The Pulse of IT

What our latest stats reveal around Global Procurement

IDG Research Services

Q.1

Does your organization have IT hardware, software, or services needs outside of the U.S.?

47% We do not have any IT needs outside of the U.S.

7% Don't know

39% We procure IT services outside of the U.S.

34% We buy hardware outside of the U.S.

33% We buy software outside of the U.S.

Almost half of organizations in the U.S. have IT hardware, software, or services needs outside of the U.S.

Percentages do not total 100% because respondents could check all that apply.

Q.2

How does your company typically manage its global IT needs?
(Out of those with needs outside the U.S., Population Size=63)

7 in 10 organizations manage their global IT needs by developing in-country relationships with IT suppliers.

70% We develop local in-country relationships with IT suppliers.

57% We use a distribution partner to support our global IT needs.

49% We procure IT ourselves and cross ship.

13% We use Connection's GlobalServe for our global IT needs. **GLOBALSERVE**

8% We have a single IT supplier relationship that supports us globally.

2% Don't know

Percentages do not total 100% because respondents could check all that apply.

Q.3

Which of the following challenges does your company face in managing export compliance while realizing taxation benefits and global OEM discounts?
(Out of those with needs outside the U.S., Population Size=63)

30% We do not have a global discount price list from our OEM partners.

21% We are not certain on how to manage taxation or pricing discounts globally.

19% We are not aware of our taxation obligations or advantages.

3% Other

44% of organizations experience challenges managing export compliance while realizing taxation benefits.

**5%** N/A—We have enabled Connection's GlobalServe solution. **GLOBALSERVE**

38% N/A—We have no challenges.

13% Don't know

Percentages do not total 100% because respondents could check all that apply.

Respondent Profile

JOB TITLE

- 35% Manager
- 25% C-level
- 33% Director
- 7% SVP/VP
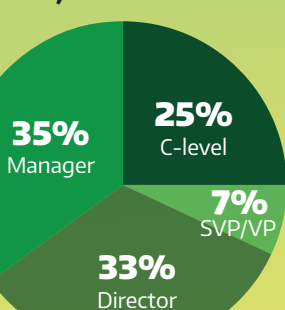
ORGANIZATION SIZE (employees)

10,000+	37%
5,000–9,999	12%
1,000–4,999	26%
500–999	12%
250–499	13%

Average: 20,834 employees

INDUSTRY

- 16% High Tech/Technology
- 15% Education
- 12% Financial Services
- 12% Healthcare
- 9% Government & Nonprofits
- 7% Manufacturing
- 3% Other
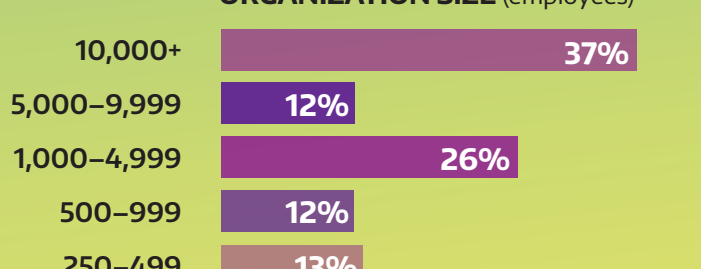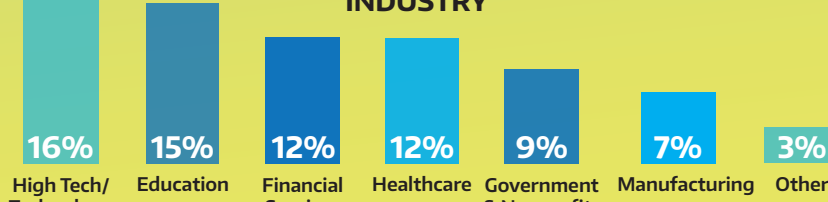
» Whatever the latest trends in IT, Connection is ready to solve your toughest challenges. Visit www.connection.com/GlobalServices for the full story.

IDG March 14, 2017 TechPulse poll. Base = 137 IT decision makers.

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