



Alcatel-Lucent Enterprise Survey 2017

In Fall 2017, Alcatel-Lucent Enterprise surveyed IT decision makers in the Education, Hospital and Healthcare, Hospitality and Cruise, and Transportation sectors to better understand the current state of the market, plus the challenges and trends that will affect their organizations in the future.

Participants were from companies of 150 - 2499 employees across Australia, France, Germany, India, Singapore and the United Kingdom.

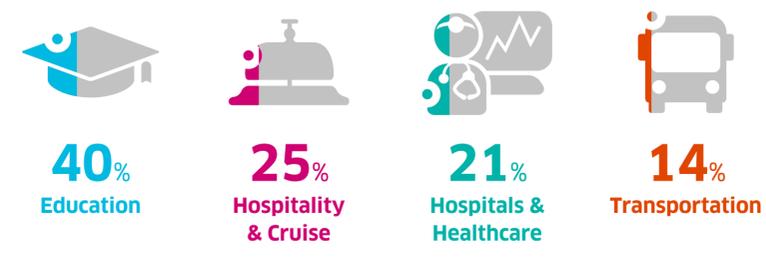
COMPANY SIZE

Companies with 1000-2499 employees were the most responsive across all regions with just over half of the responses coming from this size bracket. As expected, larger enterprises will be the first to take on new technology to enable better connectivity and drive profits.



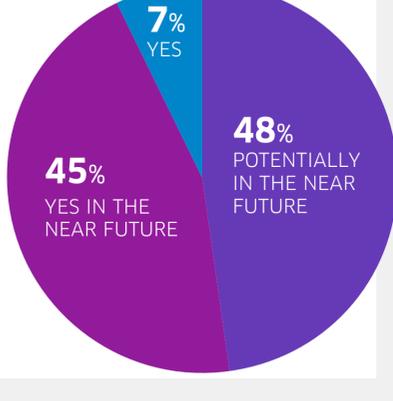
INDUSTRY

Technology plays an increasingly important role in Education so it's little surprise that they were the most responsive sector overall. Hospitality, the second most responsive industry across most regions, is another sector where tech has played a transformative role, enabling efficiency across procedures.



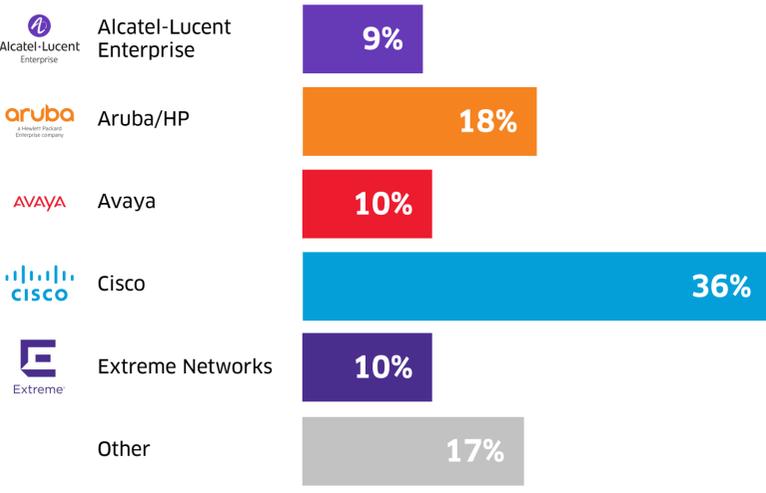
ARE YOU CURRENTLY LOOKING FOR A NEW NETWORK INFRASTRUCTURE PROVIDER?

The network infrastructure market is a rich opportunity with 100% of respondents saying that they are, or will be, looking for a new provider in the near future.



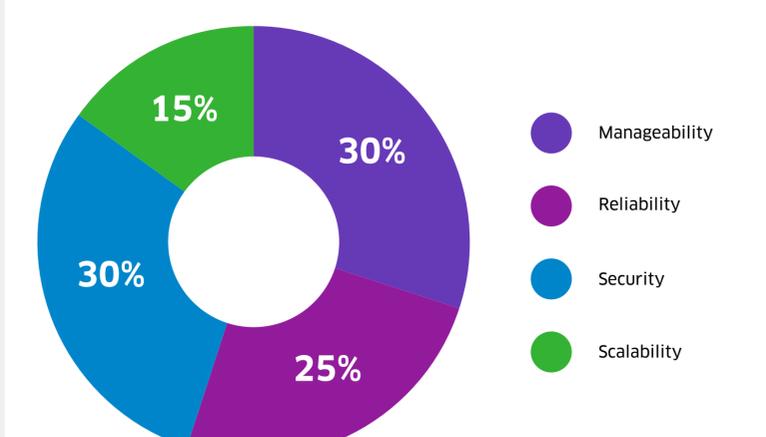
WHO IS YOUR CURRENT PROVIDER?

The results show that Cisco and Aruba/HP currently dominate the market. Although this may initially seem positive for the big players, the survey results illustrate that many companies are considering switching to a new provider soon.



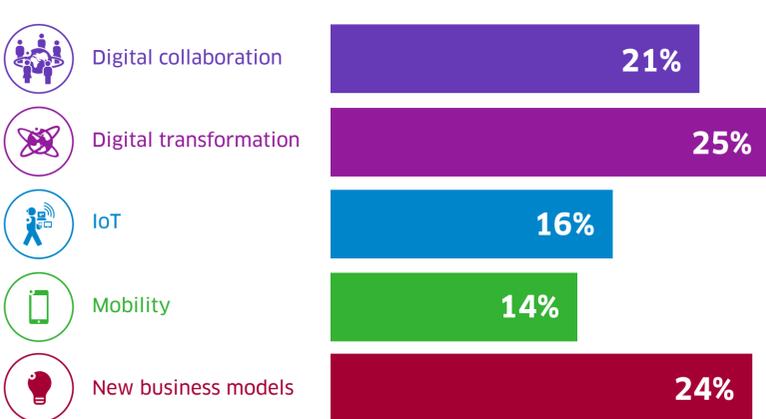
WHAT IS THE BIGGEST CHALLENGE YOU FACE WITH YOUR CURRENT PROVIDER?

Security and manageability were shown to be the biggest challenges faced by IT decision makers. Following this, reliability was cited by a quarter of respondents as another major challenge. Answers varied little across the regions illustrating that regardless of industry, company size or area, companies are facing similar challenges with their current providers.



WHICH TRENDS DO YOU FORESEE DISRUPTING YOUR BUSINESS IN THE NEAR FUTURE?

Digital transformation was flagged as the key trend that subscribers thought would disrupt the business landscape in the near future. Close behind with 24% of the vote was "new business models," meaning that the unpredictable nature of disruptive technology was an obvious cause for concern. Businesses, such as Uber, demonstrate the destabilizing effects that new tech can have on established markets.



DO YOU SEE WI-FI AS CRITICAL TO YOUR BUSINESS NOW AND IN THE FUTURE?

The final question highlighted the importance of Wi-Fi to business. Two thirds of responding companies indicated that Wi-Fi will be vital to their operations in the future.

