Digital Transformation and the move to cloud have been heralded as the saviors of future technology performance and customer experience

46% of CIOs consider **migrating IT to the cloud,** to deliver industry-leading performance and customer experience as a **top priority for the coming two years**[1]

But cloud migration is anything but smooth sailing
Cloud migration has its challenges pre, during and post migration[2]

41% report that migrating to the **cloud is "more trouble than it's worth"**
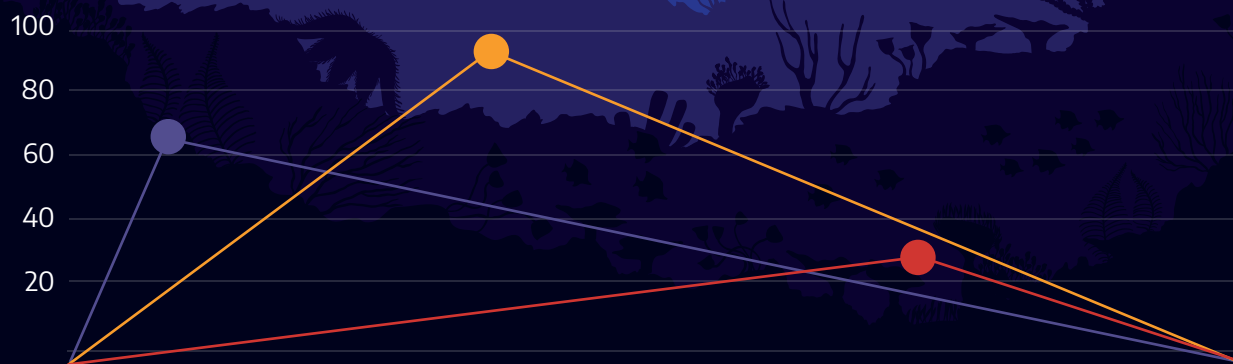
47% say they have **"less control** over application real estate **as it moves to the cloud"**

44% believe they were or are **not prepared for cloud migration**

The CIO dilemma
The CIO's role has shifted significantly from the owner of IT assets to the guardian of customer experience. They face a Digital Deadlock – a struggle to keep up with the pace of digital transformation while delivering against new customer experience KPIs[3]

61% of CIOs feel **entirely responsible for customer service**

95% of all CIOs believe their teams are at least partially **responsible for the delivery of excellent customer experience**

But at least **35%** believe **they don't have the tools they need** to deliver agile, high-performing digital customer experiences via the cloud

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