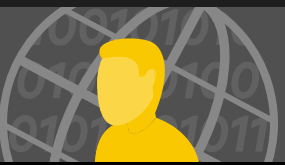


THE CHANGING STATE OF IT OPERATIONS

I T M U S T

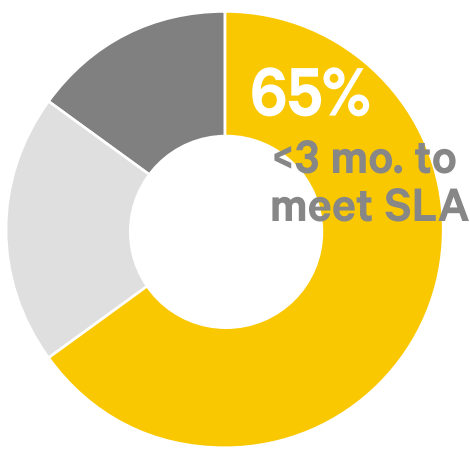
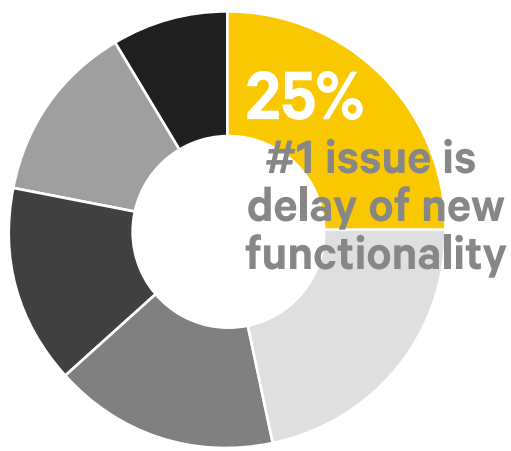
CHALLENGE COMPLEXITY

T O K E E P P A C E



Automatic™ commissioned Forrester Consulting to research the issues facing business and IT decision makers, regarding Ability and Performance in the report *The Changing State Of IT Operations*.

COMPLEXITY IS A CONCERN



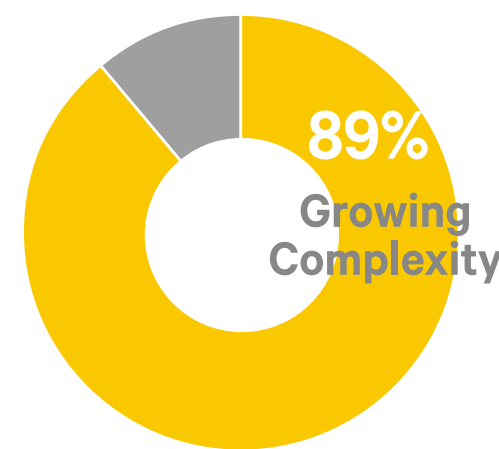
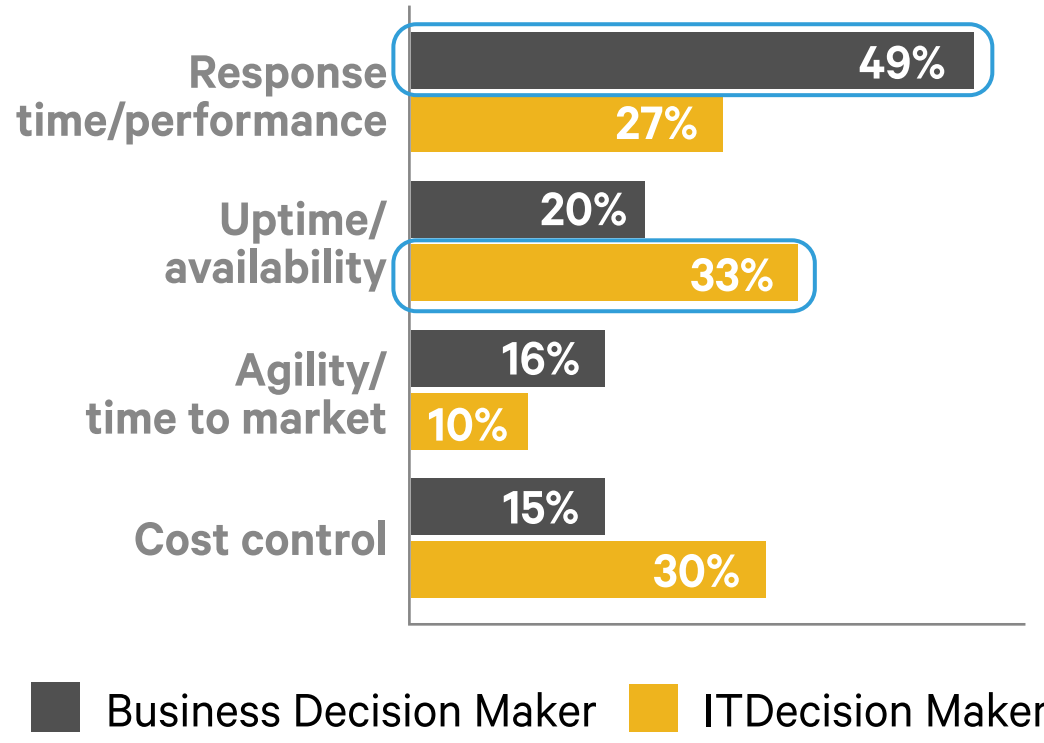
Delays to new IT functionality for mission-critical processes are the **#1 concern** for business and IT decision makers.

And 65% of organizations take more than **3 months** to start hitting new IT SLAs.

...and yet 15% of businesses can consistently meet SLAs within a month. How?
BY BEATING COMPLEXITY.

BUSINESS AND IT STAFF MAY NOT AGREE ON HOW TO MEASURE SUCCESS...

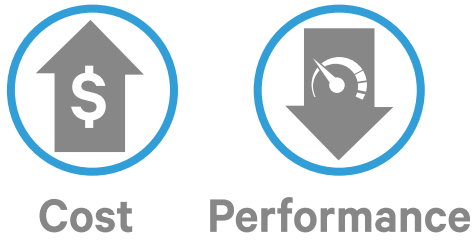
IT and Business decision makers set goals in different areas, resulting in poor communication and delay*



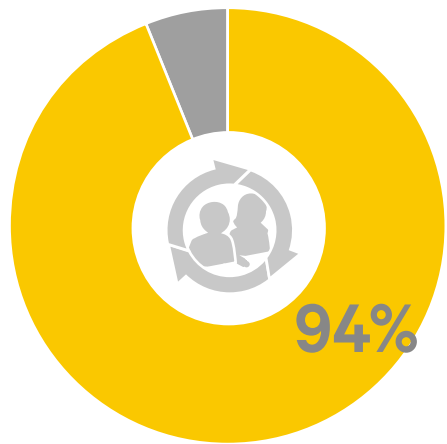
...BUT THEY DO AGREE THAT COMPLEXITY IS THE GREATEST FACTOR KEEPING THEM FROM MEETING SLAS.

It restricts their ability to introduce anything new into a fragile ecosystem. This causes more than 1 in 5 project delays, twice as many as any other single factor.

EVERYTHING TAKES LONGER, COSTS MORE, & PERFORMANCE SUFFERS

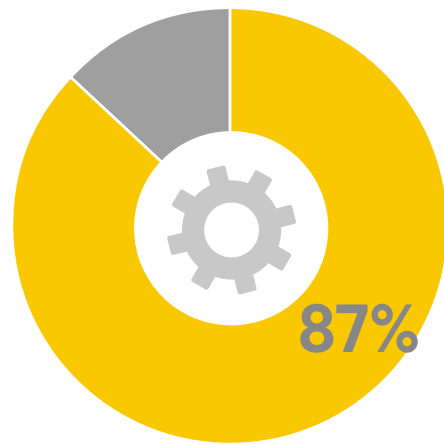


Lack of agility effects companies' most important revenue-generating business processes, including application development, billing, demand management, supply chain, and claims processing.

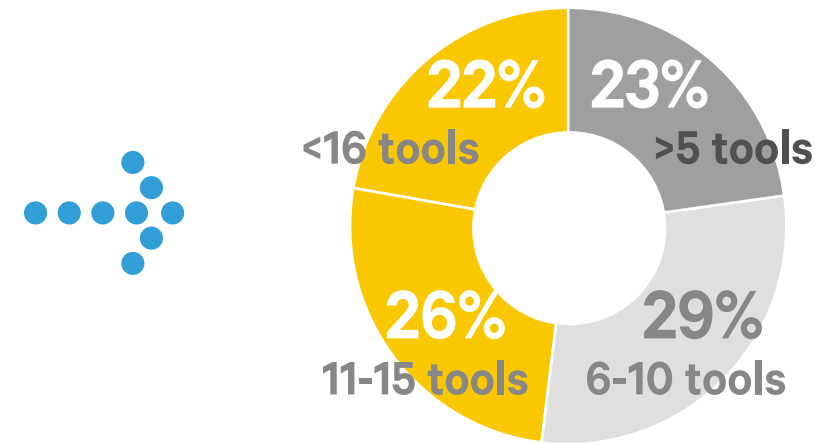


94% of organizations now consider system management and support process as priority investments; a greater percentage than:

- Security
- Compliance
- Virtualization



87% of organizations believe automation is important in achieving this across key business processes

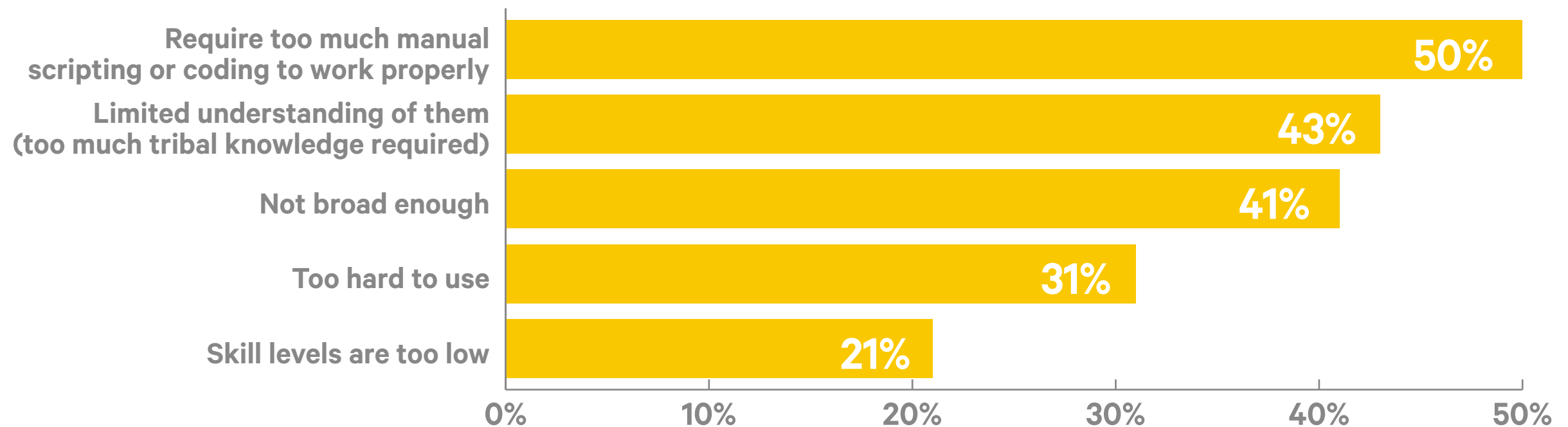


...but Forrester highlights with concern the increasing sprawl of management tools. 48% of organizations now rely on 10 or more IT management tools and while each may be best in class, the benefits are often lost in context.

ADDRESSING KEY CONCERNS



What are the limitations of your current IT tools and processes?



IT PROCESS AUTOMATION CAN:

- ✓ Cut scripts by up to **90%**
- ✓ Increase uptime by **30%**
- ✓ Reduce costs by over **50%**
- ✓ Reduce complexity by as much as **65%**

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