



# Cloud as a catalyst for business transformation

*2022 trends*

**NASSCOM<sup>®</sup>**



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# Foreword

**C** OVID-19 has transformed businesses in unforeseen ways. Crucial changes came in the way businesses operate and manage systems, processes and people. One of the major avenues of disruption during these times has been the cloud. Although cloud adoption has accelerated over the past several years, it has truly emerged as a catalyst in driving business transformation amidst growing uncertainty. Cloud now plays an integral role in helping businesses bridge geographical boundaries, sustain momentum amidst lockdown scenarios and address inconsistencies in IT infrastructures. This year's EY-NASSCOM cloud survey shows how cloud can power business transformation.

Cloud features in every aspect of business strategy now – from operations enablement to cost optimization. Organizations that continue to invest in the cloud know how it can effectively equip businesses to adapt to evolving market scenarios. It is no longer in the periphery of discussions around customer strategy but has taken the centre stage. Owing to its inherent benefits such as adaptability, broader access to capability and cost flexibility, the cloud has proliferated into newer aspects of technology operations, including platforms and infrastructure - which will continue to see an uptick in the coming times.

One of the core benefits of cloud adoption is the flexibility it offers in terms of cost. This allows organizations to explore multiple strategic options. The different cloud models and services enable organizations to implement cloud in different ways, allowing them to invest in technology effectively. The EY-NASSCOM survey sheds light on the drivers that propel the seamless migration of business-critical applications to the cloud. Consequently, more mature cloud applications and models will evolve for modernization, which in turn will help enhance business strategy in terms of customer experience, employee engagement, cost optimization and business model redesign. We hope you find our report insightful, engaging and thought-provoking.



**Debjani Ghosh**

President  
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**Sangeeta Gupta**

Senior Vice President  
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**Nitin Bhatt**

Technology Sector Leader  
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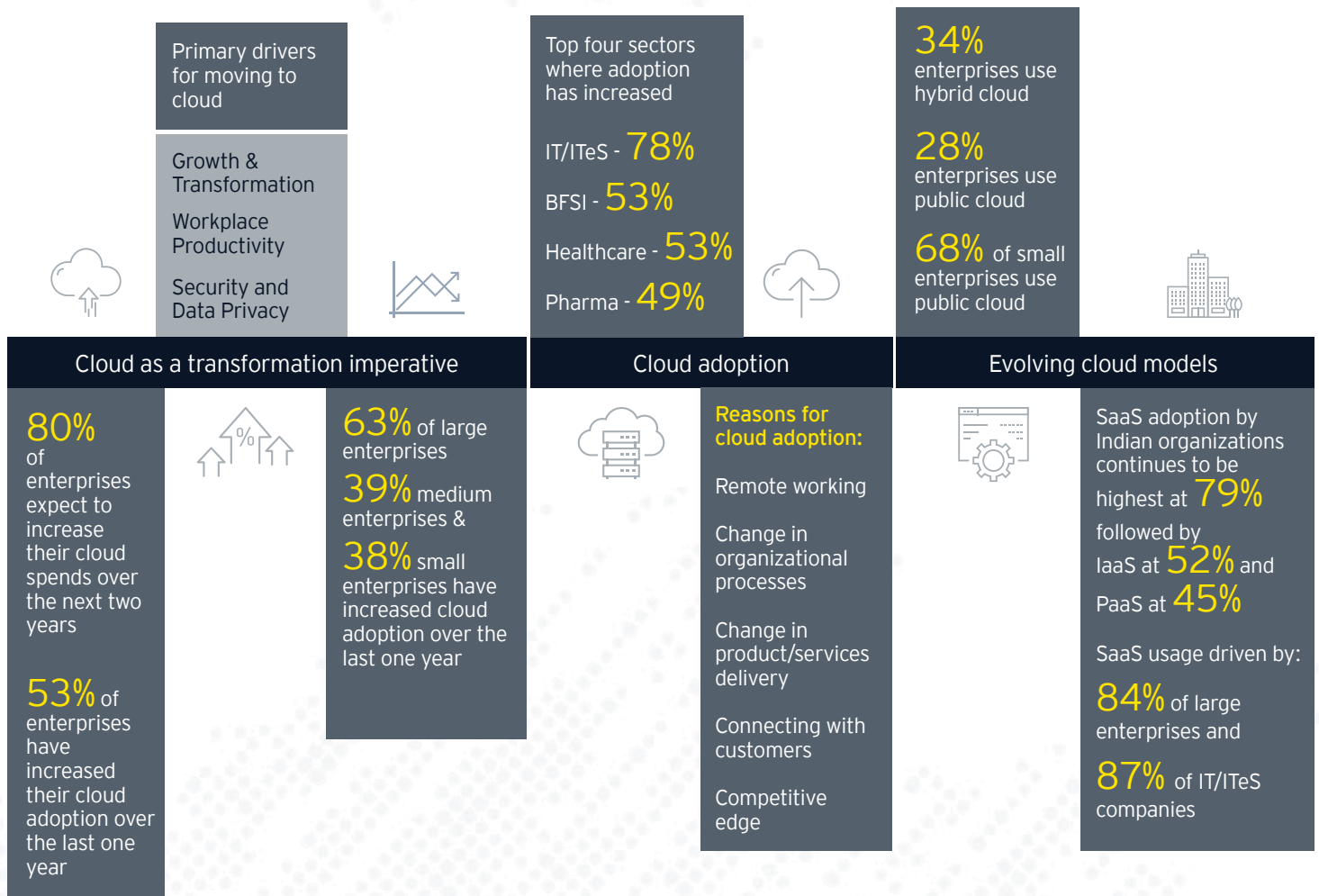
**Nitin Sawant**

Cloud and Enterprise  
Architecture Leader  
EY India



# Executive Summary

EY's 2022 cloud study, conducted in collaboration with NASSCOM, seeks to understand the evolving role of cloud in Indian enterprises. It deconstructs the key factors driving cloud adoption and analyzes key trends across segments and sectors of the Indian industry.



Gaps acknowledged in managing security risks:

**92%** of small enterprises

**80%** of medium enterprises

and **53%** of large enterprises



#### The risk landscape



Shortage of digital skills is a challenge:

**73%** augment cloud skills through new talent acquisition

**66%** invest in automation





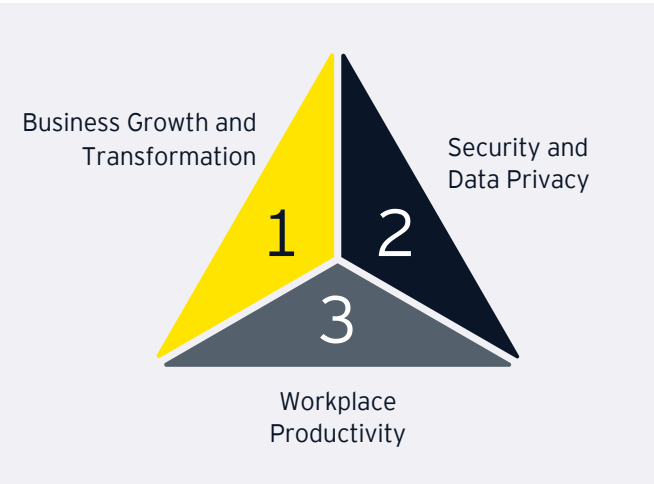
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# Cloud as a Transformation Imperative



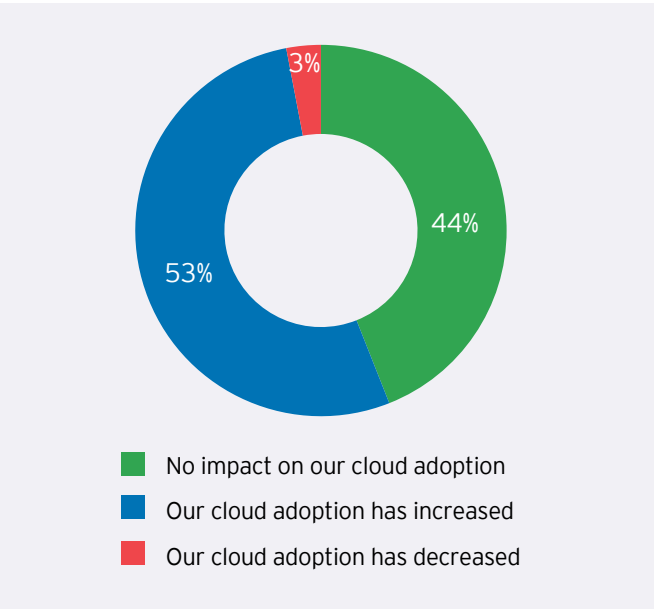
COVID-19 has transformed ways to conduct business forever. The cloud emerged as a key driver of business growth as it helped accelerate the deployment of new-age technologies to improve business performance. Organizations have changed the way they have been thinking about cloud. What drives them to adopt cloud is not just cost savings or business continuity, but business growth and transformation, security and workplace productivity. The survey reveals that these drivers remained consistent across industries and organization size. Organizations, therefore, have started viewing cloud as an essential ingredient of their business strategy.

Figure 1: Top 3 business drivers for moving to cloud



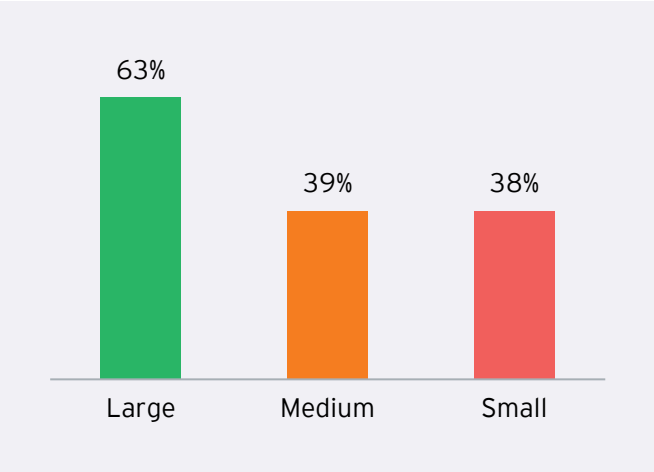
The above drivers have accelerated cloud adoption across industries. The survey highlights that 53% of organizations increased their cloud adoption in the last one year alone.

Figure 2: Impact of pandemic on cloud adoption



Our survey reveals that cloud adoption is driven by 63% of the large sized organizations, 39% of the medium sized organizations and 38% of small sized organizations surveyed.

Figure 3: Increase in cloud adoption by size of organization



Today, India is moving beyond the initial exploratory stages of cloud adoption. Organizations across industries are adopting cloud at a large scale and are developing unique use cases for business and operational benefits. As the technology matures, cloud providers are adding capabilities customised to the needs of customer segments. From a highly scalable cloud offering to the pay-as-you-go model, cloud service providers are aligning with industry requirements. So, they are designing and providing solutions that are unique and apt for various industries, triggering a growing interest in sector and vertical-specific cloud services and applications.

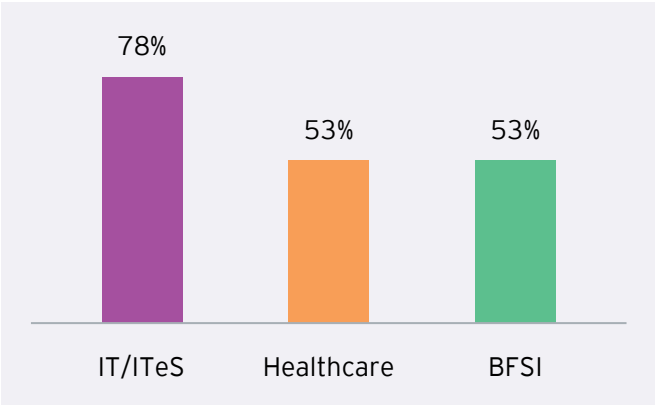
In the beginning, industry cloud models focused on the IT/ITeS sector. However, during COVID, sectors such as banking and financial services (BFSI) and healthcare stepped up their efforts towards IT modernization and demonstrated zeal in adopting cloud computing. Our survey reveals that 78% of IT/ITeS companies have adopted cloud. BFSI and healthcare were the other notable sectors with sizeable cloud adoption, with 53% of respondents from both sectors reporting that they have adopted cloud.



Digital used to be part of the strategy, but now it is *the* strategy. Organizations of all sizes are adopting cloud not just for business resilience due to the pandemic, but to turbocharge innovation and growth. We are helping customers across industries digitally transform and gain competitive advantage by driving operational efficiency, enhancing customer experience by utilizing big data analytics and making better decisions faster.

***Bikram Bedi, Managing Director,  
Google Cloud - India***

Figure 4: Top cloud adopters by sector

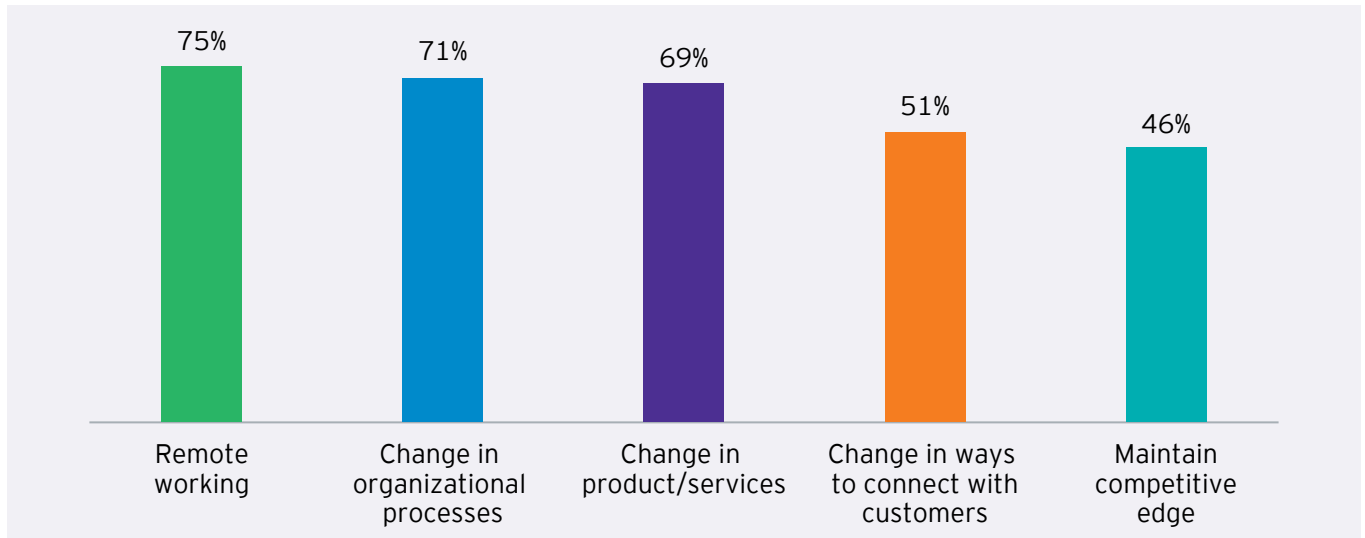


Respondents report increased cloud adoption to modernize their existing legacy systems and leverage advanced technologies for growth in top line and bottom line. Irrespective of the business scale and organization’s size (small, medium or large), enterprises prioritized employee safety while conducting business-as-usual amid the pandemic. They discovered ground-breaking use cases of cloud technology in facilitating remote working, enhancing employee productivity, optimizing critical processes and reducing IT costs. When asked to identify the most important use of cloud in the last 12 months, 75% of organizations picked leveraging the cloud for facilitating remote working for their employees.





Figure 5: Top reasons for increased cloud adoption



Across all segments of the industry, the need to change organizational processes, as well as products and services are seen as other key reasons for cloud adoption.

Cloud is likely to replace on-prem in the next few years as the top platform of choice for business operations across the Indian industry. COVID-19 has helped many organizations cross the adoption barrier for cloud and realize its benefits over on-prem. Cloud has been the vehicle for rapid innovation, developing new products, building new customer experiences, and increasing collaboration across the supply chain and partner ecosystem. During the pandemic, larger organizations were the most impacted as they could not reach customers via physical channels. To protect the customer base, they had to invest rapidly in new digital channels and improve customer understanding through better analytics and improved operational efficiencies. Clearly, this trend is going to drive additional investments in cloud technologies.



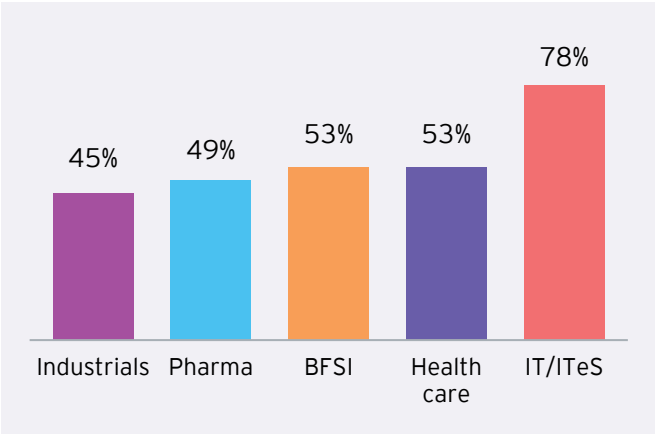
Cloud will be foundational to scaling India's digital journey. Cloud, data and AI are empowering every company to be a digital company, providing the speed and scale to innovate from anywhere. Microsoft's end-to-end solution areas across infrastructure, data, AI, security, productivity tools and business applications are empowering every organization in India from governments, start-ups, SMBs and large enterprises to innovate, grow and differentiate their business with the cloud.

**Anant Maheshwari, President,  
Microsoft India**

Digital payments, harnessing healthcare benefits online, and collaboration tools resulted in IT/ITeS, BFSI and healthcare sectors becoming the top adopters of cloud. As more digital data accumulates due to this adoption, the hyperscalers will need to make their analytics services more efficient and cost effective. Clarity on costs around data ingress and egress would help unlock the dark data in on-prem data centers. Additional direction from the government around data privacy, data residency and compliance in sectors such as banking and insurance will accelerate the migration of data to cloud and enable the advanced use cases of artificial intelligence and AR/VR.

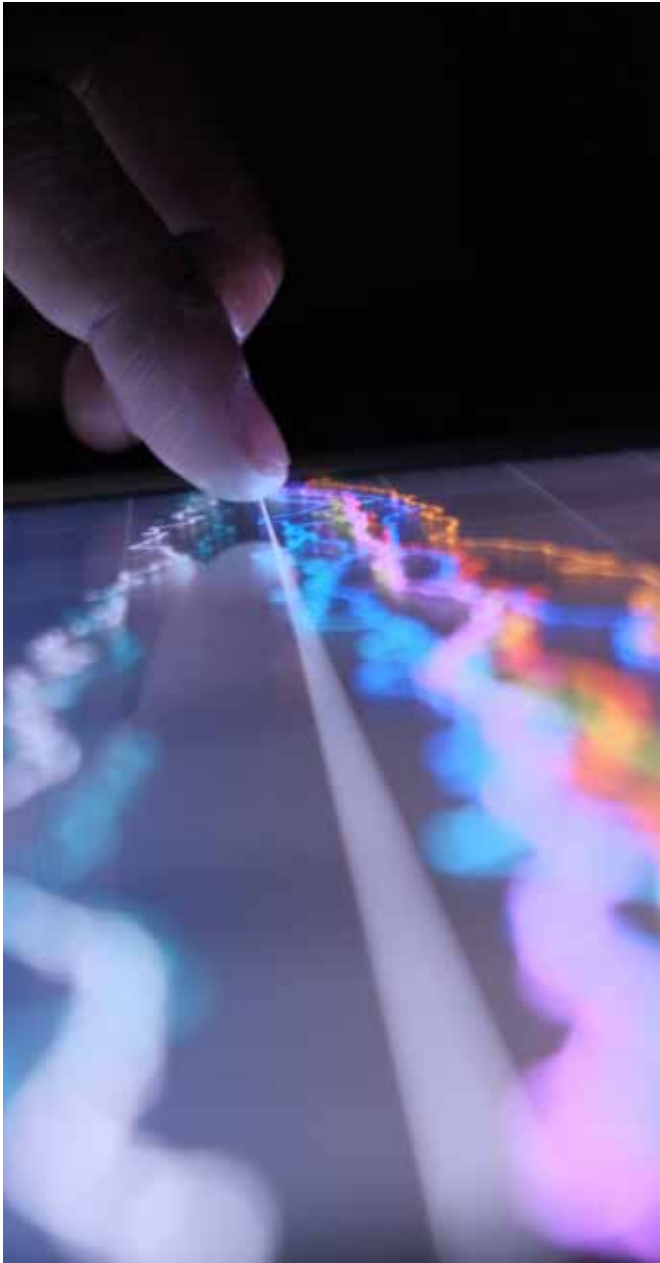
Cloud adoption in India until now has been significantly limited to large enterprises. However, our survey reveals that small (38%) and medium (39%) businesses have adopted cloud as they embrace digital business models to innovate and drive sustainable growth.

Figure 6: Cloud adoption across sectors



Cloud is not just an enabler for cost optimization and digitization of core operations, it is a catalyst for driving business transformation. Its value lies in driving growth through innovation and adoption of emerging technologies. Financial services companies whose business strategies have cloud at the core are disrupting legacy business models and rapidly gaining competitive advantage.

**Mohit Joshi, President, Infosys**





Respondents also shared the various reasons for having increased cloud adoption over the last 12 months. These are shown in figures 7, 8 and 9.

Figure 7: Top reasons for increased cloud adoption - IT/ITeS

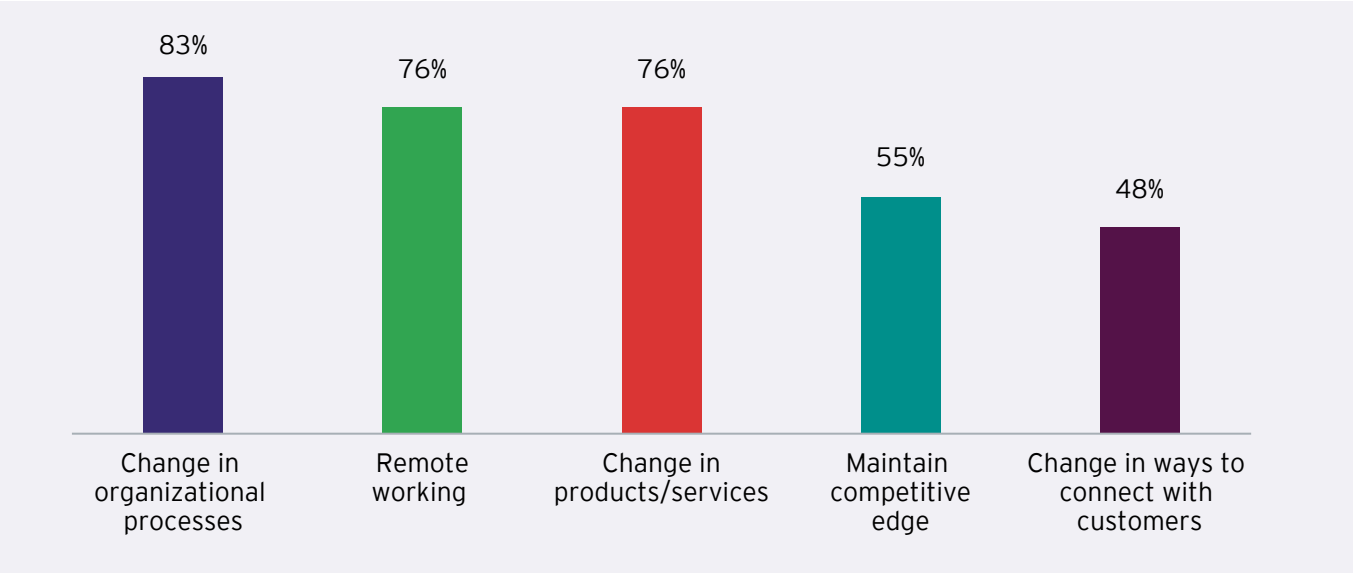
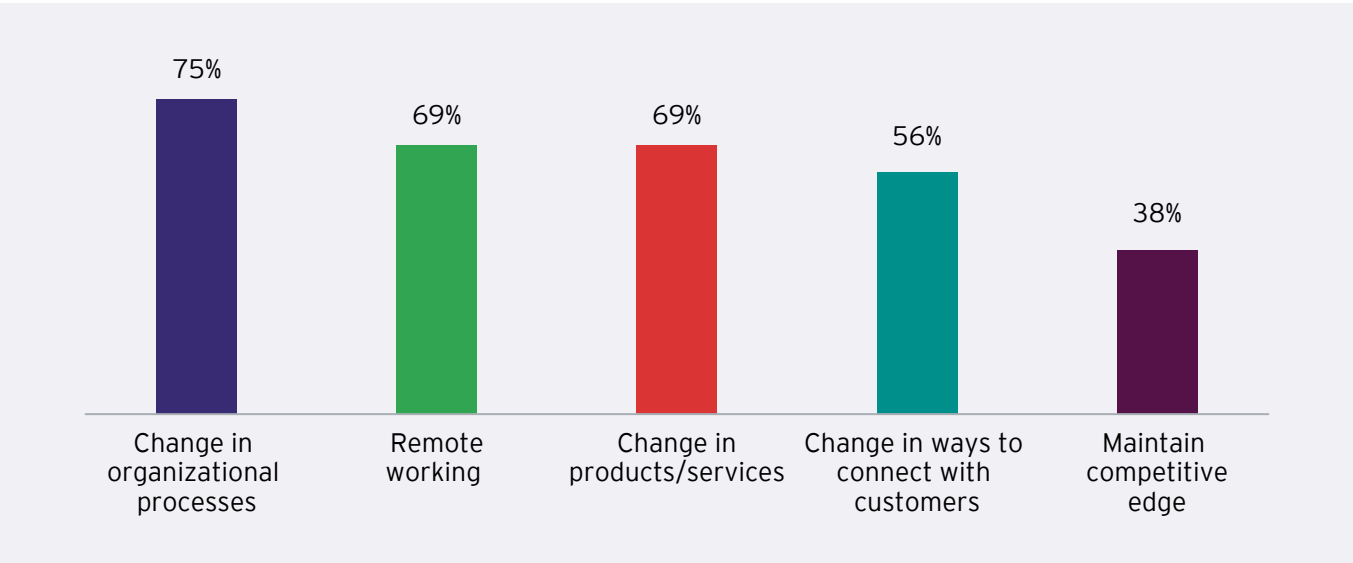
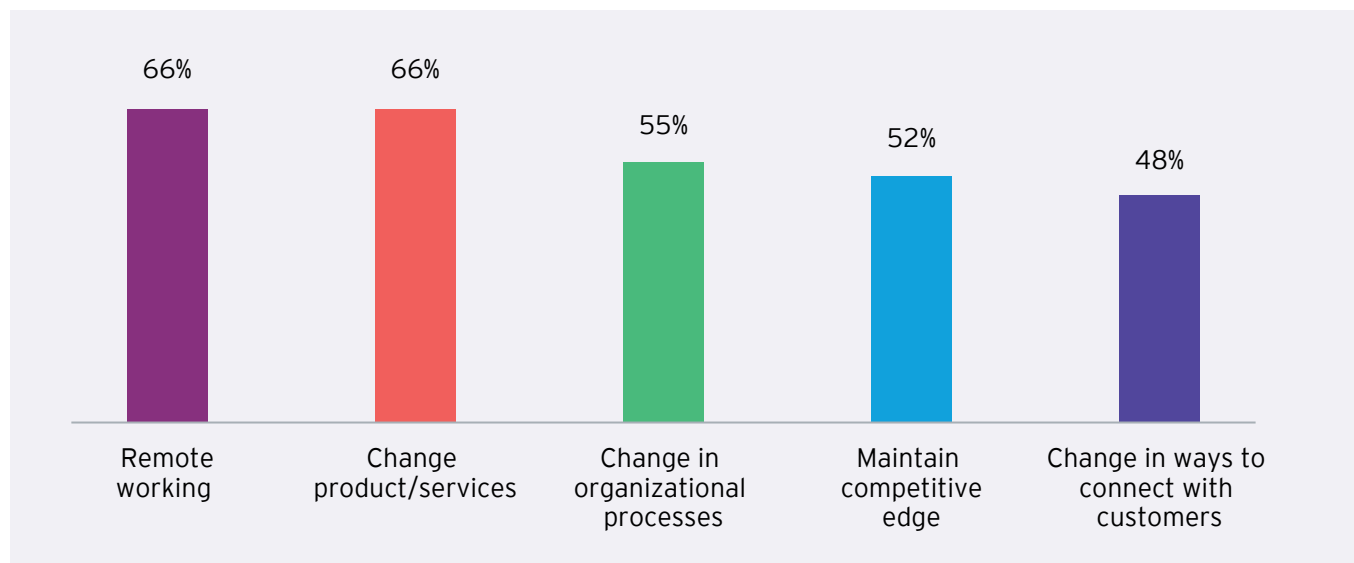


Figure 8: Top reasons for increased cloud adoption - Healthcare



During COVID-19, healthcare in India has seen a huge shift in service delivery models. Healthcare companies have reported multiple use-cases on the cloud, driven by changes in how they interact with patients, which has further triggered changes in organizational processes.

Figure 9: Top five reasons for driving cloud adoption - BFSI



Given that remote working has become a key driver for cloud adoption, cities such as Chandigarh, Indore, Vadodara, Kochi, Coimbatore and Thiruvananthapuram have emerged as the new IT hubs during the pandemic. This is a great opportunity for the government and hyperscalers to invest in digital infrastructure and the new cloud regions in tier 2/3 cities. This will provide employment to engineering graduates in these cities and offer companies easy availability of local talent at a much lower cost. Cloud is also leading to a new hybrid organizational structure, which is a combination of remote and physical workplace staff. This will help organizations have a much larger workforce and provide employment to 2-3X times the headcount than what a physical space permits. More SaaS-based solutions need to be developed for better monitoring of employee productivity, which enhances competitive advantage without comprising on workplace flexibility.





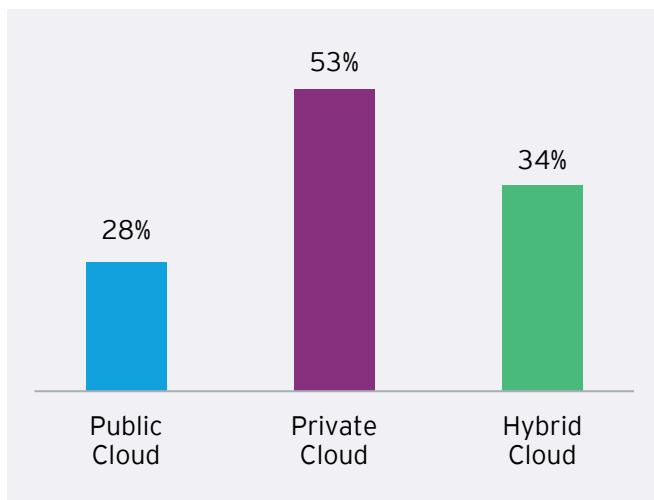


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## Public, Private or Hybrid?

The COVID-19 pandemic has introduced organizations to the benefits of deploying a scalable, distributed and flexible infrastructure. The momentum has further directed enterprises towards three major types of cloud models, Public, Private and Hybrid. Our study suggests that Indian organizations are comfortable in considering a hybrid or a multi-cloud approach to leverage an optimum combination of different deployment models that best fit business requirements.

Figure 10: Cloud adoption landscape in India

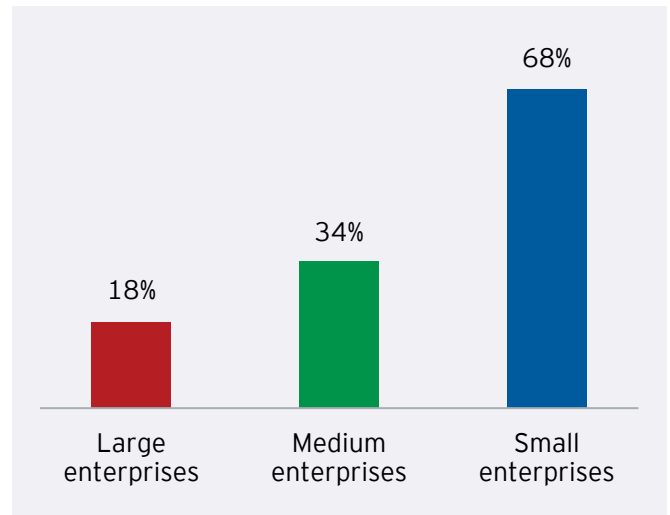


Although the adoption of public cloud continues to be lower than private and hybrid models, the potential which the public cloud model presents is immense, especially while comparing the lower upfront and total ownership costs. In the public cloud category, Indian organizations equally prefer single and hybrid cloud deployments. A private cloud can be accessed by only one business and is physically located within the organization at a data center or hosted by an outside service provider. Unlike the public cloud, all services and infrastructure are hosted on a private network, with hardware and software specifically tailored for that organization. Many government agencies and financial institutions opt for a private cloud service due to regulations, compliance and security/privacy concerns.

The benefits include more control over data and information, since it is not shared with other server tenants and it can also be customized to meet specific business needs. However, the trend is changing. Small and medium enterprises, start-ups continue to leverage public cloud to enable faster time-to-market and access to more automation and DevOps based tooling.

Larger organizations are embracing public cloud for use cases such as cloud native development, application modernization, data backup, DR/BCP environments and integration gateways.

Figure 11: Adoption of public cloud in India



The true power of the public cloud was underscored in last two years as organizations underwent cloud-led digital transformation and achieved impact at scale. Cloud today is enabling business continuity for organizations of all sizes, driving financial inclusion through innovative e-payments and e-KYC, supporting students to continue education amidst the disruption and enabling telemedicine at speed to support people affected by the pandemic. As we move forward, three areas – building the future technology workforce, implementing secure technology practices, and strengthening compliance – will be key enablers for cloud to accelerate growth in India's business ecosystem and empower the government to achieve digital inclusion. At AWS, we are fully committed to support our customers and partners in all these areas and are excited for the positive change we can enable together.

**Rahul Sharma, President, Public Sector - AISPL, AWS India and South Asia**

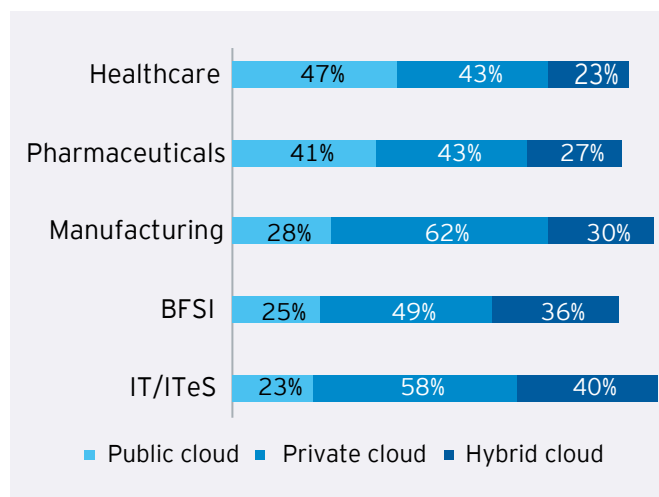


Most large companies choose not to be invested solely in the public cloud due to the time and money they have already spent to develop their on-prem platforms. Instead, they consider hybrid cloud as it gives them the best of both the worlds: the flexibility of the public cloud and the security of the private cloud. Hybrid cloud provides the ability to manage increased computing demands by seamlessly moving from on-prem systems to the public cloud. This enables multiple benefits, for instance, the handling of overflow, without sharing the entire data, as well as the power to protect sensitive data and low-latency workloads by keeping it off the public cloud and within the organization's infrastructure. This also keeps costs in check as companies scale to the public cloud only when needed.

COVID-19 revealed that the public cloud model helps organizations scale and adopt to changes faster than other cloud models. For example, our interviews reveal that the public cloud model opens an organization to a broader spectrum of service and scale potential compared to the private or hybrid models.

The pandemic imposed a great amount of pressure upon the healthcare sector, needing it to adapt to greater demand levels and scale up fast. The survey reveals that unlike any other industry, the healthcare industry reports a greater incidence of public cloud usage.

Figure 12: Cloud models adopted by sectors



The journey to the cloud should not be rushed. A fully cloud native approach is not necessarily the right solution. A "cloud-first" path is often desirable, as it supports business agility, optimized migration and cost reduction, all driven by decision-making that is informed by an organization's risk appetite. To capitalize on the benefits of cloud transformation, enterprises should revisit other IT initiatives and align them to an overall cloud-first, enterprise IT strategy. Hybrid cloud is the stepping-stone to complete public cloud adoption. The roadmap should begin with a comprehensive view of the infrastructure and software assets within the business which will help shape the larger strategy and cost-benefit economics.

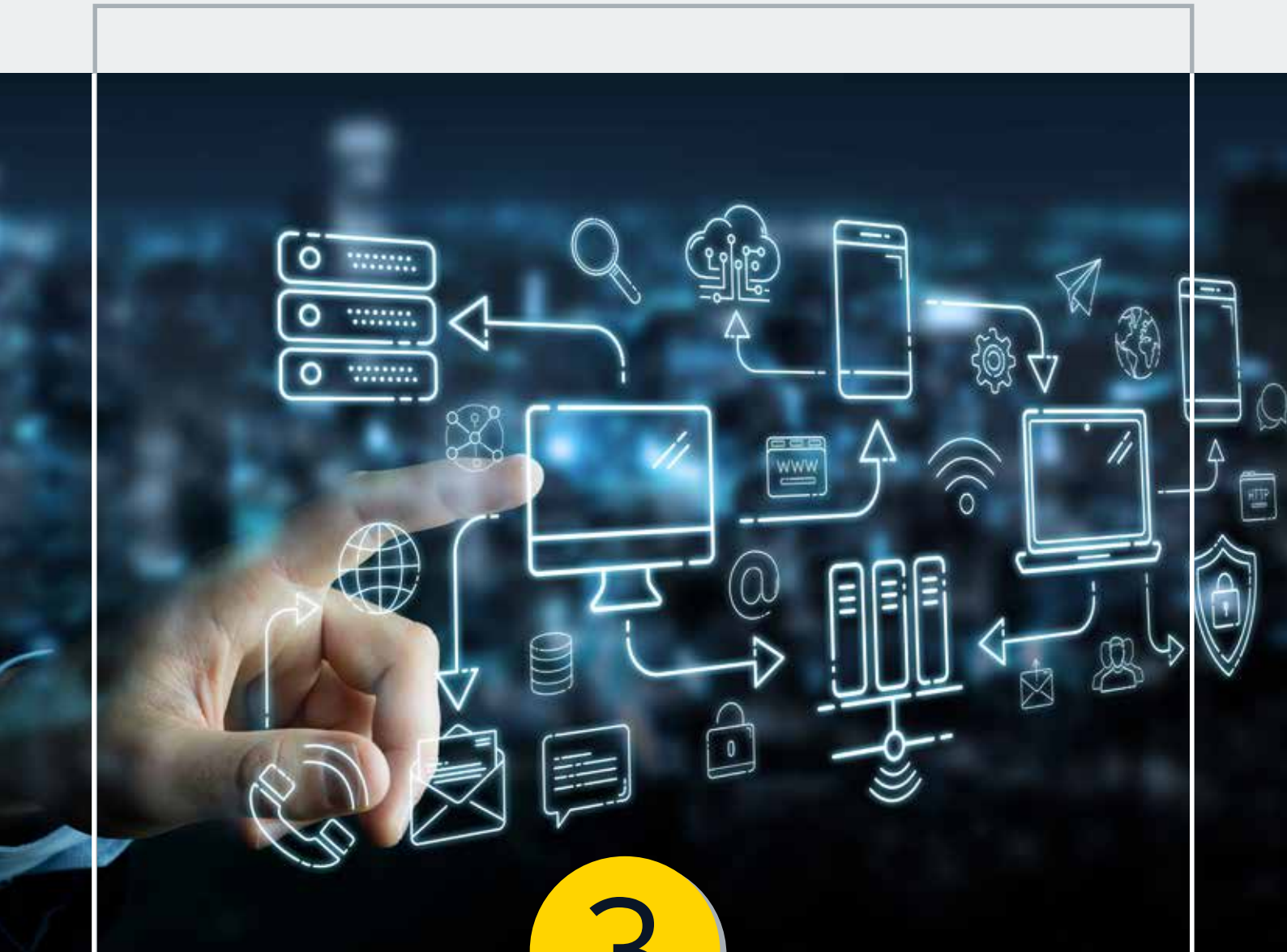
This view should include cost of maintenance, replacement and expected useful life, as well as qualitative aspects of the assets, such as the level of customization and anticipated complexity to migrate. Hyperscalers should also provide more options to be compliant with the latest regulatory requirements. Further, they should help manage systemic risks of cloud failures and reduce business anxiety with more transparency around their resiliency and business continuity measures.



Thriving in the face of uncertainty and competing in the digital economy needs a robust cloud strategy. Organizations undergoing digital transformation routinely grapple with harnessing their data to create positive business outcomes. A hybrid cloud strategy should therefore be a key imperative for decision makers looking to increase speed-to-market and improve customer experience without compromising ecosystem security.

***Puneet Gupta, Vice President & Managing Director, NetApp India***





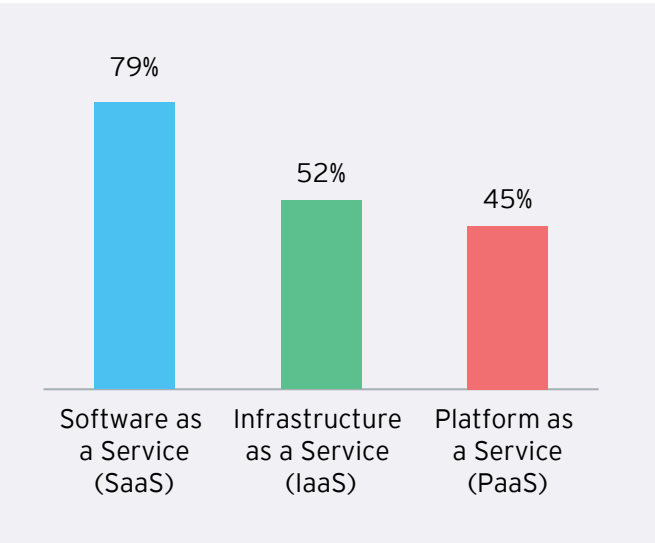
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## Service Model Options



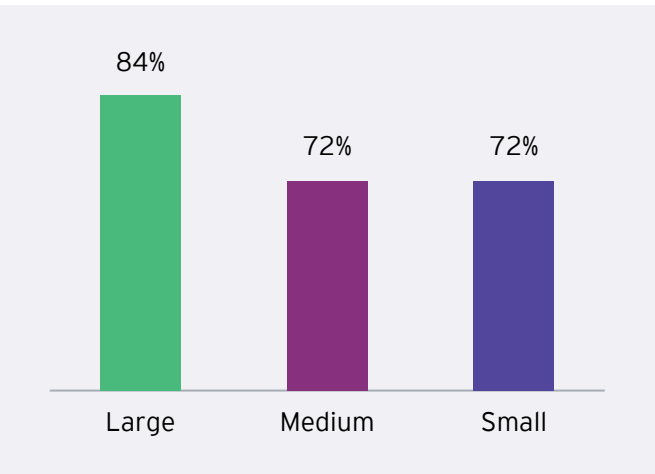
Among the available cloud service options, SaaS continues to be the most preferred cloud deployment option among Indian organizations. SaaS models are becoming the go-to option for organizations given the flexibility and affordability offered through their subscription-based offerings and centrally located remote cloud networks. During the pandemic, SaaS solutions became the fastest-growing segment in the Indian industry.

Figure 13: Cloud models used by Indian organizations



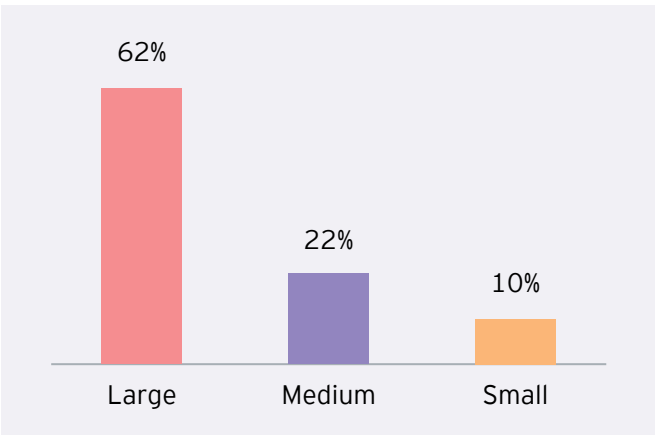
Our survey reveals that SaaS adoption has been driven by organizations of all sizes: 84% of respondents from large organizations and 72% respondents from medium and small sized organizations have adopted SaaS.

Figure 14: SaaS adoption by size of organizations



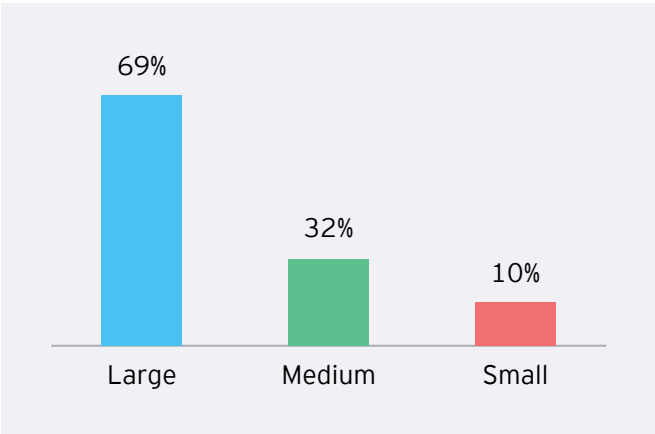
Our survey shows that PaaS and IaaS have been primarily driven by large enterprises. 62% of the large sized organizations have adopted PaaS. However, only 22% of medium - sized and 10% of the small - sized organizations have adopted PaaS. Higher total cost of ownership of IaaS and PaaS models compared to SaaS is likely a key factor behind the low adoption of these models among medium-sized and small organizations. However, considering these models offer more agility and reduced upfront costs, the potential for these to proliferate across all segments of the Indian industry is significant.

Figure 15: PaaS adoption by size of organizations



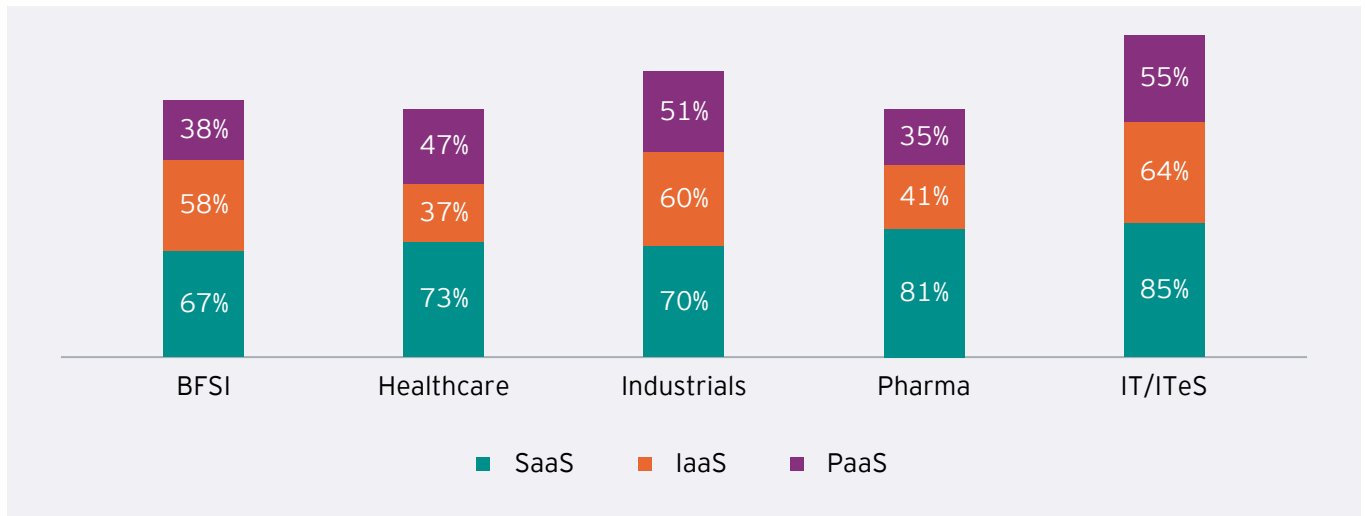
Approximately 69% of large organizations have adopted IaaS. However, only 32% of medium-sized and 10% of the small organizations have adopted IaaS.

Figure 16: IaaS adoption by size of organizations



Three industries stand out when it comes to adoption of alternative cloud models such as IaaS and PaaS: IT/ITeS, industrial manufacturing and BFSI.

Figure 17: Current cloud deployment models



While SaaS continues to be the largest cloud segment for cloud consumption due to its ability to provide on-demand, out-of-the-box solutions for rapid transformation, PaaS is expected to grow at a faster rate. The huge migration of employees during the pandemic to remote work leverages PaaS-based cloud native solutions. The maturity of the automation and productivity tools will further accelerate the adoption of PaaS services like server-less cloud computing and automated cloud orchestration in the next few years.

**Nitin Sawant, Leader - Cloud and Enterprise Architecture, EY India**

business applications such as CRM (Customer Relationship Management) and ERP (Enterprise Resource Planning), but also in the form of sectorial solutions, for example, core banking platforms. The SaaS model also enabled small and medium enterprises to achieve scale by harnessing the agility of the cloud.

In order to advance the adoption of this model, SaaS solution companies need to provide more visibility to their customers around data residency, security controls, data portability and ease of customization to increase adoption. The dearth of cloud talent is hindering the adoption of PaaS applications. Hyperscalers need to increase their focus on certification programs and penetrate additional engineering colleges to “catch them early” and build a community. Online learning and certification programs sponsored by the government, industry associations and private edtech platforms will need to play a key role in the coming years to fill this talent gap.



The pandemic has largely transformed the way the financial services industry functions and has accelerated its adoption of new technologies. Cloud-enabled digital technologies have empowered the FSIs to be agile, be innovative and become more resilient. We see cloud serving as a foundational platform, continuing to drive the digital transformation agenda.

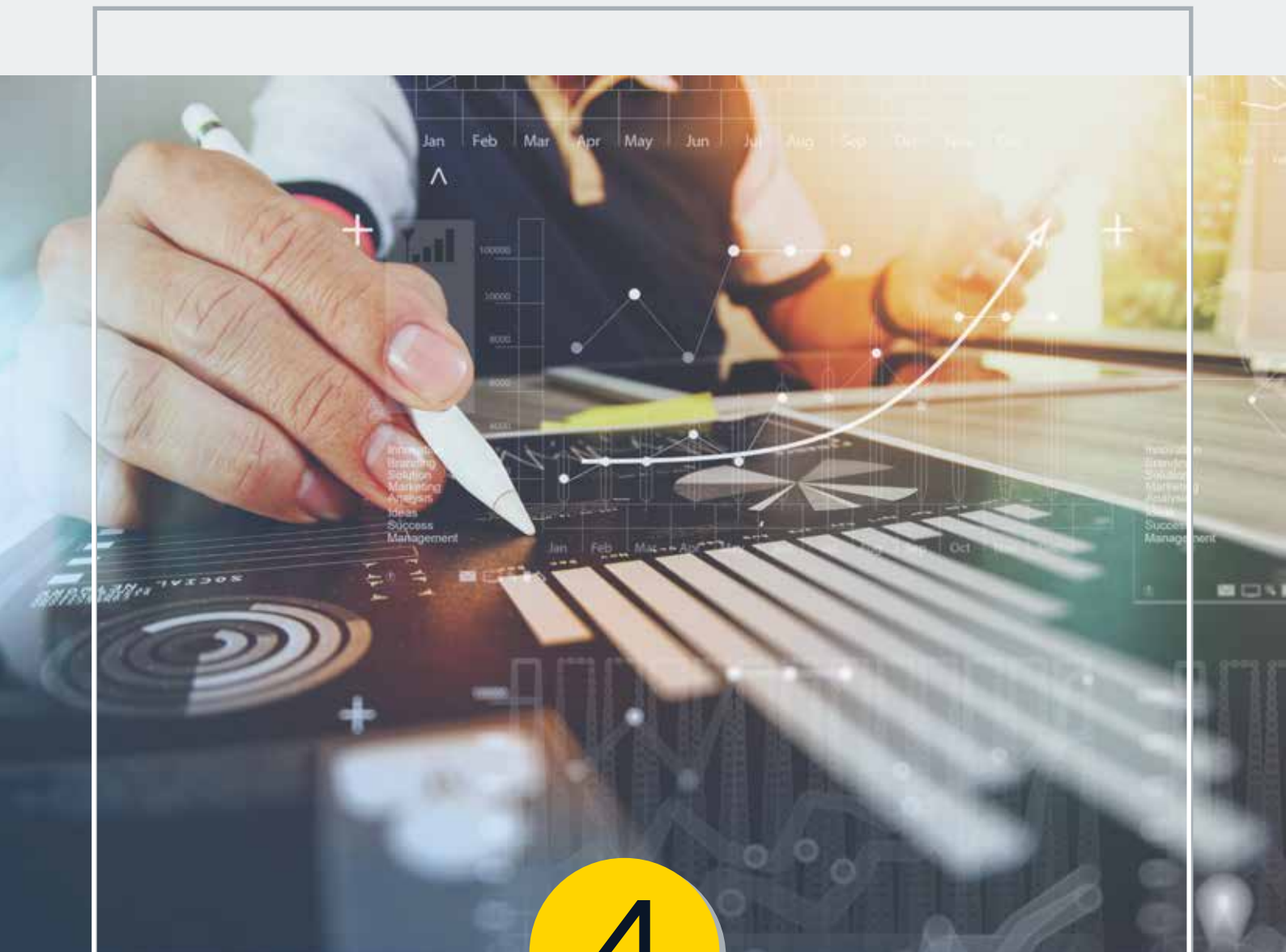
**Anant Gupta, FSI Leader, Google Cloud - India**

The early adoption of cloud was a lift-and-shift strategy of applications to cloud driven by cost saving as the main objective. However, as organizations matured, they started building new applications using cloud native PaaS technologies. These were the born in cloud enterprises. However, organizations that did not want to build in-house cloud skills and were looking at off-the-shelf products with the cloud advantage, went for the SaaS cloud service model.

The pandemic accelerated the adoption of SaaS based products and solutions since it was important to reach customers through alternative channels quickly. The SaaS model was not only offered in the form of enterprise







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# The Risk Landscape

The recent upsurge in demand for cloud notwithstanding, many executives are concerned about the risks related to cloud migration. However, with the rising efficacy of cloud-led services, cloud service providers have invested heavily in enhancing the security and controls environment to provide better risk assurance. The challenge however, remains for user organizations with limited understanding of cloud operations and under invested in cloud-skills, particularly in the areas of security and compliance. It is critical for user organizations to “catch-up” with the pace at which cloud service providers are enhancing their security capabilities.



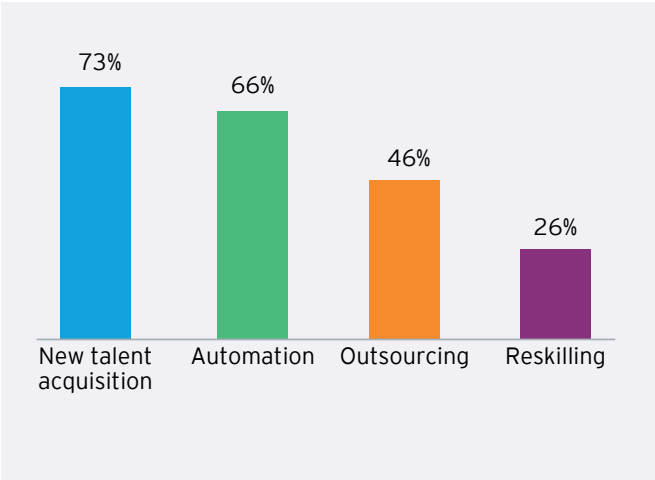
With the rapid uplift in cloud adoption, the risk landscape has undergone a tectonic shift. Organizations wanting to accelerate their cloud journeys are often concerned about security. We believe that security imperatives on the cloud are no different from those required on-prem and must operate at scale flawlessly and with dynamism. This necessitates taking a holistic approach, one that provides constant visibility across endpoints, networks and even multiple cloud environments. Adopting a Zero Trust approach and bringing in more automation backed by AI and ML are crucial to maintaining cloud security.

**Anil Valluri, Managing Director and Vice President, Palo Alto Networks India**

Our survey highlights that Indian enterprises are rethinking existing risk frameworks and control matrices to cater cloud-led operations. They are also adopting observability to ensure that they have deeper insights into complex usage of cloud services via common dashboards. Most CIOs and CISOs continue to curate metrics and scorecards to track their risk performance and security posture.

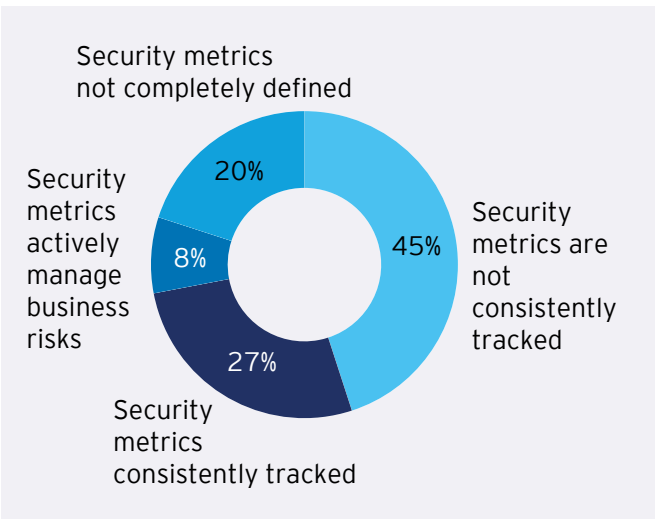
However, the challenge for many organizations is ensuring the adequacy and completeness of the data for computation of metrics and review of its relevance on a consistent basis. The above challenges further intensify as organizations opt for multi or hybrid cloud deployment models.

Figure 19: Companies reporting gaps in managing cloud security



Our survey reveals that the majority of Indian organizations do not have mechanisms to track and manage their cloud security risks. Small and medium-enterprises seem to be the most concerned in this regard. Infact, many respondents told us that they do not even have a formal process for identifying mission-critical risks, nor do they have a dedicated function to manage security, privacy and compliance risks associated with cloud.

Figure 20: How organizations manage cloud security metrics



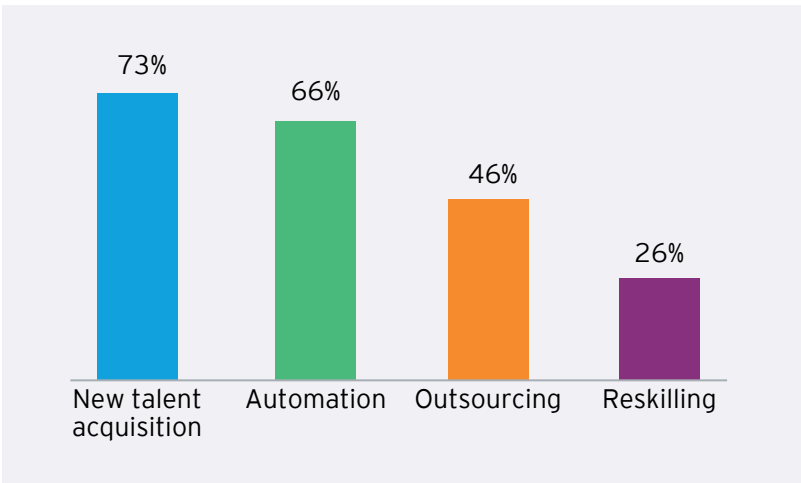
Given the ever increasing risk of cyber attacks, several executives told us that they are bolstering their security defences with a three-pronged strategy involving people, process, and technology. They want to augment their traditional network security measures with a proactive approach and continuously monitor everything happening on their systems.

Indeed, planning and preparing for a breach must be top of mind for executives today. Utilizing cloud-hosted services can help in managing breaches, based on a zero-trust approach. Cloud-supplied security offerings provide a cost-effective solution with lower cost of entry reducing the upfront cost of equipment. In addition, setting up and configuring new services in the cloud can happen “at pace” compared to on-prem systems.

Given the advantages of cloud security services, we will likely see a much greater adoption of cloud in the coming years.

In addition to security-related risks, shortage of talent presents a major challenge before the industry. Our survey reveals that while organizations are making every effort to hire digital skills from the market, there is also a major push to leverage automation to bridge the skills gap.

Figure 21: Organizational response to digital talent shortages







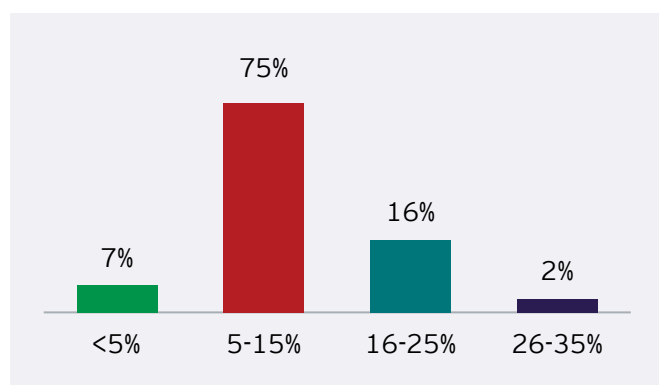


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# TCO and ROI Perspectives

Organizations took the first step of moving to the cloud as the business cases suggested a reduction in IT costs and optimization of redundant resources. However, as organizations advanced the adoption, the economics of using cloud did not seem to be as lucrative as in the beginning of the journey. Our study reveals that measuring return on cloud investments is a prime concern among the organizations who are actively ramping up cloud migration. One in every four enterprises has a cloud strategy with an allocated budget in place. The cloud spend is typically 5-15% of total IT budget. Four in every five enterprises are bullish about their cloud budget next year. Initiatives focused on internal IT and infrastructure such as lifting and shifting infrastructure to cloud has been the most challenging for Indian enterprises in meeting total cost of ownership (TCO) objectives. Further, sometimes the lack of clarity around costs of cloud setup, data migration and network connectivity from on-prem data centre to cloud zones have made the movement to cloud a slow process.

Figure 22: FY22 IT budget for cloud



Organizations are increasing their budget allocations for cloud related initiatives. As shown in the above figure 75% of our survey respondents increased their cloud budgets by 5-15% in FY22. Several reasons are attributed to the challenges with regards to keeping cost structure within predictable limits, which in turn inhibits cost optimization. They include factors such as the use of more than one cloud service provider, mix of public, private and on-prem infrastructure, democratization of cloud within the business, existence of shadow IT and weak line of sight into workload deployment and the usage of underlying components.

Responses to our survey suggest that CIOs or CTOs are long accustomed to managing the cost attributed to on-prem IT. In such cases, costs can be broken down into logical buckets (run, scale or back-up) and traced to specific components. The cloud also makes it easy to add new services, such as disaster recovery, which were not cost effective for on-prem applications.



As cloud computing models evolve and proliferate, there will be an increased focus on cloud cost management to maximize returns. Research firm IDC predicts that by 2023, the belief that enterprises are wasting at least 20% of their public cloud spending will drive enterprises to invest in public cloud cost management, with the goal of cutting cloud waste in half. We expect that in 2022, Indian enterprises will prioritize leveraging cloud cost optimization solutions such as usage dashboards and billing visibility tools to monitor cloud spending. Besides, they will focus on using advanced tools to interpret cloud billings, forecast usage patterns, and accurately predict long-term expenditure.

**Abhinav Johri, Director, Digital & Emerging Technologies, EY India**

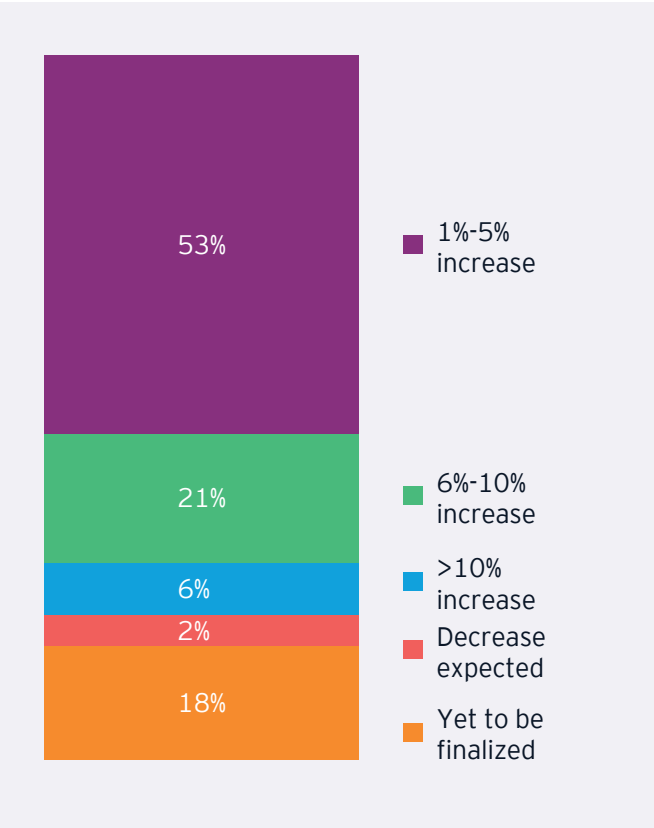
Cloud services require a governance structure whereby companies not only set a budget and track spending against it, but also establish alerts when true costs exceed predicted costs. Our survey shows that enterprise clients are considering multiple strategies to enhance their grip on cloud economics. This includes defining a migration strategy prior to deciding the mix of lift-and-shift and cloud-native application development. Resource tagging is also essential to help establish business unit ownership. This helps in the identification and application of charge backs. It is critical for stakeholders to be notified with usage alerts, leading to early warnings in case set-limits are breached.



Finally, enabling architecture teams with skills in cloud cost management is essential as they make resource-mix and deployment decisions. Many organizations have followed a lift-and-shift approach to migrating legacy applications and workloads to the cloud, assuming it is the quickest path to realizing the return on investments (ROI). This may not necessarily be the case, however the sweet spot for cost optimization lies with a mix of lift-and-shift and cloud-native application development. There needs to be a constant endeavour to monitor costs for resource utilization, to setup thresholds and alerts, and further, to create cloud cost optimization teams and adopt cloud observability tools.

Cloud spending is expected to further increase in the years to come. As the demand for disruptive technologies such as artificial intelligence, advanced analytics and the Internet of Things increases, it would propel the growth of cloud technology as well. Based on the survey analysis, one may surmise that Indian organizations will likely increase their cloud investments manifold in the next two years.

Figure 23: FY23 cloud budget predictions







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## Call to Action



Enterprises are adapting to a new consumer-centric marketplace in which customers expect their products and services to be delivered more conveniently and quickly than ever before. More and more organizations utilize the cloud to gain access to on-demand resources – servers, applications and networks. The right cloud strategy offers significant benefits in areas such as customer experience, employee engagement, development of new products/services, cost optimization, and the development of entirely new business models.

By addressing key challenges that may impede cloud adoption, we can strengthen the competitive posture of enterprises across India. Specifically, we recommend a focus on the following systemic actions to be taken up by the entire cloud fraternity of hyperscalers, solution providers, regulators and CXOs across India.

Figure 24: Call to Action



Ensuring that organizations adopt the right approach to cloud requires a detailed understanding of business imperatives as well as available solutions. Enterprises with cloud-enabled businesses and IT transformation mindsets will thrive and be less prone to disruptions due to competitive threats or black-swan events like COVID-19.

We are optimistic that the Indian industry will seize the cloud opportunity and leverage its benefits to gain competitive advantage and provide better experiences for customers, employees and other key stakeholders. In doing so, we are confident that many will create disruptive business models that will help create long term value and ultimately, a better world for all.

# About the survey

This report is based on responses from over 500 CEOs, CIOs and CTOs who participated in our survey which was conducted in last quarter of 2021. The survey covered large (60%), mid-sized (30%) and small (10%) companies in India. We also conducted in-depth interviews with a cross-section of survey respondents and technology leaders. In addition we received inputs from cloud solution and service providers. The survey covered over 15 industry sectors, including IT/ITeS (18%), BFSI (11%), Industrials/Manufacturing (9%), Pharma (7%), Healthcare (6%) and Professional Services (6%). The findings from this study can be leveraged by boards, corporate executives and government leaders interested in further accelerating cloud adoption across organizations in India.

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