

Modernizing IT Operations in Pursuit of Business Outcomes

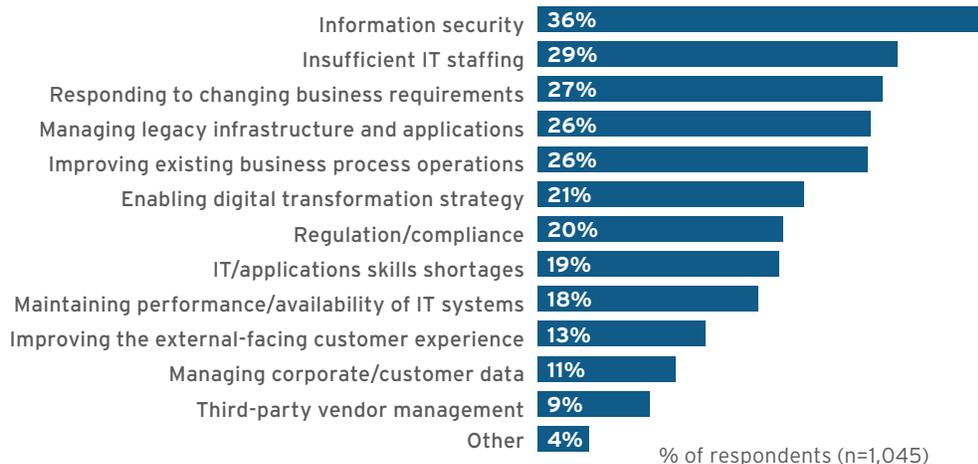
The 451 Take

While cloud adoption can simplify IT procurement and management for certain workloads, the benefits come at a cost. The growing menu of deployment options across the enterprise results in more complex environments – and more challenging IT operations. Not all data and applications are appropriate for the cloud: legacy dependencies, regulatory and license compliance, and latency concerns may require some resources to remain on-premises. This makes securing and managing a variety of infrastructure from edge to cloud a day-to-day, business-critical undertaking.

Running a datacenter is a challenge even for new deployments. Today, new technologies and development modalities give internal staff unprecedented access to tools that can move the business forward and enable innovation in terms of products, service delivery and user experience. Updating business processes is a competitive necessity to iterate quickly, reduce downtime and better respond to customer needs as companies modernize their IT operations with an eye toward doing more with less.

Top IT Pain Points

Source: 451 Research's Voice of the Enterprise: Digital Pulse, Organizational Dynamics 2018



Many of today's IT concerns are critical to smooth operations but not value-adding:

- Security often receives the attention it deserves only *after* a breach occurs. Fending off attacks and protecting data is a 24/7 proposition, but this is a defensive need rather than a transformative step.
- Deciding which workloads and data must stay on-premises and which can gainfully make the transition to cloud is key to successful hybrid deployments, and this makes optimizing cost and performance across diverse resources an ongoing requirement.
- Regulatory demands must be met to preserve a company's access to lucrative verticals and geographies, and license compliance becomes more difficult as applications and data become distributed into ever-more-granular chunks.

The key to managing these challenges without straining resources is to plan carefully, test and execute wisely, and automate repetitive processes so that IT and development staff can focus on the business.

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Business Impact

TAKE A HOLISTIC VIEW. Don't allow different deployment venues to create siloes in your approach to IT. Assess your environment across public/private cloud, legacy systems and various vendors; discover and address pain points unique to your organization and the business units within it. Consider offloading day-to-day chores that don't differentiate or add value.

STREAMLINE AND MODERNIZE OPERATIONS. The IT estate is a dynamic environment that needs to be nurtured, pruned and maintained for the business to prosper. Given the constant onslaught of new technologies, companies need access to knowledge and staffing to take advantage of developments that can create material value while avoiding the 'squirrel syndrome' of pursuing every shiny new tool that comes along. The curation and expertise of a trusted advisor that continually takes the pulse of technology evolution can avoid waste and inefficiency within the organization.

AUTOMATE REPETITIVE TASKS. According to a 451 Research Voice of the Enterprise: Servers and Converged Infrastructure 2018 study, the majority of IT decision-makers (56%) prefer a highly automated approach to IT management. Advances in device monitoring, software-driven infrastructure and AI for predictive analytics make it possible to do more with less, freeing internal staff to address challenges that will improve the business instead of looking after hardware and software. Examples of procedures that can be successfully automated include patch management, incident logging, resource provisioning and scaling, configuration management, and software development and testing.

OPTIMIZE PERFORMANCE. Heterogeneous IT environments are more adaptable than legacy deployments, but they require proactive monitoring to ensure on-demand availability of applications and data. Keeping systems at peak performance requires cross-platform coordination and a centralized support team with a 360-degree view of on-premises and cloud-native workloads.

MINIMIZE BUSINESS RISK. Two obvious risks when undergoing IT transformation are security and compliance, both of which become increasingly difficult in distributed systems. Security threats must be anticipated and managed proactively, with robust routines and architectural isolation to minimize attack surfaces. Comprehensive compliance must meet regulatory and license demands while ensuring the smooth flow of information to service endpoints.

Looking Ahead

Enterprises will be running hybrid (on- and off-premises) environments for the foreseeable future; doing a 'rip and replace' of existing IT investments is not operationally or fiscally viable. Organizations need access to a broad range of expertise to continually and cost-effectively improve IT. Possibilities for refactoring applications, updating development workflows, and automating repetitive tasks – changes that can transform IT operations and improve business agility – need to be tested and validated by stakeholders within the company. Workload placement, cost management, security and performance optimization must become ongoing support operations so internal IT teams can focus on projects that add business value.



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Modernizing IT operations is not easy; getting it right requires experience and a broad range of capabilities. Securing and managing infrastructure from edge to cloud, minimizing business risk, staying at peak performance, and streamlining your IT environment are business-critical undertakings. HPE Pointnext helps customers modernize legacy infrastructure with the flexibility and scalability of cloud, enabling rapid transformation across the enterprise. HPE Datacenter Care from HPE Pointnext supports enterprises by implementing tools and automation, extending your in-house IT skills, and streamlining service delivery. With a team of seasoned IT experts, HPE Datacenter Care cuts through the confusion of increasingly complex environments, solving the pressing needs of today while helping to prepare for the future.