



## DIGITAL WORKSPACE SOLUTIONS

# The State of IT Outsourcing: How Companies Can Win



IT outsourcing (ITO) is on the rise as companies face skilled labor shortages and look to shift spend from CapEx to OpEx for more financial flexibility.



## ITO by the Numbers

**\$2 Trillion**

in global spending by 2028  
for IT outsourcing.<sup>1</sup>

**78%**

of businesses report positive  
experiences with ITO.<sup>2</sup>

**> 70%**

of organizations struggle to recruit  
IT talent fast enough to keep pace  
with technology demands.<sup>3</sup>

**> 90%**

of all organizations will suffer from an  
IT skills crisis by 2026, resulting  
in \$5.5 trillion in losses.<sup>4</sup>

## IT Staffing Challenges without ITO

IT leaders encounter a multitude of staffing issues that hinder their ability to achieve goals, deliver quality customer service, and drive revenue.

**86%**

of CIOs report  
increased competition  
for qualified candidates.<sup>5</sup>

**Only 29%**

of IT workers have  
high intent to stay with  
their current employer.<sup>6</sup>

**2–3 years**

is the average tenure  
for the tech sector.<sup>7</sup>



Organizations can implement a winning approach by working with a partner like Connection that:

- Fits the culture and can operate as a true extension of its team.
- Brings continuous improvement to the table—from automation opportunities to modernization strategies.
- Has a track record of long-term delivery that can scale with objectives.

The right IT outsourcing partner won't just lower your costs, they'll also strengthen operations and improve the user experience.

## How Connection Can Help

Connection offers flexible [IT staffing solutions](#) built on our specialized IT knowledge and expertise including:

- Staff Augmentation
- Project Staffing
- Direct Hire
- Payroll Services

See how we can help you increase the quality of your talent while reducing costs.

### Explore our Solutions and Services:

- [IT Staffing](#)
- [Managed Digital Workspace](#)

**Contact an Expert**

**[1.800.998.0067](tel:18009980067)**

**Connection**<sup>®</sup>  
we solve IT<sup>™</sup>

#### Sources:

1. Forrester, 2024, Global IT Services Spend Will Reach \$2 Trillion By 2028

2. FullScale, 2024, Complete Guide to IT Outsourcing: Models, Costs, and Strategy (2025)

3. Tectrade, 2024, The IT Skills Gap Is Only Getting Wider in 2024

4. IDC, 2024, IT Skills Shortage Expected to Impact Nine out of Ten Organizations by 2026 with a Cost of \$5.5 Trillion in Delays, Quality Issues, and Revenue Loss

5. Cartner, 2023, Do Recent Layoffs Mean the Tech Talent Crunch Is Over?

6. Cartner, 2022, Survey Finds Only 29% of IT Workers Have High Intent to Stay With Current Employer

7. U.S. Bureau of Labor Statistics, 2024, Employee Tenure Summary