In Fall 2017, Alcatel-Lucent Enterprise surveyed IT decision makers in the Education, Hospital and Healthcare, Hospitality and Cruise, and Transportation sectors to better understand the current state of the market, plus the challenges and trends that will affect their organizations in the future.

Participants were from companies of 150 - 2499 employees across Australia, France, Germany, India, Singapore and the United Kingdom.

**COMPANY SIZE**

Companies with 1000-2499 employees were the most responsive across all regions with just over half of the responses coming from this size bracket. As expected, larger enterprises will be the first to take on new technology to enable better connectivity and drive profits.

Technology plays an increasingly important role in Education so it's little surprise that they were the most responsive sector overall. Hospitality, the second most responsive industry across most regions, is another sector where tech has played a transformative role, enabling efficiency across procedures.

The results show that Cisco and Aruba/HP currently dominate the market. Although this may initially seem positive for the big players, the survey results illustrate that many companies are considering switching to a new provider soon.

**INDUSTRY**

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<th>Hospitals &amp; Healthcare</th>
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**ARE YOU CURRENTLY LOOKING FOR A NEW NETWORK INFRASTRUCTURE PROVIDER?**

54% of companies are currently looking for a new network infrastructure provider.

**WHO IS YOUR CURRENT PROVIDER?**

- Cisco
- Aruba/HP
- Extreme Networks
- Avaya
- Other

**WHAT IS THE BIGGEST CHALLENGE YOU FACE WITH YOUR CURRENT PROVIDER?**

- Security
- Manageability
- Reliability
- Scalability

**WHICH TRENDS DO YOU FORESEE DISRUPTING YOUR BUSINESS IN THE NEAR FUTURE?**

- Digital transformation
- Mobility
- Digital collaboration
- New business models

**DO YOU SEE WIFI AS CRITICAL TO YOUR BUSINESS NOW AND IN THE FUTURE?**

- Yes: 67%
- No: 33%

**Digital transformation was flagged as the key trend that subscribers thought would have a major impact on their businesses. Close behind with 24% of the vote was “new business models,” meaning that the unpredictable nature of disruptive technology was an obvious cause for concern. Businesses, such as Uber, demonstrate the destabilizing effects that new tech can have on established markets.**