

The build vs. buy dilemma

Based on Exclaimer's survey of over 2,000 global IT and security decision-makers

1 Why teams choose DIY

Top reasons IT builds solutions in-house

- 27% build for compliance and data residency.
- 27% for integration with legacy systems.
- 24% to meet customization needs.
- 24% due to limited budget.
- 21% say it's "fun to build from scratch."

It feels faster, cheaper, and simpler—until it doesn't.

2 When builds go over budget

46% of internal projects cost nearly 2x what was budgeted.

Three months to build. Three years to maintain.

Planned Actual

- Time: 2x longer
- Cost: 1.8x higher
- Maintenance: 10-50 hrs/month

Only 8% of in-house builds finish on time.

3 When productivity stalls

91% of IT teams say maintaining DIY tools reduces productivity.

Build time is downtime.

Monthly IT hours spent on maintenance

Category	Hours
In-house builds	43 hours
Vendor solutions	0 hours*

*Vendor maintenance is handled externally—no internal hours required.

4 The build trap

- 20% say they lack resources for ongoing maintenance.
- 26% identify retention risk or loss of key developers as a barrier.
- 26% cite unclear total cost to the business.
- 25% say their teams lack the capacity to develop and support additional internal tools.

When knowledge walks out the door, so does your capability.

Any disruption threatens the whole system.

5 Where DIY leaves you exposed

64% of IT leaders report downtime or security incidents tied to internal builds.

Security debt grows faster than your patch cycle.

Vendor-managed updates reduce your exposure without adding to your workload.

6 When DIY turns to overhead

71% of in-house built solutions are eventually abandoned.

Control feels efficient—until it doesn't.

7 How vendors outperform DIY

84% of IT leaders say vendors improve reliability, security, and speed to value.

Vendor line Internal line Innovation threshold

8 How IT leaders are scaling smarter

91% of IT leaders say maintaining DIY tools limits innovation.

Sure, you can build. But should you?

Control feels safe. But confidence scales.

Scale faster. Secure smarter.

See what 2,000 IT and security leaders wish they'd known before building in-house.

Download the full report