



Belgium IT Costs 2009-2010

Large companies' budgets & forecasts

IT budgets from a representative sample of large Belgian companies

IT cost key ratios

Spending development and forecast 2008 to 2010

Allocation of IT costs on IT resources and functions

IT development spending

Perceived IT cost-saving potential

The recent financial crisis and the beginning economic recession is creating a high level of uncertainty for Belgian companies as there as yet are no credible forecasts of the strength and duration of the downturn. The recession is however bound to have an impact on the IT spending in the companies. The question is how large the impact on IT costs will be and how the IT spending will develop in comparison with other key figures such as turnover and number of IT users. The research for this report was conducted during November and December 2008 and thus takes into account the effect of the recent financial crisis and its influence on IT spending plans.

Spending levels and cost allocations

Waagstein Research's report *Belgium IT Costs 2009-2010* maps out both current IT costs in Belgian companies as well as the trends. In the report the IT costs levels as well as the allocation of spending is described and analysed. Both the allocation on IT resources (hardware, software, staff etc.) and on IT functions (infrastructure, ERP etc.) is presented. Furthermore, Belgian companies' perception of the potential for cost-savings in different IT function areas is reported.

Waagstein Research's report *Belgium IT Costs 2009-2010* is designed to:

- Provide IT cost key ratios for Belgian companies.
- Show key ratio development as well as forecasts.
- Report on the share of IT costs spent on outsourcing.
- Show how the IT costs of Belgian companies are allocated on IT resources such as hardware and staff.
- Report on the share of IT costs spent on new development.
- Display how the IT costs of Belgian companies are allocated on IT functions such as infrastructure and ERP systems.

Answering your key questions:

How will the recent economic developments influence Belgian companies' IT spending plans?

How does your IT cost level compare to other large Belgian companies in your industry?

What differences are there in the allocation of IT resources?

How much do other large companies spend on IT development?

What is the cost of IT functions such as infrastructure, ERP and web?

Where are cost-savings most likely to exist according to Belgian companies?

IT resources:

- Hardware
- Software
- Internal staff
- External services
- Data communications
- Facilities
- Outsourcing

IT functions:

- IT Infrastructure
- ERP system
- Other systems

IT processes:

- Development
- Other

Table of Contents

Introduction	6
Changes in key figures	9
IT cost key ratios	11
IT costs per internal IT user	12
IT costs per PC	14
IT costs per employee	16
IT costs in relation to turnover	19
IT resources costs	21
IT resources definitions	22
Outsourcing IT costs share	23
Distribution of IT costs on resources	25
IT development costs	28
IT development costs definitions	28
IT development cost share	29
IT functions costs	31
Definition of IT functions costs	31
Distribution of IT costs on functions	32
IT functions costs per internal IT user	35
Cost-saving potential	41
Conclusions	43

About Waagstein Research

Waagstein Research is an independent research company that provides IT governance services. Our focus is on the business and financial aspects of corporate IT operations.

Our customers are large European companies and organisations and our target audience is decision-makers such as IT managers, IT strategists, financial managers and controllers.

Waagstein Research's industry-specific analysis, competitive insight and strategic advice give businesses the tools they need to optimise their IT operations.

Waagstein Research AB
+46 31 811 910
info@waagstein.se
Sven Källfelts gata 207
SE-426 71 Västra Frölunda
Sweden

- Show what areas of IT functions that Belgian companies perceive to have the biggest potential for cost-savings and what the size of the potential cost-saving is.

Method

The report is based on data collected from surveys of 65 large (300 or more employees) Belgian companies. The respondents are all leading decision makers with solid knowledge of their respective companies' IT spending. The data was collected through telephone surveys in November/December 2008.

The results from the survey are presented and analysed broken down by sector: Trade, Services, and Manufacturing.

Target Group

The report is written based on mainly the needs and requirements of the IT management of large Belgian companies. The target group of the report is primarily: CIO/IT managers, CFOs, Purchase managers, Outsourcing managers, Controllers, IT strategists, Consultants and CEOs.

Price and delivery

The price of the report is EUR 1,950.

The report is delivered in both printed format and in a digital copy in PDF-format for free distribution within your organisation.

Prices are excluding VAT.

To order or get more information contact Peter Waagstein at:

+46 737 183 824 or

E-mail peter@waagstein.se

If you would like to take a 30 day FREE evaluation of this report, please go to www.waagstein.se/evaluationcopy.htm

www.waagstein.se

© 2009 Waagstein Research AB.
All rights reserved.

January 2009