KEYS TO SUCCESS
Decision-makers with successful modernization initiatives prioritize the nontechnical aspects of transformation:

- **86%** said their organizational culture and strategy were as or more important for their success than the tech solutions they chose.
- **81%** said their tech partner's skill and expertise were as or more important for their success than the specific solutions they provided.

TOP PRIORITIES OF MODERNIZATION
Successful firms prioritize business metrics:
- Improving customer experience
- Improving data insights or business intelligence
- Improving IT agility

PLAN FOR LONG-TERM SUCCESS
Modernization doesn’t happen overnight ...

- **76%** of leaders at successful firms said they took 12 months or more before they were able to demonstrate business value
- **81%** of decision-makers at successful orgs said their #1 key to success was implementing a process of continuous improvement

BENEFITS OF MODERNIZATION SUCCESS
Decision-makers reported the following benefits from their firms' modernization success:

- **13.4 pts** average increase in Net Promoter Score*
- **3.3%** increase in sales revenue
- **10.3%** average decrease in time-to-market

*Note: Net Promoter and NPS are registered service marks, and Net Promoter Score is a service mark, of Bain & Company, Inc., Satmetrix Systems, Inc., and Fred Reichheld.

Source: A commissioned study conducted by Forrester Consulting on behalf of ThoughtWorks, May 2021

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