

Annual Survey of Global IT Decision Makers

Developed in November 2024, commissioned by the MACH Alliance

Executed by M·E·L Research



Background, methodology & sample

Background & Objectives

The MACH Alliance presents and advocates for composable, truly open and future-proof best-of-need architecture - microservices-based, API-first, cloud-native SaaS, and headless. This is the fifth iteration of the annual report, which aims to understand the current situation and to:

- Measure and monitor progress in transitioning to composable and MACH architectures
- Identify the drivers and benefits of MACH adoption
- Identify barriers to MACH architecture uptake
- Understand experiences and attitudes of organizations in transition
- Understand the impact of external pressures upon innovation efforts
- Understand attitudes towards the adoption of Artificial Intelligence (AI)



Methodology

A quantitative online survey was drafted collaboratively between the MACH Alliance and M·E·L Research

The 10-minute survey was programmed in-house by M·E·L Research

The survey was distributed via a leading online access panel partner

Data cleaning, processing and tabulation was undertaken internally by M·E·L Research

Results were then analyzed by M·E·L Research and findings are outlined in this report

N.B. Only valid responses have been analyzed and reported. E.g. "Don't know" and "Not applicable" responses have not been reported

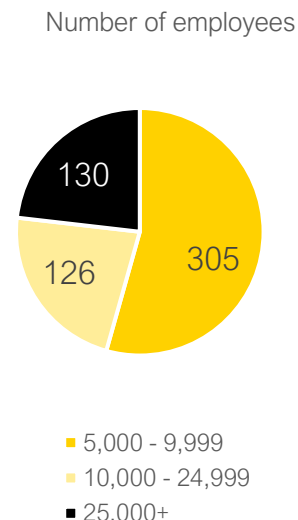
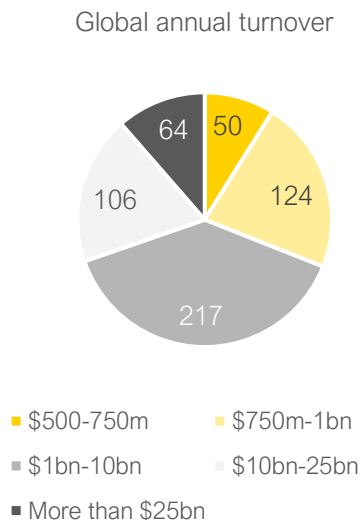
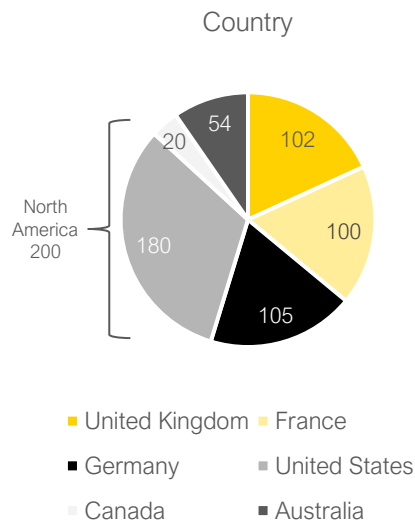
N.B. Australia has been added to the survey this year – please bear this in mind when comparing data from this Wave 5 (Oct 2024) and Wave 4 (Dec 2023)

N.B. In this Wave 5, North America includes the US and Canada. In Wave 4 North America included the US only. Please bear this in mind when comparing data



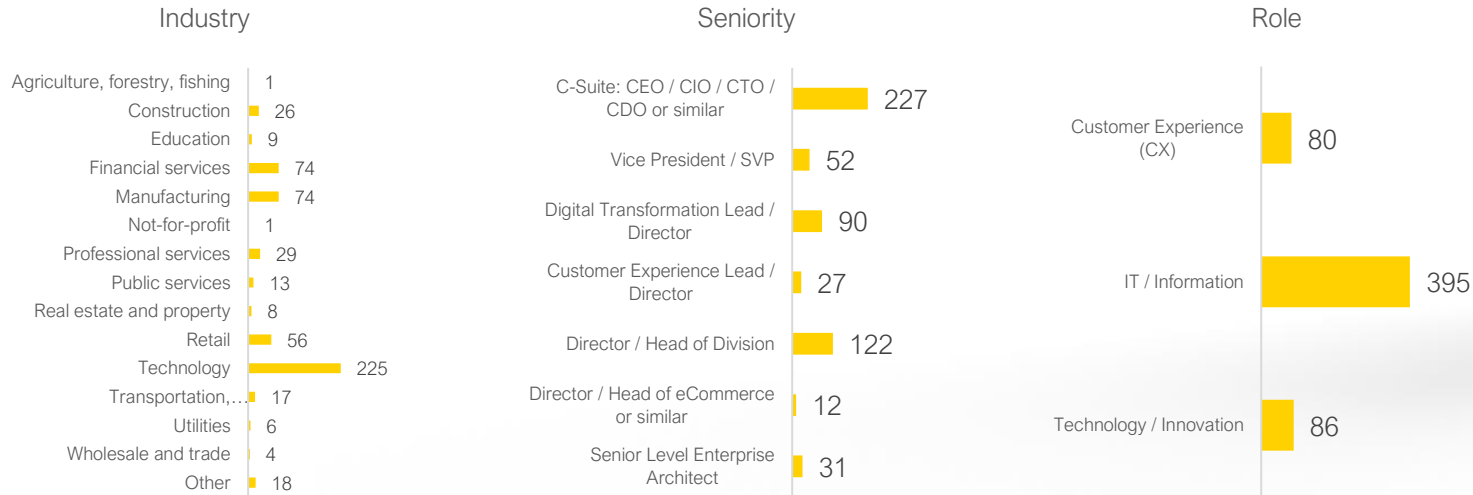
Sample & Demographics

561 IT decision makers working in organizations with 5,000+ employees and at least \$500m global annual turnover



Sample & Demographics

561 IT decision makers working in organizations with 5,000+ employees and at least \$500m global annual turnover



N.B Base sizes for Financial services, Manufacturing, Retail and Technology are large enough for analysis and have been included as data splits throughout the report. The base size for Professional services (29) is low but large enough to be indicative, and so has also been included in the report – however, please bear the low base size in mind when interpreting findings

Definitions

Definitions were provided throughout the survey to ensure participants were clear on terminology and used the same frame of reference as one another.

This year, the definition of MACH was expanded to include the definition of composable architecture. Acknowledgement was given to the interchangeable use of both these terms

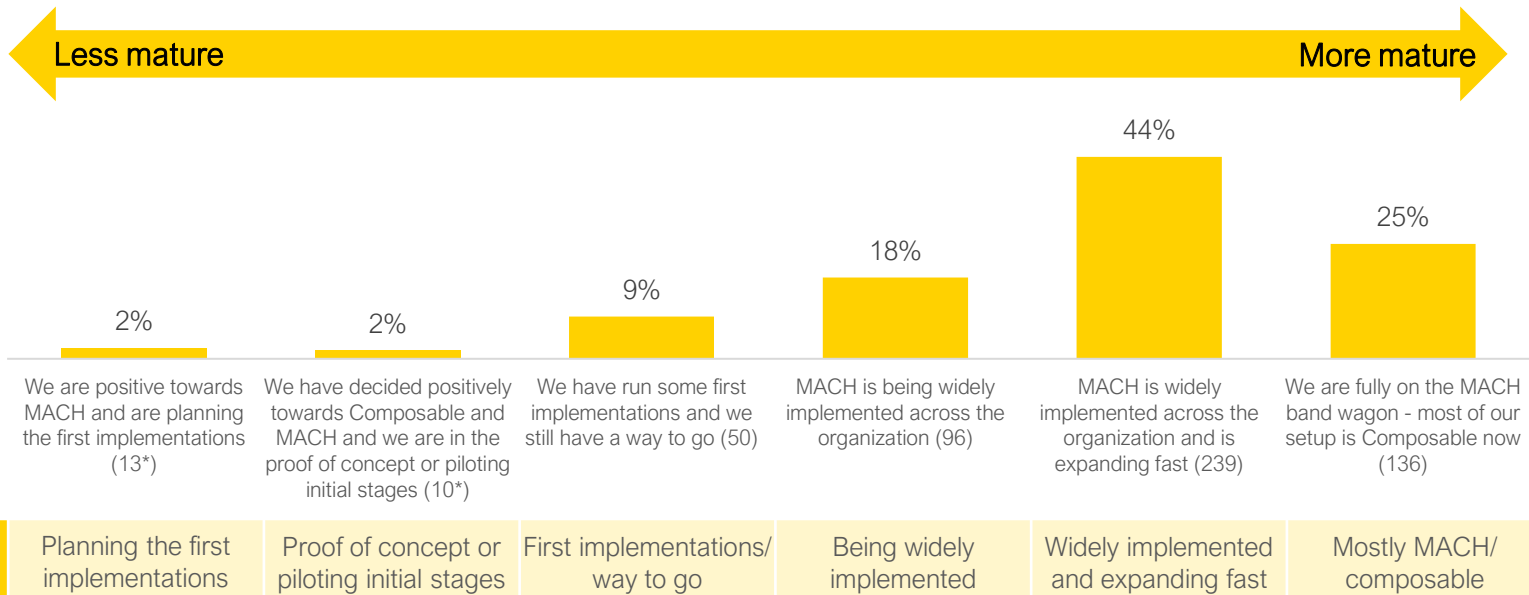
- **MACH:** The acronym stands for Microservices based, API first, Cloud native SaaS and Headless and is used to describe modern (composable) business software. This is in comparison to the old-style of monolithic software that has versions, needs upgrading and runs on premise or is hosted
- **Composable architecture:** This is a modular pattern for software that allows for building, using and re-use of self-contained software components
- The terms 'MACH' and 'Composable architecture' are often used interchangeably in the industry and so please consider both definitions throughout the survey
- **Monolithic architecture:** This is an integrated design approach for software where all components are built into one unit
- **Front-end architecture:** We refer to the presentation layer or those parts of the IT infrastructure which are visible to the end-user
- **Back-end architecture:** We refer to the aspects of the IT architecture which support the front-end, including the server, application and database, which aren't visible to the user
- **Artificial Intelligence (AI):** We mean technology that can learn, solve problems, reason and act in a way that approximates human intelligence



An aerial photograph of a city intersection. A multi-lane highway runs diagonally from the top left to the bottom right. To the right of the highway is a large roundabout with a green lawn in the center. Several buildings are visible, including a large modern building with a blue glass facade on the left and a large white building with a flat roof on the right. The surrounding area is filled with residential buildings and trees.

Setting the context: MACH implementation maturity

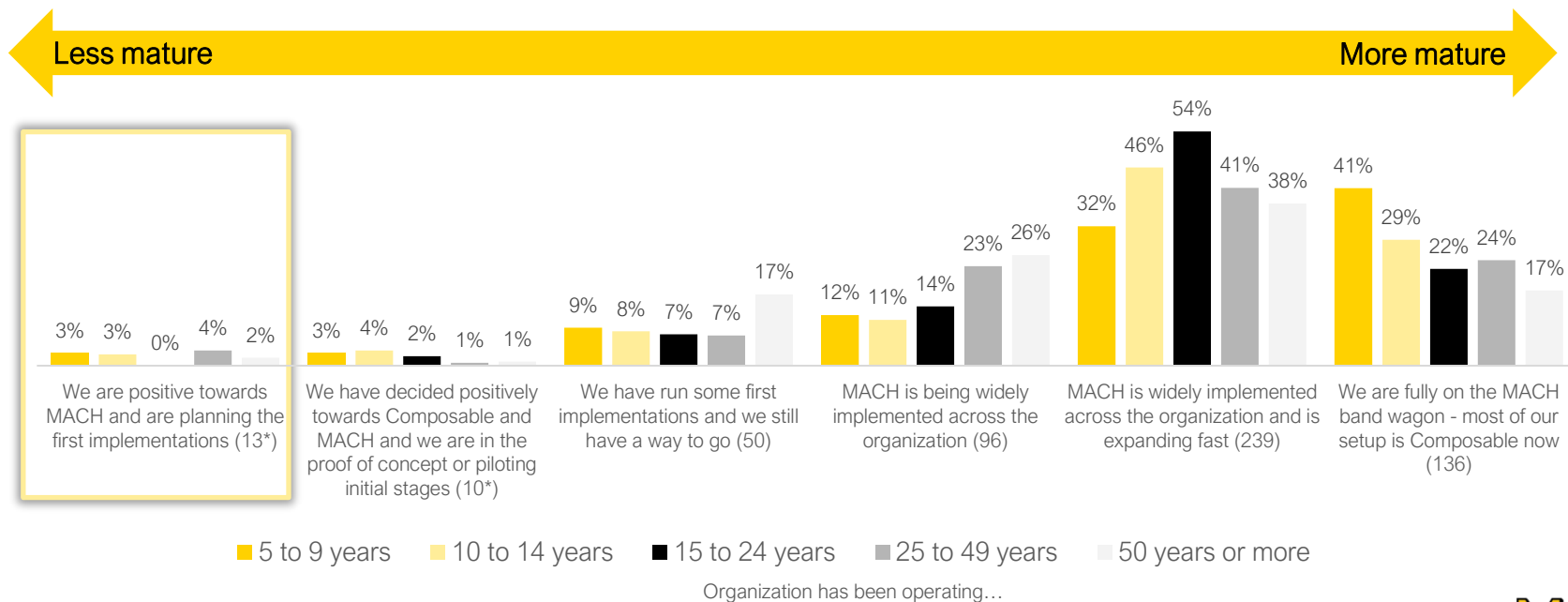
Over the course of this report, some analysis will focus on the maturity of organizations in terms of their MACH implementation. Respondents were asked to approximate where their organization is on its MACH journey based on a set scale. The maturity curve shown here demonstrates that most organizations have started to implement MACH technology already, but that three-quarters still have a way to go to



Q21W5. Which of the following statements best describes where you feel that your organization is on their MACH journey?

Base: 544 – all valid responses for all respondents whose organization has some MACH in infrastructure. * denotes that base sizes are too small to be included in further analysis

Further analysis demonstrates a possible link between an organization's maturity of MACH implementation and the age of an organization. Broadly, the older an organization, the less mature their MACH implementation

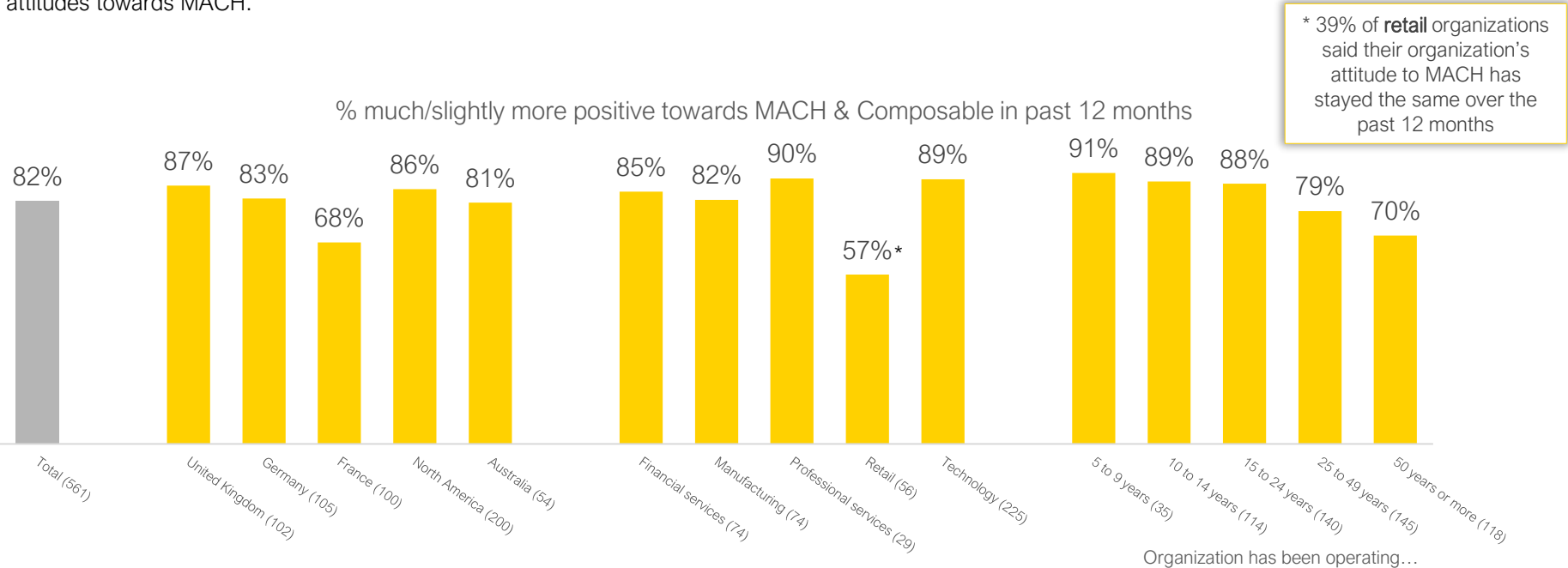




MACH adoption trends

Organizations are embracing MACH: Eight in ten organizations have become more positive towards MACH in the last year

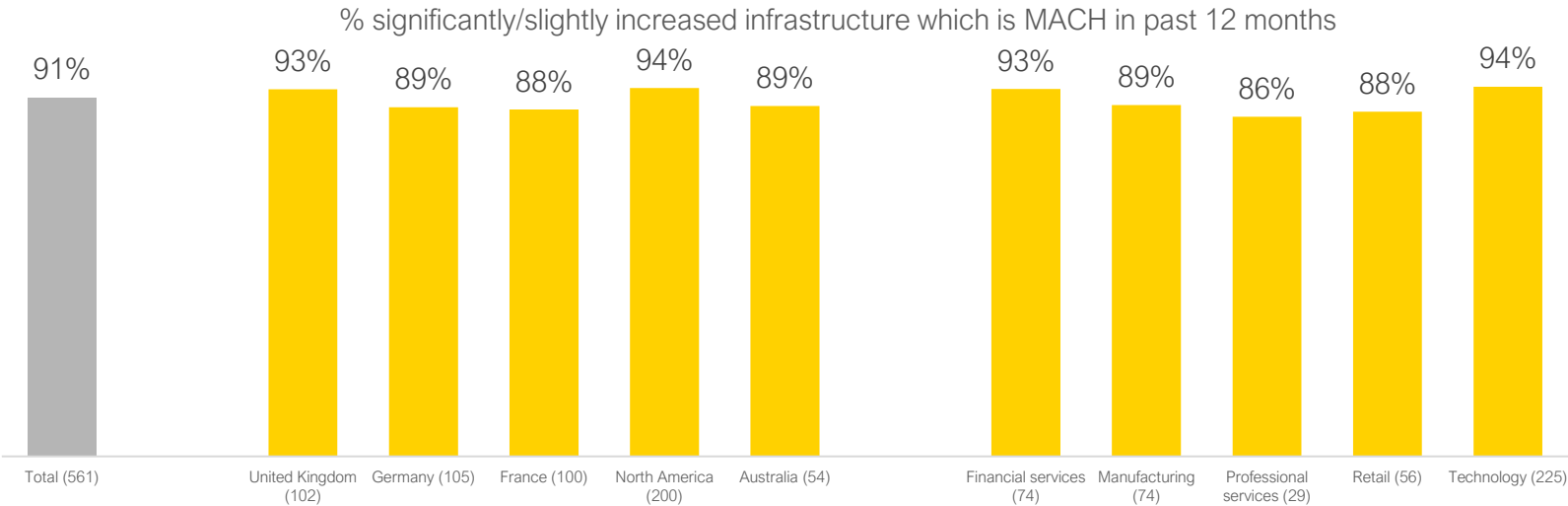
Organizations in the UK and North America and in professional services and technology are most positive. Those in France and retail are less likely to feel positive. The younger an organization, the more positive it is likely to be towards MACH – older organizations are finding it harder to change. With older organizations further behind with their MACH maturity, it is also likely they are experiencing less of the benefits so far, potentially impacting attitudes towards MACH.



Q25W5: Thinking about the past 12 months, which of the following best describes how, if at all, your organization's attitude towards MACH and Composable has changed?
Base: Shown in brackets – all valid responses

MACH adoption is on the rise: Despite some variation in positivity, nine in ten organizations say they have increased MACH infrastructure in the past year

The increase in MACH infrastructure is consistent across all markets and industries surveyed, suggesting that almost all organizations recognize the benefits of MACH and composable technologies



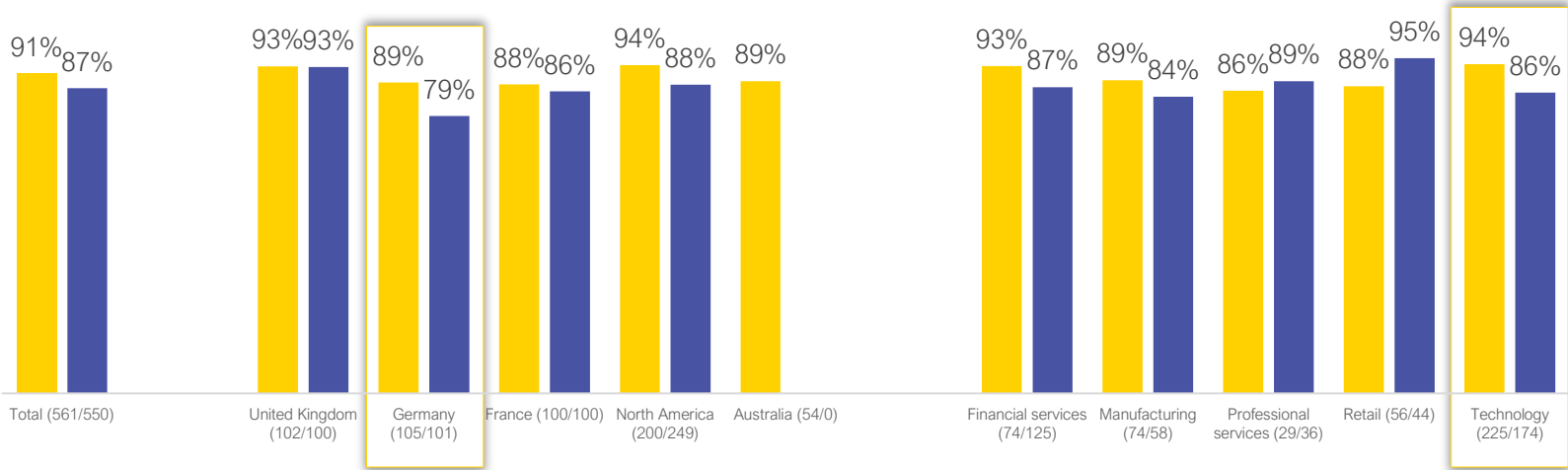
Q02ANW5. How has the percentage of your organization's infrastructure which is MACH changed in the past 12 months?
Base: Shown in brackets – all valid responses

MACH adoption is on the rise: The proportion of MACH infrastructure in organizations is up slightly since December 2023

Most organizations clearly see MACH as the future. Compared to last year, MACH infrastructure has slightly increased across almost all markets and industries in the past 12 months. The increase is most notably in German organizations and those in the technology industry

% significantly/slightly increased infrastructure which is MACH in past 12 months

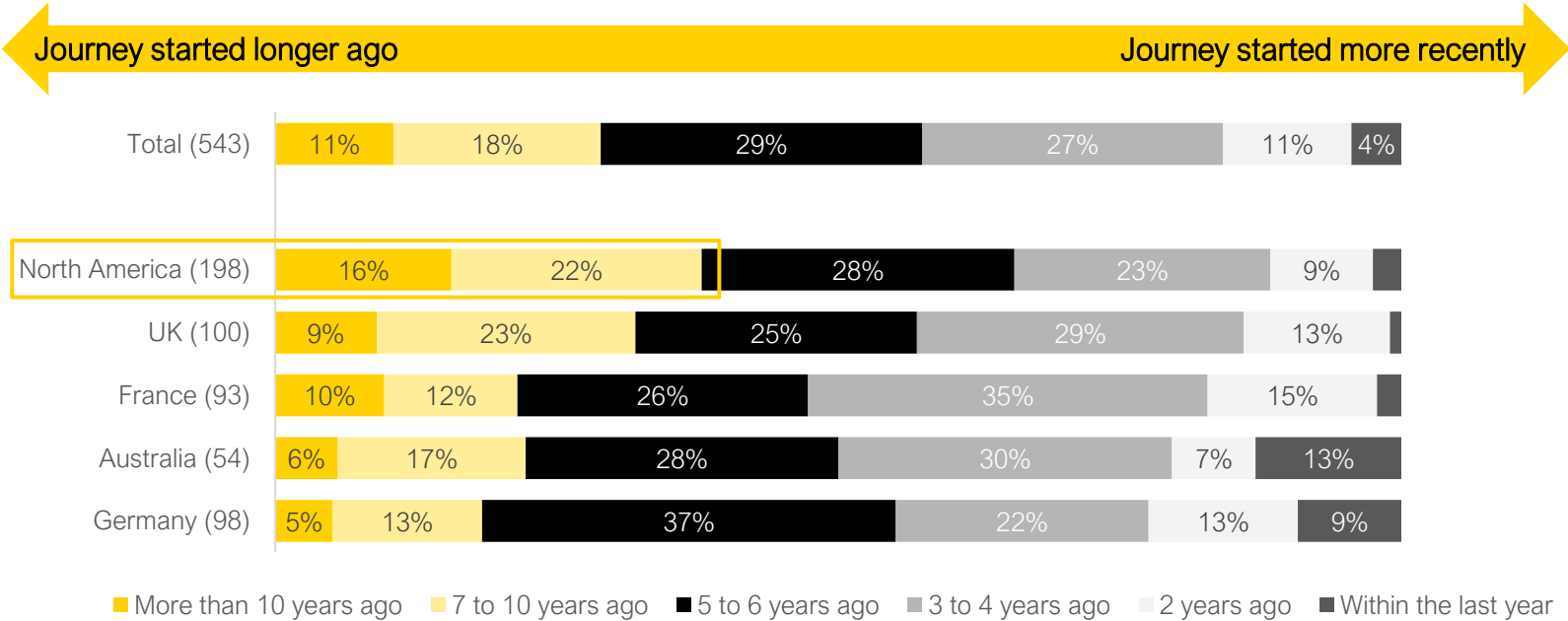
■ Wave 5 Oct 2024 ■ Wave 4 Dec 2023



Wave 5 question wording: Q02ANW5. How has the percentage of your organization's infrastructure which is MACH changed in the past 12 months?
Wave 4 question wording: Q02a/2. How have the following changed in your organization in the past 12 months? The percentage of my organization's infrastructure which is MACH has...
Base: Shown in brackets (Wave 5/Wave 4) – all valid responses

North American organizations lead the way: Almost two in five (38%) North American organizations began their MACH journey 7+ years ago. In contrast, just 18% of German organizations began their MACH journey within this timeframe

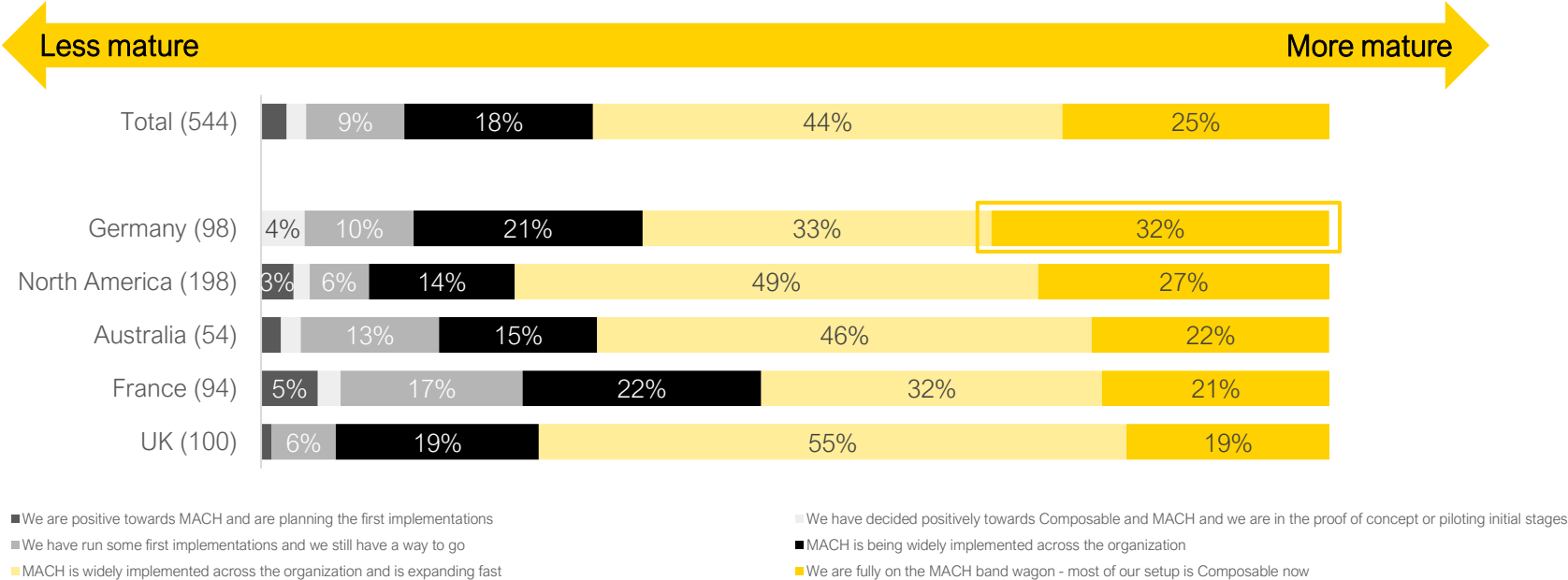
North American progress is likely driven by the technological advancement of the United States, compared to other countries



Q20W5. Which of the following best describes when your organization's journey with MACH and composable architecture began?
Base: Shown in brackets – all valid responses for all respondents whose organization has some MACH in infrastructure
“Within the last 6 months” was an answer option but was not selected by anyone and is therefore not shown here

Despite their later start, German organizations are progressing most quickly with MACH adoption: Two thirds (32%) of German organizations’ setup is almost fully composable, more than organizations in any other country surveyed

This likely reflects the fact that Germany is acknowledged as the most technologically advanced country in Europe [Most Technologically Advanced Countries 2024](#). However, North American firms and those in the UK are close behind – with around half or more organisations saying MACH is being implemented and expanding fast.

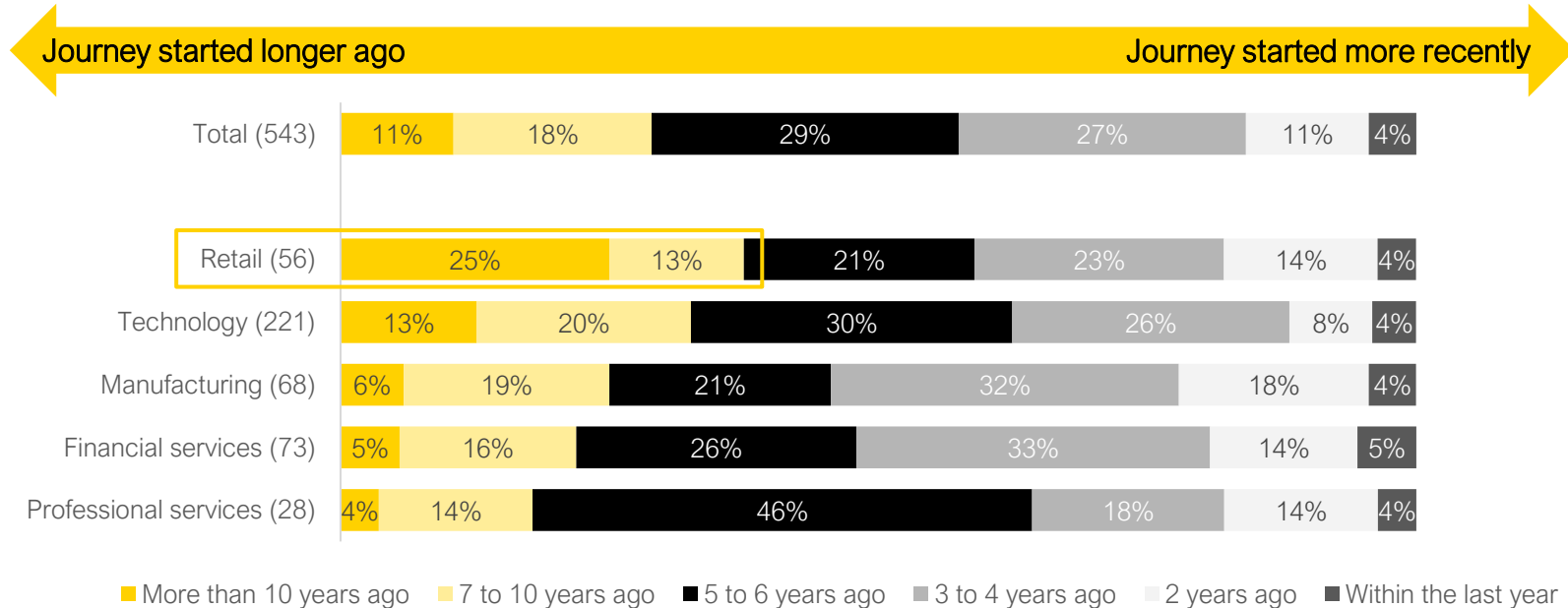


Q21W5. Which of the following statements best describes where you feel that your organization is on their MACH journey?
Base: Shown in brackets – all valid responses for all respondents whose organization has some MACH in infrastructure



The retail industry lead the way: Almost two in five (38%) retail organizations began their MACH journey 7+ years ago. This compares to just 18% of professional service organizations

It is likely that the need to cater to customer omnichannel demand (e.g. online, click and collect as well as traditional in-store) and therefore keep pace with competitors, meant the retail industry needed to embrace the agility offered by MACH earlier than other industries



Q20W5. Which of the following best describes when your organization's journey with MACH and composable architecture began?

Base: Shown in brackets – all valid responses for all respondents whose organization has some MACH in infrastructure

"Within the last 6 months" was an answer option but was not selected by anyone and is therefore not shown here

Those with furthest to go are spending the most: Organizations with a greater proportion of legacy tech are spending significantly more than others on purchasing and implementing MACH, presumably in an effort to catch up

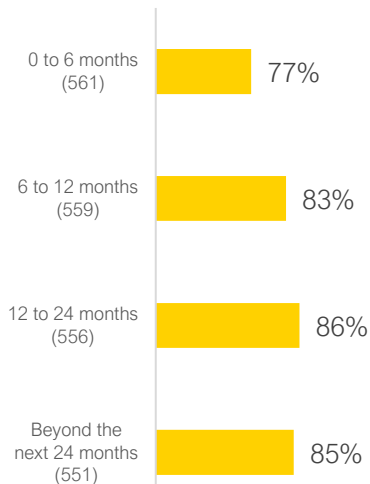
Those already achieving ROI from MACH are more motivated to spend on MACH as they experience the benefits. The greater apathy towards MACH from older organizations (slide 12) is reflected in their lower % spend

	Wave 4 Dec 2023	Wave 5 Oct 2024	These organizations are spending significantly more	These organizations are spending significantly less
Average % IT budget spent on purchasing MACH software	40%	39%	51%+ legacy tech (48%) Achieving ROI on MACH (42%) Most MACH mature (48%) Most positive towards MACH (41%)	Started operating 50 years+ (34%) Less than 25% legacy tech (34%)
Average % IT budget spent on implementation of MACH	40%	36%	51%+ legacy tech (42%) Achieving ROI on MACH (38%) Australian organizations (44%) Technology industry (40%) Widely implementing & expanding fast (41%)	Started operating 50 years+ (31%) Financial services industry (31%) Manufacturing industry (27%)

N.B the differences between Wave 4 and Wave 5 are not statistically significant at 95% level of confidence and so are within the range of normal variation we would expect from survey to survey, when asking respondents to estimate a %

The proportion of MACH infrastructure is expected to significantly increase by 2026: This likely reflects the direct experience of MACH benefits many organizations are now experiencing and demonstrates just how much organizations have bought into MACH

% of organizations expecting to slightly/significantly increase MACH elements of architecture in the next...



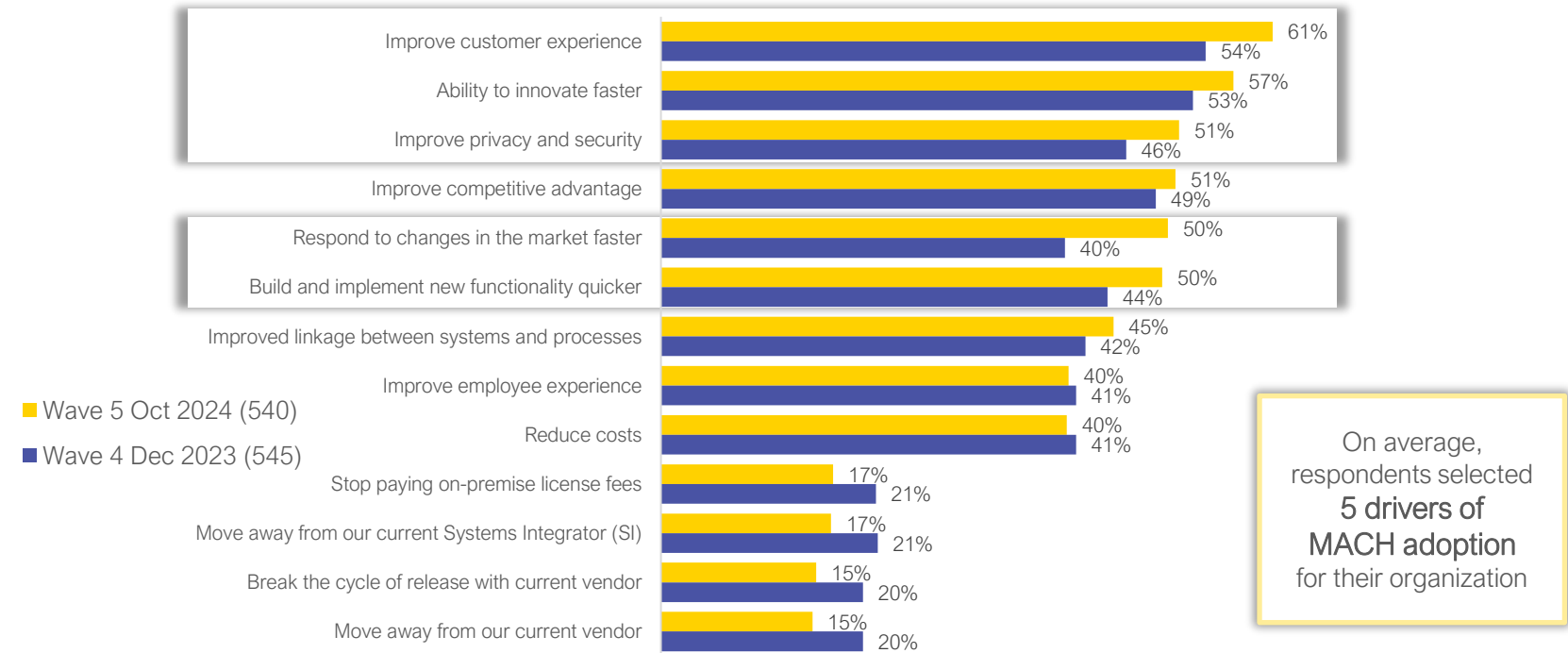
61%
average proportion
of tech setup
expected to be
MACH or composable
by the start of **2026** (561)

Q02/1. To what extent does your organization intend to increase or decrease the MACH elements of its architecture in the next...?

Q22W5. Approximately what percentage of your tech set-up do you expect to be MACH or Composable by the start of 2026?

Base: Shown in brackets – all valid responses from all respondents

There are multiple drivers behind MACH adoption: Key drivers around improving customer experience, faster innovation and agility, and improved privacy and security, are all more important drivers vs last year

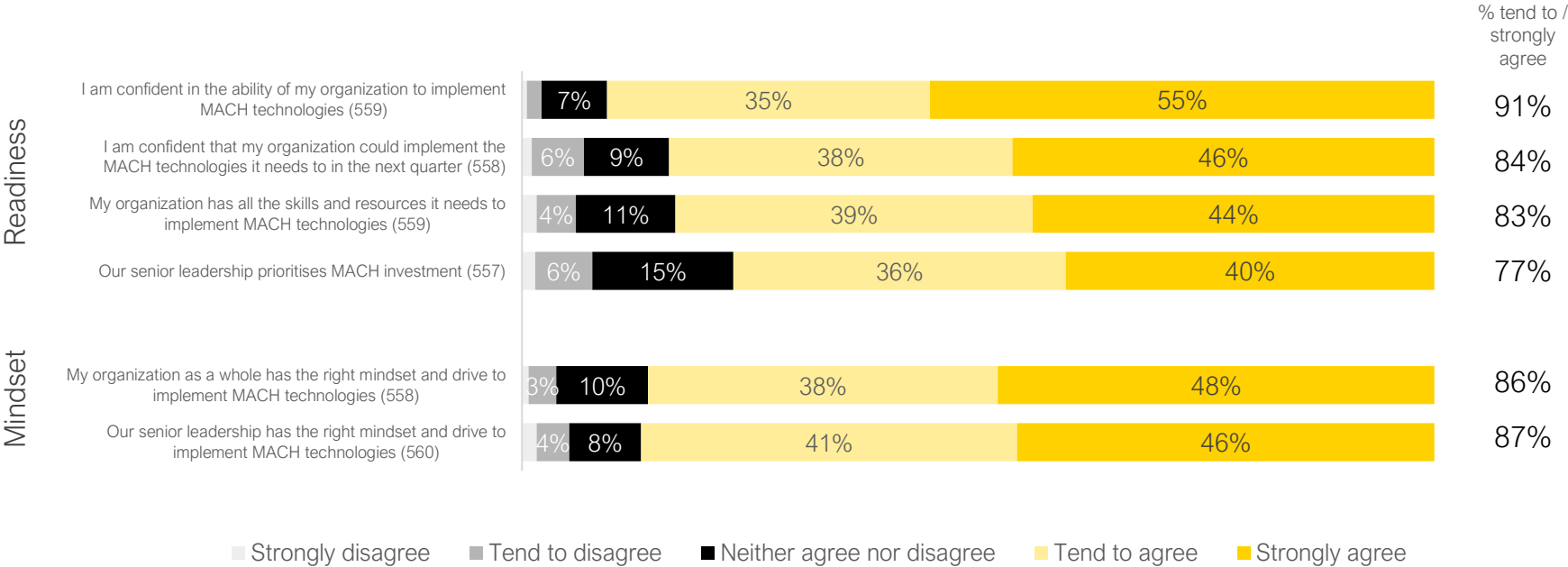


Q09. What are the drivers behind your transition to a MACH infrastructure?
Base: Shown in brackets – all valid responses



MACH readiness & mindset

Organizations generally have the right mindset, abilities, skills and resources to implement MACH technology: Many organizations feel they are “MACH-ready” which further underlines that organizations appreciate the benefits of MACH and aim to progress implementation



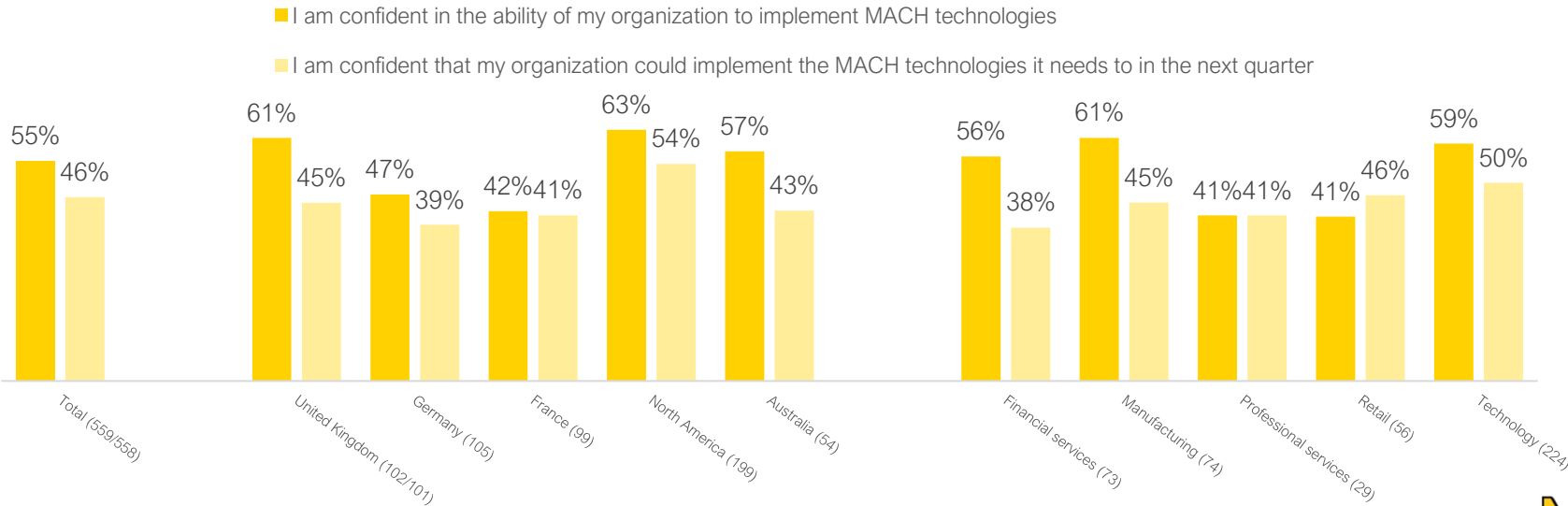
Q26W5. Which of the following best describes how strongly you agree or disagree with the following statements?
Base: Shown in brackets – all valid responses



However, confidence around MACH implementation is not yet as strong as it could be: There is some confidence in organizations’ ability to implement MACH generally, but this confidence does drop away when specifically asked about the ability to do this in the next quarter

This suggests that many organizations may be a while away from true MACH readiness. Organizations in Germany and France, and those in financial and professional services, are least confident about the ability to implement MACH in the next quarter. Organizations in the UK, North America and Australia demonstrate that they are gearing up for MACH, reflecting their progress on MACH adoption (slide 16)

Showing the % that strongly agree with these readiness statements



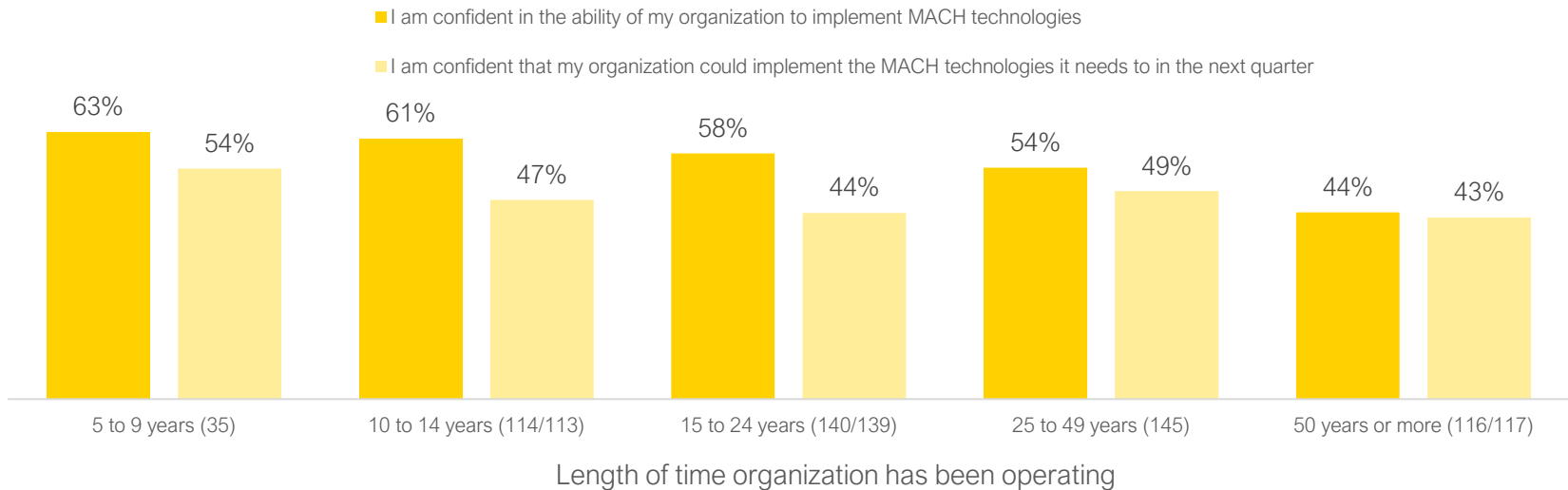
Q26W5. Which of the following best describes how strongly you agree or disagree with the following statements?
Base: Shown in brackets (confident in ability / confident could implement in next quarter) – all valid responses



Confidence in the ability to implement MACH is lowest for the oldest organizations: This reflects the pattern of positivity towards MACH compared to organization age

Older organizations appear to struggle more than younger organizations with MACH readiness. This is likely because these organizations' infrastructure, systems and possibly mindset are well-embedded and harder to change. These organizations may benefit from greater support from MACH vendors

Showing the % that strongly agree with these readiness statements



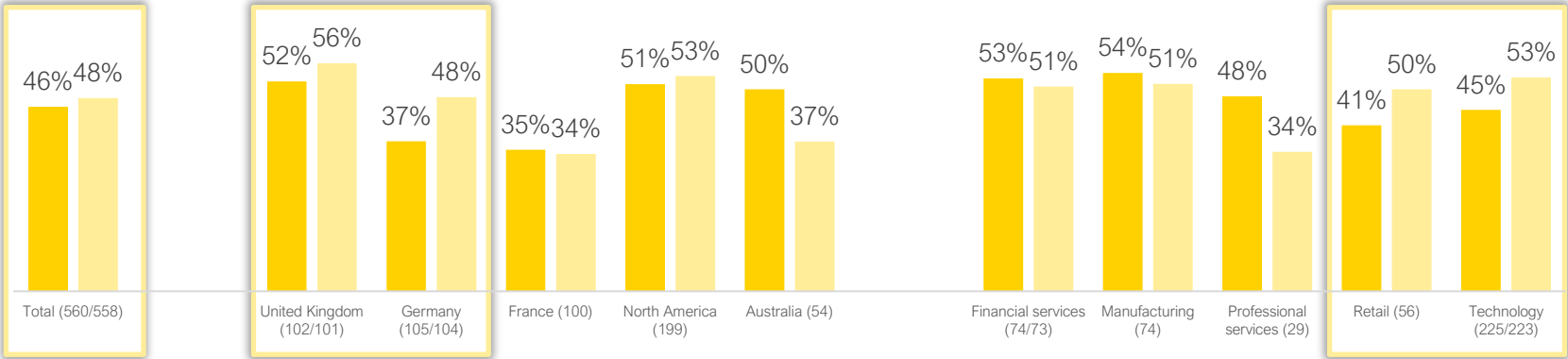
Q26W5. Which of the following best describes how strongly you agree or disagree with the following statements?
Base: Shown in brackets (confident in ability / confident could implement in next quarter) – all valid responses

Mindset may still be a potential barrier to MACH implementation: Although nearly nine in ten agree that the right mindset exists in their organization, less than half strongly agree that their leadership and organization have the right mindset and drive to implement MACH

In the UK and Germany and in the retail and technology sectors, leadership mindset is more of a barrier than whole-organization mindset

Showing the % that strongly agree with these mindset statements

- Our senior leadership has the right mindset and drive to implement MACH technologies
- My organization as a whole has the right mindset and drive to implement MACH technologies



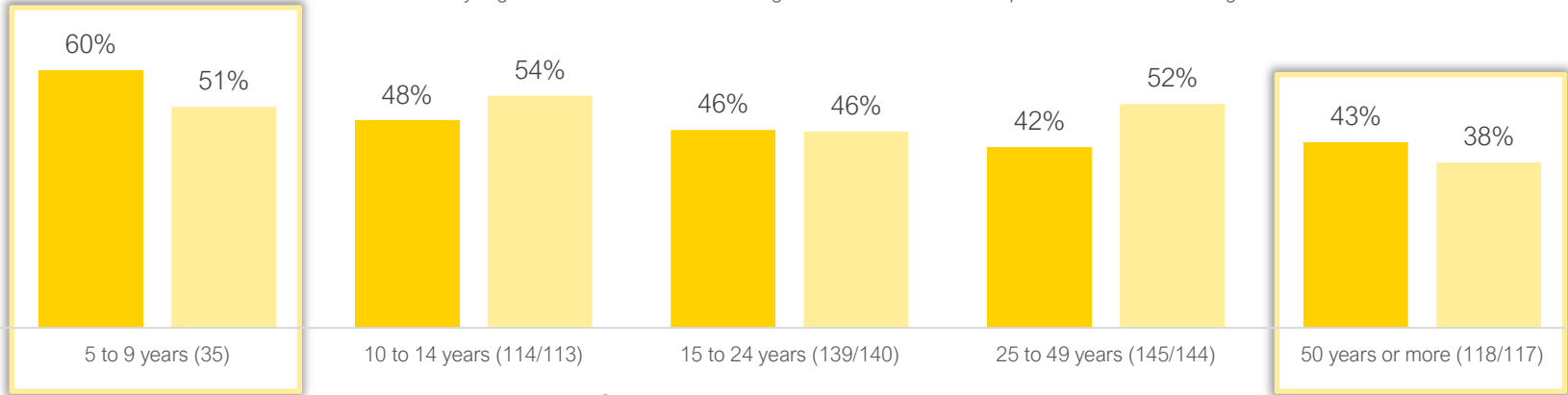
Q26W5. Which of the following best describes how strongly you agree or disagree with the following statements?
Base: Shown in brackets (confident in ability / confident could implement in next quarter) – all valid responses

Broadly, the right mindset and drive for MACH is less likely to be present in older organizations: This reflects the link between organization age and positivity towards MACH and MACH readiness

This suggests that, along with reduced readiness, the mindset of older organizations could be barrier to MACH implementation – the longer something has been so, the harder it is to change

Showing the % that strongly agree with these mindset statements

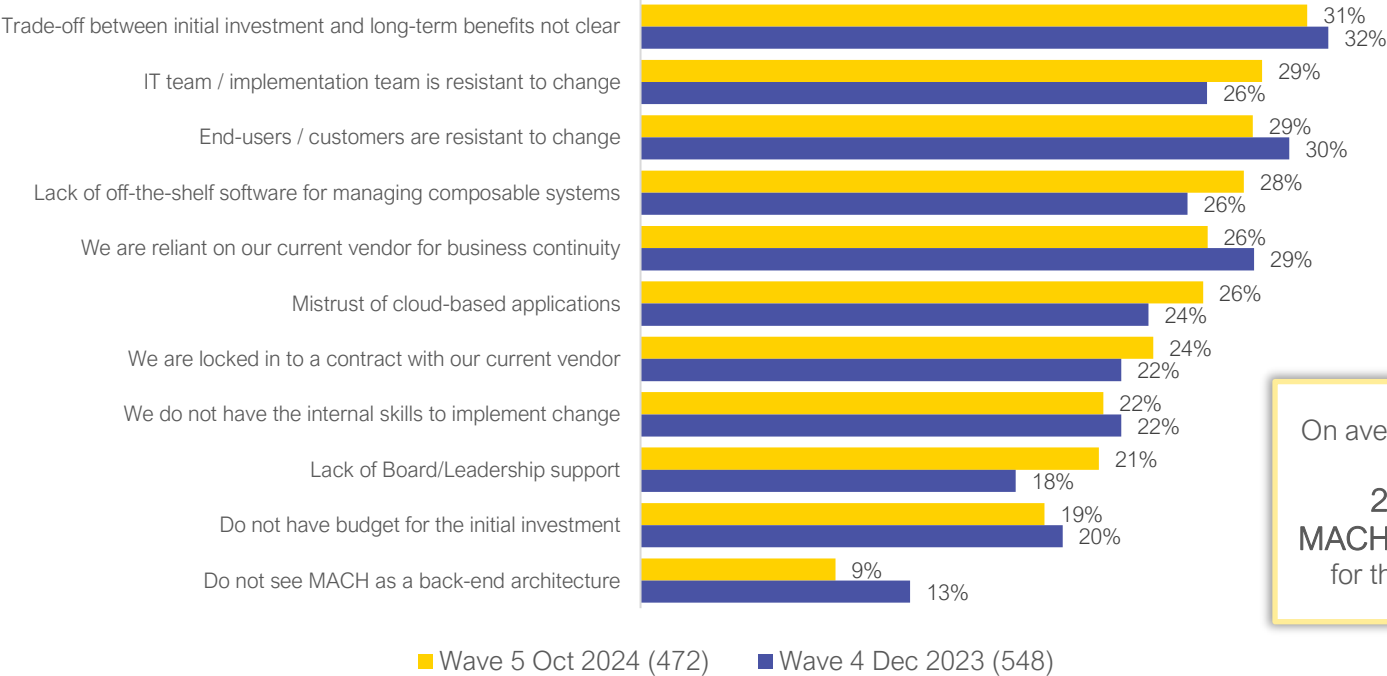
- Our senior leadership has the right mindset and drive to implement MACH technologies
- My organization as a whole has the right mindset and drive to implement MACH technologies



Length of time organization has been operating

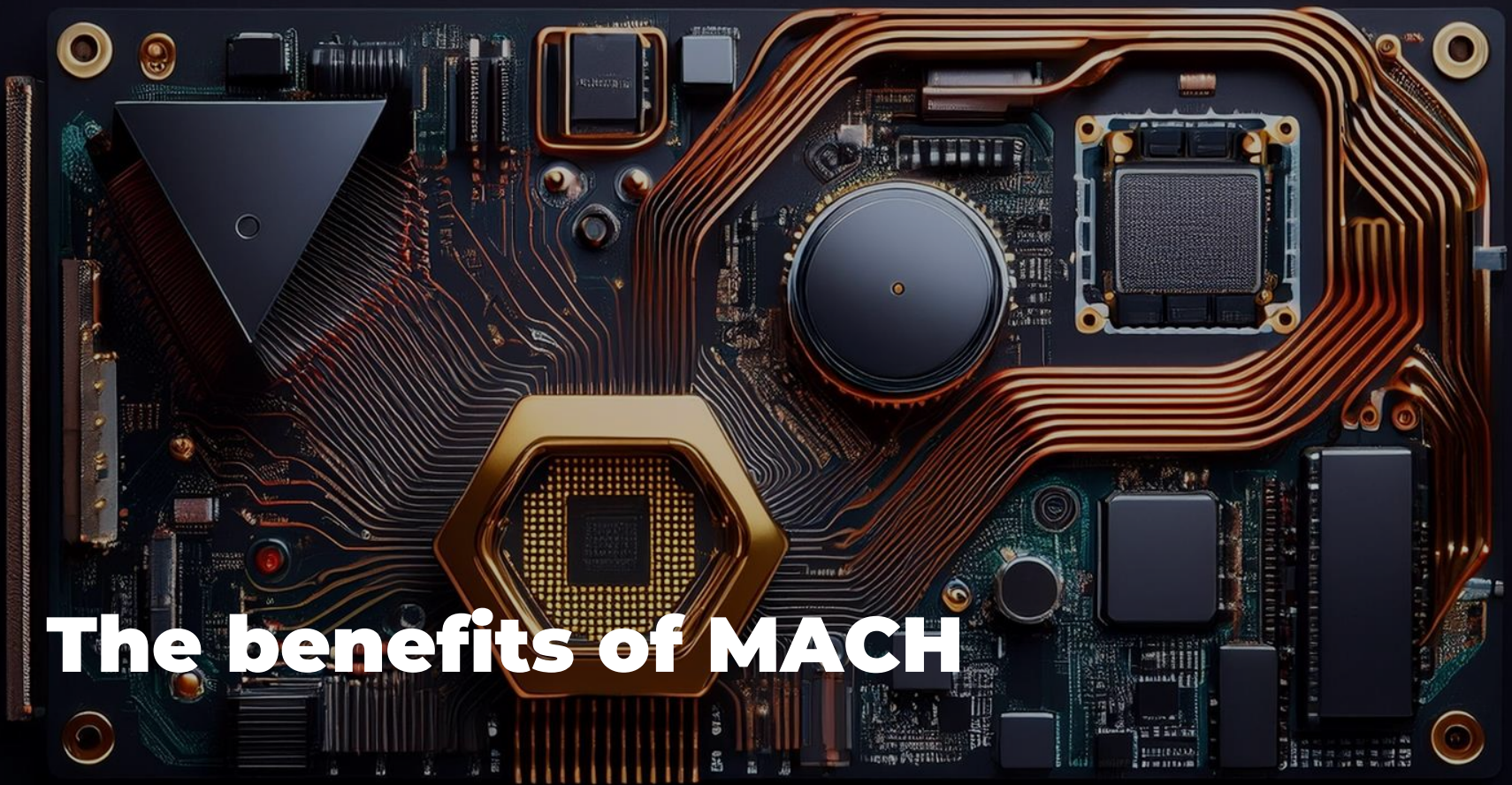
Q26W5. Which of the following best describes how strongly you agree or disagree with the following statements?
Base: Shown in brackets (confident in ability / confident could implement in next quarter) – all valid responses

Challenges demonstrating ROI and resistance to change are key barriers to MACH implementation: The barriers remain consistent with the previous survey – though MACH has further improved it’s positioning as a back-end architecture



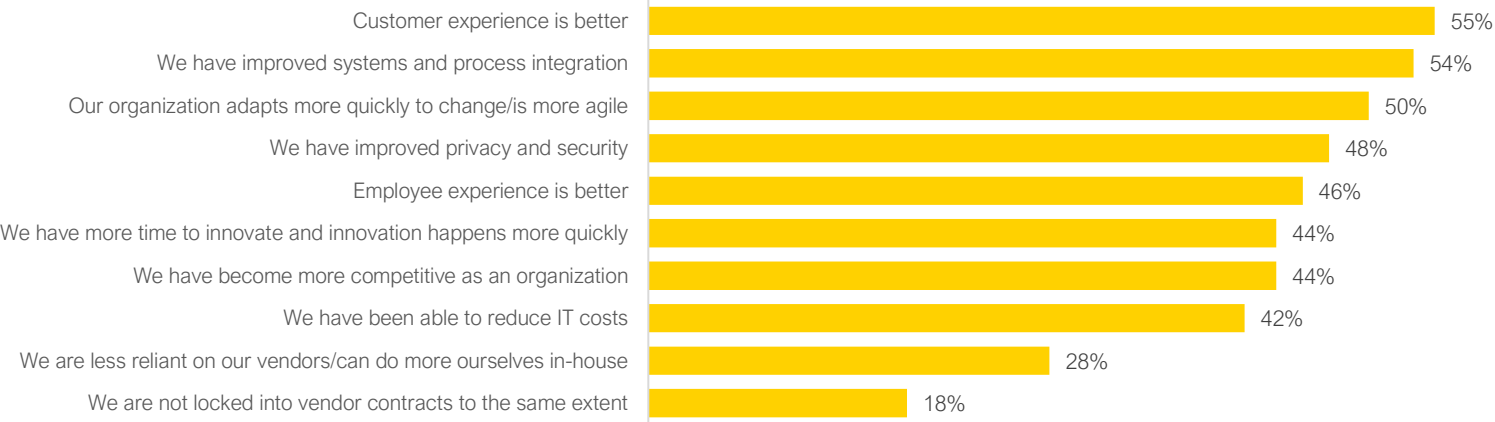
On average, respondents selected **2 barriers** to MACH implementation for their organization

Q010. And what are the biggest barriers in terms of moving to a MACH infrastructure?
Base: Shown in brackets – all valid responses



The benefits of MACH

Organizations experience multiple benefits as a result of implementing MACH: Improved customer experience, improved systems and processes, and greater agility are the top three benefits



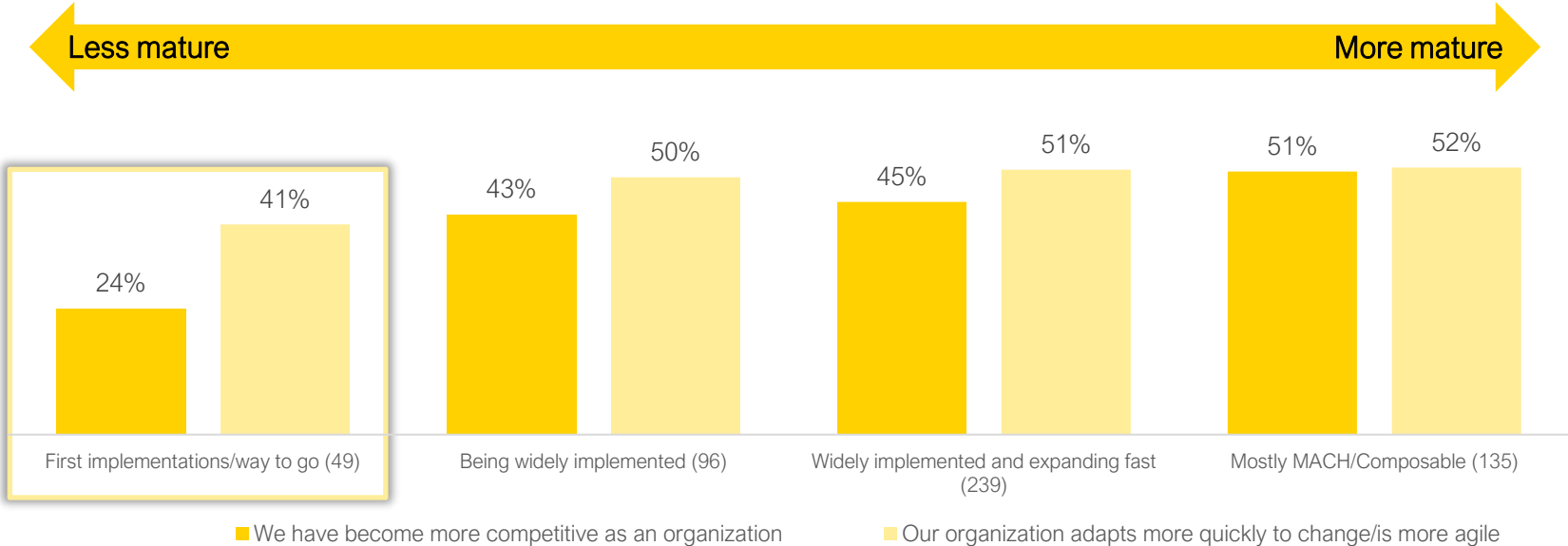
Country/Industry	Where top 3 benefits of MACH differ vs total	
United Kingdom	We have become more competitive as an organization	56%
Germany	We have improved privacy and security	44%
North America	We have improved privacy and security	54%
Retail	We have improved privacy and security	61%
	Employee experience is better	55%

On average, respondents selected **4 benefits of MACH implementation** for their organization

Q23W5. Which of the following benefits, if any, has your organization experienced as a result of implementing MACH?
Base: 541 – all valid responses for all respondents whose organization has some MACH in infrastructure

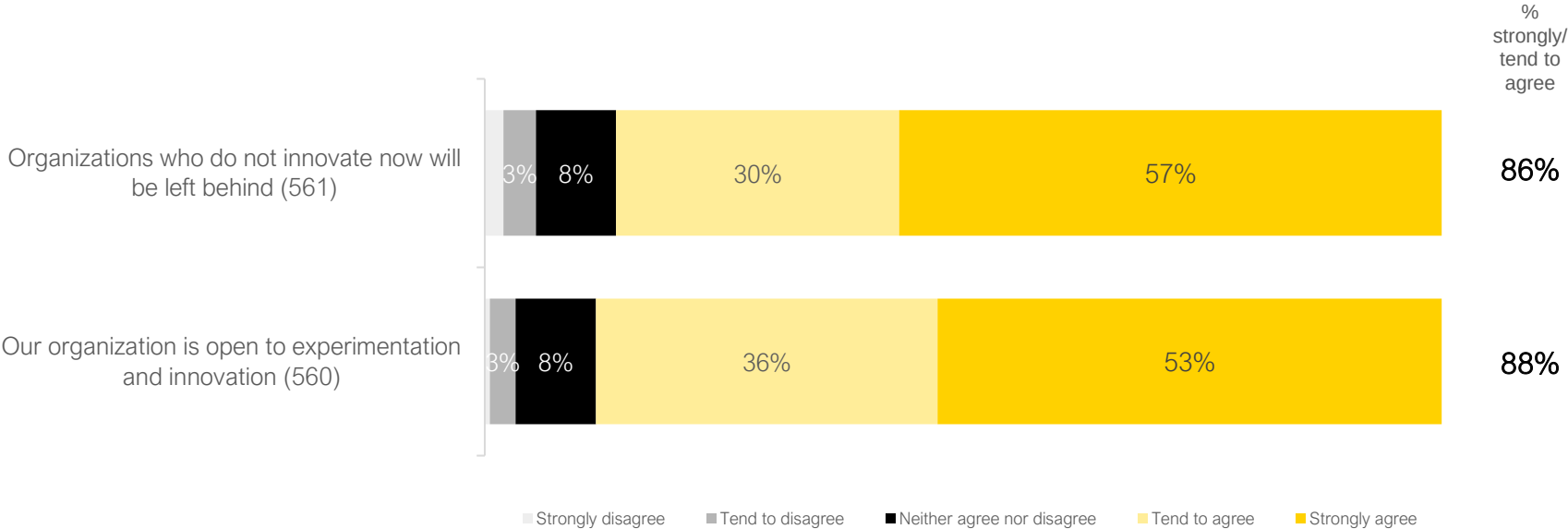
More MACH = more agile and more competitive: Increased agility and competitiveness are experienced by organizations further along with MACH implementation

This suggests that not only are the benefits of MACH experienced once it is first implemented, but that wider use of MACH means benefits are experienced to a greater extent



Q23W5. Which of the following benefits, if any, has your organization experienced as a result of implementing MACH?
Base: shown in brackets – all valid responses for all respondents whose organization has some MACH in infrastructure

Innovation is critical to keep up with competitors: Innovation enables organizations to meet customer demand and also plays a key role in demand generation. If an organization cannot do this, someone else will. The majority of respondents recognize this and many feel that their organization has the right mindset for innovation

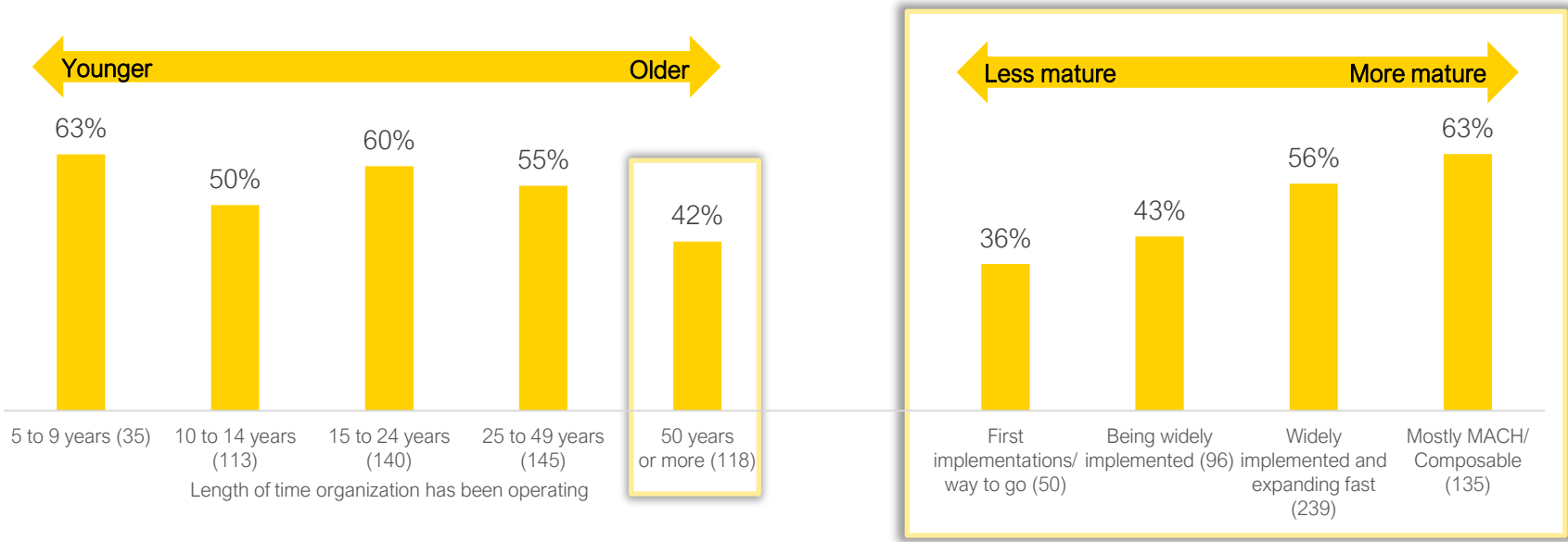


Q08/6. To what extent, if at all, do you agree or disagree with the following statements?: Organizations who do not innovate now will be left behind
Q26W5/7. Which of the following best describes how strongly you agree or disagree with the following statements?: Our organization is open to experimentation and innovation
Base: Shown in brackets – all valid responses

The further organizations are into their MACH journey, the more open to experimentation and innovation they are: Given the role that MACH plays in innovation (slide 29), it is likely that greater use of MACH enables organizations to be more innovative

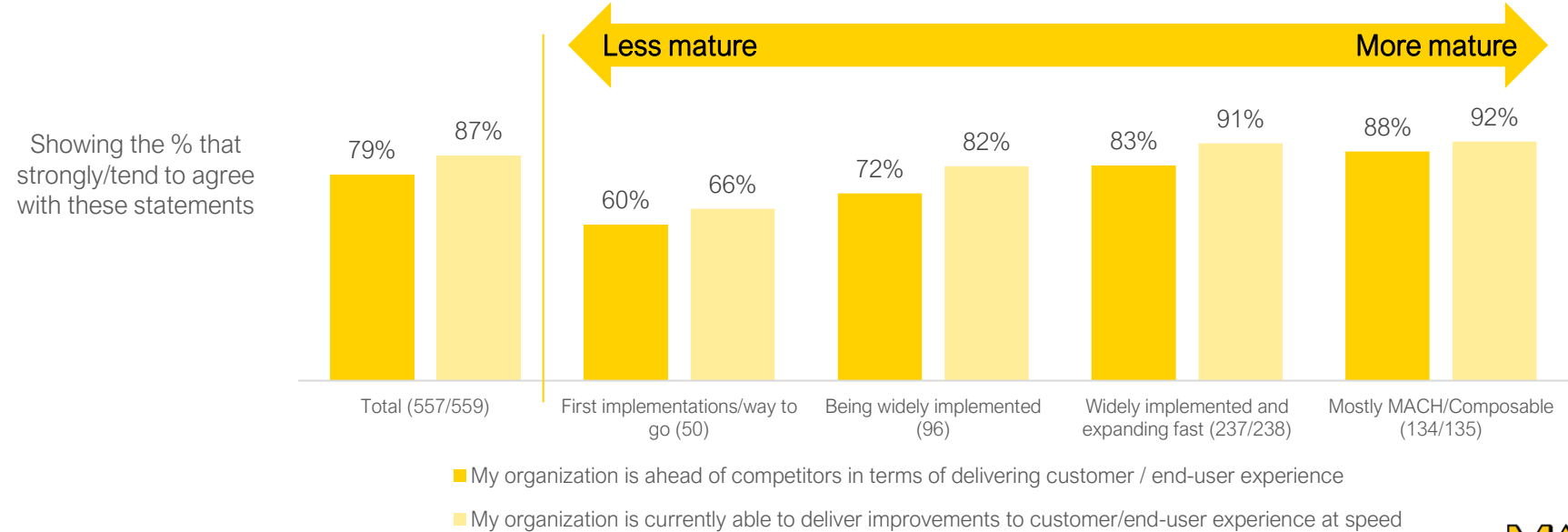
Again the data here demonstrates that older organizations find it harder to modernize and keep up with innovation

Showing the % that **strongly agree** that their organization is **open to experimentation and innovation**



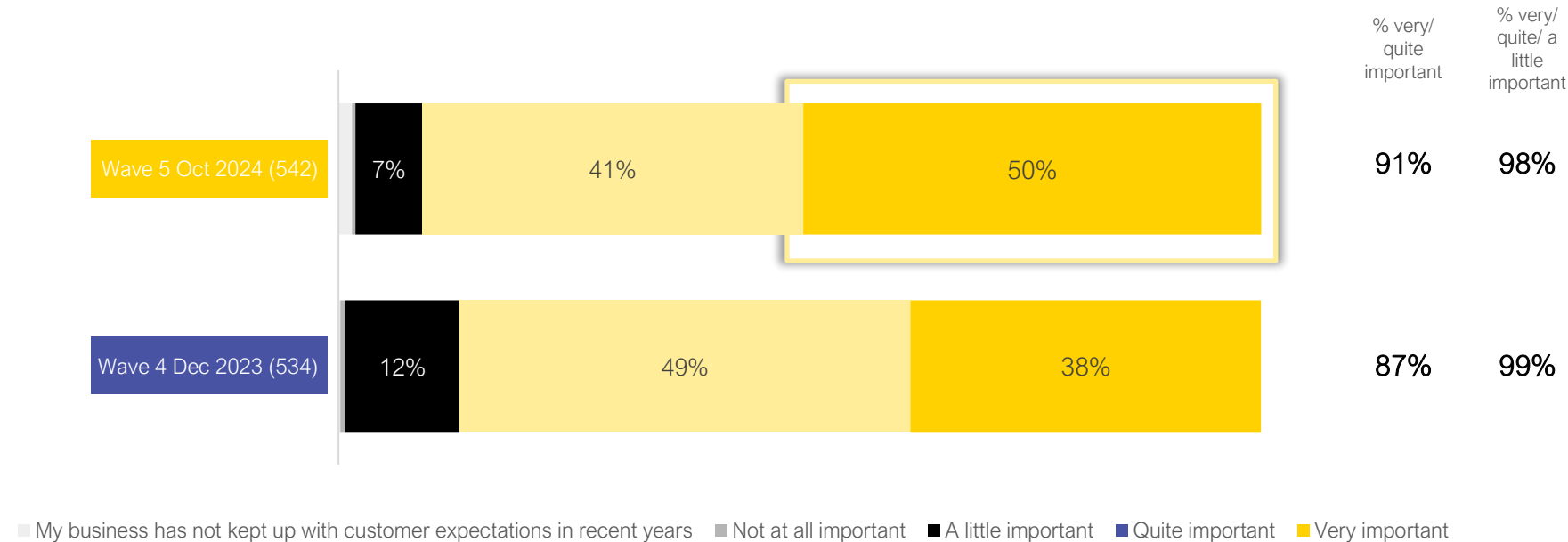
Organizations further along their MACH implementation journey are better able to deliver customer/end-user experience vs their competitors

Composable infrastructure enables organizations to deliver more quickly and accurately for their customers. The greater the extent of MACH technology within an infrastructure, the more an organization can pivot to meet customer demand. MACH and composable infrastructure is therefore a key factor in being able to keep up with and exceed competitor performance



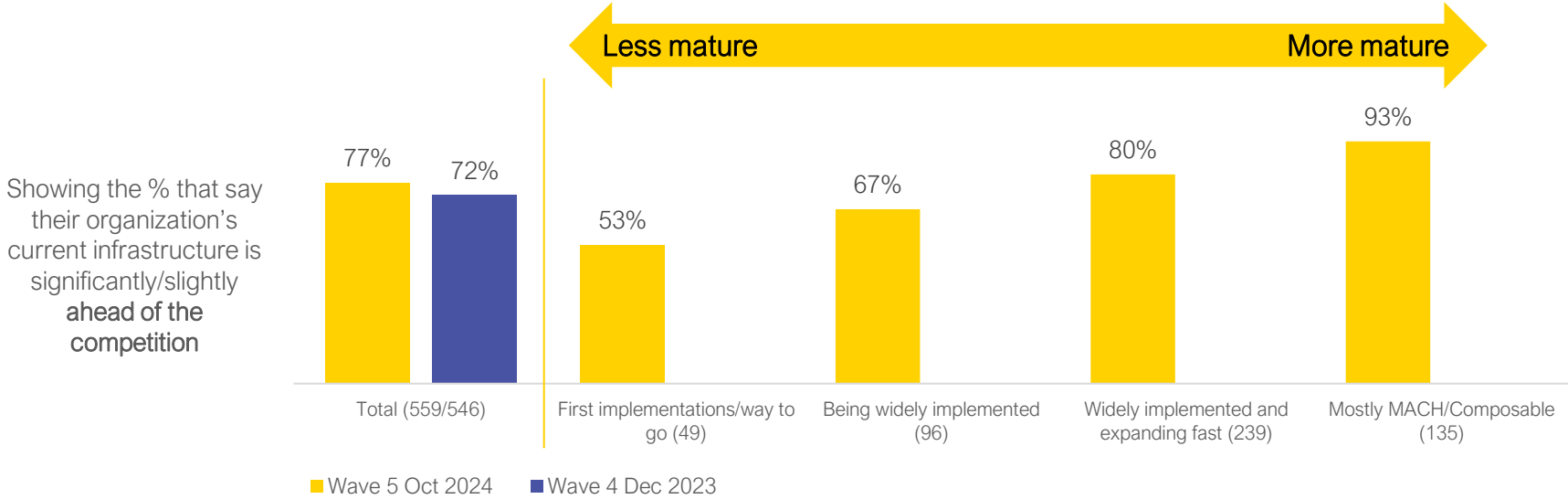
Q08/7&4. To what extent, if at all, do you agree or disagree with the following statements?
Base: shown in brackets – all valid responses

The role and importance of MACH technologies in enabling organizations to meet customer expectations is increasingly recognised



Q010C. How important do you believe that MACH technologies in your IT infrastructure have been in helping your organization to meet customer expectations in recent years?
Base: shown in brackets – all valid responses

More MACH = more competitive infrastructure: The more mature an organization is in terms of their MACH implementation, the more likely the infrastructure is to be assessed favourably vs competitors

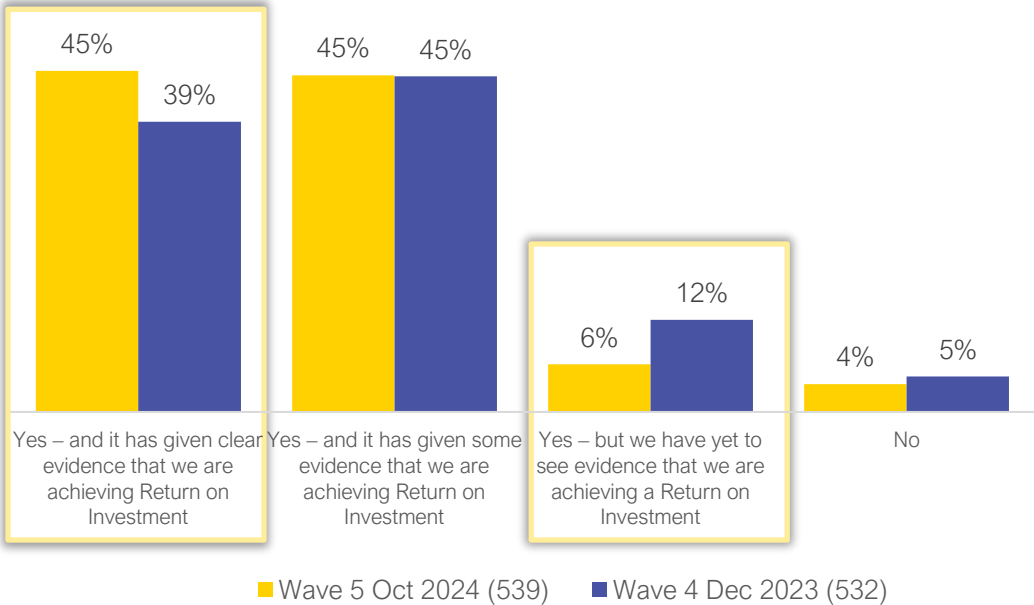


Please note that the question wording changed slightly between Waves 4 & 5 as follows:
Wave 5 Oct 2024 wording: Q012. How do you think your organization's current infrastructure compares to your competitors?
Wave 4 Dec 2023 wording: Q012. How do you think your organization's current customer-facing infrastructure compares to your competitors?
MACH maturity for cross tabulation was not established in Wave 4
Base: shown in brackets – all valid responses

An increasing number of organizations are achieving ROI on MACH investment:

Nine in ten organizations with at least some MACH infrastructure are achieving ROI on their investment, up 7% vs last year

It is likely that increased positivity towards MACH (slide 12) is, in part, being driven by a larger proportion of organizations now experiencing a return on their MACH investment – organizations have had the opportunity to experience the benefits of MACH and composable technology

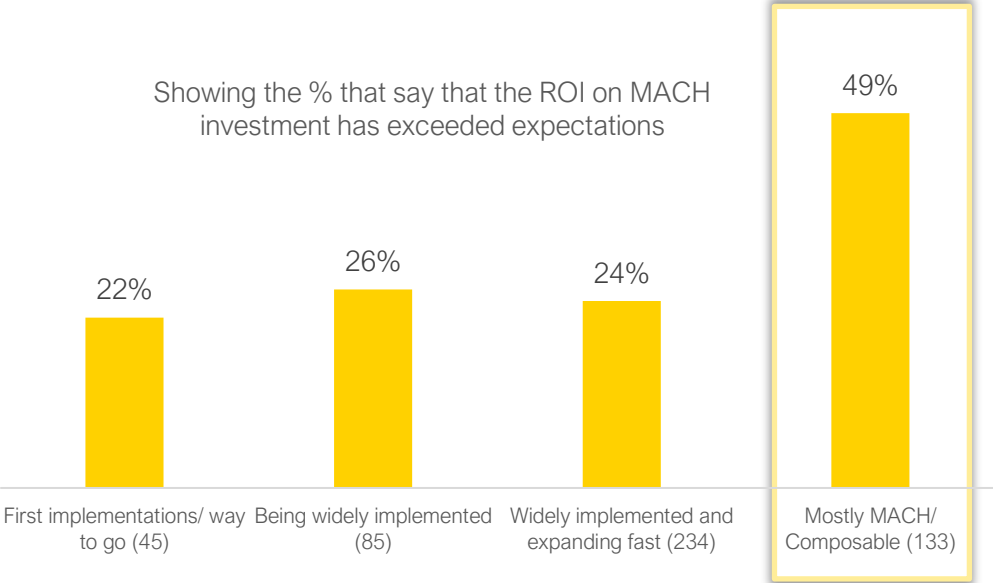
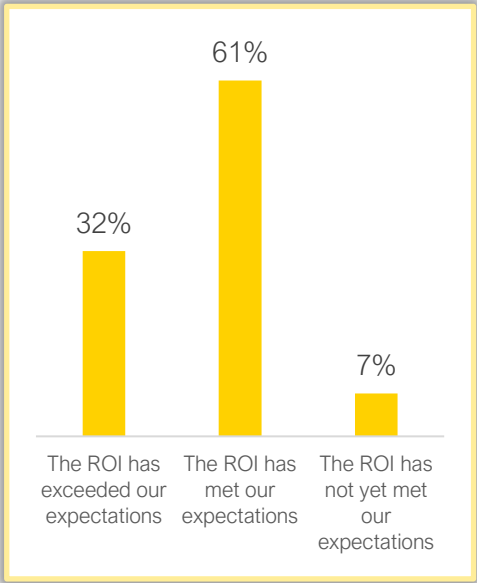


	% measuring ROI	% achieving ROI
Wave 5 Oct 2024	96%	90%
Wave 4 Dec 2023	95%	83%

Q017A. Is your organization measuring the Return on Investment (ROI) that it is getting from transitioning to a MACH infrastructure?
Base: Shown in brackets – all valid responses for all respondents whose organization has some MACH in infrastructure

MACH investment is financially worthwhile: ROI has met or exceeded the expectations of nine in ten (93%) organizations measuring it

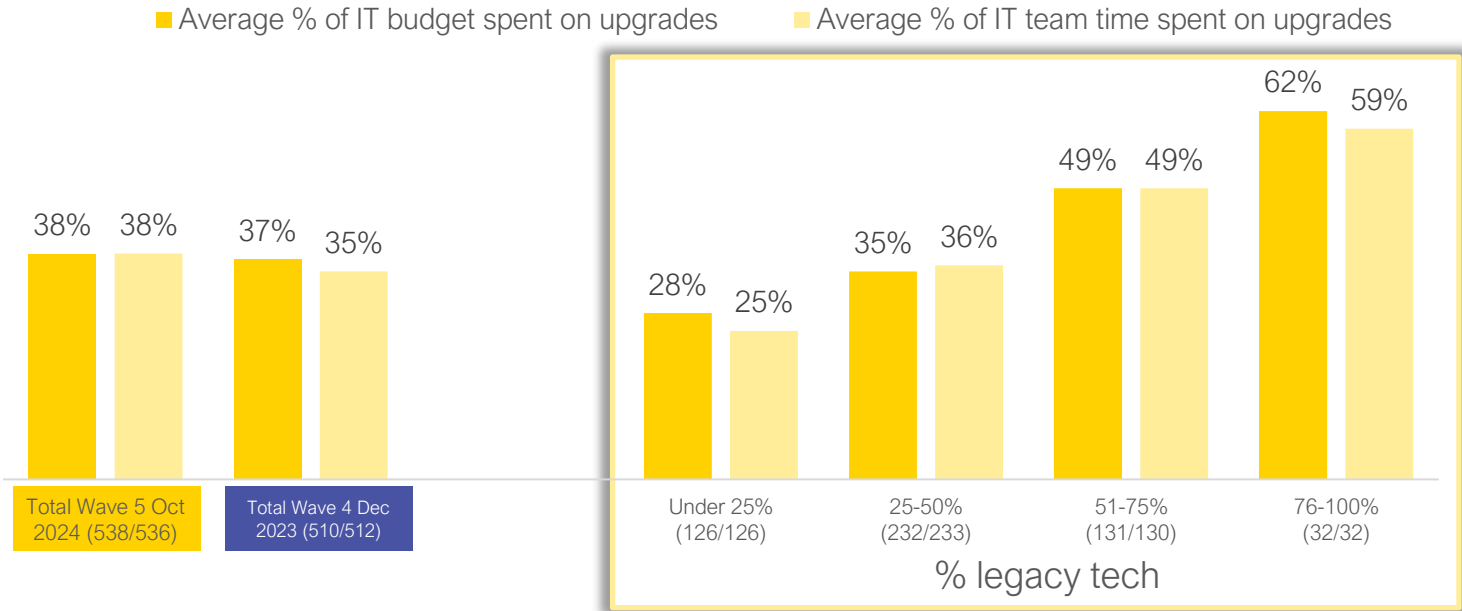
For organizations that have mostly MACH/composable infrastructure and that are measuring ROI, almost half (49%) say that ROI is exceeding expectations, suggesting that greater implementation of MACH is cost effective



Q24W5. How do you feel about your organization's ROI on MACH compared to expectations?
Base: 517 for left-hand chart, bases shown in brackets for right-hand chart – all valid responses for all respondents whose organization is measuring ROI on MACH investment

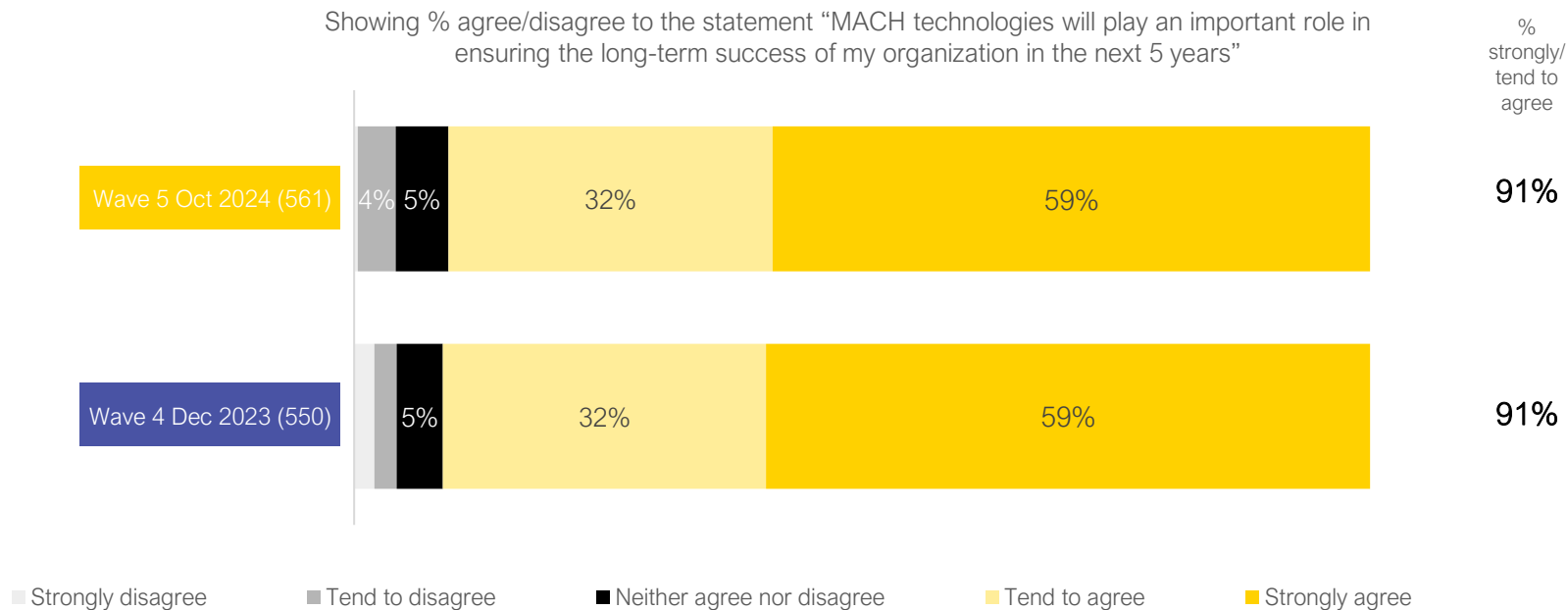
More legacy technology = more time and money spent on upgrades: The monolithic nature of legacy tech requires larger-scale, and therefore, more costly and time-consuming fixes

Organizations' bottom line will benefit from a continued shift towards MACH and composable technology. Those with less legacy tech are likely to be more competitive as they can free up IT budget and time for innovation and a greater focus on generating and meeting customer demand



Q04. Approximately, what percentage of your organization's IT budget is currently spent on upgrades to your technology ecosystem?
Q05. To the best of your knowledge, approximately what percentage of your IT team's time (including outsourced IT) is spent on delivering upgrades to your technology ecosystem?
Base: Shown in brackets (% budget/% time) – all valid responses

MACH continues to play a key role in the long-term success of organizations.
Opinion remains consistent regarding the important role MACH technologies play in the long-term success of organizations

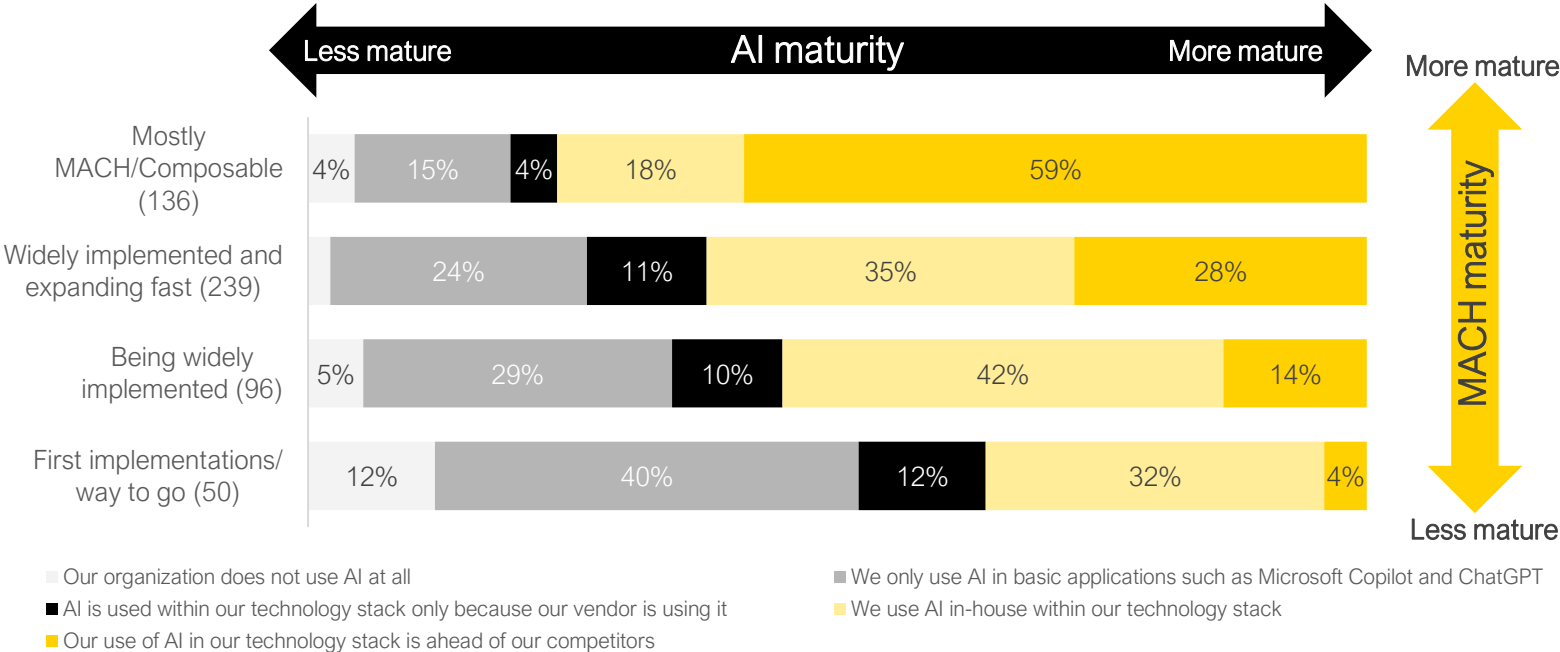


Q04D. How far do you agree or disagree with the following statement?: MACH technologies will play an important role in ensuring the long-term success of my organization in the next 5 years. Base: Shown in brackets – all valid responses

An aerial photograph of a city landscape. A multi-lane highway runs diagonally from the top left towards the bottom right. To the left of the highway, there are several large, modern buildings with unique geometric shapes, including a prominent triangular one with a blue-tinted facade and a large hexagonal one with a glass and metal structure. To the right of the highway, there is a large green circular park area with a road intersection. Further right, there are more traditional residential buildings with red-tiled roofs and lush green trees. The overall scene depicts a mix of urban development and green spaces.

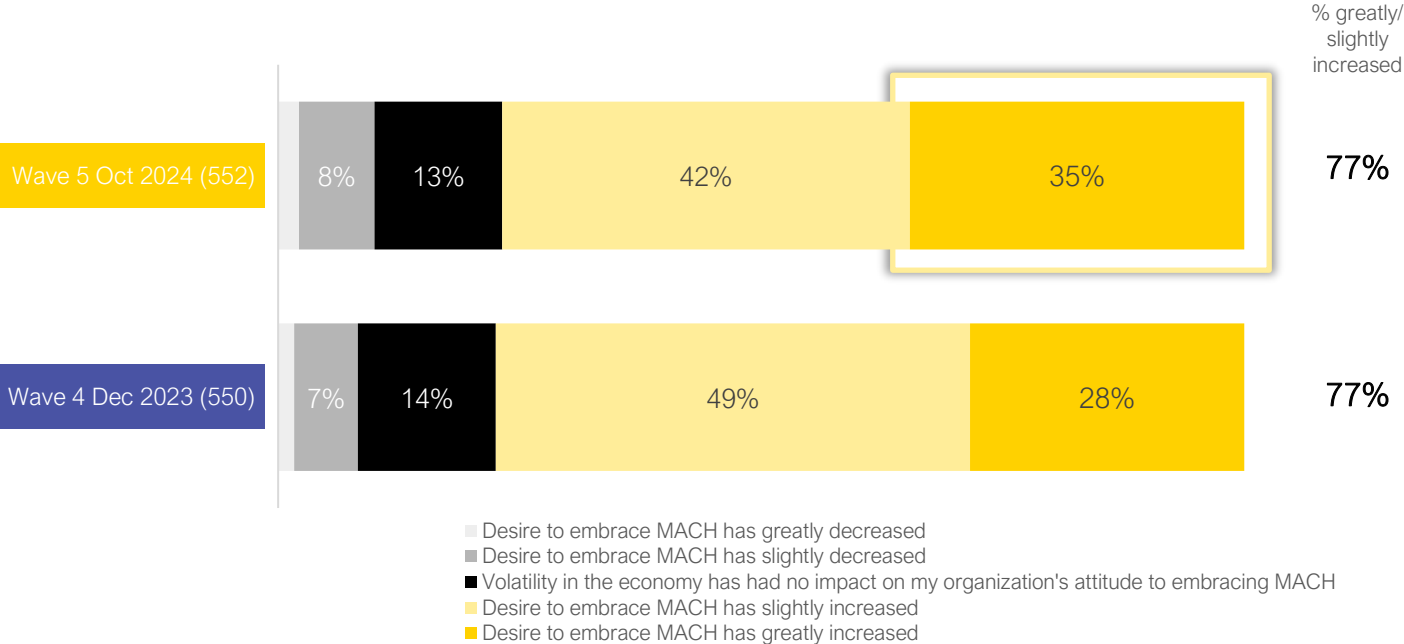
MACH & Mega trends

Organizations with more composable infrastructure are more likely to be at the forefront of AI technology: There will be multiple factors contributing to this pattern of data, including organizational mindset and capabilities, but it is also likely that MACH infrastructure plays a role in enabling greater progress with AI technology



Q27W5. Which of the following best describes how your organization uses Artificial Intelligence (AI)?
Base: shown in brackets – all valid responses

Economic volatility continues to drive organizations' desire to embrace MACH technologies: More than a third (35%) of organizations desire to embrace MACH has greatly increased, up 7 percentage points from last year



93% of Australian organizations say that their organization's desire to embrace MACH due to economic volatility has increased

Q010A. How, if at all, has volatility in the economy impacted your organization's attitude towards embracing MACH?
Base: shown in brackets – all valid responses

The agility and economic resilience enabled by MACH technology are key reasons cited for organizations’ greater desire to embrace MACH in the face of economic volatility

Theme	Prevalence
Agility / flexibility / adaptability	26%
Cost benefit / reduced costs	23%
Improve competitiveness / keep up with competitors	12%
Greater / faster innovation	9%
Better CX / customer satisfaction / better meet customer needs	9%
Scalability	8%
Faster to respond / quicker to market	6%
Stability / resilience	6%
Benefits of MACH generally	6%

“To enhance flexibility, scalability, and resilience in response to economic uncertainty” CTO, UK

“Our desire for MACH architecture has increased due to its agility, cost efficiency, scalability, improved customer experience, and ability to future-proof our technology” CEO, USA

“In an ever-changing economy my organisation has embraced MACH in order to stay competitive” Digital Lead, Australia

“In uncertain economic conditions, the ability to rapidly adapt to market changes is critical. Traditional, monolithic software systems are often slow to evolve and require significant time and resources for updates” CTO, Australia

“The desire has increased because MACH saves us money on licenses and suppliers. In addition, we are more and more autonomous”
Responsible maintenance électrique [Electrical Maintenance Manager], France

Q29W5. You said that your organization's desire to embrace MACH has greatly/slightly increased due to economic volatility. Please could you explain your answer in as much detail as possible? Base: 424 – respondents whose organization's desire to embrace MACH has increased due to economic volatility
Responses given by 5% or more of respondents shown in the table
Note that comments have been allocated to more than one theme where applicable



The key reason for the small proportion of organizations’ decrease in desire to embrace MACH during economic volatility is cost – either the initial outlay for MACH is currently too expensive or budget has been prioritised elsewhere

Theme	Prevalence
No budget / too expensive	29%

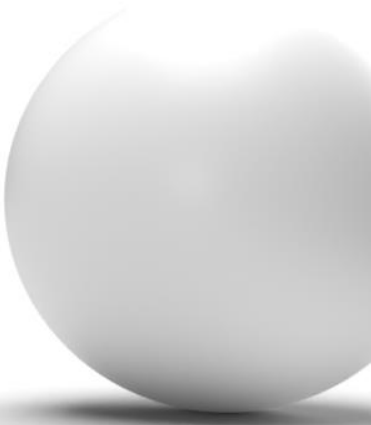
“Due to budget constraints lots of MACH projects were put on hold”
IT Director, Canada

“The upfront costs and initial investment is hard to justify to leadership when the ROI is difficult to depict accurately”
Department Head of Software, USA

“MACH architecture is a good idea, but for now we need to make sure that our core business is not affected and scale back our investments in this area” **Strategin für Kundenerfahrung [Customer Experience Strategist], Germany**

“We just currently have other priorities centring around staying afloat rather than expanding” **Computer programmer, UK**

“The uncertainty has led to a strain on budgets and the MACH transition is not the most priority subject”
AI Stream Leader, France



Q29W5. You said that your organization's desire to embrace MACH has greatly/slightly decreased due to economic volatility. Please could you explain your answer in as much detail as possible? Base: 55 – respondents whose organization's desire to embrace MACH has decreased due to economic volatility
Responses given by 5% or more of respondents shown in the table
Note that comments have been allocated to more than one theme where applicable

A detailed, high-tech circuit board is the background, featuring a complex network of glowing blue and purple lines. Overlaid on this are four prominent, glowing geometric shapes: a triangle in the upper left, a circle in the upper right, a square in the lower right, and a hexagon in the lower center. These shapes have a grid-like pattern of small, colorful lights on their surfaces. The overall lighting is dark with vibrant, neon-like highlights from the circuit traces and the geometric shapes.

Conclusions

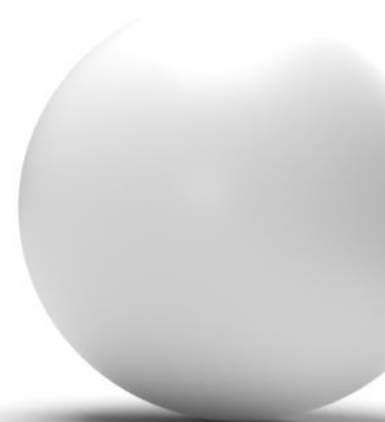
Conclusions

MACH adoption trends

- ▶ Organizations continue to embrace MACH technologies and adoption is on the rise
- ▶ Organizations further behind with MACH adoption are spending a greater proportion of their IT budget on MACH and MACH implementation in order to catch-up
- ▶ There are multiple drivers behind MACH adoption
 - ▶ Improving customer experience, greater agility, faster innovation and improved privacy and security are all bigger drivers now than they were last year

MACH readiness and mindset

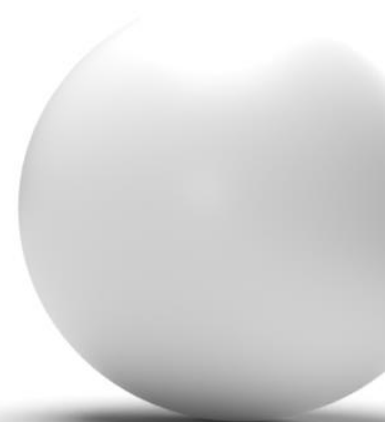
- ▶ Organizations generally feel that they have the right mindset, skills and resources to implement MACH
- ▶ However, confidence in implementation, especially in the short-term, is not yet as strong as it could be
 - ▶ Confidence in implementation is lowest in the oldest organizations
- ▶ Organizations and leadership mindset is still a potential barrier to MACH implementation in some organizations
 - ▶ The right mindset and drive for MACH implementation is most lacking in older organizations
- ▶ Perceived challenges demonstrating ROI and resistance to change are key barriers to MACH implementation



Conclusions

The benefits of MACH

- ▶ Improved customer experience, improved systems and processes and greater agility top the long list of multiple benefits experienced by organizations as a result of implementing MACH
- ▶ Those further along with their MACH implementation experience greater agility and are more competitive than organizations newer to MACH adoption
- ▶ Most agree that innovation is essential in order to remain competitive and MACH plays a key role in an organization's ability to innovate
- ▶ MACH improves organizations' ability to meet customer expectations
 - ▶ Organizations with greater MACH maturity feel they are better able to deliver customer experience vs those that are less MACH-mature
- ▶ The further along an organization is on their MACH journey, the more likely their infrastructure is to be considered competitive
- ▶ More organizations are achieving ROI on their MACH investment
 - ▶ ROI has exceeded the expectations of a third of organizations measuring ROI
- ▶ A greater proportion of legacy technology equates to more time and money spent on upgrades
 - ▶ Organizations intending to move further towards a fully composable infrastructure will ultimately release time and budget for other projects
- ▶ MACH continues to play a key role in the long-term success of organizations



Conclusions

MACH and mega trends

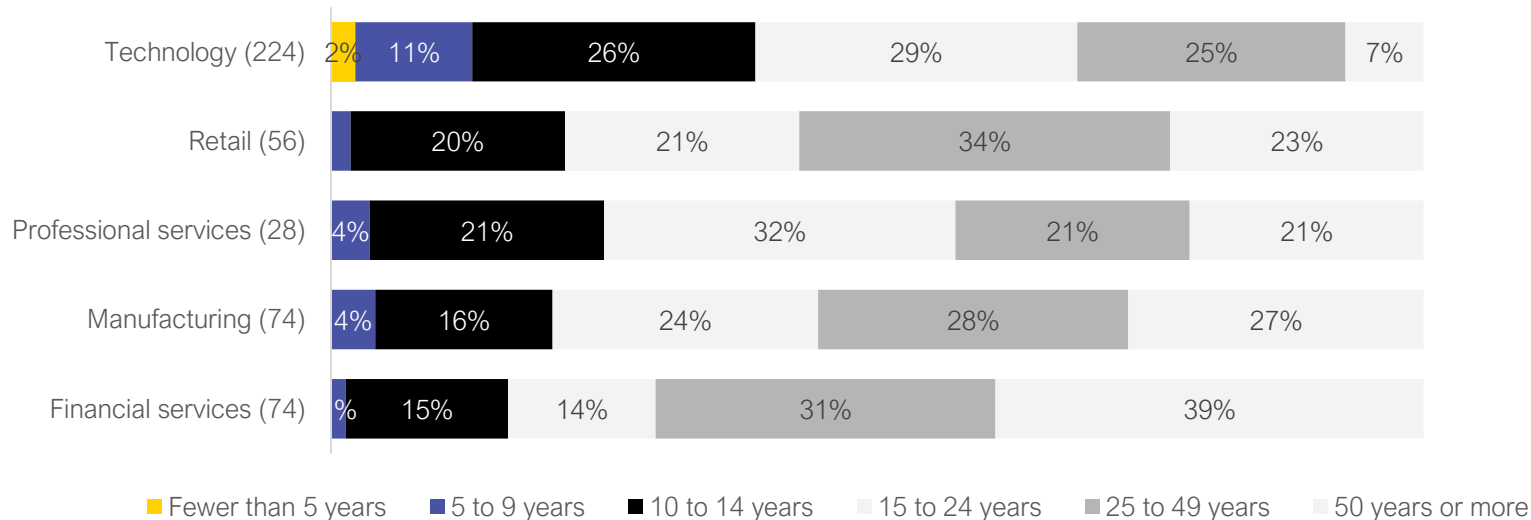
- ▶ Organizations with more MACH infrastructure are more likely to be ahead of the AI adoption curve
 - ▶ Although multiple factors will contribute to this trend, it is likely that the presence of MACH technologies contribute to the greater adoption of AI
- ▶ The greater agility and economic resilience enabled by MACH are the key drivers behind the desire to embrace MACH in the face of economic volatility





Appendix

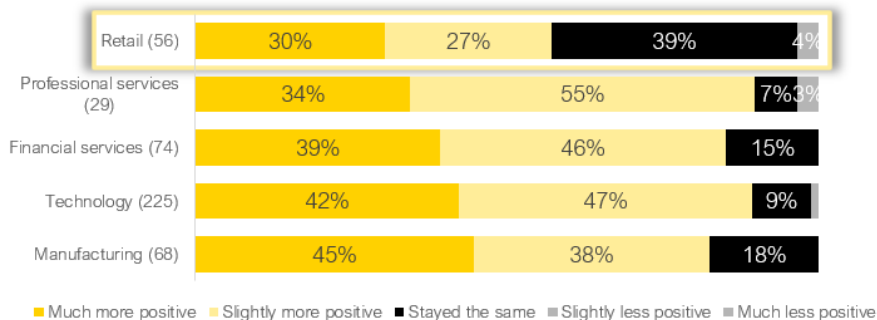
Broadly, organizations in the technology industry are younger than those in other industries



C02. How long has your organization been operating?

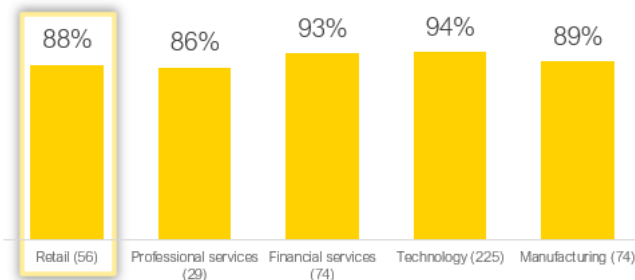
Base: Shown in brackets – all valid responses for all respondents whose organization has some MACH in infrastructure

Although it appears that retail organizations have become less positive towards MACH vs other industries, it is likely that retail organizations were just ahead of the curve

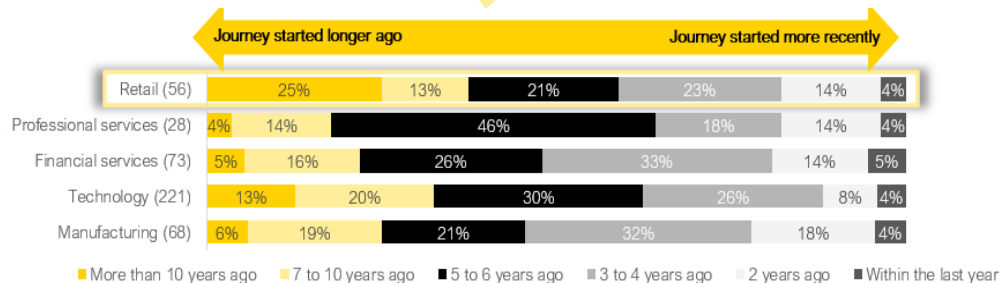


% significantly/slightly increased infrastructure which is MACH in past 12 months

MACH adoption rates for retail are in line with other industries – they're still positive about MACH



Retail organizations appear less positive towards MACH over the last year...but for 39% their sentiment remained the same



Their MACH journey started longer ago – they are twice as likely to have started thinking about composable a decade ago compared to their closest peers

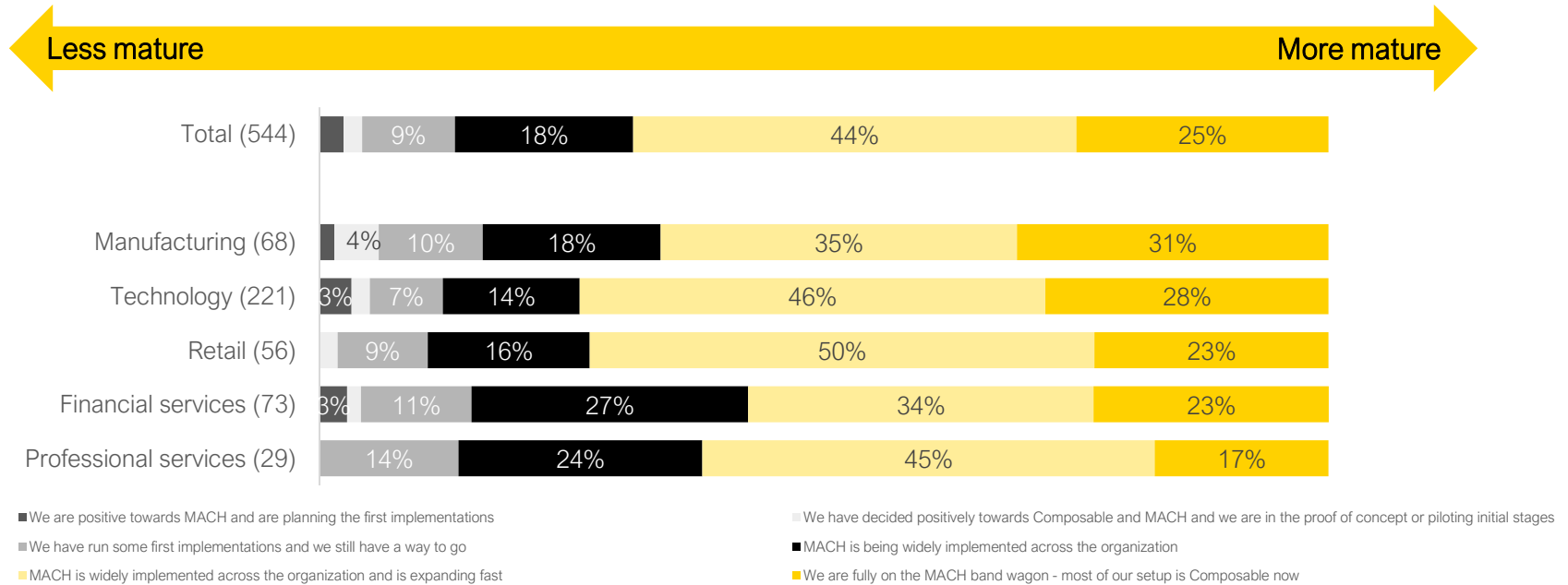
Q25W5. Thinking about the past 12 months, which of the following best describes how, if at all, your organization's attitude towards MACH and Composable has changed?

Q20W5. Which of the following best describes when your organization's journey with MACH and composable architecture began?

Q02ANW5. How has the percentage of your organization's infrastructure which is MACH changed in the past 12 months?

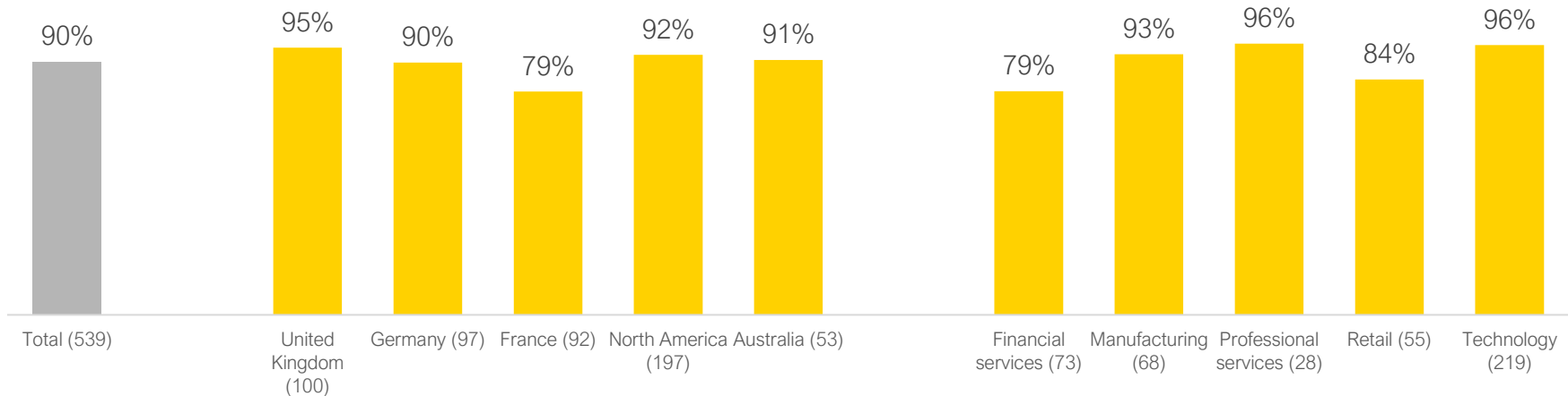
Base: Shown in brackets – Q25W5 and Q02ANW5 all valid responses; Q20W5 all valid responses for all respondents whose organization has some MACH in infrastructure

Despite the earlier start on its MACH journey by the retail industry, both technology and manufacturing industries have overtaken in terms of progress made



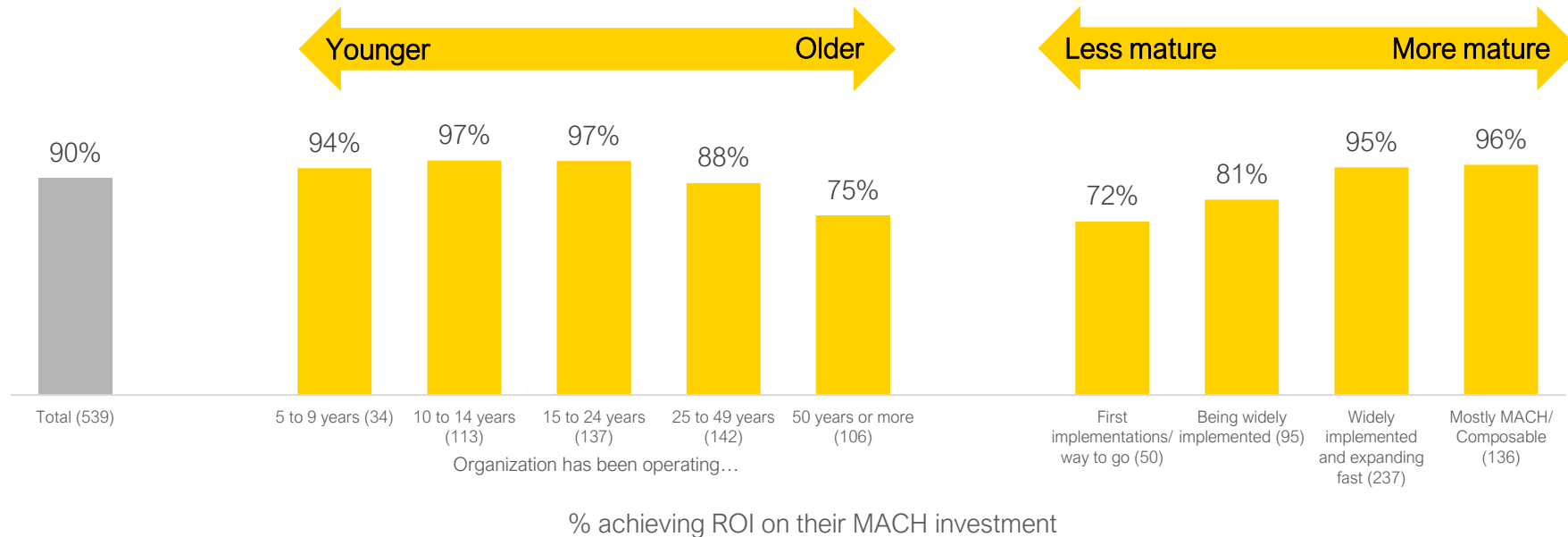
Organizations in the UK and the professional services and technology industries are most likely to be achieving ROI. Those in France and the financial service industry are least likely to have achieved ROI

% achieving ROI on their MACH investment



Older organizations and those further behind with MACH implementation are less likely to be achieving ROI on their MACH investment

These organizations have had less time and opportunity to experience the benefits and ROI on MACH implementation

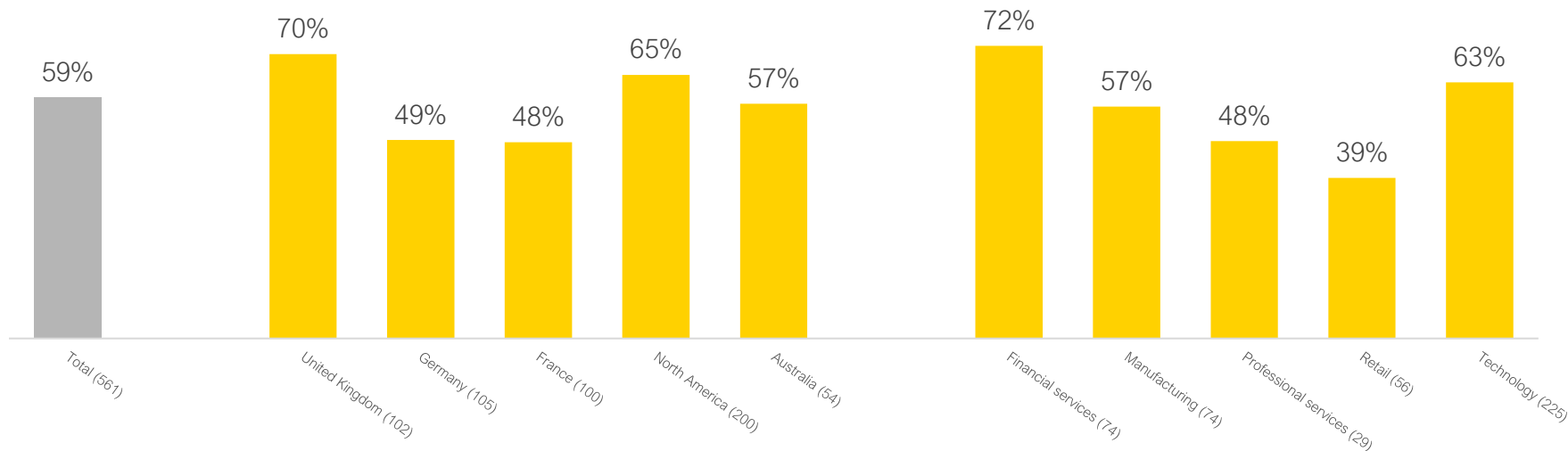


Q017A. Is your organization measuring the Return on Investment (ROI) that it is getting from transitioning to a MACH infrastructure?

Base: Shown in brackets – all valid responses for all respondents whose organization has some MACH in infrastructure

MACH technologies are seen as most important to the long-term success of UK and North American organizations and to organizations in the financial services and technology sectors

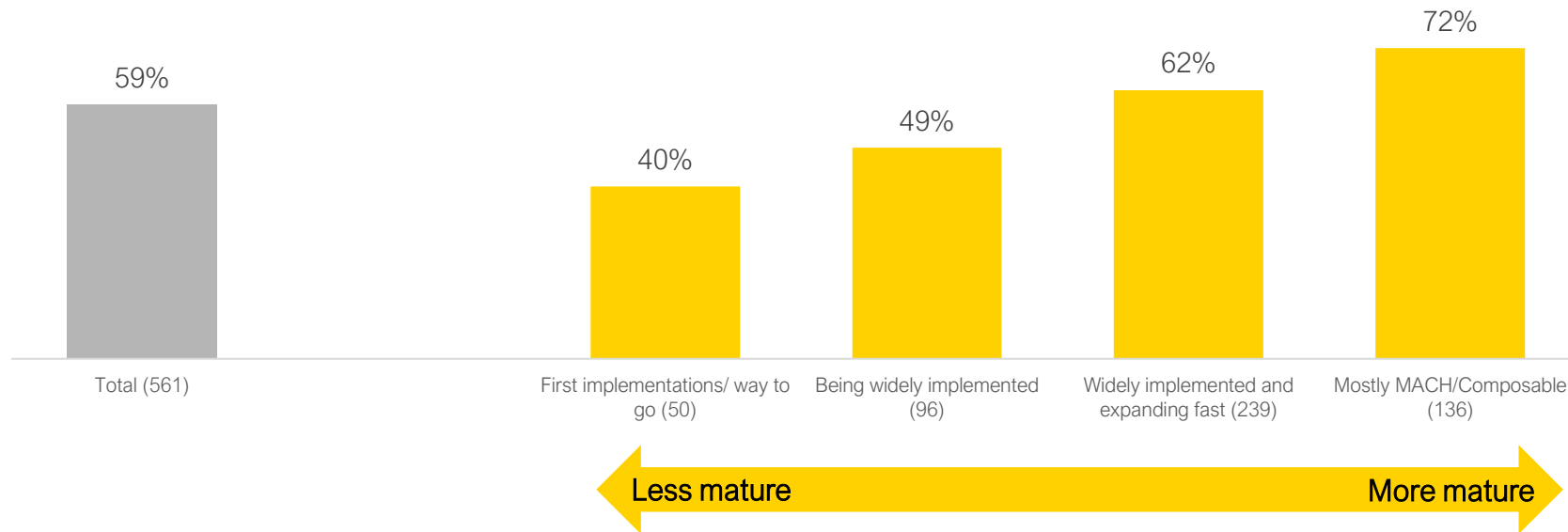
% strongly agree that MACH technologies will play an important role in the long-term success of my organization in the next 5 years



Q04D. How far do you agree or disagree with the following statement?: MACH technologies will play an important role in ensuring the long-term success of my organization in the next 5 years. Base: Shown in brackets – all valid responses

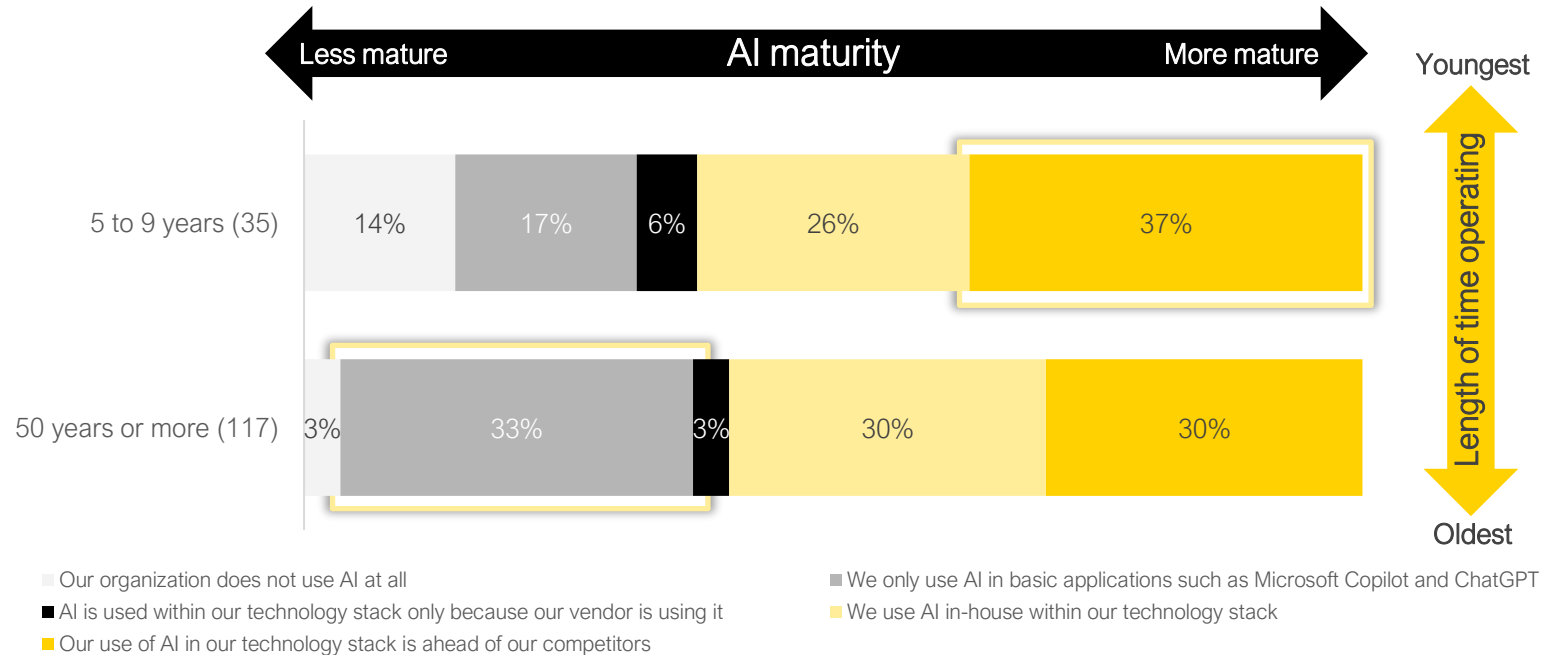
Organizations further ahead with MACH implementation are more likely to agree on the importance of MACH in the long-term success of their organization

% strongly agree that MACH technologies will play an important role in the long-term success of organization in the next 5 years

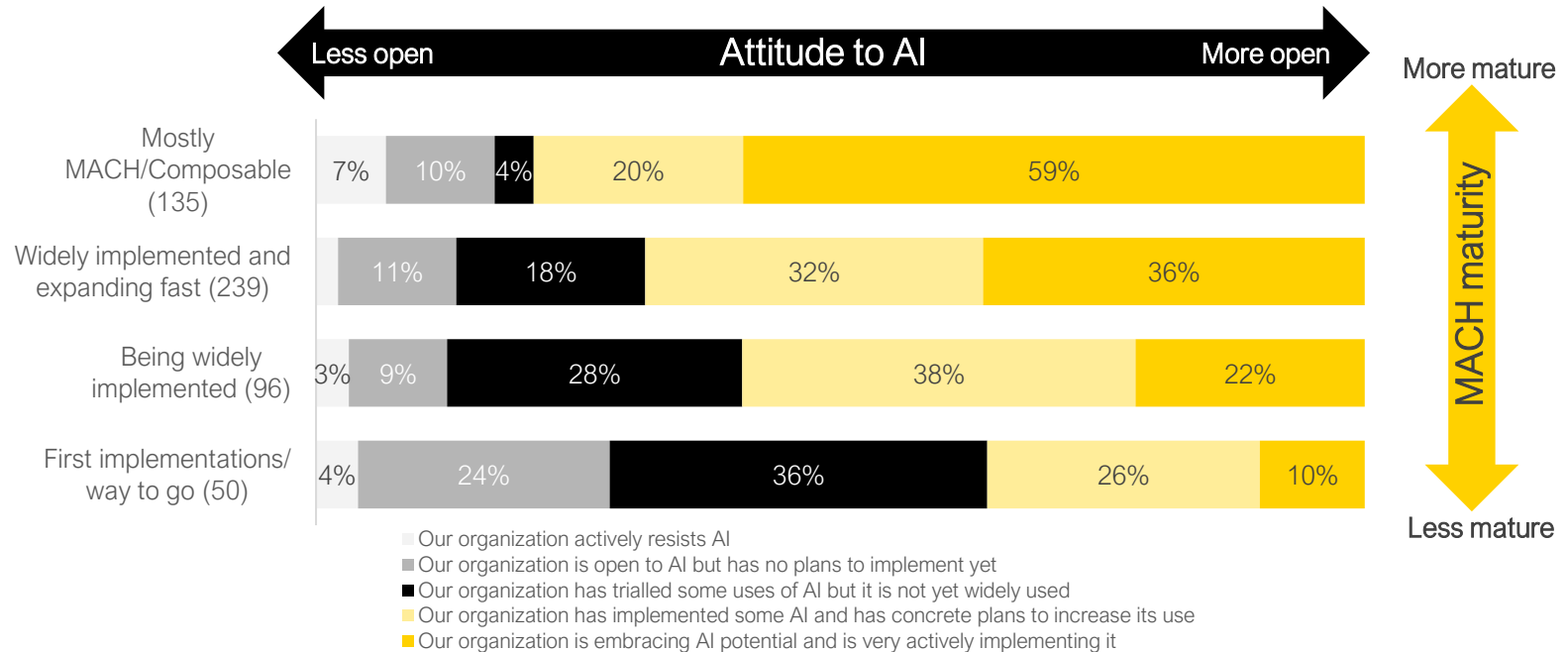


Q04D. How far do you agree or disagree with the following statement?: MACH technologies will play an important role in ensuring the long-term success of my organization in the next 5 years. Base: Shown in brackets – all valid responses

Older organizations are less likely to be at the forefront of AI compared to their youngest counterparts



Organizations with more composable infrastructure are more likely to be more open to AI



Concerns about the economy have increased the need to adapt and modernize IT:
Almost half (48%) of participants strongly agree that economic concerns drive their organization's need to upgrade IT, up 7% from last year

