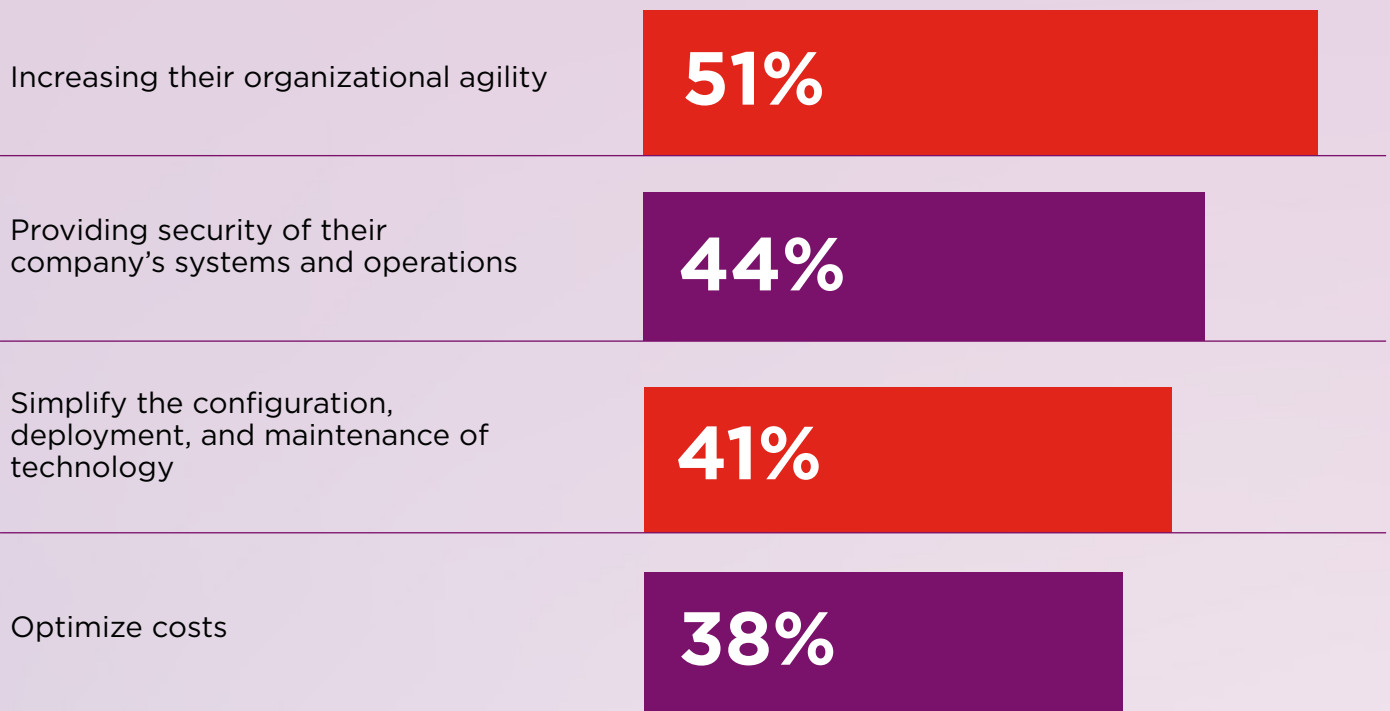
**92%** of CIOs would definitely or probably consider adding new as a Service offerings over the next 2 years.

“

We invest in better and better IT infrastructure. This means that the hardware is constantly being adapted to new requirements. At the same time, we are investing more in the software and also in the clouds because that is the future.”

—CIO from a manufacturing company in Germany with an estimated valuation of \$1 billion

## Looking ahead, CIOs expect tech vendors to help address business goals by...



“

The ability to design and deliver on a range of solutions from hardware to edge to cloud, and powered by AI, not only streamlines day-to-day operations but also empowers organizations to innovate with agility and maximizes their tech stack to fulfil their business ambitions.

”



**Ken Wong**

President,  
Lenovo Solutions and Services Group

## About the study

Fieldwork for this study was conducted via a quantitative survey from March 3, 2023, to March 25, 2023, among a total of 682 CIOs globally. The survey sample featured a nearly equal number of respondents from each market: Brazil, China, Germany, Hong Kong, India, Japan, Singapore, the United Kingdom, and the United States. Respondents included CIOs of companies and organizations with at least 250 employees.

## About Lenovo Solutions and Services Group

Lenovo Solutions and Services Group brings together all of Lenovo's IT solutions and services across PC, infrastructure, and smart verticals, including attached services, managed services, and as a Service offerings, into one dedicated organization. By providing a truly global solution that offers everything from pocket to cloud via a single contract under the TruScale brand, we're empowering our customers to transform their vision into value.



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