

B2B market study on ICT Trends in Belgium

Commissioned by **Beltug** and its partners:



Representative sample of 1.200 interviews among independents and companies located in Belgium. Conducted by **gsense** in December '22 – January '23



Digital transformation occurs mainly as an organic development.

The larger the company, the more often a strategy exists.



Top 3 concerns on data in the cloud



Only one third of companies are concerned with their **data in the cloud**. Large companies are more concerned (52%).

Data security

91%

Backup (if serious problem at provider)

63%

Sensitive data stored outside Europe

58%

Medium & large companies opt for a hybrid approach (local & cloud).

Overall usage of **online collaboration tools** remained stable.



only have a solution that **manages and protects mobile devices**

Company size - legend



Very small: 1-4 employees



Small: 5-49 empl



Medium: 50-199 empl



Large: 200+ empl

Security has become more important. Very small, small and medium-size companies have more tooling compared to 2021.

Medium and large companies expect significant increases in their IT security budgets.

Only half of the companies have an existing plan in case of an IT security breach. Medium and large companies more often have a plan, but not all.



Use of technologies such as **blockchain**, **web 3.0** and **metaverse**, remains low, but there is a future potential to increase usage.

Current usage:



	Small	Medium	Large
IoT	24%	32%	39%
AI	10%	7%	25%
VR glasses	2%	5%	15%



More than 7 out of 10 medium & large companies allow **homeworking**. For small companies, this is almost 1 in 2.



Half of medium & large companies expect **inflation** to have an impact on their IT projects, mainly a delay.



The impact of **shortage of skilled labour** is bigger in large companies. This will also cause a delay in IT projects.

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- legend



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