OPTIMIZE I.T. TO HELP YOUR ORGANIZATION GROW

Answer demand, speed service delivery, and modernize for the future — one step at a time

SOLUTION BRIEF

"According to Gartner's 2016 IT spending research,

70%

of budgets are spent maintaining the systems that keep the business running." [1]

Even if your organization is not growing, the demand for IT and innovation is. The majority of your spending maintains existing infrastructure and applications,[1] and most budgets will remain flat or grow only slightly.[2] You have to balance the need for modernization against market risk, future needs, and cost.

We asked 600 IT influencers which business outcomes were most important when improving traditional IT. These global leaders cited three top outcomes that required them to seek change: improved operational efficiency, reduced operating expenses, and improved customer experience.[3]

Customers (and internal users) want faster service delivery, new or updated environments, and self-service. Of course, you cannot compete in today's market without security, compliance, and — due to increasing interest in data-driven decision making — analytics. When you are starting with decades-old technology, the path to modernization may seem like an impossible journey.

LEGACY CHALLENGES

When apps and systems reach a certain age, good documentation and experienced staff can be hard to find. This makes migration and reconfiguration projects time-consuming and expensive. Moreover, the next feature request probably will require the same effort — so gains are temporary. There is very little incentive to do more than patch and problem-solve.

This creates a clear divide between old and new, and makes processes even more complex. With so many disparate resources, you cannot react fast enough. Users no longer trust their own IT to solve business problems, and are tempted to go outside, which increases shadow IT.

We want to think that shadow IT is not a problem for a well-run organization, but in 2015 Cisco found that IT departments estimated they were using an average of 51 cloud services. In reality, they were using more than 15 times that — 730 cloud services.[4] And that number is growing.

REBUILD WITH THE FUTURE IN MIND

Open source helps customers make the most of existing investments, while planning for the future. It can help you regain the trust of the business and start bringing shadow IT users back into the fold.

Because Red Hat offers a broad portfolio of solutions with no lock-in, you can choose the right technology at the right time. Incremental optimization is easier on the budget, while still freeing up resources that can help you meet today's IT challenges, including:

Platform improvements: Consolidate servers or migrate proprietary systems to Linux® to improve efficiency, increase standardization, and create a consistent foundation across current (and future) environments.
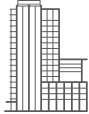
1   Potter, Kurt, Sanil Solanki, and Ken McGee, *Run, Grow and Transform the Business IT Spending: Approaches to Categorization and Transformation.* Gartner G00308477, 27 June 2016

2   Gartner, *Gartner Says Worldwide IT Spending is Forecast to Be Flat in 2016.* Press release, 7 July 2016. www.gartner.com/newsroom/id/3368517 and Gartner, *Gartner Says Global IT Spending to Reach $3.5 Trillion in 2017.* Press release, 19 October 2016. www.gartner.com/newsroom/id/3482917.

3   *(n=600) Global Customer Challenge Research,* Illuminas sponsored by Red Hat

4   Earle, Nick. *Do You Know the Way to Ballylickey? Shadow IT and the CIO Dilemma,* Cisco Blogs, 6 August 2015. blogs.cisco.com/cloud/shadow-it-and-the-cio-dilemma

Virtualization optimization: Consolidate, upgrade, or migrate virtualization resources to unify management or create a standard platform across physical, virtual, and cloud resources. Look to open source alternatives for greater flexibility and efficiency.

Storage, data, and analytics improvements: Upgrade legacy systems or integrate data across legacy and new applications to provide a single, consistent data source. Optimize storage capacity by introducing distributed, software-defined storage architecture.

Better business processes: New business process rules and improved workflows let you take full advantage of hardware and software changes. Automate more, reduce manual error, and increase process efficiency.

Application updates: Rewrite or refresh applications to take advantage of modern languages and frameworks. Implement Linux container technology to gain interoperability across traditional and new platforms and environments.

Compliance considerations: When making changes to technology, data, and processes, keep compliance issues in mind. Include compliance in rules and processes as they are being created.

ABOUT RED HAT

Red Hat is the world's leading provider of open source software solutions, using a community-powered approach to provide reliable and high-performing cloud, Linux, middleware, storage, and virtualization technologies. Red Hat also offers award-winning support, training, and consulting services. As a connective hub in a global network of enterprises, partners, and open source communities, Red Hat helps create relevant, innovative technologies that liberate resources for growth and prepare customers for the future of IT.

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COX AUTOMOTIVE™

"As consumers want things faster, we have to ensure that we're operating faster, but also that the quality of service is much greater."

– GUS BENGOCHEA,
SENIOR DIRECTOR OF ENTERPRISE SERVICES

More than two-thirds of U.S. car buyers use a digital sales solution from Cox Automotive, and demand was straining systems and slowing services. Red Hat solutions for managing cloud infrastructure and unifying large pools of data helped Cox develop new products faster, increase capacity, and improve provisioning accuracy. Benefits included regaining more than 10 years of delivery time and US$5 million in soft savings.

"If we had not changed the technology, we would now be extinct. It's as simple as that."

– KERSI TAVADIA,
CHIEF INFORMATION OFFICER

BSE's aging electronic trading system was limiting its agility and scalability. By trading in a proprietary solution from 1995 for an open one, BSE got faster response times (six microseconds instead of 10 milliseconds – a 1,000-times improvement) and reduced the cost of ownership by 90%.

"It was fast becoming clear that if we hoped to maintain our exceptional level of service and our reputation as a technology-driven business, we would need to standardize our systems on a platform that could offer flexibility for innovation while guaranteeing performance, availability, and scalability."

– SARATH CHANDRA, CIO

A rapid expansion added new services – but UAE's IT infrastructure could not keep up. With many web-based Java™ apps across 600 branches, the exchange needed to standardize on a platform that would bring stable scalability, simplify maintenance, and allow future expansion. With help from Red Hat® Consulting, they were able to make the switch without disrupting service to tens of thousands of connected customers.

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