THE POWER OF A UNIFIED AND HYBRID PLATFORM FOR IT AND ASSET MANAGEMENT ON THE EDGE AND IN THE DATA CENTER

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Overview

In this Aberdeen knowledge brief, we'll look at the challenges of modernizing IT, the key capabilities that organizations need to manage and optimize their infrastructure, the benefits that come with effective monitoring and management services, and how leading partners help their customers achieve these benefits.

It's often said that knowledge is power. And in the world of IT infrastructure and data centers, this is true in more ways than many people realize.

Increasingly, knowledge in IT doesn't just mean the experience and skill level of IT staff. It applies to the very systems they use to monitor and manage their infrastructure. And for today's organizations, modernizing their IT monitoring and data center management systems to have this kind of knowledge is vital.

Recent trends are transforming how data centers are built, how assets are deployed and managed, and how businesses manage IT. When many, if not all, workers are remote - when Internet of Things devices deliver unprecedented amounts of vital data - when hybrid cloud brings increased flexibility - and when edge computing deliver services and technologies closer to users, businesses are finding that these innovations bring as much complexity and challenges as they do opportunities and agility.

To overcome these complexities, businesses are looking for solutions that provide real-time and intelligent visibility into all of their IT assets and systems and that can give them this intelligence at any time and on any device. And they want their technology partners and providers to offer futureproof solutions that will benefit them today and tomorrow.

Recent Aberdeen research shows that many businesses are actively investing in new technologies and among the top drivers are the move to remote IT, increased use of hybrid cloud, IoT, and edge computing infrastructures.
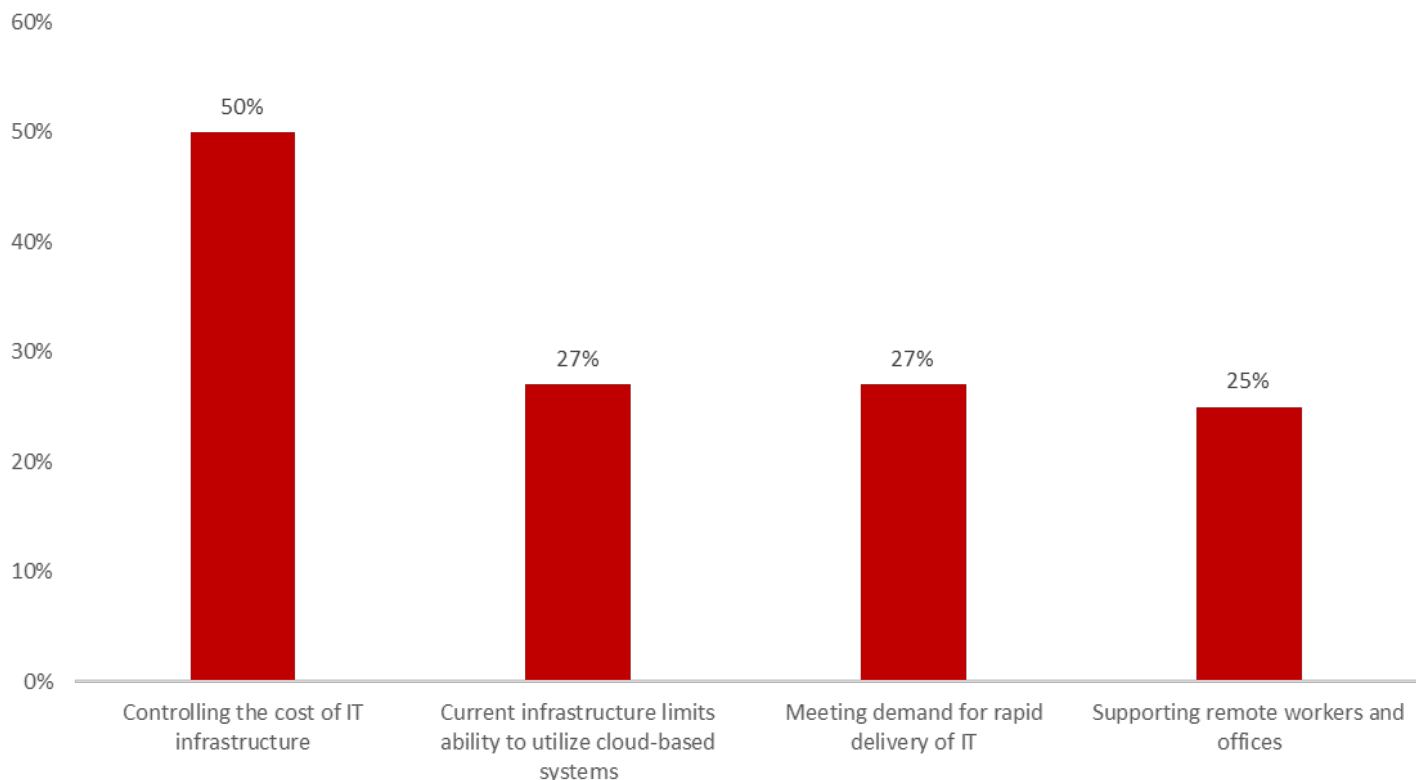
And increasingly, these organizations are looking for IT infrastructure management solutions that are easily consumed and designed to help them successfully transform through modern technologies, and they are looking for partners with the know-how, agility, and right solutions to help them carry out their IT infrastructure modernization.

The Rising Pressure to Transform and Modernize IT Asset and Data Center Management

For many businesses today, embracing innovation and modernization isn't just a nice way to improve. It's an imperative necessary to survival and being competitive with other organizations that are embracing agility and transforming their IT infrastructures.

But in order to bring about these modernizations, businesses need to overcome a number of hurdles that are in the way of their transformation. In Figure 1 below, we asked organizations about the top challenges they face when modernizing IT infrastructures.

Figure 1: Top IT Infrastructure Modernization Challenges

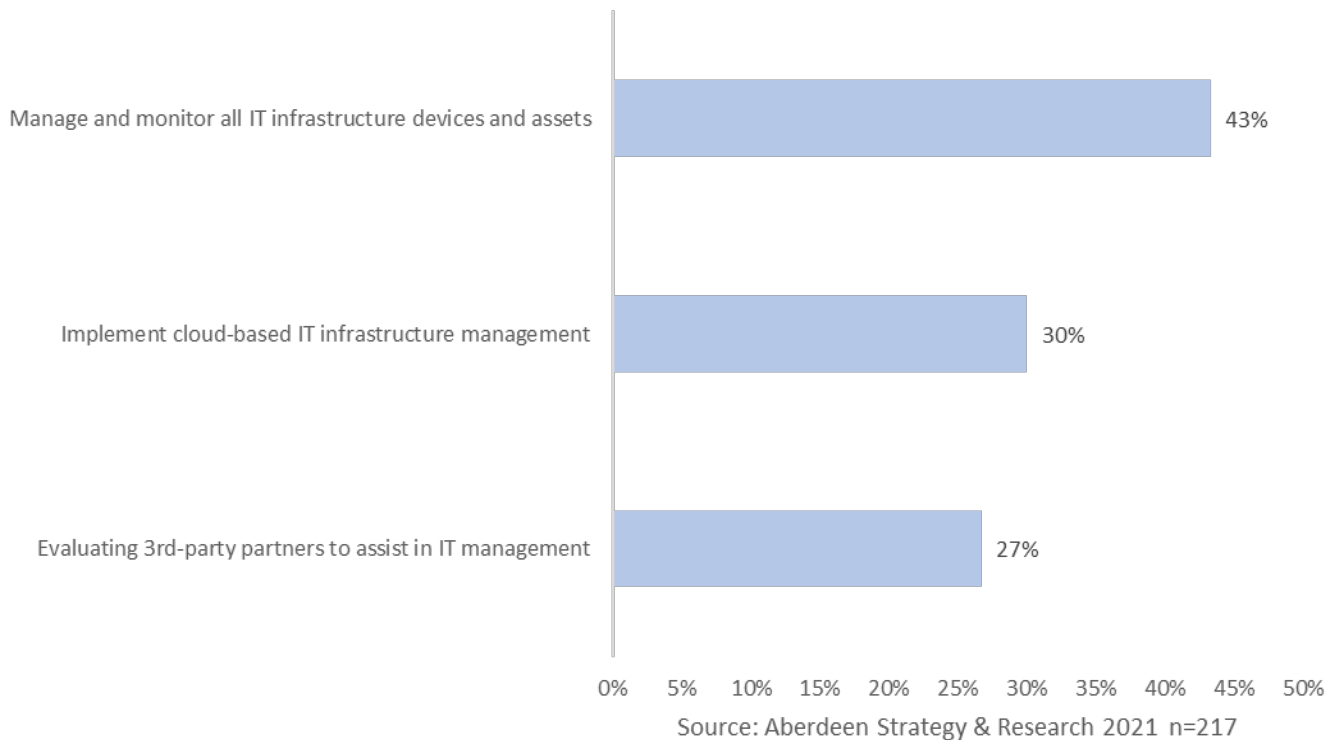Source: Aberdeen Strategy & Research, 2021 n=217

Looking at this data, as one would expect, keeping control of IT infrastructure costs, and the fear of losing that control, is the top impediment to modernization. But we also see how the move to cloud-based systems, plus the increasingly remote and mobile workforce of today, is especially limiting for organizations who have legacy and siloed systems and have yet to take steps to modernize.

But by analyzing businesses that are leaders in implementing, managing and optimizing modernized IT infrastructures and data centers, Aberdeen Strategy & Research has identified a key characteristic of these successful organizations. These leaders are 35% more likely to have implemented solutions that provide real-time, automated, secure, mobile, and deep visibility and reporting into all of their IT infrastructure and data center systems and assets.

Optimizing IT with the Right Solutions and Partners

As businesses become more geographically distributed and move to edge-based environments, they understand that they need new types of solutions in order to monitor all of their physical infrastructure. We've seen that leading organizations are embracing improved strategies and capabilities to optimize their infrastructure and become more agile, as seen in Figure 2.

Figure 2: Key Strategies of IT Infrastructure Modernization Leaders

Source: Aberdeen Strategy & Research 2021 n=217

These leaders understand that any siloes or holes in their monitoring and management could lead to disaster, which is why their top strategy is to implement solutions that can monitor all devices and assets. And they realize that, as their data center and infrastructure become more cloud-based, they need management and monitoring solutions that also use a cloud or "as a service" model.

Finally, leading businesses know that they often lack the expertise and capabilities necessary to effectively leverage every new technology and trend necessary for modernization. Which is why they are increasingly evaluating third party partners who can work with them as they innovate and transform.

By taking these steps and working with the right partners and the right IT monitoring and management solutions, businesses see a number of key gains and advantages. In fact, by implementing secure, anytime, anywhere IT infrastructure monitoring and analytics, organizations achieve vital benefits, as seen in Table 1.

Table 1: Boosting IT Infrastructure with Real-time Visibility

Businesses with real-time reporting and visibility into IT assets and services are:

65%	more likely to see high availability
3x	more likely to optimize IT infrastructure spend
2x	more likely to see reduced IT management complexity
38%	more likely to reduce IT expenses
60%	more likely to quickly identify and notify when faults occur

With real-time monitoring, analytics, and assessments at their disposal, these organizations see more secure and resilient IT infrastructures, as they are 65% more likely than their competitors to have high IT system availability and 60% more likely to get notifications and detailed information about faults and issues when they occur, which leads to reduced downtime and higher user satisfaction.

And with detailed, automated, and intelligent visibility into their entire physical IT infrastructure at their disposal, these leading businesses can not only reduce IT management complexity (which they are 2x more likely to achieve

than other businesses), they also see benefits to the bottom line. With the adoption of powerful and unified monitoring, which can be integrated with partner tools and solutions, these organizations have the detailed insights needed to optimize their IT infrastructure spending, which they are 3x more likely to have the ability to do. All of which leaders to lower overall IT expenses.

Key Takeaways

As we can see from these results, adopting a solution that offers real-time monitoring, fault notifications and alerts, partner integrations and "as a service" implementation, can provide critical benefits to IT organizations looking to reduce costs and complexity and ease their path to modernization. By leveraging agile and open systems that provide access to all vital data from anywhere and at any time, these businesses can become more productive and agile, with a more resilient and innovative IT infrastructure.

With these proactive and cloud-based monitoring solutions in hand, leading businesses can meet the demands and expectations of today and set a path to help their organization grow and modernize.

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