2023 Digital Enterprise Maturity Index Report

Evaluating digital transformation progress across six key technical capabilities.

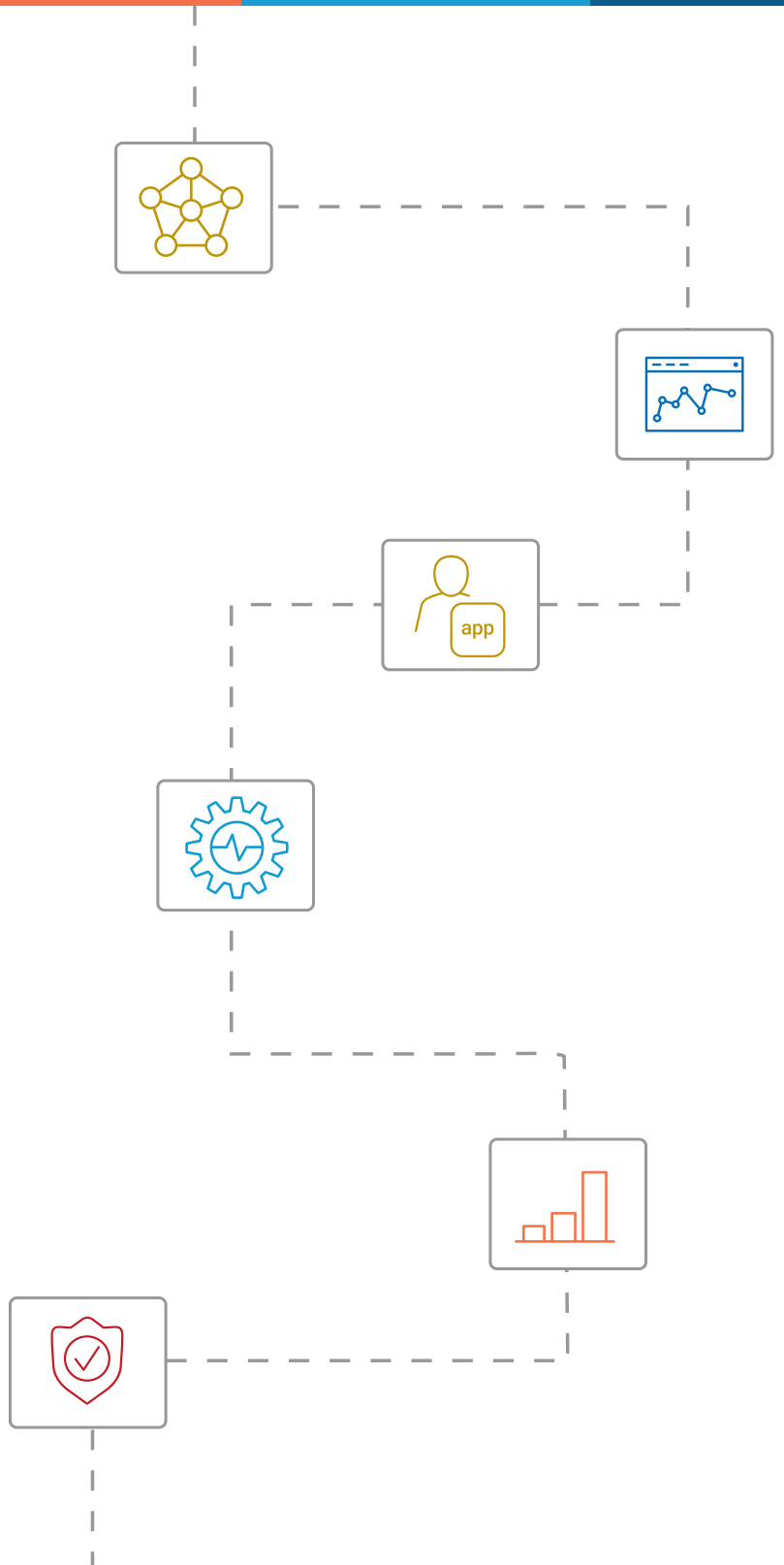
Contents

Introduction

For more than three years we've been tracking the progress of organizations on their digital transformation journeys through our State of Application Strategy survey. When we outlined the three phases of digital transformation, we noted both the business and technology focuses of each.

While the technology focus of phase one—applications—is straightforward enough, the impact to IT of phases two and three—modernization and data-driven systems—is not. Modernization is a multi-year effort for most organizations, owing to long-established people, practices, and processes as well as the deeply entwined systems and applications most businesses rely upon. Thus, we have taken a deeper look at modernization with an eye toward the enterprise architecture. Specifically, we have defined the six key technical capabilities needed to accelerate digital transformation. From those capabilities we derive measures of digital maturity using a data-driven model. We are excited to share the results as the inaugural Digital Enterprise Maturity Index report.

-F5 OFFICE OF THE CTO



Demographics

The sample for this study is drawn from the 2023 State of Application Strategy survey at large, which received over 1,000 responses from decision-makers across the globe. We analyzed responses from 290 of those respondents, who were selected based on the completeness of their answers to twelve core questions that represent the data for our model.

Based on the answers to these twelve questions that represent the six key capabilities needed to operate as a digital enterprise, we calculated a maturity score for each organization. And based on those scores, we segmented organizations into three categories: dawdlers, dabblers, and doers.

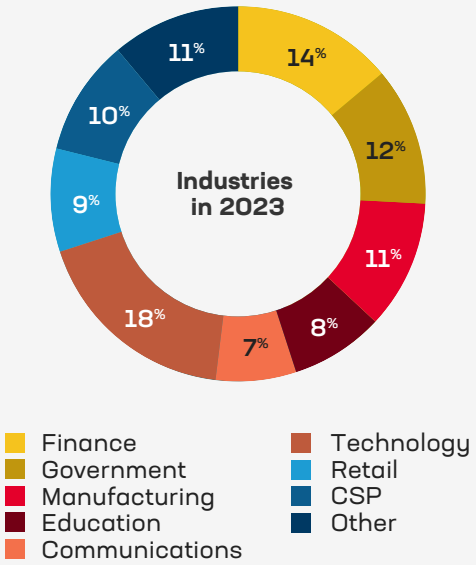


Figure 1: Survey demographic data by industry

The State of Digital Transformation in 2023

In the larger context of digital transformation, which began when the first task was encoded as software in the mid-1900s, we are only a few years into the final leg of a journey that leads to digital business.

A digital business is an organization that integrates and relies on technology to execute its strategy. It leverages data and analytics to make decisions, delivers digital services, and is able to adapt and incorporate emerging technologies to gain competitive advantage or seize new business opportunities.

Most organizations are still *dabbling* in their progress after having spent decades focused on digital productivity and, more recently, digital experiences.

The next few decades will see incredible progress toward digital business as the maturity of digital enterprises continues to grow. But this progress must be supported by a continuous technology evolution that seeks to provide an adaptable enterprise architecture based on six key capabilities. Only this modern architecture can absorb and incorporate new technologies at the rate with which they emerge.

The process of maturation is made more difficult by the enormity of the task. The six key capabilities cover both existing and new domains, and there is an implied need to modernize entrenched practices and approaches to support the needs of a digital enterprise. Still, even organizations *dawdling* behind on the journey show signs of increasing maturity in one or two domains, implying that progress is tightly tied to the prioritization of the six key capabilities. It is clear that technology leadership is a critical role in successfully navigating this leg of the digital transformation journey.

Doers

A small percentage of organizations have achieved the necessary level of maturity across all six key domains and are prepared to thrive as digital businesses. While there is always room for improvement, these organizations are leading the way.

Dabblers

Digital dabblers are on the right path to transform into a digital business. These organizations are executing across multiple domains but have not yet achieved consistent maturity across all six key capabilities.

Dawdlers

Digital dawdlers lag in every measure across the six key capabilities needed for organizations to become a digital business. They are not out of the race as investment in modernizing IT will provide the needed boost and get them moving in the right direction.

Digital Enterprise Maturity Index

4%

Doers are considered those with scores in the top 20%. Only 4% of organizations in 2023 fall into this category.

65%

Dabblers are considered those with scores in the middle 60%. In 2023, most organizations (65%) fall into this category.

31%

Dawdlers are considered those with scores in the bottom 20%. Nearly one-third of organizations fall into this category in 2023.

The Six Key Capabilities

The urgent pursuit of digital transformation makes the advancement of new digital IT architectures inevitable, but today's mainstream enterprise architectures lack the necessary factors of agility, scale, security, and observability, which are key to driving technological change and mitigating increasingly sophisticated cyberattacks.

Therefore, we have summarized the six core technical capabilities that enterprises must have to help them cope with the risks and challenges they face in the process of digital transformation.

IT Infrastructure

The acceleration of digital transformation has driven the rapid distribution of societies, users, and applications to the cloud and edge—and traditional enterprise infrastructure architectures have been replaced. Today's enterprise IT infrastructures are delivering system, network, and storage resources in a unified, more efficient way across data center, cloud, and edge environments. These infrastructures are no longer fixed or static but are based on dynamic and distributed concepts that support the resource resiliency of other infrastructure environments.

Data

Even under traditional architectures and policies, enterprise data can function properly in today's environment. However, businesses now need to scale their data to break down data silos, including leveraging telemetry to collect real-time operational data, executing new strategies to provide more accurate insights, and driving automation and decision-making. In addition, traditional data strategies must be modernized to accommodate and meet the needs of the users concerned and comply with the requirements of the business data privacy policy.

App and App Delivery

Applications are the lifeblood of a digital business, which relies on applications to deliver customer-facing services and automate back-end business workflows. An application in a digital business is considered agile and dynamic, in that it scales as business demand increases. This contrasts with the notion of an application in a pre-digital business and in the traditional enterprise architecture where it is considered static and fixed. This concept of "applications as dynamic digital services" leads to the emergence of application delivery as a key part of an application's lifecycle. Today, app delivery has evolved into a distinct discipline of technical capabilities and best practices necessary for scaling, distributing, and delivering applications over a diverse and elastic infrastructure environment including public cloud, edge, and private data centers.
As pressure to improve performance increases and users expect more from digital experiences, businesses need to deliver applications more frequently and dynamically to meet changing business conditions. This is bound to put application delivery on the technology agenda of every digital business.

Observability and Automation

The adaptability of any organism is closely related to its ability to receive signals and adjust automatically. Like life, the digital enterprise must be able to obtain the most powerful set of digital signals possible to ensure that it can process and analyze telemetry and adapt to changes in the environment internally and externally. Observability injects the digital enterprise with the signals (i.e., data) it needs to adapt with minimal human intervention (i.e., automation). With observability and automation, organizations have access to a comprehensive, closed-loop feedback mechanism that allows technology leaders to focus on innovating and improving the business, rather than just focusing on core business capabilities.

Site Reliability Engineering (SRE) Practices

Incorporating desired business outcomes into service level objectives (SLOs) and operating an entire digital service with minimal intervention is a new skill that requires new practices and approaches. This can be achieved by adopting a SRE approach to operations. “Minimal human intervention” means that human governance—and sometimes action—is still needed. SRE fills the need to operate digital businesses based on data and applications by leveraging automation that focuses on meeting SLOs linked to business outcomes rather than purely technical measures. Adopting SRE practices is a critical, organizational change that is necessary to run a digital business effectively and take full advantage of the benefits of data and automation.

Security

Security is a key area of enterprise digital transformation, and secure deployment and policy enforcement needs to permeate every layer of the digital IT architecture. While the tools and techniques to enforce security policies and provide digital businesses with the insights needed to manage risk vary from layer to layer, we’ve found that there is a broad need for enterprises to detect and eliminate security threats, but not at the expense of the business. In addition, the traditional binary security strategy based on rigid IT architecture will no longer serve the business and can even become a hindrance to the development of the enterprise. As a result, organizations need to find the necessary balance between security and performance in their risk strategies.

For CIO and IT leaders, accelerating digital transformation requires thinking about how the company’s technology capabilities match their business strategy to help them move forward in an evolving environment and ultimately achieve digital transformation.

Excerpted from “Six Technical Capabilities to Accelerate Digital Transformation,” Geng Lin, 2023

Key Capability #1: Infrastructure

"There are, indeed, powerful market trends driving toward a new emergence of leading-edge infrastructure. Companies that can facilitate this architecture and adopt application services leveraging it will see significant financial rewards and opportunities. Those that ignore this disruptive change will see diminished opportunities as the data center architecture evolves away from their applications."

Joel Moses
F5 CTO Systems & Distinguished Engineer,
Enterprise Architecture for Digital Business

Most organizations are executing on network automation, which is aided greatly by the level of standardization of protocols and algorithms at the network layers. We see the current maturity of infrastructure capabilities as hampered by the distribution of applications across core, cloud, and edge and the subsequent imposition of non-standard APIs and processes on network operations.

As organizations standardize and address skill deficits in cloud APIs and tools, we anticipate that a rapid rise in infrastructure maturity will drive more organizations into the "doers" category. As the foundational layer of a digital business, network automation, distribution, and operations are critical to enabling digital business to quickly absorb and adopt emerging technologies to remain competitive and operate at the highest levels of efficiency.

Measures

Distributedness
A digital business must be able to use and incorporate infrastructure across core, cloud, and edge locations.

Measure: App deployment locations

Automation
A digital business must be able to react—both expanding and contracting—by scaling and securing apps across infrastructure with minimal human intervention.

Measure: Use of automation across network infrastructure and network security

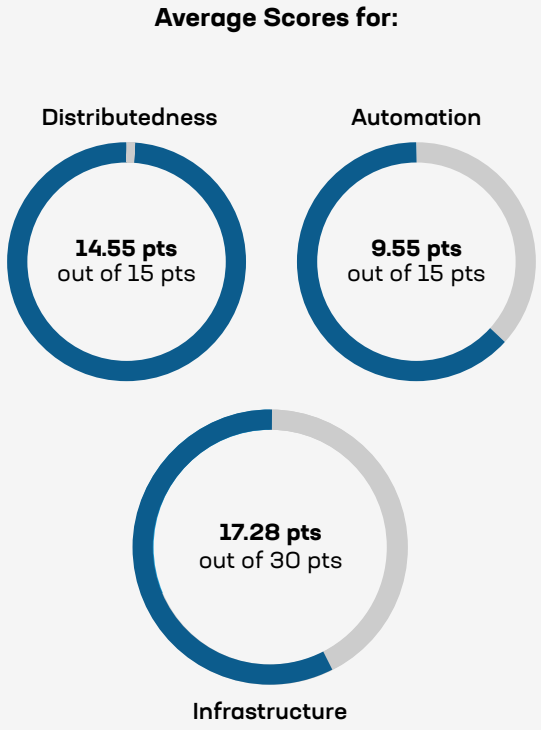


Figure 2: Maturity index for infrastructure

Key Capability #2: Data

"Incumbent architectures, business practices, and skill sets will not deliver value from operational data because they are static, and static businesses simply cannot adapt and keep up with their customers and competitors. For the CIO, the challenge lies in not only managing and scaling existing business data architectures but putting in place the technologies, tools, and teams needed to operate an operational data practice at scale."

Mike Corrigan & James Hendergart,
Technology Leader & F5 Director, Development Operations,
Enterprise Architecture for Digital Business

The health of a digital enterprise is determined by constant monitoring of its digital signals across the entire IT stack. Having an observability strategy is a foundational indicator of digital enterprise maturity. Unfortunately, we found that many organizations are running before they have a clear roadmap with respect to observability. The prevalence of technical capability, as measured by achieving partial or full-stack observability was much higher than the prevalence of an existing observability strategy.

While certainly achieving full-stack observability is part of the process that leads to a mature operational data practice in a digital enterprise, the unique needs of operational data (telemetry) require a well-thought-out strategy to guide implementation and ultimately enable the use of AI to drive business outcomes.

Measures

Full-Stack Observability
A digital business needs to monitor its health as indicated by the digital signals generated from the entire IT stack.

Measure: Status of achieving full-stack visibility

Observability Strategy
A digital business must be able to interpret those signals within the context of desired business outcomes.

Measure: A data collection strategy that produces either data in silos or, best case, a consolidated data lake

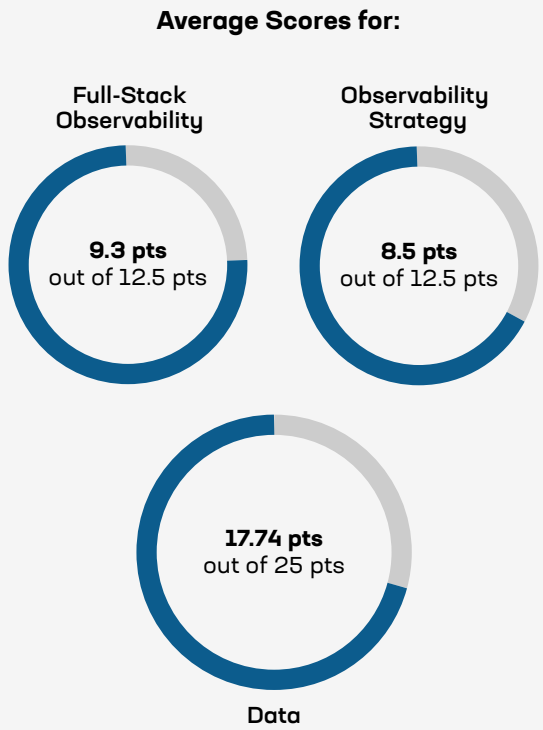


Figure 3: Maturity index for data

Key Capability #3: Apps and App Delivery

"From runners in ancient Greece to horses, from the telegraph to the telephone to digital signals, we have continuously taken advantage of technology to optimize delivery. The corollary for the enterprise looking to become a fully digital business is to take advantage of technology to optimize app delivery and security. This implies that app delivery should be treated as its own domain to sever its dependency on network policies and processes."

Lori MacVittie
F5 Distinguished Engineer & Chief Evangelist,
Enterprise Architecture for Digital Business

Across all levels of digital enterprise maturity, we found organizations least likely to be focusing on automation for app delivery and security functions. This is unsurprising, as app delivery and security functions are required to support a wide variety of applications that do not conform to any standard, unlike network functions. Automation requires repeatable tasks and configurations that are often foiled by the custom nature of applications.

Surprisingly, the distributedness of app delivery and security was low even for organizations operating at the highest level of maturity. This suggests a lack of standardization for deployment, one of the primary ways in which organizations respond to overwhelming complexity, such as that of multi-cloud applications.

Measures

Distributedness
A digital business must be able to deploy app delivery and security services where applications, employees, and consumers need them.

Measure: Use of app delivery and app security services across core, cloud, and edge

Automation
A digital business must be able to respond to changing conditions to maintain performance, availability, and security of digital services with minimal human intervention.

Measure: Automation of app delivery and security

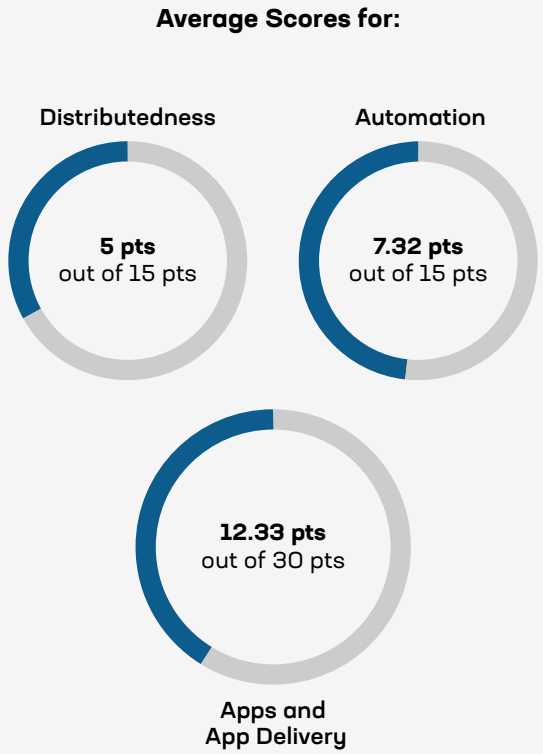


Figure 4: Maturity index for apps and app delivery

Key Capability #4: Observability and Automation

"Traditional enterprise architectures were designed to support human operators and decision makers. In a digital business, the volume of information generated and requiring immediate processing and analysis would overwhelm even an army of human operators. A digital business requires the capability for digital scale. The enterprise architecture must be expanded to include observability and automation as core capabilities."

Michael Wiley
F5 VP & CTO Applications,
Enterprise Architecture for Digital Business

Closely related to how organizations handle operational telemetry is what they plan to do with it. While traditional uses related to performance and availability are important, a mature digital enterprise must also leverage that data to drive automation and impact business outcomes. Organizations appear to aspire to just that, but execution as measured by automation capabilities remains a largely manual practice.

Only a few organizations have achieved data-driven automation, which is largely due to domain challenges with automation as seen in the app delivery and network domains. Overall, organizations exhibit a healthy level of maturity in observability and automation, and we anticipate that as domain-specific automation capabilities mature, so will organizations' ability to drive automation to support business outcomes and greater autonomy of their operational practices.

Measures

Use of Telemetry
A digital business must use the telemetry it collects to its fullest extent, moving beyond simple binary status to insights and ultimately, automation.

Measure: Use of operational data collected

Automation Capability
A digital business must employ automation that is driven by data with minimal human intervention.

Measure: Status of automation capabilities

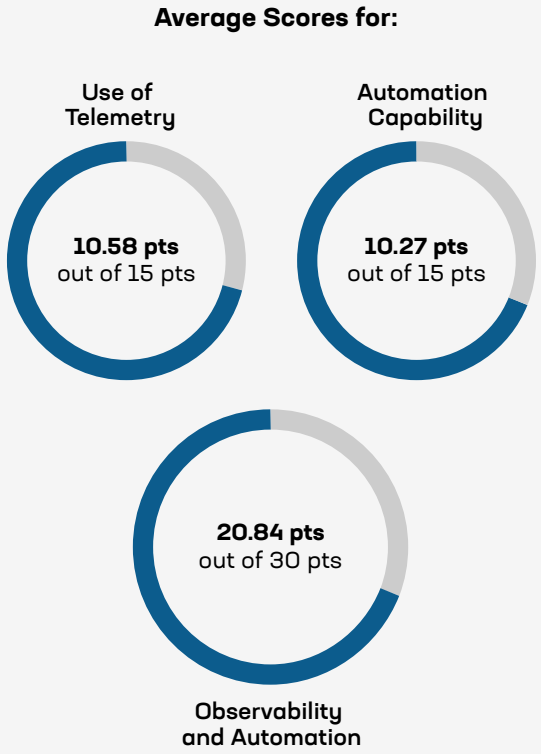


Figure 5: Maturity index for observability and automation

Key Capability #5: SRE Practices

"A traditional business relies on a stack of IT technologies and organizational structures that are mostly static and monolithic. Built on manual processes and siloed teams, this inherently limits the ability to scale and manage quality and reliability. A fundamental shift in the mindset of business and IT is required to adopt new practices designed to excel in a data-driven, real-time digital world. Today, those practices can be summed up by the principles behind Site Reliability Engineering (SRE)."

Lori MacVittie
F5 Distinguished Engineer & Chief Evangelist

To operate as fully mature digital enterprises, organizations must be proficient in both the practices and approaches that enable efficient scale—the strategic use of **observability and automation**—as well as fully aligned with the business. Mature digital enterprises measure operational health using business outcomes as defined by SLOs, rather than traditional measures of uptime and performance.

What is interesting is that many organizations are establishing SLOs but far fewer are adopting SRE approaches and practices. We see this dichotomy as being detrimental to achieving a fully mature digital enterprise because of the relationship between expectations imposed on IT by SLOs without commensurate shifts in operational mindsets that encourage the agility and psychological safety needed to meet business expectations.

Measures

SRE Adoption
A digital business needs to adopt SRE operational approaches to scale its capacity and ability to operate digital services.

Measure: adoption of SRE

Established SLOs
A digital business aligns its operational goals with business outcomes.

Measure: established SLOs

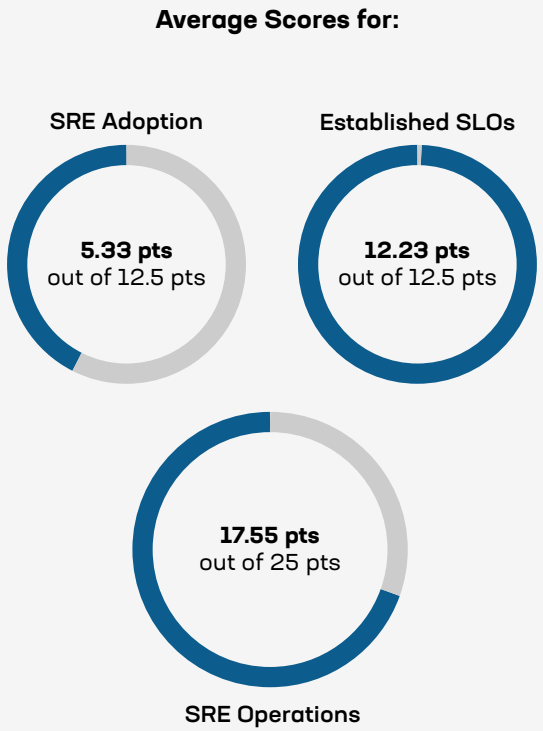


Figure 6: Maturity index for SRE operations

Key Capability #6: Security

"Historically, enterprises viewed security as a sort of tax on business, often an afterthought consideration to be addressed once the "real work" of developing the application was completed. Embracing a risk-reward approach to security requires a significant shift in how we think about digital assets. But it is a necessary shift given the rapid evolution of digital threats and the inability of existing security models to mitigate them."

Ken Arora
F5 Distinguished Engineer & Strategic Architect,
Enterprise Architecture for Digital Business

A digital enterprise relies on its software and services, many sourced externally, some custom developed, but all critical to the security of the business. Operating as a digital entity, like its traditional brick-and-mortar predecessors, implies risk. Organizations have often unrealistically approached security for digital business with a zero-tolerance policy for risk. But mature digital enterprises understand that balancing risk and reward is the best way to approach security.

To achieve this, organizations must recognize that their practices and approaches with respect to security require a different approach. The adoption of Secure Development Lifecycle (SDLC) practices and architectural principles built on zero trust enable organizations to operate in a manner consistent with risk management while building security into every service they deliver. Most organizations either plan to or have already adopted both approaches and associated practices, but we still see reluctance in less digitally mature organizations to commit to security across every domain.

Measures

SDLC Adoption
A digital business depends on its software and services, making their security a priority.

Measure: SDLC adoption

Zero Trust Adoption
A digital business approaches security as risk management, employing an approach that supports continual assessment and centers on identity.

Measure: Zero trust adoption

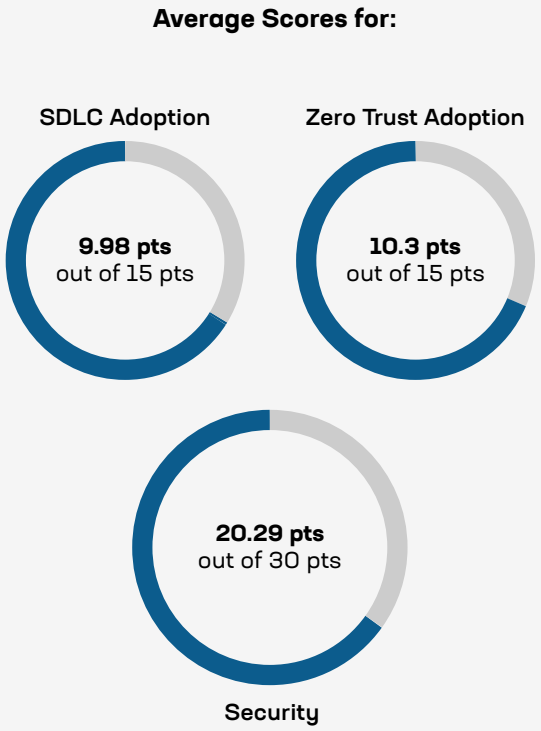


Figure 7: Maturity index for security

The Impact of Digital Maturity

The inescapable conclusion is that most organizations are on their way to becoming digital businesses, moving beyond the question of if to when. Most organizations today are firmly entrenched in the second phase of digital transformation, with a technology focus on modernization.

This is not an inconsequential task, as most organizations are faced with significant technical and architectural debt that makes modernization not only time consuming, but costly.

Still, it is a task most organizations have accepted and, from our data, reaped the rewards.

The impact of digital maturity on business and IT is tangible. From the use of public cloud to benefits realized from digital transformation projects, there are real and valuable outcomes to be enjoyed from these efforts.

The Use of Public Cloud

Digital businesses choose public clouds according to what attributes the business demands from the applications they use: flexibility of cost, rapid global reach, and instant scale. Applications that have no inherent need for those attributes can instead be hosted at a core or edge location, even if they were initially developed inside the public cloud.

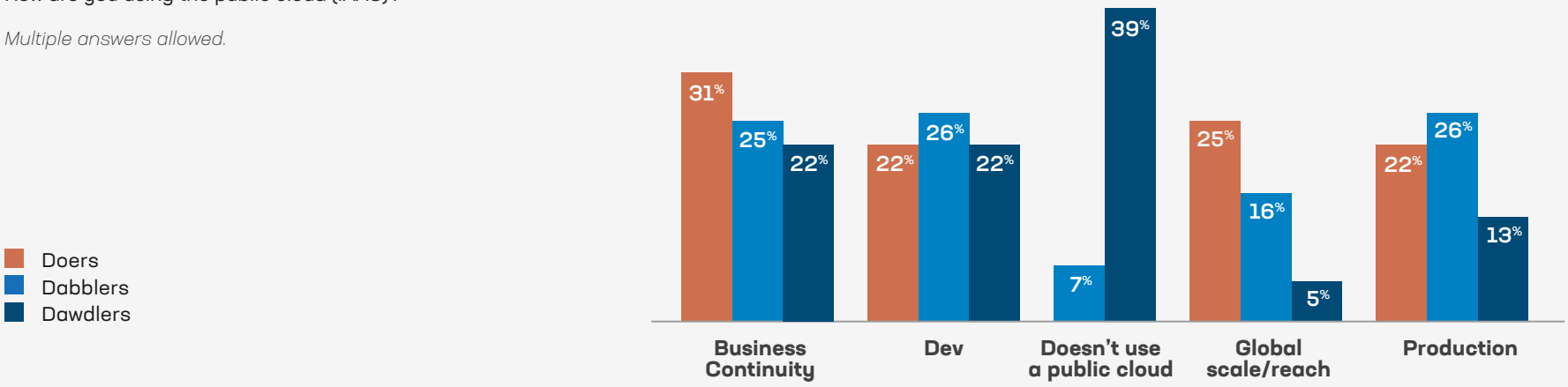
The ways in which organizations leverage public cloud tell us a lot about the value of modernization.

First, the most mature digital enterprises take advantage of public cloud to a greater extent than dabblers and dawdlers. That is in line with popular perspectives. However, the uses that mature digital enterprises put public cloud to tend to focus on business value rather than broad operational use cases. In other words, mature digital enterprises tend to treat public cloud

Digital Maturity Impacts the Use of Public Cloud

We asked:
How are you using the public cloud (IAAS)?

Multiple answers allowed.



as a strategic technology rather than just another computing environment. For example, mature digital enterprises are more likely to use public cloud to ensure business continuity and enable global scale and reach.

Digital Priorities and Payoffs

Automation is the technical implementation of a single task with a focus on a single business outcome. Automation manifests as applications. Orchestration occurs at a higher level, representing the business processes—workflows—that cross organizational lines and manifest as digital services.

We define digital services as a collection of apps, APIs, app delivery and security technologies, and data and other resources seamlessly stitched together to create a digital experience that delivers an outcome for the organization providing those services. Examples range from gig worker apps and employee time reporting to digital media subscriptions, mobile airport check-in, and mobile payments. They may be provided to users at no (separate) charge or rely on various revenue models, including on-demand, pay-as-you-go, or subscriptions.

A digital business must be able to seamlessly deliver digital services, which implies an end-to-end process that spans functional business units. A focus on one function without commensurate investment in others will result in broken processes that ultimately impact the customer and employee experience. A mature digital enterprise recognizes that modernization must include operational, product, and business processes.

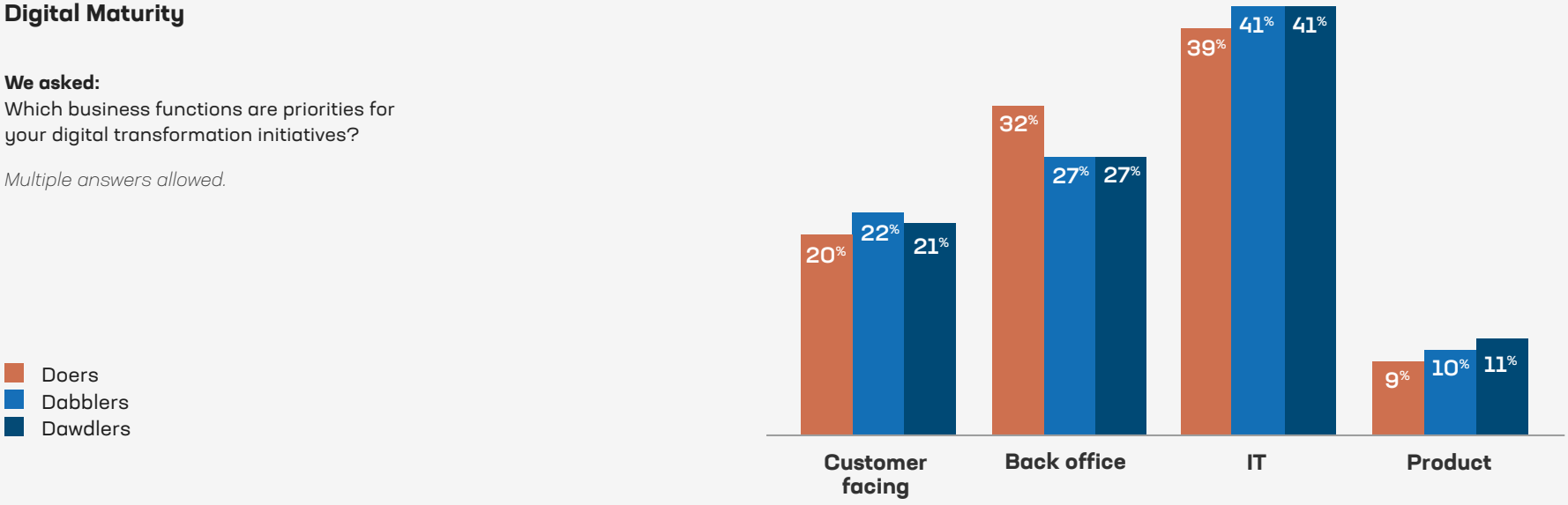
The shifting prioritization to IT is natural given its role in delivering, securing, and operating the applications, APIs, pipelines, and processes necessary for a digital business to operate at scale.

The nature of a digital business is its ability to seamlessly execute business processes across all relevant functions, including those in the “back office”

Modernization Priorities by Digital Maturity

We asked:
Which business functions are priorities for your digital transformation initiatives?

Multiple answers allowed.



such as HR, legal, and finance. Customer-facing functions are important, but the ability to digitally execute a process initiated by a customer requires attention to digitization of functions that span organizational lines.

It is not surprising, then, to see organizations prioritizing back office and IT functions. Operating digital services securely at scale requires significant investment in operations, infrastructure, and app delivery capabilities.

It is worth noting that all organizations are focusing less on customer-facing functions and more on the internal and operational functions needed to scale, which is a sign of a healthy strategy.

These strategies pay off in the form of benefits realized by both the business and IT.

"Above all digital transformation enables organizations to reshape the competitive landscape to their advantage and embrace new opportunities leveraging the latest advances in technology.

"The digital benefits to an organization accrue exponentially–not just incrementally. By embracing leading operational best practices and leading-edge infrastructure, organizations are able to cascade the benefits of automation, data, and insights to all functions of the business."

Cindy Borovick
F5 Corporate Strategy Director

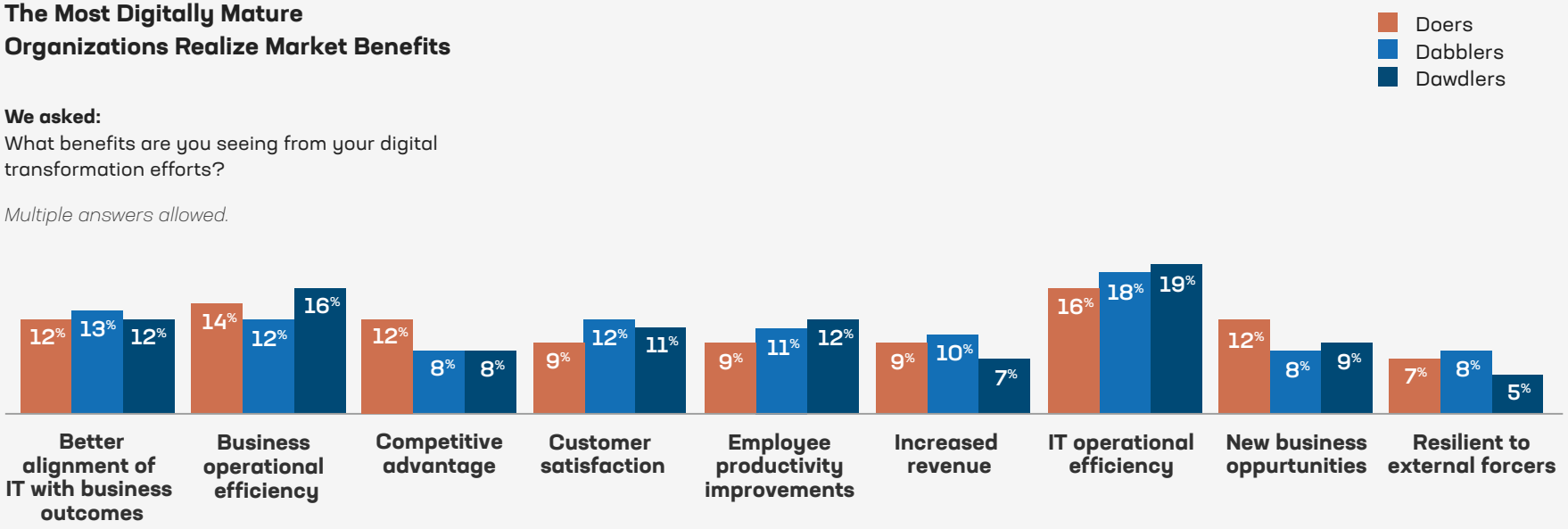
It is interesting to note that it is more likely for mature digital enterprises to see **competitive advantage** and **new business opportunities** from their digital transformation efforts. If we correlate maturity to the three phases of digital transformation, then most **Dabblers** and **Dawdlers** are focused on modernization (phase two) and thus benefits related to efficiency and productivity is unsurprising.

We also note that all organizations, regardless of digital maturity, are seeing benefits from their digital transformation efforts and they encompass

The Most Digitally Mature Organizations Realize Market Benefits

We asked:
What benefits are you seeing from your digital transformation efforts?

Multiple answers allowed.



every area of business and technology. This is normal, as transformation implies a process—a journey—that will span business and IT alike. As projects complete and digital maturity deepens, benefits naturally shift from operational efficiency and productivity gains to revenue and market benefits realized by operating as a digital business.

AI and ML

"It is critical to acknowledge that in our digital age, data has become a vital and strategic resource, often referred to as "the new oil."

"However, just as crude oil requires refining and processing, raw data needs to be transformed into insights that provide actionable value to our business and customers.

"While collecting and storing data is a necessary first step, its full value can only be realized through machine learning (ML) algorithms. As a subset of artificial intelligence (AI), ML will enable us to learn from vast amounts of data, uncover patterns that were previously impossible to obtain, and make better (data) informed or critical business decisions.

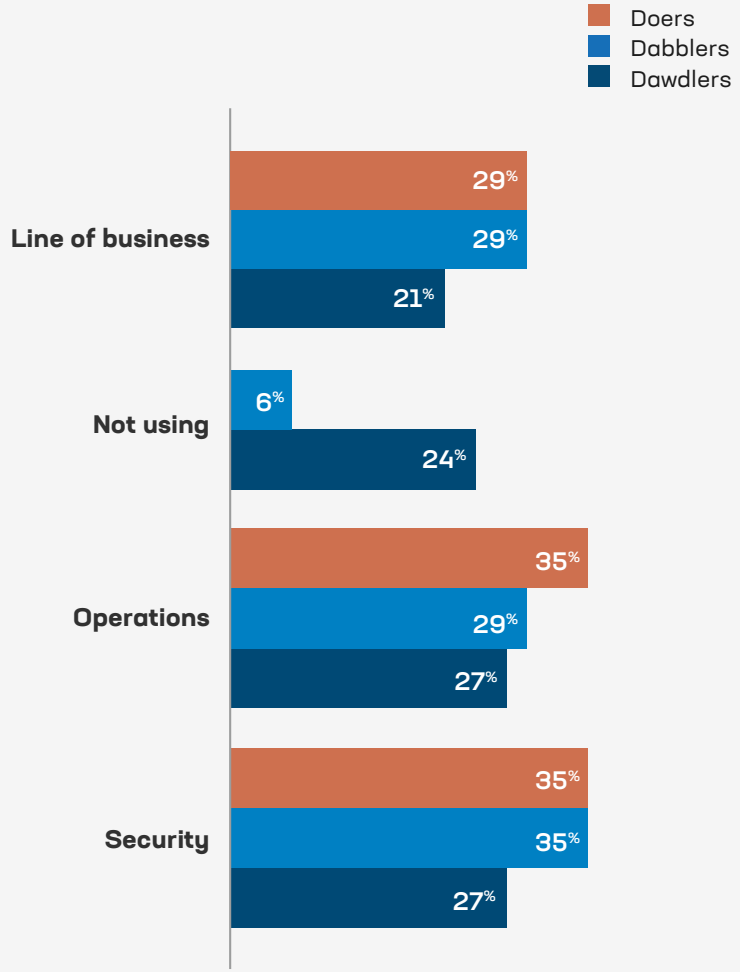
"As AI/ML technologies become increasingly mainstream, it is essential to recognize that organizations that fail to adopt and integrate these technologies into their operations, risk falling behind their competitors, losing market share, and missing out on opportunities to drive growth and innovation."

Michael Wiley
F5 VP & CTO Applications

Use of AI and ML is Indicative of Digital Maturity

We asked:
In what areas are you using or planning to use AI and ML?

Multiple answers allowed.



As with the use of public cloud, the most mature digital enterprises are not ignoring AI/ML; that dubious honor goes to the least mature digital enterprises. Given that successful AI/ML demands maturity of multiple domains—particularly that of data, operations, and observability and automation—this is not surprising. We anticipate that as organizations grow in their digital maturity, more of them will begin to incorporate AI/ML into their strategies.

Most organizations, regardless of maturity level, are employing or plan to employ AI/ML across multiple domains. When broken out into "planning" versus "deployed today," the most mature digital enterprises are already executing, especially in security, but Dabblers have plans to catch up in the near term (within the next twelve months).

The Automation Journey

The ability to efficiently scale a digital enterprise requires the use of automation.

Automation is not a new capability, and most organizations do leverage it across business and operations. But today, automation remains largely a task-oriented capability, with scripts initiated by humans rather than systems.

The workflows that drive deployment of policies and configurations of all the components of a digital service—from applications to infrastructure, from app delivery to app security—are rarely orchestrated as single flow. This capability is what enables systemic changes in the face of attacks or changing demand; it is the way adaptability is infused into a digital business.

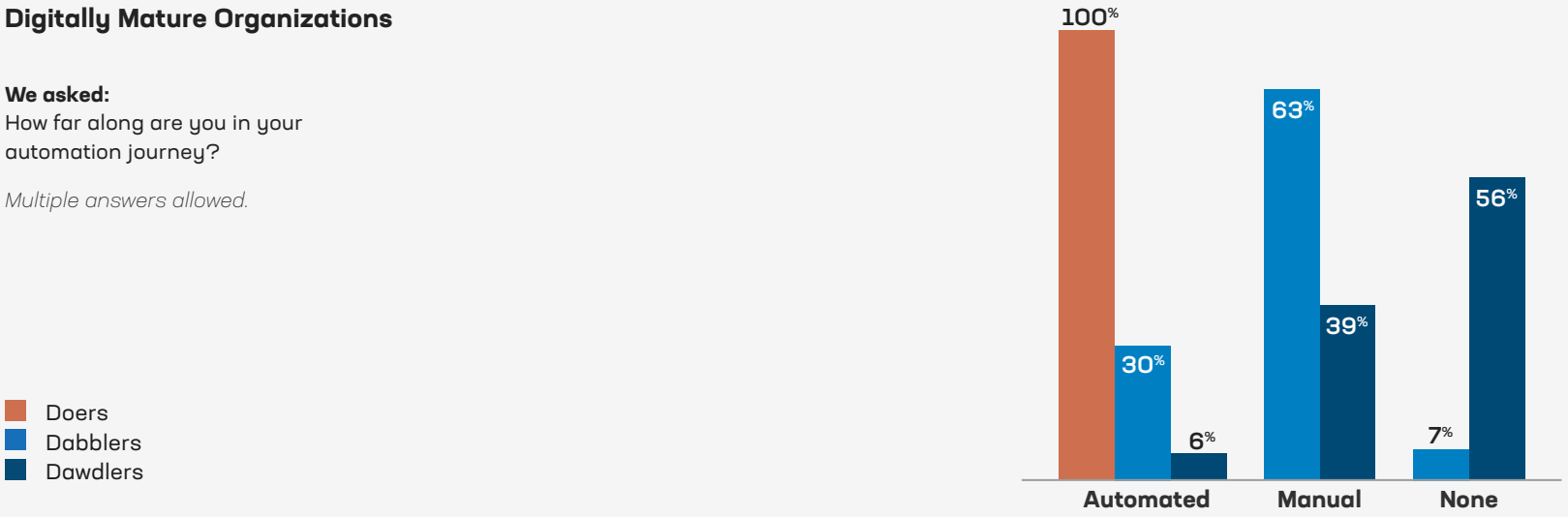
That means a digital business must be able to put automation to strategic use by harnessing it to frameworks and systems able to initiate action based on digital conditions derived from a mature observability practice.

One of the most striking differences amongst digital enterprises is the way automation is driven across organizations with varying levels of digital

Automation is Prevalent in More Digitally Mature Organizations

We asked:
How far along are you in your automation journey?

Multiple answers allowed.



maturity. It was no surprise that 100% of organizations considered digital Doers take advantage of system-driven automation. With well-known processes and defined measures, it is more efficient for systems to trigger automations than relying on traditional ticket-based processes that require manual intervention. The progression from manual to automated is natural, however, because trust is a critical component of relying on technology. As organizations execute manual automations and become comfortable with the outcomes, it becomes easier to transfer responsibility to a system such as an IT Service Management (ITSM).

Still, the use of automation at all is what sets Dabblers apart from Dawdlers. The lack of automation is concerning, but not a showstopper as there is no lack of tools to help organizations get started on their automation journey.

The ability to generate actionable insights from data is one obstacle in the automation journey.

The importance of data, especially telemetry, cannot be overstated as one of the key components of a digital business. But more important is the ability to make connections and identify relationships in that data, which is enabled by **observability**. **Observability** is achieved when organizations can appropriately tag and source data and associate them with the appropriate application and digital service.

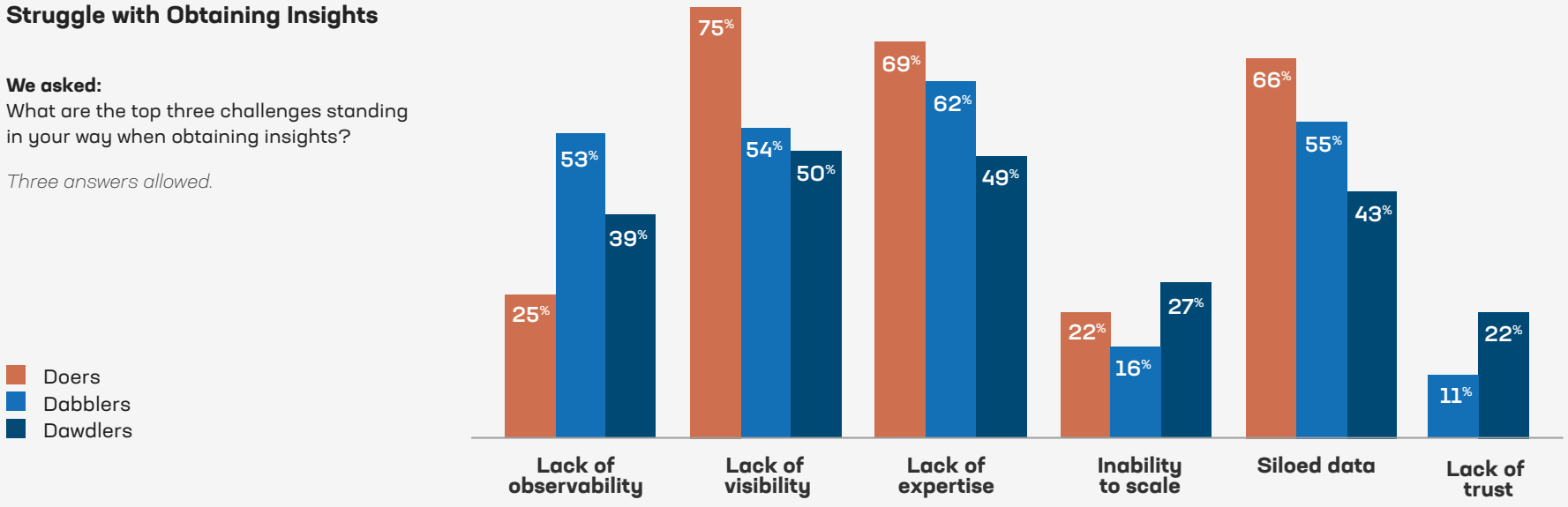
Observability requires full **visibility** and somewhere to **store** that data, as well as the skills and **expertise** to operate a large, real-time system at **scale**.

The factors that determine the success of efforts in a digital enterprise to ingest, analyze, and act on the digital signals indicative of the health of a digital business span domains and departments. Doing it well requires considerable integration, collaboration, and technologies to deliver a system capable of producing the insights organizations need to scale, secure, and optimize their business.

Even Digitally Mature Organizations Struggle with Obtaining Insights

We asked:
What are the top three challenges standing in your way when obtaining insights?

Three answers allowed.



It is telling that the most mature digital organizations struggle with visibility and siloed data. This is not a surprise, as the latter often contributes to the former as needed data points are locked up in disparate sources. The lack of expertise cited by the same organizations, again, may be a contributing factor.

The Platform Play

Platforms have historically been a catalyst for innovation, primarily because they standardize policies and processes and encourage reuse, which can deliver the additional cycles needed to enable a focus on innovation. Platform strategies also provide practitioners with the ability to take advantage of patterns and best practices that can dramatically improve productivity, security, and the quality of software. Finally, platforms scale faster and more efficiently, which reduces the overall cost to develop and operate services, allowing business to invest in innovation rather than operations.

The most mature digital enterprises embrace a platform approach for securing apps and APIs, business, and infrastructure. These platforms reduce operational overhead, offer centralized dashboards and control, and enable easy access to new features and capabilities.

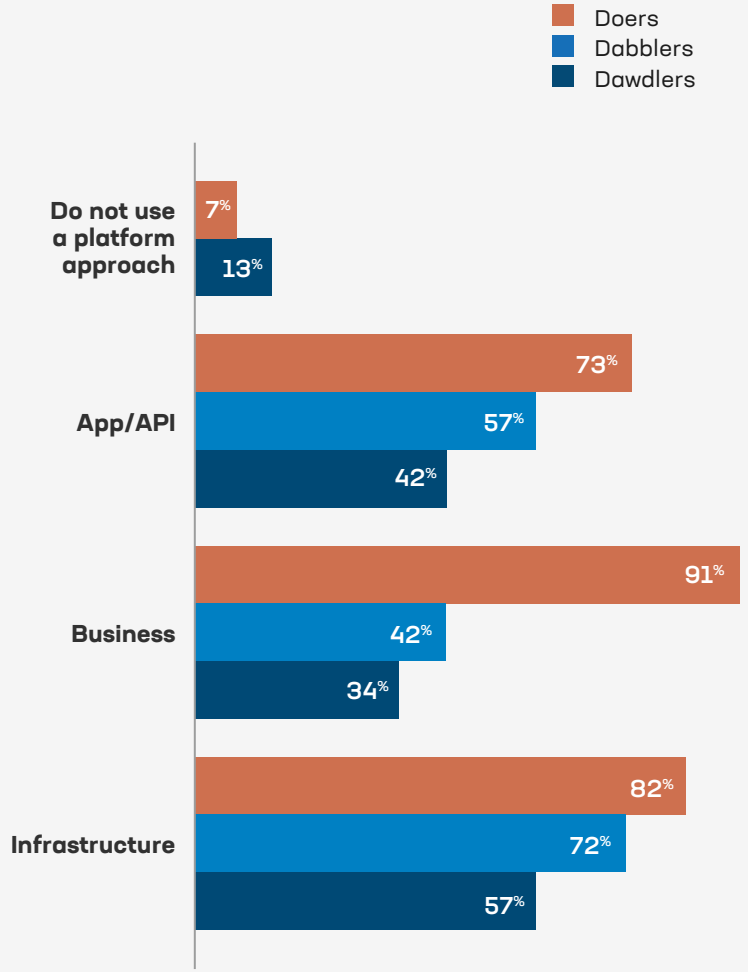
It is no surprise to see digital Doers aggressively adopting platform approaches for security across all concerns. The inclusion of a platform approach for securing business is notable in that it requires a shift in how leaders think about digital business; that is, a digital business is made of well-understood technology that requires technical solutions to secure.

It is encouraging however, that a significant percentage of Dabblers and Dawdlers are also embracing platform approaches and we expect this will continue to grow as organizations experience the benefits of platform approaches across IT.

Digitally Mature Organizations Are Adopting Platform Approaches to Secure the IT Stack

We asked:
Do you use a platform approach when considering security for the following?

Multiple answers allowed.



Conclusion

Digital transformation is a business journey enabled by IT modernization. It is clear that most organizations are already well on their way to becoming a digital business, but there is still work to be done.

The challenges organizations will face on this journey are not insurmountable. The most difficult of these challenges is not technological. Indeed, most organizations are blessed with a wealth of technical expertise that enables them to adopt emerging technologies. What tends to bring transformation to a halt are challenges with people and processes, which are much harder to solve as they are often deeply rooted in a corporate culture that has been built on manual methods and outdated practices.

Technology and business leaders able to identify these obstacles and address them will in turn see an accelerated rate of modernization as all three key components—people, process, and practices—enable both technical and business experts to collaborate and innovate more frequently and with better results.

The most digitally mature organizations, the Doers, have been able to successfully navigate both cultural and technological challenges with alacrity—and the results speak for themselves. Organizations are realizing benefits from their digital transformation efforts and investments including new business opportunities and competitive advantages.

Every organization can become a digital business. The question is not if they will arrive at their destination, but rather when.

About F5

F5 is a multi-cloud application services and security company committed to bringing a better digital world to life. F5 partners with the world's largest, most advanced organizations to secure and optimize apps and APIs anywhere–on premises, in the cloud, or at the edge. F5 enables organizations to provide exceptional, secure digital experiences for their customers and continuously stay ahead of threats. For more information, go to f5.com. (NASDAQ: FFIV).