



# The State of Data Center Management as a Service in 2018

Summer 2018

## Introduction

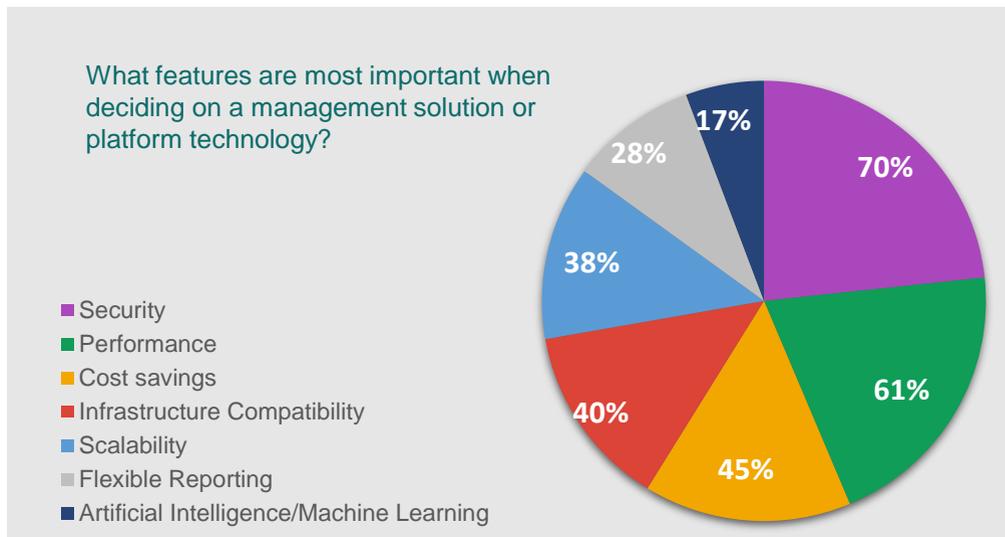
As the use of data center management solutions mature, organizations are challenged with throwing additional money and resources to upgrade its data center management infrastructure to achieve operational efficiency. Or, make a decision to change the paradigm completely and leverage a newer cloud enabled services. At this point, data center managers know doing nothing is leaving the choice of how and when to do better management to luck and will likely result in a time-consuming and unpredictable evolution.

When comparing the option of upgrading your on-premise data center management solution to leveraging Data Center Management as a service – or DMaaS for short – both are similar in objective but very different in approach. An on-premise or traditional solution offers consistent and secure data collection, reporting and alerting. In turn, DMaaS is an easy-to-use, low-cost cloud-based solution that gives IT professionals the ability to monitor their data center infrastructure incrementally, receive real-time insights, and prevent potential failures.

A recent study carried out by Morar Consulting amongst 217 IT directors and managers, IT system administrators, and applications architects in the US and UK reveals 36% of organizations are using ‘a combination of automated solutions plus manual processes’ for data center management – which highlights a lack of knowledge about DMaaS solutions, its potential benefits and how it can strengthen a business’ data center management strategy. This report summarizes the findings from a study carried out in Summer 2018, underscoring the emergence of DMaaS and the benefits to organizations.

## Managers Prefer to Increase Data Center Cost Savings with SaaS Tools

One of the initial observations from the survey was nearly half (45%) of respondents cited cost savings as the most important feature in a data center management solution. This sentiment was also reflected by one-third of respondents who noted cost as the factor that attracted them to their current SaaS solution. DMaaS solutions typically start out as a low cost effective alternative that require the creation of an account with the option of paid additional services. Other important features that were top of mind for IT professionals when deciding on a management solution or platform technology included security (70%) and performance (61%).

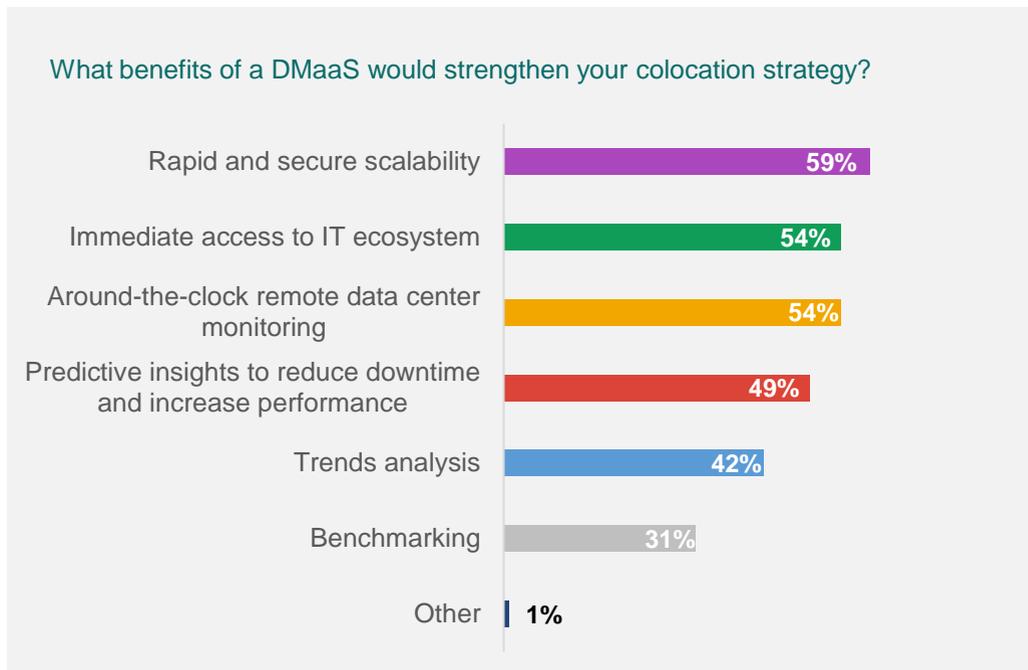


## Overcoming Barriers to Achieve Complete Visibility

While most organizations deploy some mix of data center management solutions including on-premise (83%) to gain a holistic view of their data centers performance, over half of respondents (59%) signaled they still struggle with varied technologies that hinder their data management strategy. A lack of response tools (38%) and workload complexities (31%) came in second and third for preventing complete efficiency. These last data points indicate that whichever solution is required must be flexible enough to tolerate customization and varied processes along with allowing faster rollout of new features. Through the implementation of a DMaaS solution, organizations will be able to forego using a combination of automated solutions plus manual processes (36%) and turn to a comprehensive solution that provides the necessary analytics to meet the needs of today's IT environment.



Additionally, a majority of medium to large organizations already implement three to five SaaS solutions alongside an on-premise data center solution (58%) showing the comfortability that enterprises have with this business model. DMaaS gives organizations complete visibility through a cloud-based monitoring system creating a full-service IT environment. When asked what a DMaaS solution can do to strengthen their colocation strategy, IT professionals cited rapid and secure scalability, 24/7 remote data center monitoring, and receiving immediate access to the IT ecosystem as the top three benefits.



## Conclusions

IT directors and managers agree that implementing a DMaaS solution will give them increased visibility into their data center environment despite some waiting to make the switch because of cost and security concerns. Through the use of DMaaS, IT professionals will be equipped with the insights necessary to reduce downtime and increase performance that nearly half (49%) of respondents believe this type of solution will provide. Although 87% of respondents stated their current solution gives them visibility across all aspects of their organization's IT environment, the increased implementation of DMaaS seems highly likely over the next 12 months as the need for operational efficiency and real-time data-drive insights continues to grow.

## About the Survey

A survey of 217 IT decision makers involved with IT infrastructure management including IT managers and directors, systems administrators, and application architects in the US and UK. The survey was conducted online by Morar Consulting and commissioned by Intel DCM during April 2018.

Results of any sample are subject to sampling variation. The magnitude of the variation is measurable and is affected by the number of interviews and the level of the percentages expressing the results. In this particular study, the chances are 95 in 100 that a survey result does not vary, plus or minus, by more than 6.7 % percentage points from the result that would be obtained if interviews had been conducted with all persons in the universe represented by the sample.