

A STUDY OF IT MANAGERS' PREFERENCES IN THE UAE BANKING AND FINANCE SECTOR

An abstract graphic on the right side of the page consists of several overlapping, 3D-rendered purple rings or discs. These rings are arranged in a way that creates a sense of depth and movement, with some appearing to be in the foreground and others receding into the background. The rings are all the same color, a deep purple, and have a slight metallic or glossy sheen.

Introduction

This report was prepared based on the results of a study conducted in **UAE financial sector companies** on the use of **AI solutions and IT infrastructure** within the company.

The purpose of this study was to find out the **preferences of CTOs, CIOs and other IT managers** in UAE banks and financial companies in terms of using IT infrastructure and AI solutions.

All respondents were asked 5 questions, in response to which only 1 answer option could be selected.

- What **IT infrastructure** is currently used in the company?
- Which **vendors** are mainly represented in in-house IT infrastructure?
- When choosing a **cloud infrastructure**, is preference given to certain vendors or does price and performance matter?
- Is the company currently implementing **AI projects**?
- When implementing **AI projects**, on what infrastructure are they implemented - **in-house or cloud**?

The study involved

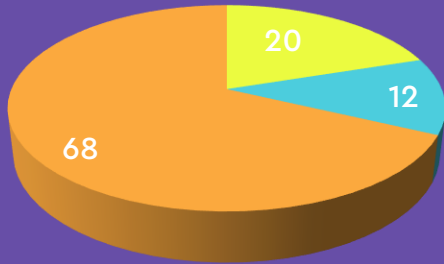
25

IT managers:
CTO, CIO, etc.

From UAE banks, insurance and financial companies. Of the 25 respondents, 20 were from banks and 5 were from insurance and financial organizations.

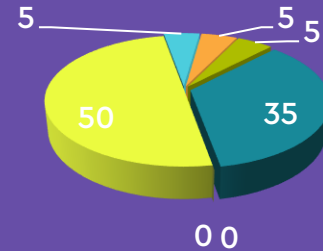
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What IT infrastructure is currently used in the company?



■ Cloud ■ In-house ■ Mixed

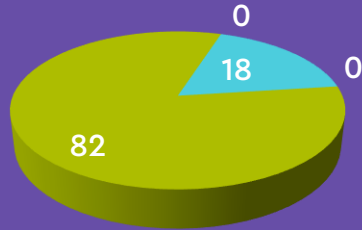
Which vendors are mainly represented in in-house IT infrastructure?



■ No answer ■ HP
■ Dell ■ IBM

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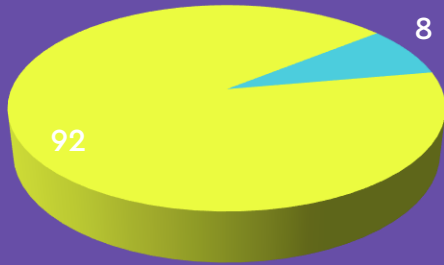
When choosing a **cloud infrastructure**, is preference given to certain vendors or does price and performance matter?



- Certain vendors
- Price
- Server performance
- All above mentioned

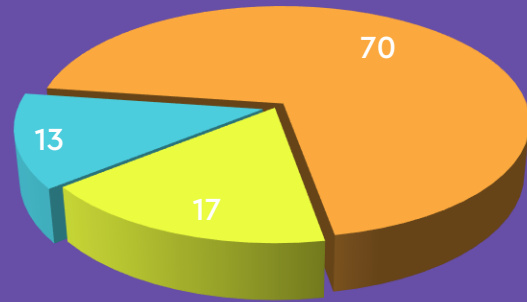
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Is the company currently implementing AI projects?



■ Yes ■ No

When implementing AI projects, on what infrastructure are they implemented – in-house or cloud?



■ Cloud ■ In-house ■ Mixed

Brief conclusions

The majority of respondents (92%) answered that their companies have launched and **are implementing AI projects**. These results show and confirm the importance of AI solutions for the UAE financial sector and the growing popularity of implementing AI solutions in this area.

The majority of respondents (68%) answered that their organizations **use a mixed IT infrastructure**, which includes both in-house capacities and cloud server solutions, and **only 12%** of respondents say that they **use their own IT infrastructure** to solve all of the company's IT tasks.

At the same time, out of **68% using cloud infrastructure**, when choosing a provider, they do not give preference to any one factor, but make a comprehensive choice based on key criteria: price, quality of services, server capacity.

Of the 92% of respondents implementing AI projects in their companies, the majority (70%) also **preferred to use a mixed IT infrastructure**, and only 13% use exclusively their own IT infrastructure to implement AI solutions.

Quite unexpectedly, **50% of respondents refused to answer the question about the IT infrastructure vendors represented in the company**. In this regard, it was assumed that among end customers, such as banks and financial companies, the influence of the brand in choosing the components of the IT infrastructure is not important or influencing the decision-making.