

kyndryl.

# Navigating the readiness paradox

The Kyndryl Readiness Report 2024

Market Scorecards

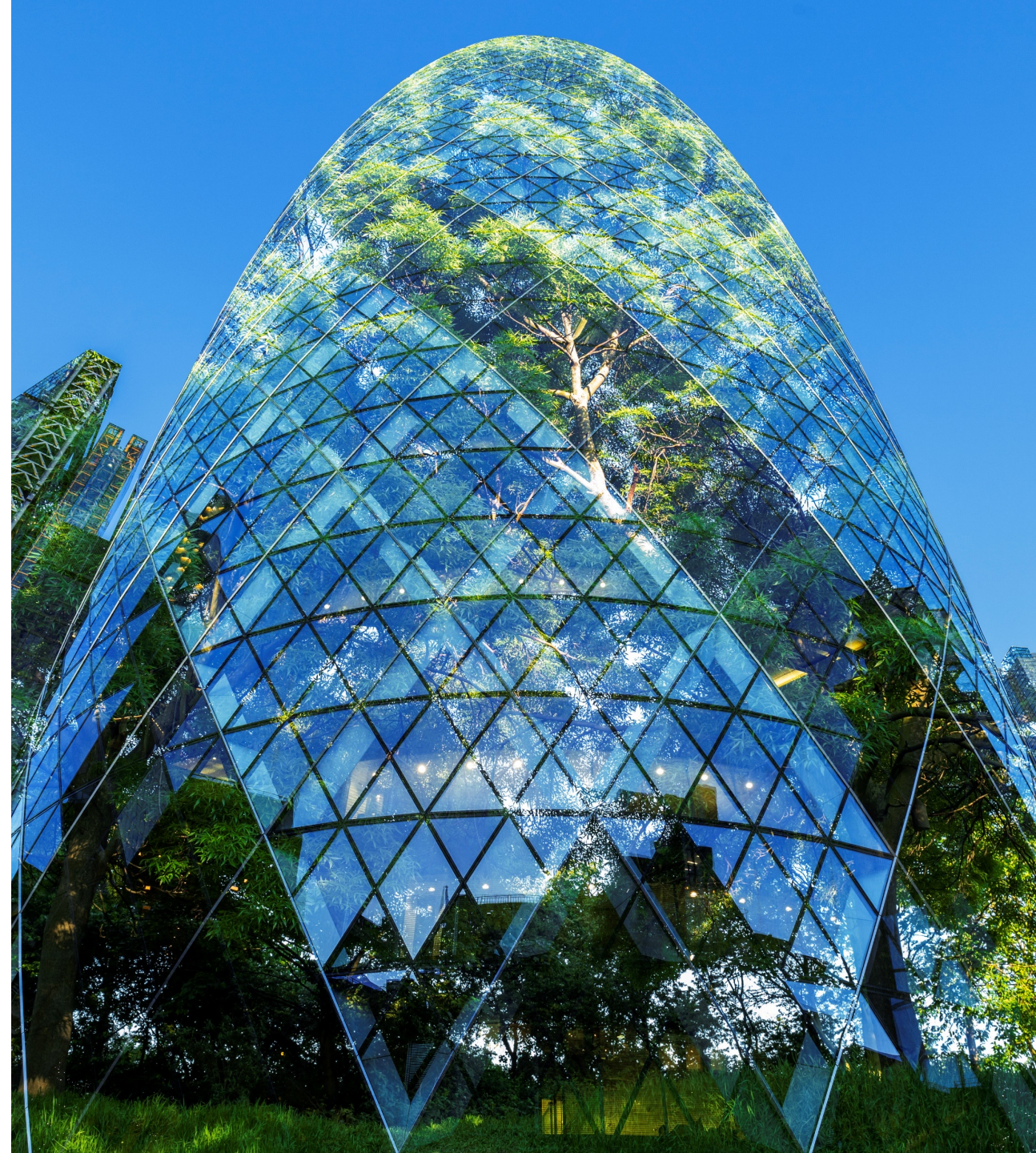


# Introduction

The uncertainty driven by volatile macroeconomics and geopolitics, combined with the acceleration of new technologies, create challenging conditions for global leaders. Most of them are on a transformation tightrope, balancing the need to innovate and future-proof their companies while driving efficiencies and delivering on their core promises.

Both business and IT leaders recognize the vital role their IT estate plays in optimizing that balancing act. This is why Kyndryl surveyed executives across 18 markets to explore their perspectives on what is enabling or hindering progress. The findings of that research, combined with data and insight provided by Kyndryl experts, highlight the complexity attached to building readiness for organizations and the demand set on business leaders to dynamically factor multiple imperatives and trade-offs.

The findings show that while there is a certain degree of confidence from leaders about their ability to deliver against challenges, they also report blind spots and vulnerabilities that cannot be ignored. Business and IT leaders that recognize this paradox and reconcile it in their decision making will be in better position to for both short- and long-term success.



# Methodology

The Kyndryl Readiness Report combines survey data from 3,200 senior leaders and decision-makers with insights from Kyndryl Bridge, the company's AI-powered, open integration digital business platform.

## About Kyndryl Bridge

Kyndryl Bridge uses operational data, IP and embedded AI to provide observability across an enterprise's entire IT estate. To date, more than 1,200 enterprises have been onboarded onto the platform, which delivers 5.6 million AI-driven insights monthly. Kyndryl Bridge data in this report is a rolling three-month average from July to September 2024.

Kyndryl Bridge shows the status of IT estates across these dimensions

- **Best practices:** A score that shows alignment to both security and compliance requirements as well as industry best practices
- **Responsive:** A count of incidents automatically resolved (vs. requiring human intervention)
- **Competitive:** The amount of an IT estate that has aged past its expected life

# 3,200

## Leaders and senior decision-makers

C-Suite business leaders (CEOs, CFOs), C-Suite tech leaders (CIOs, CTOs) and Senior Directors and Business Unit Leaders. Within this sample, 50% of respondents were C-Suite level executives and 50% of respondents represented companies with \$1 billion in revenue.

# 17

## Markets

|        |        |         |         |             |           |
|--------|--------|---------|---------|-------------|-----------|
| US     | Brazil | Spain   | India   | Netherlands | Australia |
| Japan  | Mexico | France  | Italy   | Luxembourg  | China     |
| Canada | UK     | Germany | Belgium | Middle East |           |

# 25

## Industries, with a focus on a core 6

|                       |                      |   |
|-----------------------|----------------------|---|
| Banking and Financial | Insurance            | Other: e.g.,<br>Technology, Retail<br>Professional services,<br>Automotive,<br>Government |
| Manufacturing         | Healthcare           |   |
| Telecommunications    | Energy and Utilities |   |

The survey was conducted by Edelman DXI, on behalf of Kyndryl. Fieldwork was conducted via online survey and telephone interview between July 1, 2024 – August 12, 2024.

# What is this document?

This deck contains market-level views of the key data points that drive the Kyndryl Readiness Report, along with the link to the full global report.

Use this as a resource to localize the readiness report to your clients. The key points you can find in these scorecards include:

- Top 5 Concerns by Market
- Risk Concern vs Risk Readiness and comparison to the global average
- Confidence IT Infrastructure is Best-in-Class
- IT Infrastructure Readiness
- End of life concern
- Modernization priority and status
- AI Investment vs ROI

# Where is my market?

| Slide # | Market                             |
|---------|------------------------------------|
| 4       | <a href="#"><u>France</u></a>      |
| 5       | <a href="#"><u>US</u></a>          |
| 6       | <a href="#"><u>Canada</u></a>      |
| 7       | <a href="#"><u>Mexico</u></a>      |
| 8       | <a href="#"><u>Brazil</u></a>      |
| 9       | <a href="#"><u>Spain</u></a>       |
| 10      | <a href="#"><u>UK</u></a>          |
| 11      | <a href="#"><u>Belgium</u></a>     |
| 12      | <a href="#"><u>Netherlands</u></a> |
| 13      | <a href="#"><u>Luxembourg</u></a>  |
| 14      | <a href="#"><u>Germany</u></a>     |
| 15      | <a href="#"><u>Italy</u></a>       |
| 16      | <a href="#"><u>Middle East</u></a> |
| 17      | <a href="#"><u>India</u></a>       |
| 18      | <a href="#"><u>China</u></a>       |
| 19      | <a href="#"><u>Japan</u></a>       |
| 20      | <a href="#"><u>Australia</u></a>   |

# Kyndryl Readiness Report 2024

FRANCE



# 30%

of French business leaders **feel ready** across external risks (vs. 29% global average)

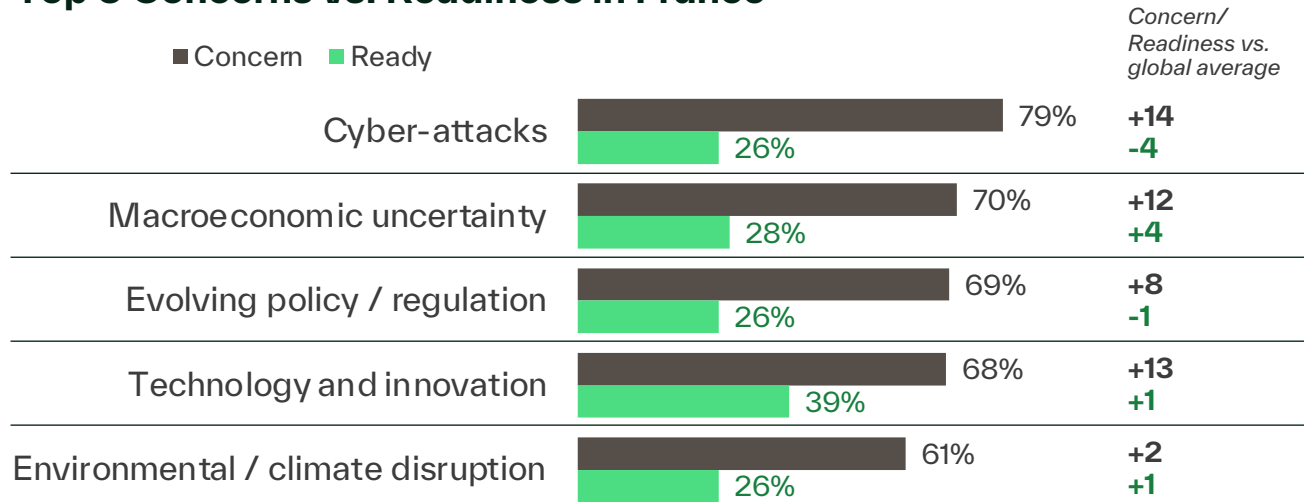


[kyndryl.com/readiness-report](https://kyndryl.com/readiness-report)

Visit Kyndryl for more insights.  
Country sample: 200 business and technology leaders, 50% C-suite.

The Kyndryl Readiness Report – a global survey of business and technology leaders combined with exclusive data from Kyndryl Bridge, the company’s AI-driven digital business platform – sheds light on how business leaders turn to their IT and talent to address business challenges and gain a competitive edge.

## Top 5 Concerns vs. Readiness in France



# 93%

are confident their IT infrastructure is **best-in-class** (vs. 90% global average)

HOWEVER, ONLY

# 38%

report their IT infrastructure is **ready** to manage future risks (vs. 39% global average)

AND

# 60%

are **concerned** their IT tools or processes are **outdated or close to end-of-life** (vs. 52% global average)

# 93%

of French business leaders say **tech modernization is a high priority** (vs. 94% global average)

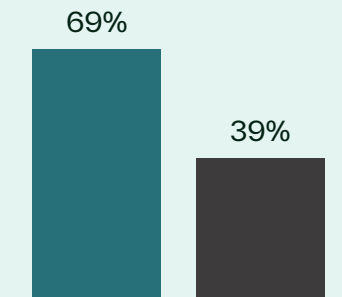
YET, ONLY

# 20%

report their business is **leading in tech modernization** (vs. 29% global average)

## AI Investment vs. ROI

French businesses are **less likely (-7 points) to be investing in traditional AI** and machine learning vs. the global average. Businesses say data privacy, security and uncertainty of ROI are hindering their AI adoption efforts.



% Currently Investing vs. % Seeing positive ROI

# Kyndryl Readiness Report 2024

UNITED STATES



# 29%

of US business leaders **feel ready** across external risks (parity vs. 29% global average)

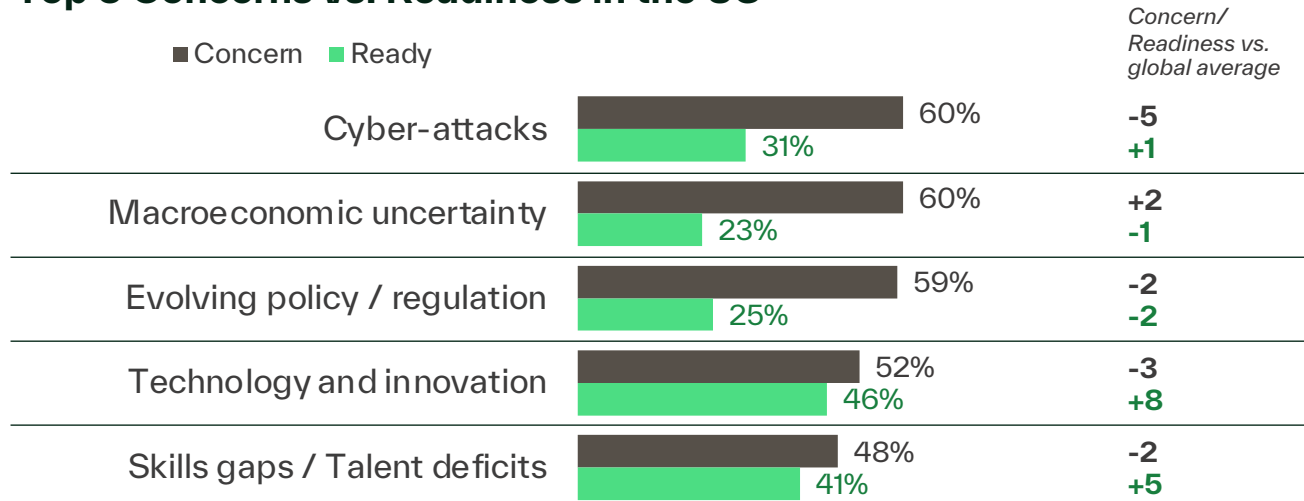


[kyndryl.com/readiness-report](https://kyndryl.com/readiness-report)

Visit Kyndryl for more insights. Country sample: 300 business and technology leaders, 50% C-suite.

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## Top 5 Concerns vs. Readiness in the US



# 94%

are confident their IT infrastructure is **best-in-class** (vs. 90% global average)

HOWEVER, ONLY

# 44%

report their IT infrastructure is **ready** to manage future risks (vs. 39% global average)

AND

# 42%

are **concerned** their IT tools or processes are **outdated or close to end-of-life** (vs. 52% global average)

# 94%

of US business leaders say **tech modernization is a high priority** (vs. 94% global average)

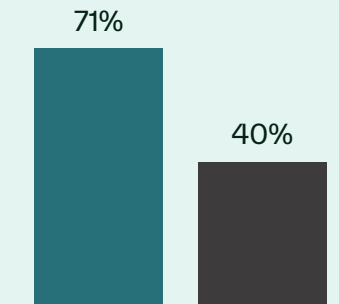
YET, ONLY

# 31%

report their business is **leading in tech modernization** (vs. 29% global average)

## AI Investment vs. ROI

US businesses are **less likely (-5 points) to be investing in traditional AI** and machine learning vs. the global average. Businesses say uncertainty of ROI data privacy and regulatory challenges are hindering their AI adoption efforts.



% Currently Investing vs. % Seeing positive ROI

# Kyndryl Readiness Report 2024

CANADA



# 27%

of Canadian business leaders **feel ready** across external risks (parity vs. 29% global average)

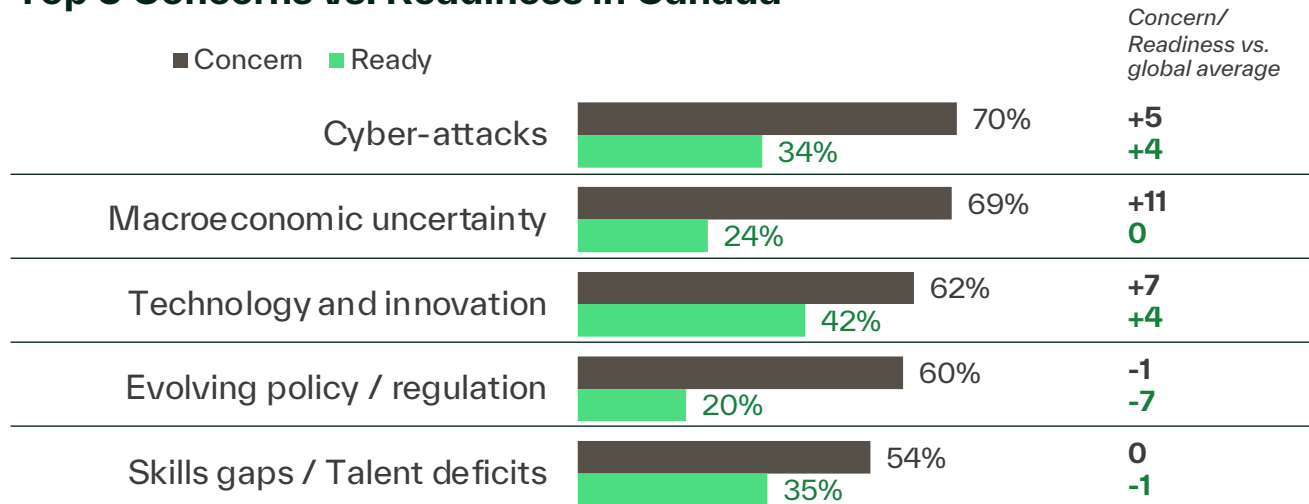


[kyndryl.com/readiness-report](https://kyndryl.com/readiness-report)

Visit Kyndryl for more insights. Country sample: 200 business and technology leaders, 50% C-suite.

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## Top 5 Concerns vs. Readiness in Canada



# 89%

are confident their IT infrastructure is **best-in-class** (vs. 90% global average)

HOWEVER, ONLY

# 34%

report their IT infrastructure is **ready** to manage future risks (vs. 39% global average)

AND

# 48%

are **concerned** their IT tools or processes are **outdated or close to end-of-life** (vs. 52% global average)

# 93%

of Canadian business leaders say **tech modernization is a high priority** (vs. 94% global average)

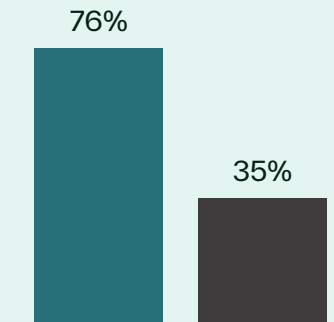
YET, ONLY

# 30%

report their business is **leading in tech modernization** (vs. 29% global average)

## AI Investment vs. ROI

Canadian businesses match the global average for **investing in traditional AI** and machine learning vs. the global average. Businesses say data privacy, uncertainty of ROI and the lack of skilled personnel are hindering their AI adoption efforts.



% Currently Investing vs. % Seeing positive ROI

# Kyndryl Readiness Report 2024

MEXICO



27%

of Mexico business leaders **feel ready** across external risks (vs. 29% global average)

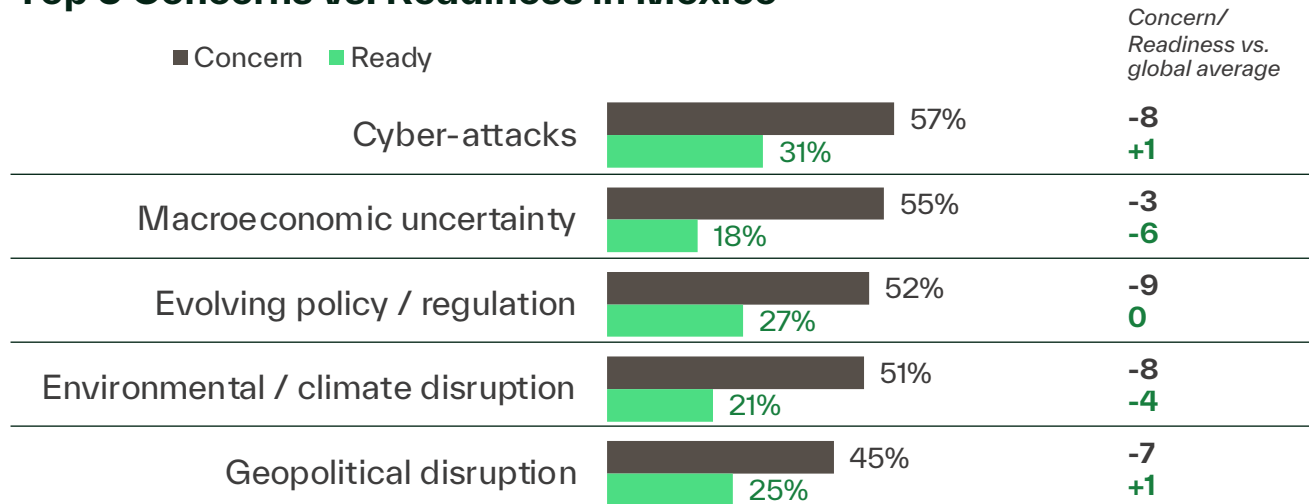


[kyndryl.com/readiness-report](https://kyndryl.com/readiness-report)

Visit Kyndryl for more insights. Country sample: 200 business and technology leaders, 50% C-suite.

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## Top 5 Concerns vs. Readiness in Mexico



90%

are confident their IT infrastructure is **best-in-class** (vs. 90% global average)

HOWEVER, ONLY

39%

report their IT infrastructure is **ready** to manage future risks (vs. 39% global average)

AND

52%

are **concerned** their IT tools or processes are **outdated or close to end-of-life** (vs. 52% global average)

94%

of Mexico business leaders say **tech modernization is a high priority** (vs. 94% global average)

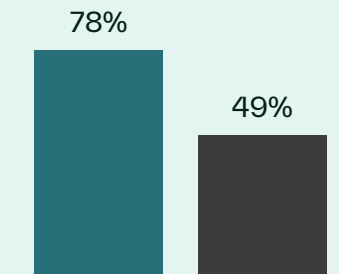
YET, ONLY

23%

report their business is **leading in tech modernization** (vs. 29% global average)

## AI Investment vs. ROI

Mexican businesses are **more likely (+2 points) to invest in traditional AI** and machine learning vs. the global average. Businesses say data privacy, uncertainty of ROI and limited understanding for applying AI are hindering their AI adoption efforts.



% Currently Investing vs. % Seeing positive ROI



# Kyndryl Readiness Report 2024

BRAZIL



# 35%

of Brazilian business leaders **feel ready** across external risks (vs. 29% global average)

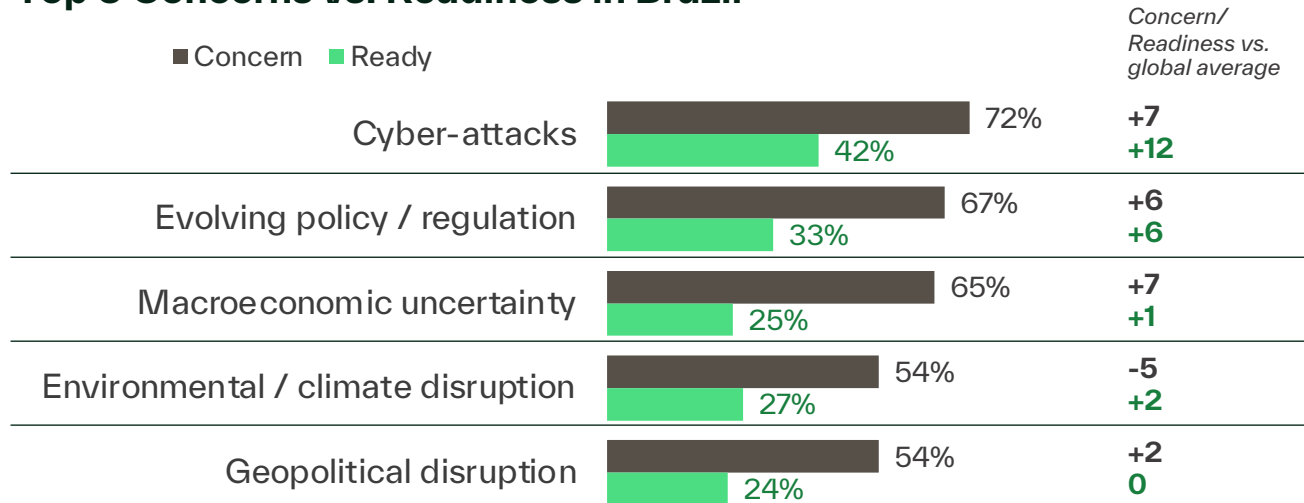


[kyndryl.com/readiness-report](https://kyndryl.com/readiness-report)

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## Top 5 Concerns vs. Readiness in Brazil



# 95%

are confident their IT infrastructure is **best-in-class** (vs. 90% global average)

HOWEVER, ONLY

# 49%

report their IT infrastructure is **ready** to manage future risks (vs. 39% global average)

AND

# 34%

are **concerned** their IT tools or processes are **outdated or close to end-of-life** (vs. 52% global average)

# 100%

of Brazilian business leaders say **tech modernization is a high priority** (vs. 94% global average)

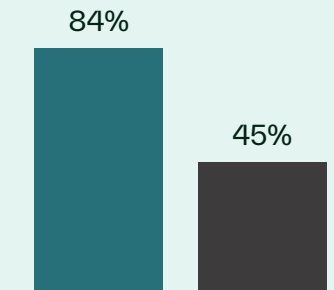
YET, ONLY

# 35%

report their business is **leading in tech modernization** (vs. 29% global average)

## AI Investment vs. ROI

Brazilian businesses are **more likely (+8 points) to invest in traditional AI** and machine learning vs. the global average. Businesses say data privacy, regulatory challenges and uncertainty of ROI are hindering their AI adoption efforts.



% Currently Investing vs. % Seeing positive ROI

# Kyndryl Readiness Report 2024

SPAIN



# 29%

of Spanish business leaders **feel ready** across external risks (vs. 29% global average)

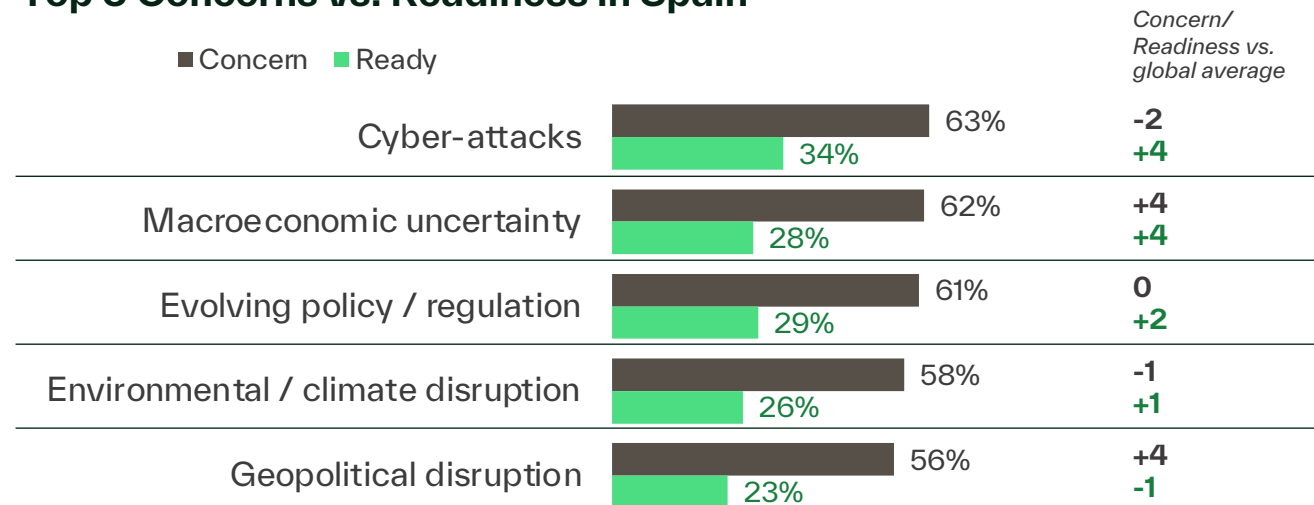


[kyndryl.com/readiness-report](https://kyndryl.com/readiness-report)

Visit Kyndryl for more insights. Country sample: 200 business and technology leaders, 50% C-suite.

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## Top 5 Concerns vs. Readiness in Spain



# 89%

are confident their IT infrastructure is **best-in-class** (vs. 90% global average)

HOWEVER, ONLY

# 41%

report their IT infrastructure is **ready** to manage future risks (vs. 39% global average)

AND

# 66%

are **concerned** their IT tools or processes are **outdated or close to end-of-life** (vs. 52% global average)

# 91%

of Spanish business leaders say **tech modernization is a high priority** (vs. 94% global average)

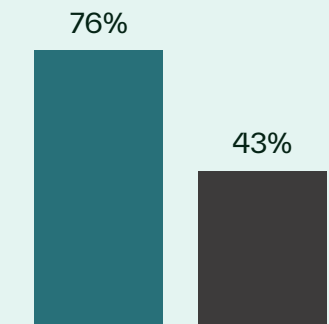
YET, ONLY

# 25%

report their business is **leading in tech modernization** (vs. 29% global average)

## AI Investment vs. ROI

Spanish businesses are on par with the global average for **investing in traditional AI** and machine learning vs. the global average. Businesses say data privacy, AI integration and regulatory challenges are hindering their AI adoption efforts.



% Currently Investing vs. % Seeing positive ROI

# Kyndryl Readiness Report 2024

UNITED KINGDOM



# 30%

of UK business leaders **feel ready** across external risks (vs. 29% global average)

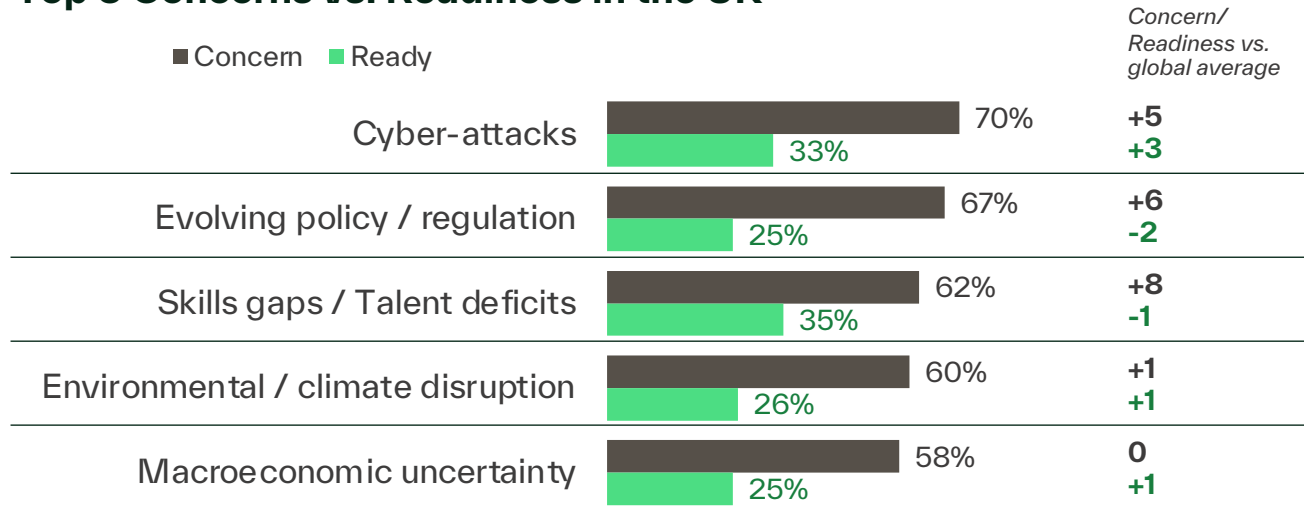


[kyndryl.com/readiness-report](https://kyndryl.com/readiness-report)

Visit Kyndryl for more insights. Country sample: 200 business and technology leaders, 50% C-suite.

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## Top 5 Concerns vs. Readiness in the UK



# 92%

are confident their IT infrastructure is **best-in-class** (vs. 90% global average)

HOWEVER, ONLY

# 35%

report their IT infrastructure is **ready** to manage future risks (vs. 39% global average)

AND

# 53%

are **concerned** their IT tools or processes are **outdated or close to end-of-life** (vs. 52% global average)

# 94%

of UK business leaders say **tech modernization is a high priority** (vs. 94% global average)

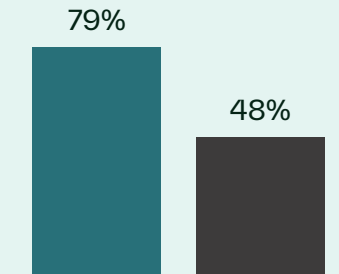
YET, ONLY

# 34%

report their business is **leading in tech modernization** (vs. 29% global average)

## AI Investment vs. ROI

UK businesses are **more likely (+3 points) to invest in traditional AI** and machine learning vs. the global average. Businesses say data privacy, regulatory challenges and AI integration are hindering their AI adoption efforts.



% Currently Investing vs. % Seeing positive ROI

# Kyndryl Readiness Report 2024

BELGIUM



# 28%

of Belgian business leaders **feel ready** across external risks (vs. 29% global average)

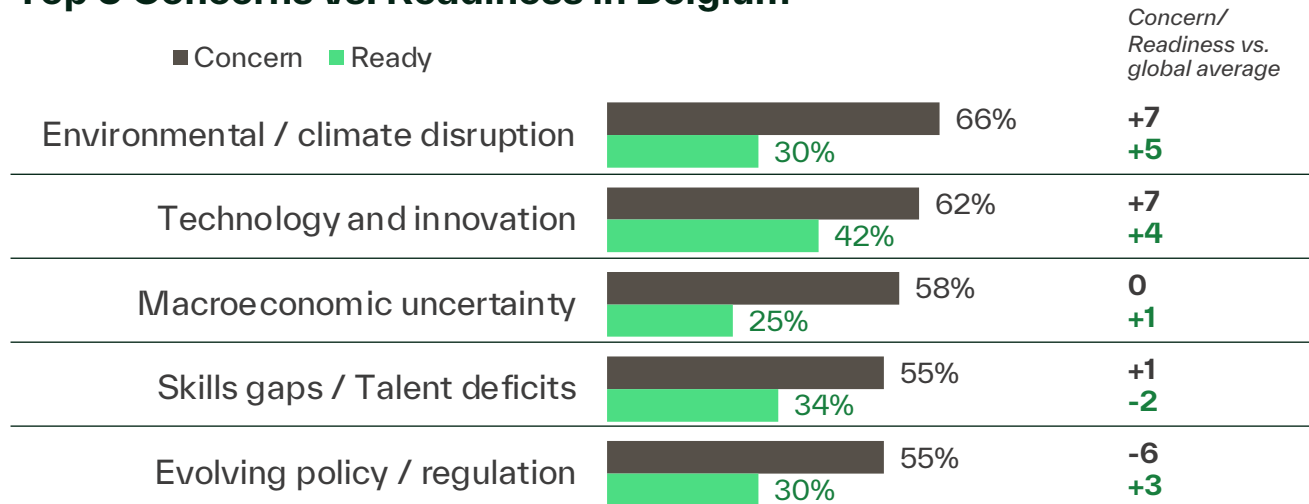


[kyndryl.com/readiness-report](https://kyndryl.com/readiness-report)

Visit Kyndryl for more insights. Country sample: 53 business and technology leaders, 50% C-suite.

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## Top 5 Concerns vs. Readiness in Belgium



# 91%

are confident their IT infrastructure is **best-in-class** (vs. 90% global average)

HOWEVER, ONLY

# 40%

report their IT infrastructure is **ready** to manage future risks (vs. 39% global average)

AND

# 47%

are **concerned** their IT tools or processes are **outdated or close to end-of-life** (vs. 52% global average)

# 98%

of Belgian business leaders say **tech modernization is a high priority** (vs. 94% global average)

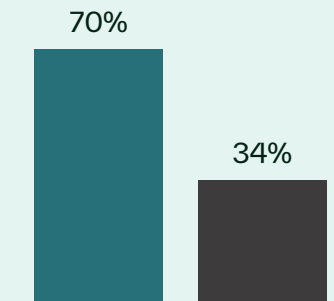
YET, ONLY

# 32%

report their business is **leading in tech modernization** (vs. 29% global average)

## AI Investment vs. ROI

Belgian businesses are **less likely (-6 points) to be investing in traditional AI** and machine learning vs. the global average. Businesses say data privacy, uncertainty of ROI and regulatory challenges are hindering their AI adoption efforts.



% Currently Investing vs. % Seeing positive ROI

# Kyndryl Readiness Report 2024

NETHERLANDS



# 32%

of Dutch business leaders **feel ready** across external risks (vs. 29% global average)

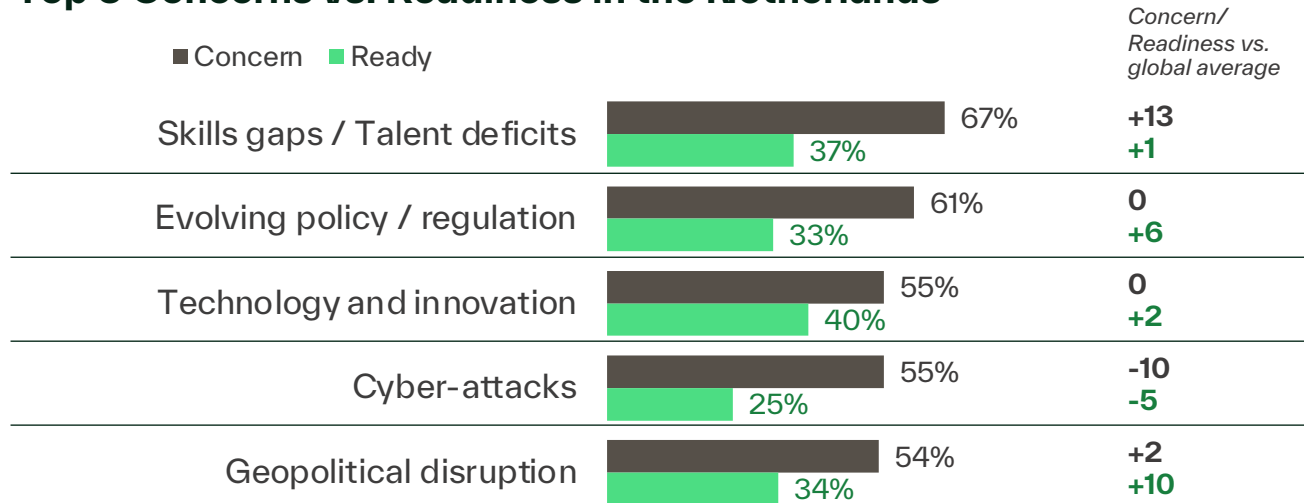


[kyndryl.com/readiness-report](https://kyndryl.com/readiness-report)

Visit Kyndryl for more insights. Country sample: 67 business and technology leaders, 50% C-suite.

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## Top 5 Concerns vs. Readiness in the Netherlands



# 91%

are confident their IT infrastructure is **best-in-class** (vs. 90% global average)

HOWEVER, ONLY

# 36%

report their IT infrastructure is **ready** to manage future risks (vs. 39% global average)

AND

# 54%

are **concerned** their IT tools or processes are **outdated or close to end-of-life** (vs. 52% global average)

# 94%

of Dutch business leaders say **tech modernization is a high priority** (vs. 94% global average)

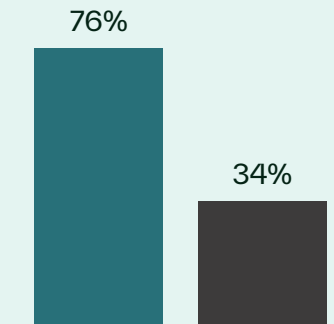
YET, ONLY

# 34%

report their business is **leading in tech modernization** (vs. 29% global average)

## AI Investment vs. ROI

Dutch businesses are **on par (+0 points) with investments for traditional AI** and machine learning vs. the global average. Businesses say uncertainty of ROI, data privacy and lack of skilled personnel are hindering their AI adoption efforts.



% Currently Investing vs. % Seeing positive ROI

# Kyndryl Readiness Report 2024

LUXEMBOURG



# 33%

of Luxembourgian business leaders **feel ready** across external risks (vs. 29% global average)

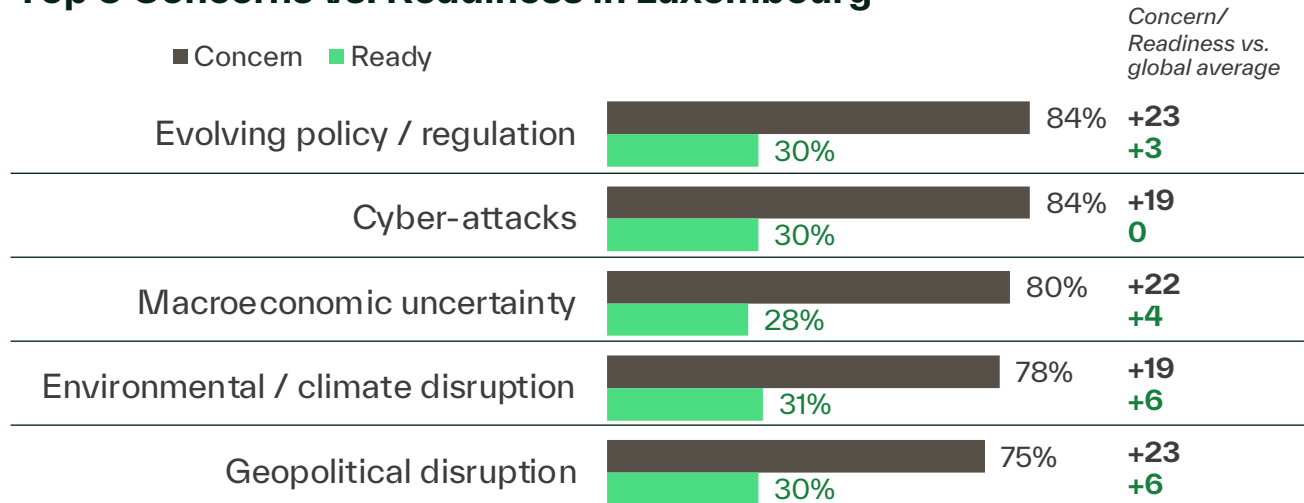


[kyndryl.com/readiness-report](https://kyndryl.com/readiness-report)

Visit Kyndryl for more insights. Country sample: 80 business and technology leaders, 50% C-suite.

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## Top 5 Concerns vs. Readiness in Luxembourg



# 91%

are confident their IT infrastructure is **best-in-class** (vs. 90% global average)

HOWEVER, ONLY

# 38%

report their IT infrastructure is **ready** to manage future risks (vs. 39% global average)

AND

# 80%

are **concerned** their IT tools or processes are **outdated or close to end-of-life** (vs. 52% global average)

# 99%

of Luxembourgian business leaders say **tech modernization is a high priority** (vs. 94% global average)

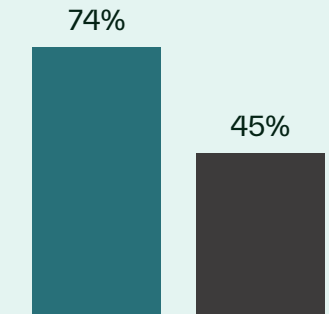
YET, ONLY

# 40%

report their business is **leading in tech modernization** (vs. 29% global average)

## AI Investment vs. ROI

Luxembourgian businesses are **in line (-2 points) with investments for traditional AI** and machine learning vs. the global average. Businesses say data privacy, uncertainty of ROI and regulatory challenges are hindering their AI adoption efforts.



% Currently Investing vs. % Seeing positive ROI

# Kyndryl Readiness Report 2024

GERMANY



# 27%

of German business leaders **feel ready** across external risks (vs. 29% global average)

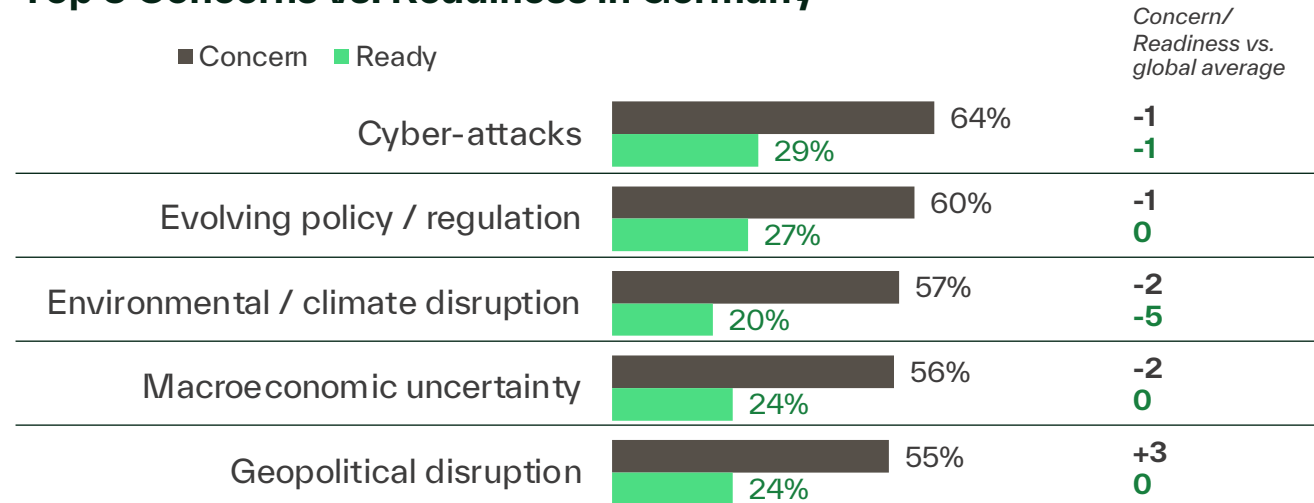


[kyndryl.com/readiness-report](https://kyndryl.com/readiness-report)

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## Top 5 Concerns vs. Readiness in Germany



# 89%

are confident their IT infrastructure is **best-in-class** (vs. 90% global average)

HOWEVER, ONLY

# 34%

report their IT infrastructure is **ready** to manage future risks (vs. 39% global average)

AND

# 59%

are **concerned** their IT tools or processes are **outdated or close to end-of-life** (vs. 52% global average)

# 91%

of German business leaders say **tech modernization is a high priority** (vs. 94% global average)

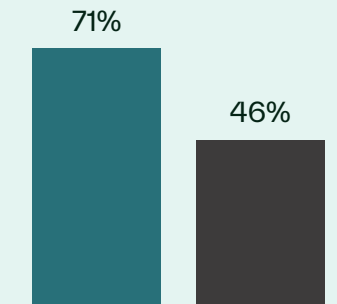
YET, ONLY

# 23%

report their business is **leading in tech modernization** (vs. 29% global average)

## AI Investment vs. ROI

German businesses are **less likely (-5 points) to be investing in traditional AI** and machine learning vs. the global average. Businesses say uncertainty of ROI and cost constraints are hindering their AI adoption efforts.



% Currently Investing vs. % Seeing positive ROI

# Kyndryl Readiness Report 2024

ITALY



# 23%

of Italian business leaders **feel ready** across external risks (vs. 29% global average)

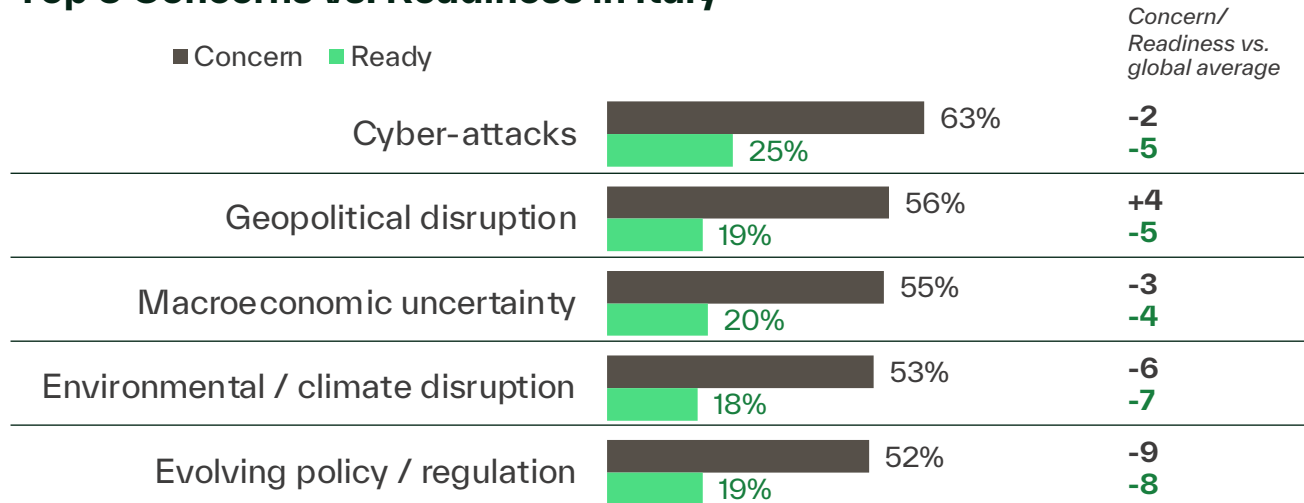


[kyndryl.com/readiness-report](https://kyndryl.com/readiness-report)

Visit Kyndryl for more insights.  
Country sample: 200 business and technology leaders, 50% C-suite.

The Kyndryl Readiness Report – a global survey of business and technology leaders combined with exclusive data from Kyndryl Bridge, the company’s AI-driven digital business platform – sheds light on how business leaders turn to their IT and talent to address business challenges and gain a competitive edge.

## Top 5 Concerns vs. Readiness in Italy



# 86%

are confident their IT infrastructure is **best-in-class** (vs. 90% global average)

HOWEVER, ONLY

# 33%

report their IT infrastructure is **ready** to manage future risks (vs. 39% global average)

AND

# 51%

are **concerned** their IT tools or processes are **outdated or close to end-of-life** (vs. 52% global average)

# 94%

of Italian business leaders say **tech modernization is a high priority** (vs. 94% global average)

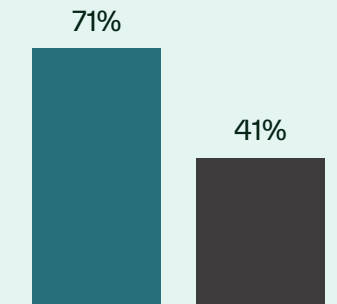
YET, ONLY

# 28%

report their business is **leading in tech modernization** (vs. 29% global average)

## AI Investment vs. ROI

Italian businesses are **less likely (-5 points) to be investing in traditional AI** and machine learning vs. the global average. Businesses say data privacy, uncertainty of ROI and integration difficulties are hindering their AI adoption efforts.



% Currently Investing vs. % Seeing positive ROI



# Kyndryl Readiness Report 2024

MIDDLE EAST  
(UAE AND SAUDI ARABIA)

# 32%

of MEA business leaders **feel ready** across external risks (vs. 29% global average)

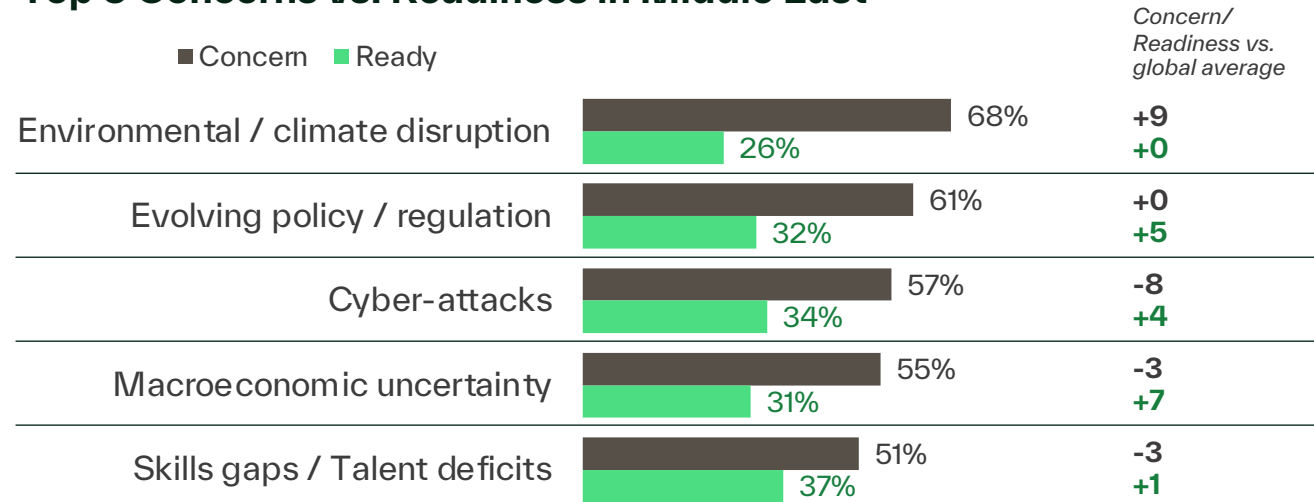


[kyndryl.com/readiness-report](https://kyndryl.com/readiness-report)

Visit Kyndryl for more insights.  
Country sample: 200 business and technology leaders, 50% C-suite.

The Kyndryl Readiness Report – a global survey of business and technology leaders combined with exclusive data from Kyndryl Bridge, the company’s AI-driven digital business platform – sheds light on how business leaders turn to their IT and talent to address business challenges and gain a competitive edge.

## Top 5 Concerns vs. Readiness in Middle East



# 92%

are confident their IT infrastructure is **best-in-class** (vs. 90% global average)

HOWEVER, ONLY

# 43%

report their IT infrastructure is **ready** to manage future risks (vs. 39% global average)

AND

# 59%

are **concerned** their IT tools or processes are **outdated or close to end-of-life** (vs. 52% global average)

# 93%

of MEA business leaders say **tech modernization is a high priority** (vs. 94% global average)

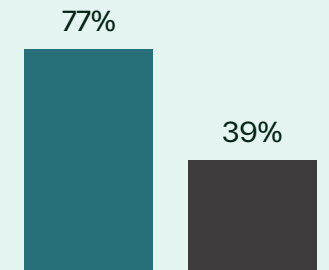
YET, ONLY

# 33%

report their business is **leading in tech modernization** (vs. 29% global average)

## AI Investment vs. ROI

MEA businesses are **in line (+1 points) with investments for traditional AI** and machine learning vs. the global average. Businesses say insufficient data and regulatory challenges are hindering their AI adoption efforts.



% Currently Investing vs. % Seeing positive ROI

# Kyndryl Readiness Report 2024

INDIA



# 35%

of Indian business leaders **feel ready** across external risks (vs. 29% global average)

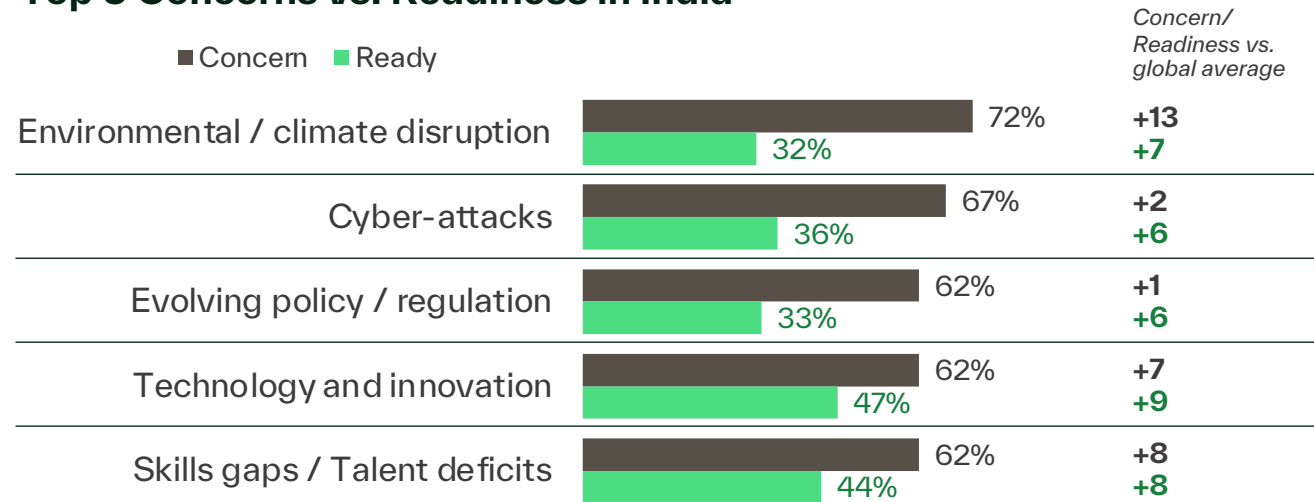


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## Top 5 Concerns vs. Readiness in India



# 88%

are confident their IT infrastructure is **best-in-class** (vs. 90% global average)

HOWEVER, ONLY

# 44%

report their IT infrastructure is **ready** to manage future risks (vs. 39% global average)

AND

# 52%

are **concerned** their IT tools or processes are **outdated or close to end-of-life** (vs. 52% global average)

# 96%

of Indian business leaders say **tech modernization is a high priority** (vs. 94% global average)

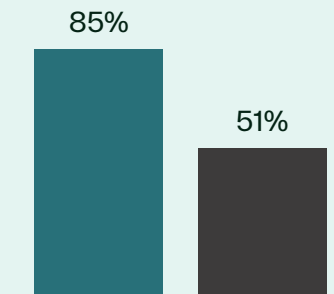
YET, ONLY

# 37%

report their business is **leading in tech modernization** (vs. 29% global average)

## AI Investment vs. ROI

Indian businesses are **more likely (+9 points) to be investing in traditional AI** and machine learning vs. the global average. Businesses say cost constraints, insufficient data and limited AI understanding are hindering their AI adoption efforts.



% Currently Investing vs. % Seeing positive ROI

# Kyndryl Readiness Report 2024

CHINA



# 28%

of Chinese business leaders **feel ready** across external risks (vs. 29% global average)

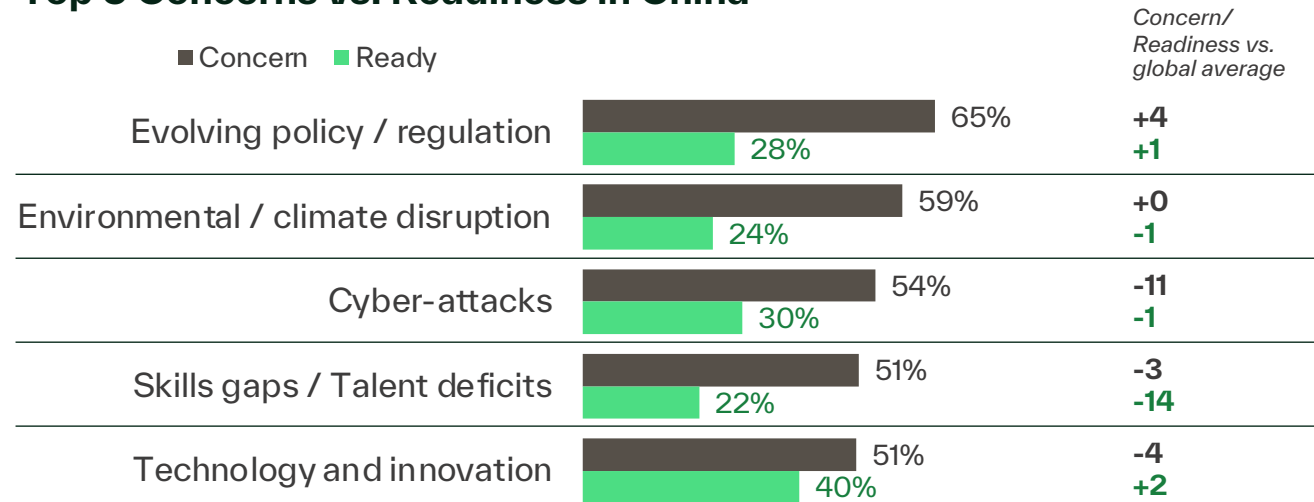


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## Top 5 Concerns vs. Readiness in China



# 92%

are confident their IT infrastructure is **best-in-class** (vs. 90% global average)

HOWEVER, ONLY

# 48%

report their IT infrastructure is **ready** to manage future risks (vs. 39% global average)

AND

# 37%

are **concerned** their IT tools or processes are **outdated or close to end-of-life** (vs. 52% global average)

# 96%

of Chinese business leaders say **tech modernization is a high priority** (vs. 94% global average)

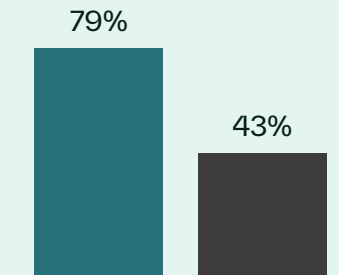
YET, ONLY

# 34%

report their business is **leading in tech modernization** (vs. 29% global average)

## AI Investment vs. ROI

Chinese businesses are **slightly more likely (+3 points) to be investing in traditional AI** and machine learning vs. the global average. Businesses uncertainty of ROI, data privacy and integration difficulties are hindering their AI adoption efforts.



% Currently Investing vs. % Seeing positive ROI

# Kyndryl Readiness Report 2024

JAPAN



# 21%

of Japanese business leaders **feel ready** across external risks (vs. 29% global average)

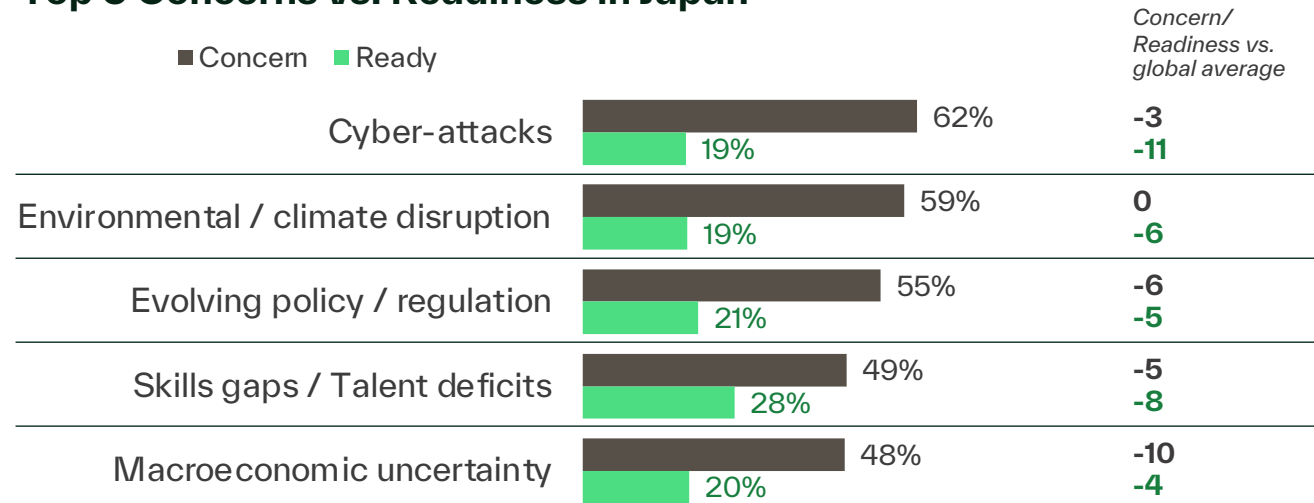


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## Top 5 Concerns vs. Readiness in Japan



# 91%

of Japanese business leaders say **tech modernization is a high priority** (vs. 94% global average)

YET, ONLY

# 25%

report their business is **leading in tech modernization** (vs. 29% global average)

# 84%

are confident their IT infrastructure is **best-in-class** (vs. 90% global average)

HOWEVER, ONLY

# 30%

report their IT infrastructure is **ready** to manage future risks (vs. 39% global average)

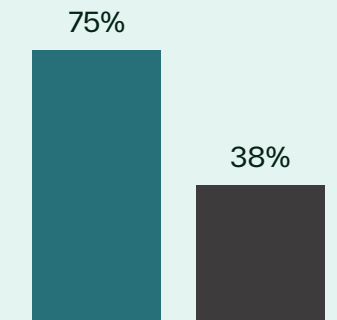
AND

# 51%

are **concerned** their IT tools or processes are **outdated or close to end-of-life** (vs. 52% global average)

## AI Investment vs. ROI

Japanese businesses are **in line (-1 points) with investments for traditional AI** and machine learning vs. the global average. Businesses say data privacy and uncertainty of ROI are hindering their AI adoption efforts.



% Currently Investing vs. % Seeing positive ROI

# Kyndryl Readiness Report 2024

AUSTRALIA



# 32%

of Australian business leaders **feel ready** across external risks (vs. 29% global average)

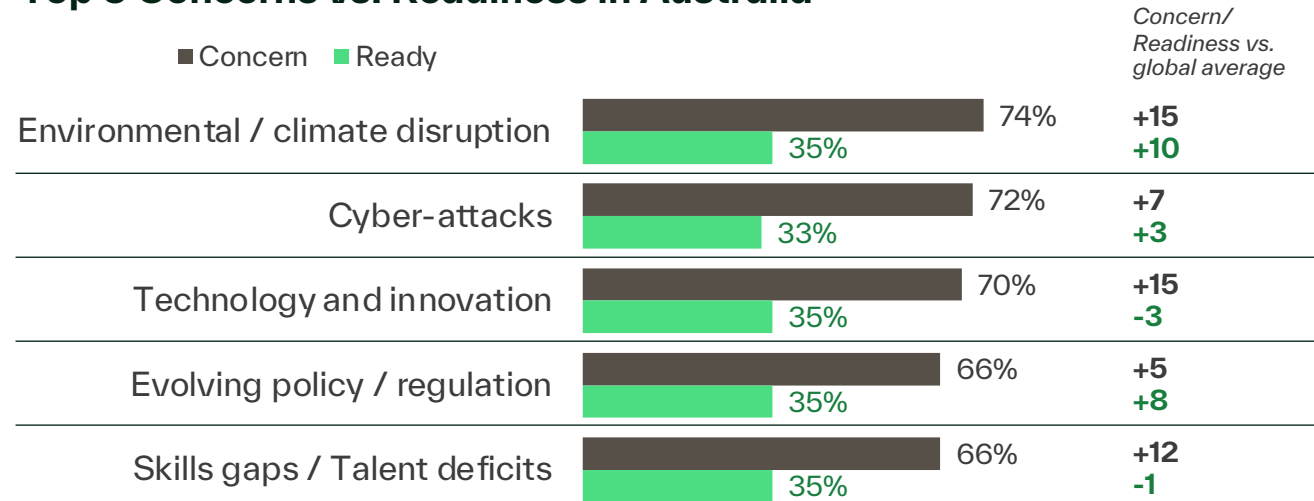


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## Top 5 Concerns vs. Readiness in Australia



# 87%

are confident their IT infrastructure is **best-in-class** (vs. 90% global average)

HOWEVER, ONLY

# 38%

report their IT infrastructure is **ready** to manage future risks (vs. 39% global average)

AND

# 63%

are **concerned** their IT tools or processes are **outdated or close to end-of-life** (vs. 52% global average)

# 97%

of Australian business leaders say **tech modernization is a high priority** (vs. 94% global average)

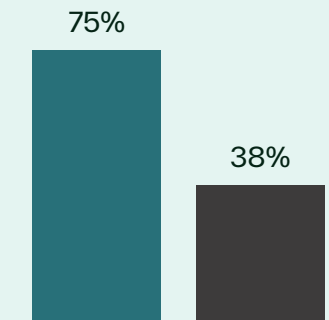
YET, ONLY

# 32%

report their business is **leading in tech modernization** (vs. 29% global average)

## AI Investment vs. ROI

Australian businesses are **in line (-1 points) with investments for traditional AI** and machine learning vs. the global average. Businesses say cost constraints and uncertainty of ROI are hindering their AI adoption efforts.



% Currently Investing vs. % Seeing positive ROI

# Kyndryl Readiness Report 2024

AUSTRALIA



# 32%

of Australian business leaders **feel ready** across external risks (vs. 29% global average)

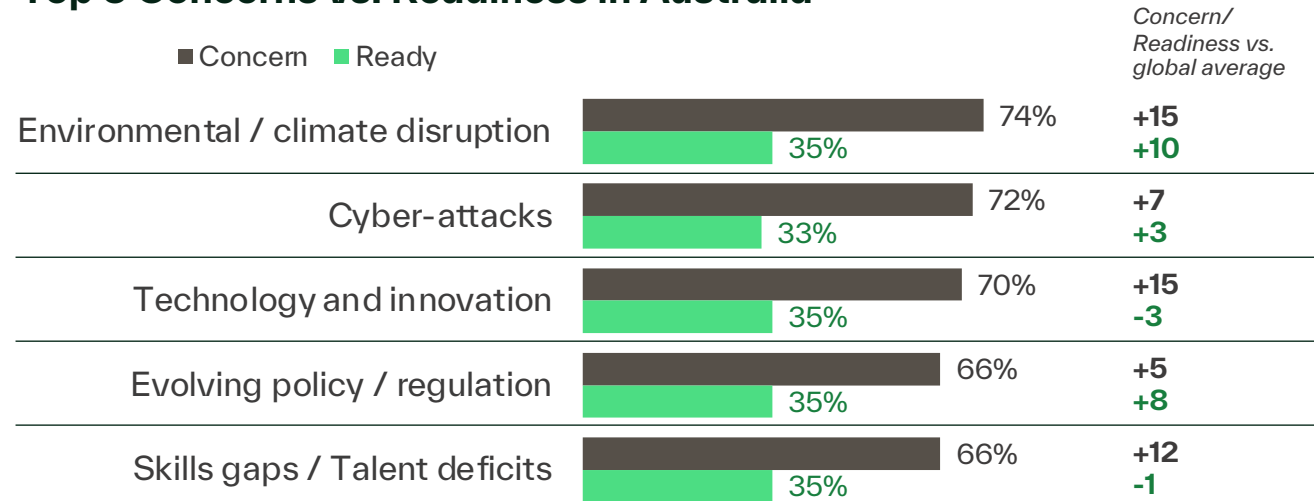


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# 87%

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HOWEVER, ONLY

# 38%

report their IT infrastructure is **ready** to manage future risks (vs. 39% global average)

AND

# 63%

are **concerned** their IT tools or processes are **outdated or close to end-of-life** (vs. 52% global average)

# 97%

of Australian business leaders say **tech modernization is a high priority** (vs. 94% global average)

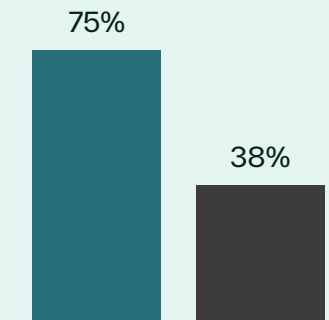
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# 32%

report their business is **leading in tech modernization** (vs. 29% global average)

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% Currently Investing vs. % Seeing positive ROI



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