Analyze the Future

Sponsored by: **HPE**

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Business Value Highlights

Three-year ROI
413%

Average three-year discounted business benefits per 100 users
$105,338

Less unplanned downtime
89%

More efficient datacenter management operations
28%

Faster application development
14%

Additional revenue per 100 users per year from reduced downtime and improved operations
$18,014

Business Value Enabled by HPE Datacenter Care Service

EXECUTIVE SUMMARY

As more enterprises adopt technologies such as cloud, mobile, and analytics to help achieve strategic competitive advantage, CIOs and IT managers must support business-critical processes at a very high level across the enterprise. At the same time, IT organizations must manage complex hybrid IT infrastructures that include both cloud and on-premises technologies from multiple vendors and support providers.

IDC believes that to tackle these challenges, IT organizations should look to support providers for comprehensive offerings to help optimize IT operations and improve the efficiency of IT service delivery. In addition, IDC recommends that IT organizations looking to manage rapid change in today's IT landscape consider support providers with a record of innovative support services and a focus on advanced technology in support delivery.

IDC interviewed six organizations to measure the business value they are achieving by supporting mission-critical business workloads and applications with HPE Datacenter Care service. Interviews with these HPE customers demonstrated that they are leveraging support, guidance, and best practices from HPE through Datacenter Care to make their IT operations more reliable, efficient, and effective. IDC calculates that using HPE Datacenter Care will enable these organizations to record business benefits worth an average of $105,338 per 100 users of IT services and earn an average return on investment (ROI) of 413% for their investment in Datacenter Care. These business benefits are the result of HPE Datacenter Care enabling these organizations to:

» Minimize the operational and business impact of system and application downtime

» Improve the efficiency of IT staff members, allowing them to focus on innovating for the business by utilizing IT assets more effectively

» Identify cost savings in provisioning datacenter hardware, allowing for potential reallocation of funds for business development

» Drive business by improving the performance of important workloads and speeding up application life cycles

» Adopt new technologies and new IT models faster and with less risk

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