

IMPACT OF IT FAILURE^x

OPTIMISING THE COSTS OF MAINTAINING AN EFFECTIVE IT INFRASTRUCTURE IS A SIGNIFICANT CHALLENGE FOR YOUR BUSINESS – a challenge often balanced against the risk of system failure and the potential financial implications. This is further complicated by the need to ensure that your organisation's technology platform remains fit for purpose, whilst ensuring that core business activities stay in focus.

UNPLANNED DOWNTIME

COMPANIES EXPERIENCE

2.6 HOURS

in the first three years of server operation



AND 5.0 HOURS (PER USER PER SERVER) IN YEARS FIVE THROUGH SEVEN

IDC Whitepaper, sponsored by Dell, Why Upgrade Your Server Infrastructure Now?, July 2016

36%

36% of IT incidents affect the availability or performance of a key IT service.

KPMG, Tech Risk Radar: 2016 Edition, December 2016

81%

On average, data loss events consume 81% of IT resources.

Spiceworks: Carbonite Backup & Disaster Recovery Research, June 2015

64%

For 64% of small businesses a data loss event is a life or death situation.

Spiceworks: Carbonite Backup & Disaster Recovery Research, June 2015

COSTS ASSOCIATED WITH SYSTEM DOWNTIME

- Loss of transactional revenue
- Cost of repair
- Loss of employees and/or deflation in employee moral
- Loss of business opportunities



- Loss of goodwill from customers and/or vendors
- Damage to brand image and reputation
- Bad publicity

BIS, Calculating the Cost of Downtime in Your Business, April 2016



SERVER ADMINISTRATION COSTS

FAILING TO UPGRADE SERVER INFRASTRUCTURE IN A TIMELY MANNER CAN LEAD TO HIGHER THAN NECESSARY ADMIN COSTS.

148% SERVER ADMINISTRATION COSTS

IDC Whitepaper, sponsored by Dell, Why Upgrade Your Server Infrastructure Now?, July 2016

TOP TRENDS IN 2017 FOR INFRASTRUCTURE MANAGED SERVICES (IMS)

MORE AND MORE COMPANIES RELY ON MANAGED SERVICES PROVIDERS TO REDUCE COST AND MINIMISE DOWN TIME



Outsourcing IMS for cost reduction and down time minimising



Managed Services Providers will essentially invest in **SMB market**



Managed Security and Backup Services will significantly increase



Cloud-based solutions and Multi-Cloud Managed Services will rise



Managed IT services market size will grow **10% worldwide**



IMS players will start to explore **Managed IoT** areas

Forrester, ChannelLe2e, 2016

BENEFITS OF OUTSOURCING INFRASTRUCTURE MANAGED SERVICES (IMS)



Decrease operating costs



Optimise process efficiency



Improve cash management

Konica Minolta/VansonBourne, 2016

INFOGRAPHIC BY KONICA MINOLTA BUSINESS SOLUTIONS EUROPE GMBH

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