The path to modern IT Ops
What top-performing organizations do

Many IT Operations teams are struggling to modernize today.

52% lack real-time management capabilities
61% lack real-time IT performance data
73% say alert and event "noise" is a key challenge

And the pressure is on. Downtime costs the average business
$126,000 per hour
$2,100 every minute

When you modernize IT Operations, you see real benefits for your business.

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Typical IT Ops organizations

Average MTTR is more than 3 hours
61% of that time or more than 2 hours is spent trying to find root causes
6 out of 10 teams are unable to prevent issues before customers are impacted

Top-performing IT Ops organizations

5.9x faster resolution to unplanned issues
2.3x more likely to use capabilities for automated root-cause analysis
66% less likely to experience revenue-impacting performance incidents

The fact is...
It’s not an option not to modernize your IT Ops.

What does IT Ops modernization look like?
It means you...

- can access data that is actionable, relevant, and aligned with your business goals.
- put the customer experience at the center of your IT efforts.
- manage your IT operations with a centralized, platform-based approach.
- can process and view streaming data in real time.
- are 52% more likely to experience revenue-impacting performance incidents.
- are 61% less likely to experience revenue-impacting performance incidents.
- are 73% less likely to experience revenue-impacting performance incidents.

Are you ready to become a top-performing IT Operations organization?

For more details and tips on building a business case for modernization, download the full Digital Enterprise Journal (DEJ) report now.