



## 6 Common Digital Transformation Mistakes Made by Infrastructure Leaders



Solution Overview

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Senior IT leaders, motivated by both the changing nature of our economy and more recently, the COVID-19 pandemic, have decisively shifted their focus toward applications. The industry catchphrase for this shift, “digital transformation,” makes clear its dual nature: directed toward the digital future, while at the same time acknowledging that the existing environment must be modernized—in other words, transformed.

In fact, according to a January 2021 VMware survey of C-suite-level tech execs, 90 percent said they were migrating and modernizing legacy applications with the goal of driving start-up level innovation.<sup>1</sup>

And that goal appears to be well worth it. Dell Technologies, Intel and VMware partnered with analyst firm ESG in March 2021 to survey 2,000 IT leaders from around the globe.<sup>2</sup> Organizations were divided into Technology Reactors, Technology Evaluators and Technology Accelerators, based on their digital transformation maturity. The results were clear: The companies who prioritized and successfully implemented digital transformation had a number of concrete advantages over their counterparts.

#### Benefits of being a technology accelerator?

- Higher confidence and resiliency – Accelerators are 3.2x more likely to be very confident in their resiliency.
- Faster time to market – Accelerators are 2.7x more likely to beat competitors to market than Reactors.
- Increased revenue through innovation – Accelerators drive an average of 45 percent more revenue than Reactors by leveraging new products, services and delivery methods.
- Higher customer satisfaction – Accelerators are 2.9x more likely than Reactors to exceed their customer satisfaction goals.

The benefits are overwhelmingly clear, but how do organizations get there? Operations groups are tasked with enabling this new breed of applications. To succeed, they must build a digital-ready environment that can move at the speed of cloud-native competitors.

1. VMware, “After a Transformative Year, Businesses Seek Preparedness,” January 2021.  
2. Dell Technologies, Intel and VMware, “A New View on Technology Maturity: 3 IT Imperatives for Leading in the Data Decade,” March 2021.

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Technology leaders, motivated by the turbulent nature of our economy, have decisively shifted their focus toward applications. To make the shift to more modern application architectures will require building a digital-ready environment that can move at the speed of cloud-native competitors. However, even when championed by the most determined of teams, many digital transformation efforts fail because they fall victim to one or more of these six mistakes.