

Stop Fighting IT Fires

Moving towards more proactive
communications infrastructure incident
management for business success

FORRESTER®

... AND BUSINESS BENEFITS

More proactive
communications infrastructure
incident management leads to:



51% IMPROVED
Service Quality



51% INCREASED
Availability



42% IMPROVED
Customer Experience

PROACTIVITY LEADS TO SATISFIED CUSTOMERS ...



IT teams who rate their communications incident
management as proactive are, on average,

20 POINTS MORE

confident in the ability of their infrastructure
elements to meet customer expectations.

BUT A CRITICAL GAP EXISTS

Firms know the importance
of proactive systems
management initiatives
but many have yet to
implement them.

46% of firms qualify their communications system management as reactive.

40% of firms do not have critical monitoring capabilities in place today.

30% of firms plan to implement some level of capabilities in the next
12 months

AUTOMATED ANALYTICS CAN HELP CLOSE THE GAP

FOUR OF THE TOP FIVE
capabilities for successful
system management are
related to reporting
and analytics.



Read the
full study

Source: A study conducted by Forrester Consulting on behalf of Optanix, October 2017
Base: 252 IT decision makers based in the US, UK, and Germany

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