



# Decision Point: Can You, and Should You, Manage IT?

## Making strategic choices about IT operations

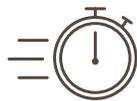
IT leaders cannot avoid complexity — it's part of the job. From emerging IT models to changing user expectations, there are shifts in the business and global communities that invariably impact the way organizations are run.

Gartner states, "To improve efficiency, increase productivity and enable digital business transformation, infrastructure and operations (I&O) leaders must adapt their organizations around changing CIO priorities... 'To stay relevant in today's enterprise, I&O needs to become more agile and customer-centric,' says Chirag Dekate, Senior Director Analyst, Gartner."<sup>1</sup>

Dekate outlines three ways to do so.



Embrace new technologies and promote agility



Speed up to the pace of business



Transform people for digital productivity<sup>1</sup>

Of course, this is easier said than done. As a starting point, these questions can be helpful to ponder:

- Are my investments aligned with overall business objectives?
- How can I mature my operations most efficiently?
- How can I manage all workloads on a highly reliable and secure network?

**In short, can you manage it all? For many, the answer is simply no.**

This would explain the fact that the managed services market is expected to top \$190 billion in 2019. By 2023, that number could reach nearly \$300 billion.<sup>2</sup>

Taking the path of outsourcing should involve substantive inquiry and exploration:

- How do I leverage a partner to give me visibility and the analysis to optimize my environment?
- How do I make sure my partner is familiar with my people and processes?
- How do I transfer ownership of my operations to free up my resources for the business?
- How do I know I am maximizing the value of my operational partner?

**Though the answers will be unique to your organization, the good news is that you are not the first to consider these questions.**

Read on to learn about the challenges organizations face when trying to balance day-to-day operations with transformation initiatives and glean insights regarding the ways organizations are using managed services.

## Address all your priorities

Our clients engage managed services so that they can focus on their customers and new service delivery, while we ensure continuous innovation in their IT operations. Practice Director of Managed Services Phil O’Konski shares in this video.

[Watch the video](#)



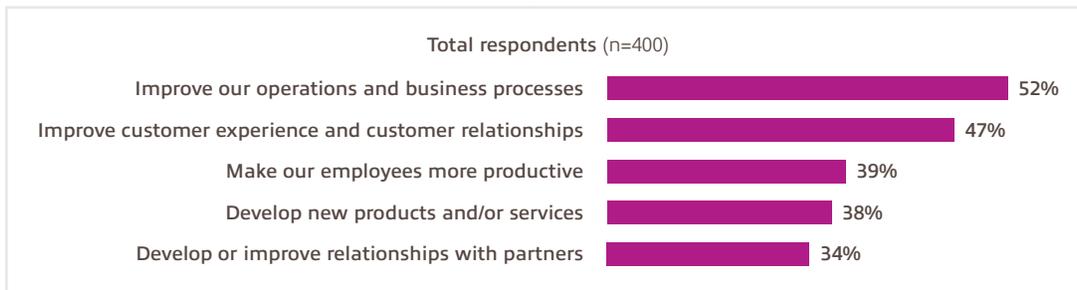
## IT operations or innovations? The struggle is real.

There is a growing task list for IT teams. In traditional terms, both “mode 1” and “mode 2” need attention. Perhaps this perspective is too polarizing, though.

Results from the 2019 Insight Intelligent Technology Index<sup>1</sup> found:

- Innovation is increasingly seen as an efficiency driver, with 52% of IT decision-makers reporting that the primary objectives for digital innovation within their organizations are improving operations and business procedures. Companies may or may not have the skills internally to fully support this imperative.
- Enhancing the customer experience and customer relationships is a close second on the list of top innovation objectives, according to 47% of IT professionals. (See Figure 1)

Figure 1



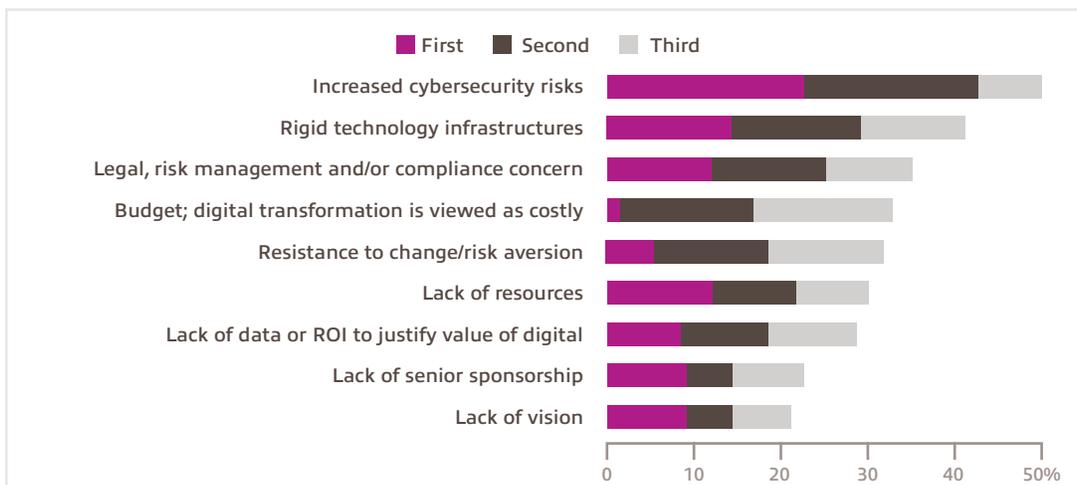
## Transformation is a moving target

Organizations that happen to be resourced enough to dedicate IT staff to transformation will need to do so indefinitely. Internal and external drivers for transformation are ever-changing; IT teams working on transformation initiatives need to be prepared for iterative approaches and continuous delivery.

According to a report by Nominet<sup>3</sup>:

- Nearly all (93%) CISOs, CTOs, and CIOs surveyed say their company is either currently engaged in, or planning to engage in, a digital transformation project. However, only 7% say they have a working transformation strategy, while 22% are implementing one and 48% are developing one. (See Figure 2)
- Growth opportunities in new markets, evolving customer and employee behaviors and preferences, and increased competitive pressures are reported as the top drivers of transformation.
- There are significant considerations on the minds of IT leaders today. Those surveyed are most concerned with cybersecurity threats and inflexible infrastructure impacting their ability to transform the business.

Figure 2



## In pursuit of a better future

The challenges of enterprise and midrange IT organizations are real. While most organizations might recognize they need help, guidance, or a different approach, they don't always know how to get from where they are now to where they need to be.

What's the best way forward? What's the best way to minimize risk, make the most of the resources you already have and smoothly run day-to-day IT operations — all while making progress toward digital transformation?

Based on the field experiences shared here, managed IT services could offer one answer to this equation. Where you deploy managed IT services, however, can vary greatly for each organization. This might depend, for instance, on where you experience your most significant IT pain. It could involve:



**Outsourcing and automating network operations, system monitoring, and patching**



**Specialized outsourcing of a more narrow or transitory IT function**



**Augmenting local IT security roles with outsourced security resources**



**Transformation project-specific IT outsourcing**



**Outsourcing management or monitoring of mixed-environment workloads (i.e., private, public, or hybrid cloud)**

According to Nominet's report<sup>3</sup>, nearly three-quarters (72%) of IT professionals report that their organization outsources elements of their transformations. This includes firms in the finance and government sectors, which traditionally have been more cautious of outsourcing due to regulatory pressures.

Insight supports clients in offloading burden from their IT organizations, while providing innovation in IT operations. Spanning all areas of the IT environment, our Managed Services leverage a proven methodology and advanced tools for automation to deliver proactive care in critical areas including cloud, network, and security.

## Accelerate IT transformation: How would you use an extra 1,000 IT hours?

### How managed services helps drive innovation

There's plenty of advice and guidance about the need to transform IT operations to support business objectives. Yet, organizations continue to be challenged with how best to make progress in their own digital transformation.

Why? It can be summed up in three words: People, process, tools.

Far surpassing piecemeal updates, transformation involves all user groups, the ways they work, and the technologies they rely upon. This has massive implications for IT staff. According to Gartner, "as I&O rapidly evolves from a support function to a strategic one, IT teams are no longer seen as service providers, but instead as enablers of business transformation."<sup>1</sup>

Unfortunately for many organizations with lean IT staff, there's just not enough of them to go around. Thus, we pose a provocative question...

“What if your company had an extra 1,000 IT hours to spend on digital transformation?”

IT leaders are increasingly turning to managed services providers as a means to free up internal IT teams to focus on innovation. Insight helped one global company do just that. The company reclaimed more than 1,000 IT operational hours in just the first three months of working with Insight. After six months, this grew to more than 2,000 reclaimed IT hours.

How was this possible? The company made a pivotal choice: They decided to outsource much of the day-to-day IT system patching, monitoring, and management to Insight's Managed Services team.

Regardless of the type of managed IT services you leverage or the provider you use, this type of IT savings bears further study. Especially when it could help accelerate your digital transformation.

- What if you could reclaim 1,000 IT hours (or, even, a few hundred IT hours) over the course of six months?
- How far could you go?
- How much faster could you get there?
- What would your company look like a year from now?

While they might sound relatively unexciting, managed IT services are starting to reap big dividends for companies focused on accelerating digital transformation.

## Reclaiming over 1,000 IT hours: How it worked for one company

A global data center company asked Insight for help. Here's what they were facing: They had to manage thousands of servers and thousands of network devices across 31 different countries.

The company had been using another managed services provider to generate alerts, but they did not receive any support with issue resolution. The organization was now faced with increased business demands and the need to add more data centers.

They ultimately engaged Insight to manage their IT infrastructure. This included:



24/7 monitoring



Day-to-day administration



Regular service reviews



24/7 incident management



Patching

Beyond relieving the company of the need to provide its own 24/7 IT operations, the organization gained measurable outcomes, including:

**83%** reduction in network Priority 1 events within four weeks

Over

**1,000**

IT operational hours saved by the organization in the first three months of its managed services engagement

Patching of **750+** neglected IT servers in the first six weeks

Over

**2,000**

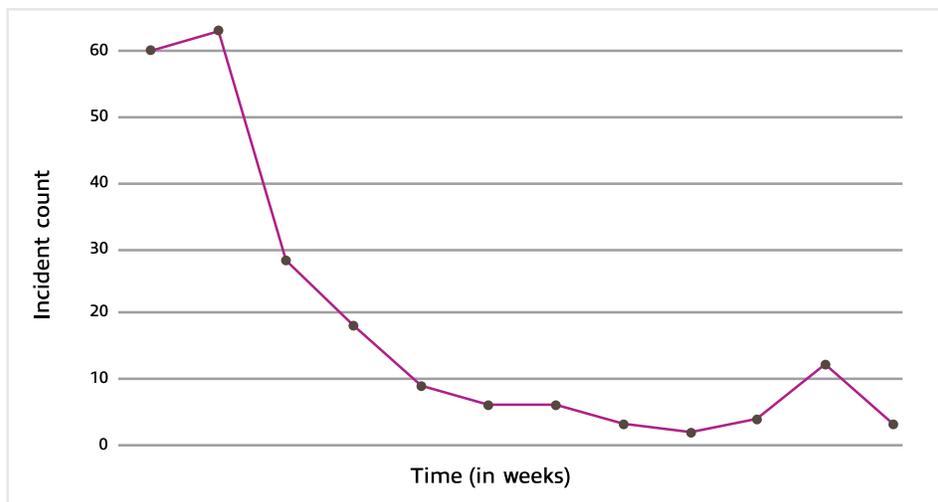
operational hours saved in the first six months

### How did this happen? Insight:

- Optimized the environment by improving service levels and eliminating outages
- Automated manual processes like patching by using workflow and automation
- Freed people who had been tasked with reviewing alerts to focus on more productive work by leveraging a ZeroNOC approach that transforms alerts into actionable incidents sent to the right resource, in the right place, at the right time with event correlation and automation.

The resulting savings are summarized in Figures 3 and 4.

Figure 3



In the first few weeks of managing the environment, Insight reported that the company's network incidents had dropped dramatically from around 60 per week down to 10 or fewer.

Figure 4

Increasing capacity  
of internal resources to  
focus on new projects

**24/7/365** operations delivered through  
dual support centers

**90+** misconfigured VPN  
tunnels remediated

Applying best practices and protocols to update neglected software, devices, and servers, Insight helped the organization boost its operational efficiency significantly.

## How could you focus on innovation?

This guide can't promise that every company will be successful innovators if they use managed IT services. But, the majority of organizations find that working with a managed services provider helps them:

- Save time on IT operations
- Shift IT focus to higher-level tasks
- Streamline IT transformation
- Scale operations
- Leverage hard to find IT skills
- Manage both on-premises and cloud environments
- Drive up efficiency
- Reduce IT operation costs

Insight offers managed services across modern IT environments. Each is built upon the same foundational approach we take with managed services, and may be delivered in any combination per your needs and goals.



### Managed Cloud

Managed Cloud is a complete cloud solution built on best-of-breed solid-state converged infrastructure and capitalizing on all the benefits of the public cloud as well. Designed for burstability, it can flex workloads to the public cloud for temporary processing power. With integrated IT security, threat prevention, and disaster recovery, your customized cloud protects your data and applications, and helps ensure ongoing operations in the event of an emergency.

With Managed Cloud, you no longer have to budget the time, effort, and hardware procurement expense to build your own solution. Instead, you can accelerate your move to a cloud platform, allowing for improved service levels, enhanced ability to meet workload demands, and faster revenue growth. Managed Cloud integrates with your operations, including change, patch, and systems management, freeing your team of many operational burdens so they can focus on higher-level activities.



### Managed Services for Azure

Microsoft® Azure® is a scalable and secure cloud platform that can play a key role in your transformation journey. We can help you make progress, more quickly and with better visibility, in ways that make the most impact on your business.

Managed Services for Azure lets you leverage our expertise, tools, and automation to achieve speed, scalability, cost savings, and any other of your cloud objectives using the Azure platform. A cornerstone of our service model is our self-service, customized Cloud Management Portal (CMP). Here, clients are able to access, provision, and manage the cloud environment. We also deliver specific cloud metrics, dashboards, and cost optimization recommendations.



## Managed Data Center

Receive proactive care for your critical infrastructure. Managed Data Center puts our technical expertise and innovative operational processes to work in your environment. Gain unprecedented efficiencies. Rely on consistently high uptimes and performance levels.

Managed Data Center covers any/all core components, including compute, storage, private/hybrid, converged, hyperconverged, and XaaS (technology as a service). Optimize our services by having us care for more or all of your data center assets. This allows us to take more ownership and handle issues through to resolution more often, resulting in faster troubleshooting and better interoperability within your environment.



## Managed Network

No matter the age or complexity of your network, we have the skills to support it. Managed Network offers 24/7/365 network monitoring and incident management for routers/switches, wireless, firewalls/infrastructure, and hardware. Maintain connectivity and ensure throughput. Deliver reliable services to your users. Gain a dedicated team that is familiar with your network environment and able to recommend enhancements or remediation when/if needed.

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### Should you manage it?

Is it time to leverage IT managed services at your organization? How much of your IT staff time could you free up? Do you need a full-service provider with the resources to not only manage but also design and deploy managed services solutions if required?

Learn more or [contact us](#) today at [solutions.insight.com/services](https://solutions.insight.com/services)

#### Leverage our additional Managed Services resources for further details:

- Case Study: [International Manufacturer](#)
- Solution Brief: [Managed Services](#)
- Solution Brief: [Managed Services for Azure](#)
- Solution Brief: [Managed Cloud Services](#)
- Video: [Why Managed Services?](#)

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1. Smarter With Gartner, How Infrastructure and Operations Can Enable Digital Change, M. Rimol, October 4, 2019, <https://www.gartner.com/smarterwithgartner/infrastructure-operations-can-enable-digital-change/>.
  2. Liu, S. (August 9, 2019). Size of the managed services market worldwide from 2017 to 2023 (in billion U.S. dollars). Statista.
  3. Nominet. (July 2019). Cyber Security in the Age of Digital Transformation.

## Driving innovation with digital transformation

At Insight, we help clients enable innovation with an approach that spans people, processes, and technologies. We believe the best path to digital transformation is integrative, responsive, and proactively aligned to industry demands. Our client-focused approach delivers best-fit solutions across a scope of services, including the modern workplace, modern applications, modern infrastructures, the intelligent edge, cybersecurity, and data and AI.

[Learn more at:](#)

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