

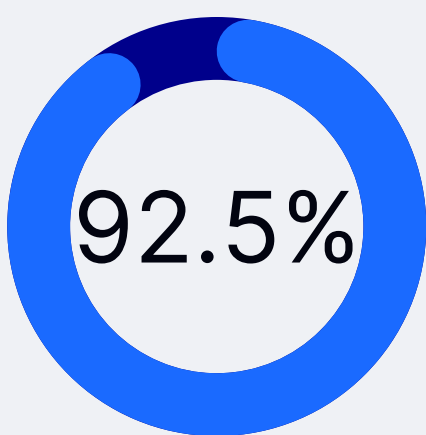
# AI: The transformative driver for modern MSPs/MSSPs

OpenText™ Cybersecurity  
2024 Global managed security survey

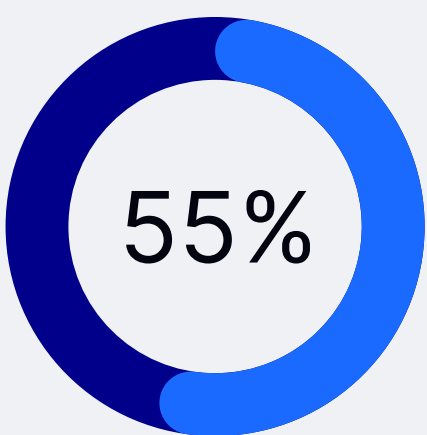
OpenText Cybersecurity MSP/MSSP survey finds customers seek AI-led comprehensive security expertise for threat detection and vulnerability management

SPOTLIGHT FINDINGS

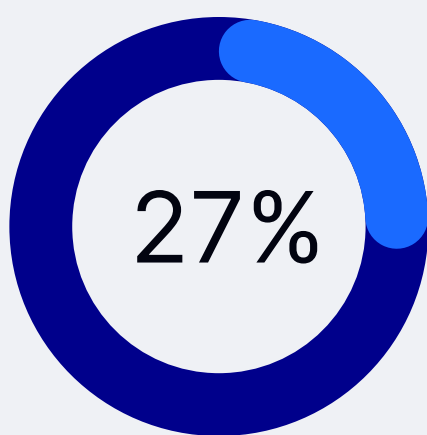
## PRIORITIES HAVE SHIFTED TOWARDS EMBEDDED AI AND HOLISTIC SECURITY WITH SINGLE VENDORS



Most MSPs and MSSPs view investing in AI and providing AI security services as the primary factors fueling business expansion in the upcoming year

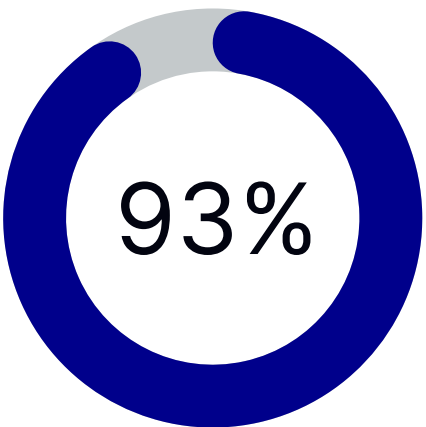


More than half of MSP and MSSP customers utilize their services for comprehensive security

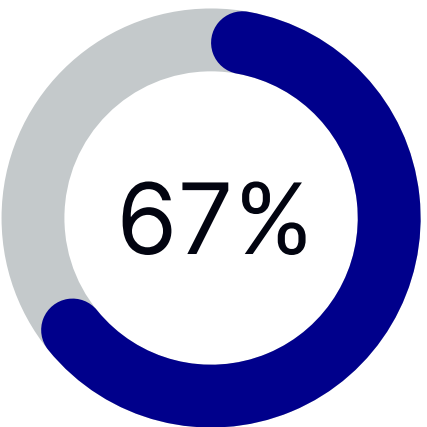


Over a quarter of customers now prefer a single vendor for security solutions, marking a 10% increase from 2023

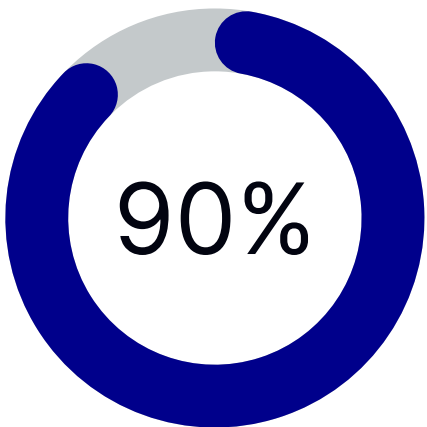
## AI REVOLUTION: MSPs/MSSPs BELIEVE AI WILL BE THE CATALYST FOR BUSINESS GROWTH IN 2024



The majority of MSPs and MSSPs said AI interest will drive growth in their business this year

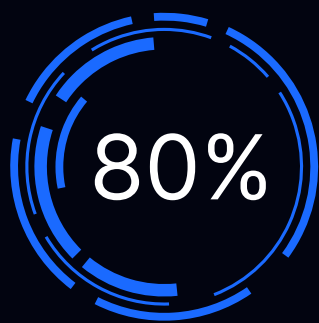


Many MSPs and MSSPs anticipate that the increasing interest in AI will boost their business by 11-30%

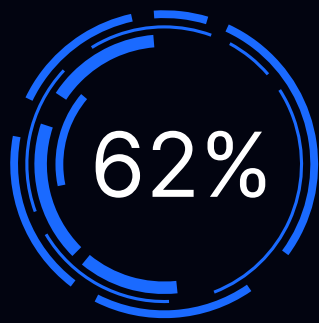


With this increase, most MSPs and MSSPs feel ready to assist their clients with AI-related security needs

## UNDERSTANDING GENERATIVE AI IS THE KEY TO DELIVERING HIGH-QUALITY AI SECURITY SERVICES



More than three-quarters of MSPs and MSSPs offer AI-related security services (i.e., tools) to track threats and vulnerabilities...



...those who don't, plan to offer AI services in the next 12 months

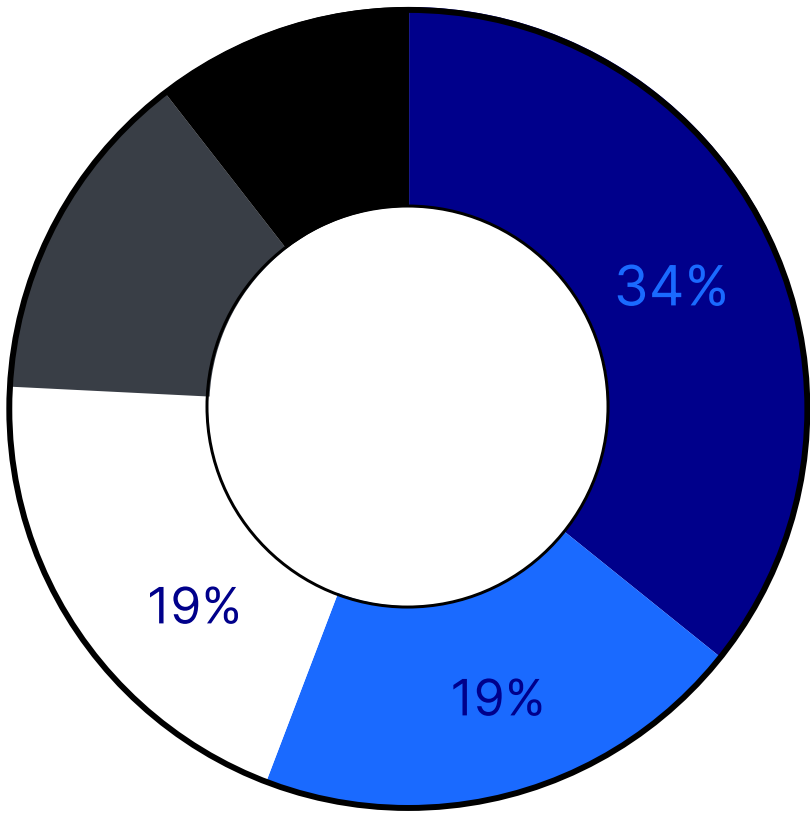
- 1st Generative AI understanding
- 2nd AI data governance
- 3rd AI policy frameworks guidance
- 4th AI services sales training

To help prepare, most MSPs and MSSPs are focusing their education efforts in these areas with “Understanding generative AI” leading as the most important

## A TOP CHALLENGE FACING ENTERPRISE AND SMB CUSTOMERS IS THE INCORPORATION OF AI INTO SECURITY

Most MSPs and MSSPs anticipate that AI integration will be the primary challenge for their clients, and they are eager to assist in overcoming this obstacle.

AI integration is not the sole challenge for clients. MSPs and MSSPs also believe that a majority of their customers will need help reducing cost, security program simplification, and mitigating staffing shortages.



- Incorporation of AI into security
- Simplification of security program
- Cost savings
- Staffing shortages or cuts
- Other

MSPs and MSSPs cite the number one benefit of incorporating generative or other AI into customers' security programs is to augment the skills of security talent and security platforms, rather than replace people.

### Survey methodology

In April 2024, OpenText Cybersecurity surveyed 1,577 managers, c-level executives, and security specialists at MSPs and MSSPs in the United States, Canada, the United Kingdom, France, Germany, and Australia. Respondents represented MSPs/MSSPs ranging in size from 50 to more than 5,000 employees.

### About OpenText Cybersecurity

OpenText Cybersecurity provides comprehensive security solutions for companies and partners of all sizes. From prevention, detection and response to recovery, investigation and compliance, our unified/end-to-end platform helps customers build cyber resilience via a holistic security portfolio. Powered by actionable insights from our real-time and contextual threat intelligence, OpenText Cybersecurity customers benefit from high efficacy products, a compliant experience and simplified security to help manage business risk.

### About OpenText

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