



IT & Telecommunications Insights

ELMO SOFTWARE'S 2026 HR INDUSTRY BENCHMARK REPORT (ANZ)



Key Trends

16%

experienced AI transformation in 2025 (36% predicted it)

84%

of HR professionals say AI works for them. 30% say it works extensively across their organisation.

25%

of HR leaders feel fully equipped to meet leadership expectations around AI.

Biggest challenges in IT & Telecommunications HR for 2026

32%

see upskilling, cross-skilling or reskilling as the biggest hurdle

31%

predict expanding AI use across the organisation will be a challenge

26%

cite both adopting AI into the organisation & cyber/data security threats

IT & Telecommunication Industry Benchmarks



IT & Telecom average cost per hire (\$18,913) is 11% higher than the national Australian average and 7% above New Zealand.

New IT & Telecom hires get up to speed 26% faster (32.7 days) than the national Australian average.

~5% is the predicted base salary increase in the IT & Telecom sector in 2026.

ABOUT THE REPORT

ELMO Software commissioned YouGov to survey 1,200 HR professionals across Australia and New Zealand. The objective is to provide in-depth, local data across key areas within HR's mandate.



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