



THE "IT" ENIGMA:

HOW TO INCREASE IT PRODUCTIVITY AND BRING DOWN IT COSTS.

This year, according to Forrester, Corporate and IT executives will continue to focus on how to deliver consistent IT services to the business at the lowest possible cost. Simply, this means empowering IT productivity while ensuring IT's cost structure is as efficient as possible. That's a tough assignment for IT managers and CIOs. So let's look at both sides; Productivity and Cost.

Driving IT Productivity...

In a recent Forrester poll of IT executives on how to increase IT productivity:

- **64% of IT executives pointed to end-to-end infrastructure monitoring**

More Proactive IT and a Lower MTTR: The key is two-fold. First, end-to-end monitoring makes IT more proactive by helping IT solve problems and outages before they happen. Secondly, this improves IT staff productivity through a faster Mean-Time-To-Repair (MTTR) when problems do happen. The net result is fewer IT problems and services returning to normal faster when issues do happen.

- **55% of IT executives said capacity planning and capacity management to meet business demand**

Total Capacity Visibility: Capacity is simple in theory. Too little and IT services don't meet business needs, too much and IT wastes precious resources and dollars. How do you find the right balance? The key is to have one view of capacity, across the entire data center. With the multitude of platforms and multi-vendor environments, this can be near impossible. Most tools just aren't equipped to manage capacity in today's data center. You need clear visibility to total capacity across all resources in order to manage capacity correctly. That includes capacity across physical, virtual, legacy and even cloud resources. Look for a tool that can be your global capacity data warehouse.

- **80% of IT Managers feel they don't have enough visibility or control.**

Get Control: Without visibility, there is no control. Strategies look good on paper, but if they aren't executed and controlled properly, it's a waste of time. To execute, IT teams need control and visibility of their environment. The IT team needs a clear and accurate view of the entire datacenter's performance and capacity. Make sure your team can see physical, virtual, legacy and cloud resources easily. As management guru Peter Drucker says, "If you can't measure it, you can't manage it."

Reigning in IT Costs...

Forrester has published the average cost structure of IT departments:

- **68% of IT executives say software and hardware consolidation is key to cost cutting**

New Tools Can Maximize Hardware and Software Savings: New tools can replace and consolidate the number of tools you use, greatly reducing your annual software spend. In addition, new tools can increase the efficiency of your virtualization projects. That's two birds with one stone, a tool that helps software and hardware consolidation. That's a big cost savings. If you are virtualizing in search of greater cost savings and efficiency gains, it's the perfect time to consider a better, and more cost effective, toolset.

- **43% of IT cost is staffing and contractors**

Make Staff More Productive: Ensure your IT team is as productive as possible. With the largest single spend of IT budget, wasting staff time is a critical error. Ensure data center tooling is getting the most out of your staff. Legacy or incorrect tools may be wasting up to 40% or more staff time, as they can be unequipped to handle today's environments. That's like burning 17% of your total IT budget, before you even get to work!

- **75% of IT Executives cannot accurately measure Quality of Service.**

Report on SLAs: Finally, it comes down to accurately measuring the service IT delivers to the business. If IT cannot show proof of its value to the business units, then it's just a cost center. Cost centers can easily be outsourced or have their budget slashed. In order to show IT's value to the business, it's critical to set and report on IT Service Level Agreements. There are tools that make setting, monitoring and reporting on IT SLAs easy, and that can be deployed and reporting in hours. This is a critical step for IT departments, allocating value (services provided) to cost (IT budget).



Now the Hard Part, How to Change... Now.

To become a highly productive and cost-efficient IT department, you'll need to change. Not just a strategy buried in a presentation but changing how IT works. But it doesn't have to be complex or risky.

The easiest way to initiate change is to find better IT tooling for your teams use. The right tool can drive the right behaviors and can help aid or enforce many of the points discussed above.

So, What Should IT Executives Look For...

- ✓ End-to-end infrastructure monitoring and management across the entire data center.
- ✓ Powerful and granular capacity planning.
- ✓ A dashboard that helps IT management keep a bird's eye view on IT service delivery with visibility across all IT environments, platforms and even multiple data centers.
- ✓ Service Level monitoring and management that's accurate and fast to deploy.

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- ✓ A tool that is easy for the IT staff to use, day-in-day-out, driving lower MTTR and fewer IT problems.
- ✓ A lower Total Cost of Ownership than current tools require (TCO includes licenses, training, on-going support and consulting).
- ✓ A tool that can cost effectively consolidate current IT Systems Management solutions.
- ✓ A tool that can help optimize hardware consolidation and virtualization projects.

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Dennis Callaghan, Analyst for The 451 Group.

About uptime software:

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Over 120,000 IT professionals and managers in mid-enterprise and enterprise companies across 40 countries have downloaded up.time to increase IT performance while consistently saving IT staff time and budget.

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