

IT & Telecom Costs

Large Nordic companies' budgets & forecasts 2009-2011



IT & Telecom Costs - Large Nordic companies' budgets & forecasts maps out both current IT & Telecom spending in Nordic 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, Nordic companies' telecom budgets and forecasts are reported.

The report is designed to:

- **Provide** IT cost key ratios for Nordic companies.
- **Show** key ratio developments as well as forecasts.
- **Report** on the share of IT costs spent on outsourcing.
- **Show** how the IT costs of Nordic 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 Nordic companies are allocated on IT functions such as infrastructure and ERP systems.
- **Provide** Telecom cost key ratios.



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Report excerpt:

Mapping out IT & Telecom spending by large Nordic companies

There are many signs that the end of the economic recession is in sight. However, it is still far from clear how fast the economy will recover and how strong the rebound will be. Also, the risk that the economy will start to go into reverse again is still present. This puts Nordic companies in a dilemma as to how to balance continued cost savings in the event of only slow growth or even continued recession and the need to be prepared to be able to take advantage of strong demand in case of a quick economic rebound. The question is therefore how Nordic companies' IT spending will develop during the next two years in light of this.

IT Cost Key Ratios

In order to show as comprehensive a picture as possible of the IT cost situation of Nordic companies several different key ratios are used in this report:

- IT costs per internal IT user
- IT costs per total IT user
- IT costs per PC
- IT costs per employee
- IT costs as a share of turnover

IT Resources Costs

This chapter reports total IT costs and not merely IT budgets. Total IT costs are made up of those IT costs that are included in the IT budget as well as those belonging to the budgets of other departments.

IT resources:

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

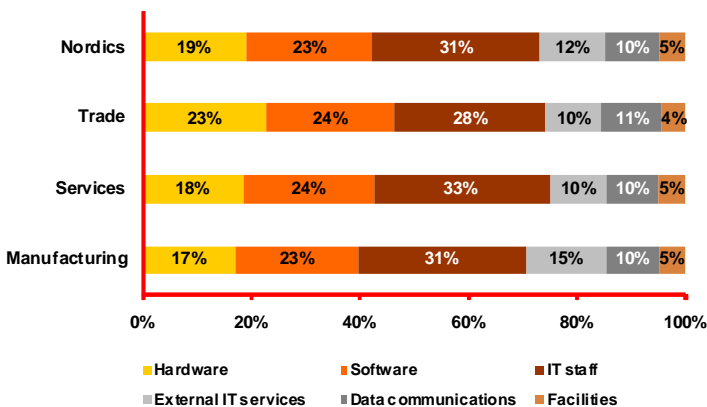


Figure 3-6 Allocation of IT costs on IT resources 2009: Sectors

IT functions:

- IT infrastructure
- Security
- Web
- ERP system
- Industry-specific IT systems

IT processes:

- Development
- Other

Telecom Cost Key Ratios

- Telecom costs per employee
- Telecom costs as a share of turnover

Method

This report is based on data collected from surveys of 240 large (300 or more employees) Nordic companies. The respondents are all leading decision makers with solid knowledge of their respective companies' IT & telecom spending. In the majority of the cases these are IT managers or CIOs but in some cases other persons such as CFOs and CEOs have also been interviewed.

The data has been collected both through telephone surveys and benchmark studies.

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

Answering your key questions:

How does the economic downturn influence Nordic companies' IT spending plans?

How does your IT cost level compare to other large Nordic 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?

How does your telecom cost level compare to other large Nordic companies in your industry?

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Our customers are large North 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.

Who should buy this report?

Nordic IT & Telecom Costs – Large companies' budgets & forecasts 2009-2011 is written based on mainly the needs and requirements of the IT management of large Nordic companies. The target group of the report is primarily: CIO/IT managers, CFOs, Controllers, IT strategists, Consultants and CEOs. The report will however also be interesting for vendors of IT products and services in order to better understand their customers.

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