

The path to modern IT Ops

What top-performing organizations do

Many IT Operations teams are struggling to modernize today.

52%

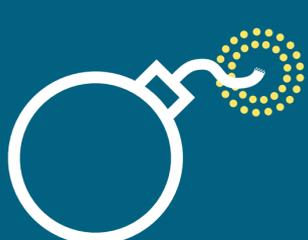
lack real-time management capabilities

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 or **\$2,100**
per hour every minute

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

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 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.**