

**ipswitch**<sup>®</sup>

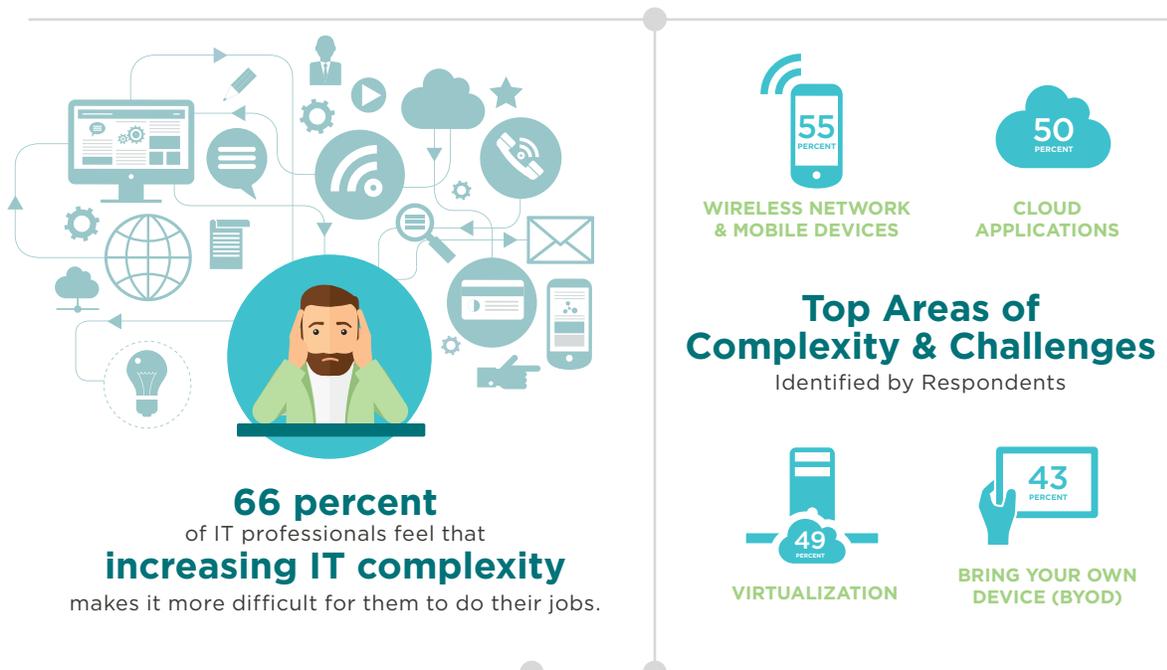
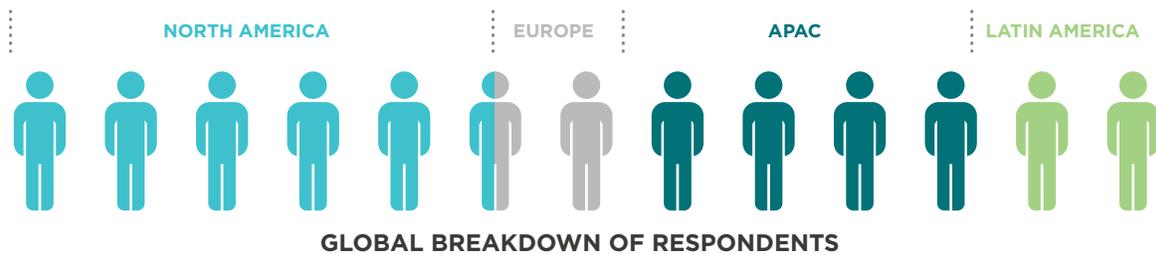
Secure. Control. Perform.

AN IPSWITCH SURVEY REPORT

# The Challenges of Controlling IT Complexity

# Overview

“The Challenges of Controlling IT Complexity” research was conducted by Ipswitch® in March-April 2016, asking IT professionals about the state of IT management and network monitoring at their organizations. The goal of this research was to gain insight into the current IT management challenges facing today’s IT teams, especially when it comes to what they need to monitor, how they accomplish it and where they thought improvements could be made. More than 1,300 respondents completed the survey across the globe – 546 were from North America (42 percent), 429 from APAC (33 percent), 195 from Latin America (15 percent) and 130 from Europe (10 percent).



**88%**  report that they want IT management software that offers **more monitoring flexibility**, with fewer licensing restrictions.

Respondents overwhelmingly felt that today’s IT environments were very complex – and that their growing complexity was making it increasingly difficult for them to do their jobs successfully. The research pointed to IT teams generally feeling that they are concerned about losing control of their company’s IT environment in the face of the new technologies, devices and requirements being added on a regular basis.

# Key Finding #1

## IT Teams Are Concerned About Losing Control of Business Transactions, Applications and Infrastructure Due to Increasing Complexity

Managing the complexity of today's IT environments was a recurring theme throughout the responses, as **66 percent of respondents** said that increasing IT complexity simply made it more difficult for them to do their jobs successfully.

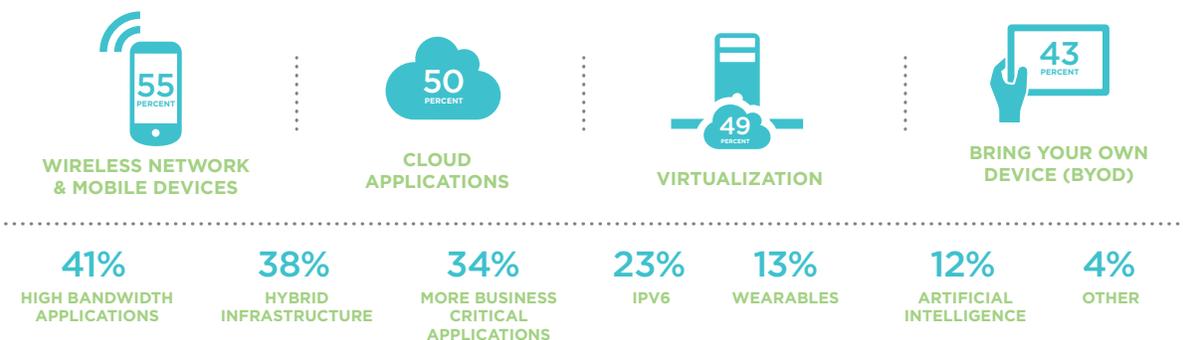
### QUESTION

Has Increasing IT Complexity Made it More Difficult for You to Do Your Job Successfully?



### QUESTION

What Emerging IT Management Challenges Are You Most Concerned About?



# Key Finding #2

## IT Teams Are Not Monitoring Effectively

To cope with the need to manage the increasingly complex technology stack, organizations are using a combination of non-integrated tools. In fact, **38 percent of IT teams are using more than 3 tools to monitor their networks**, with many organizations using 10 to 20 tools. This results in IT professionals spending too much time switching from tool to tool to try to get an accurate view into their application and infrastructure performance. This is time and effort that could be used elsewhere if they had a solution that would make it easier to have a holistic view of their operations.

Even with all these tools, **44 percent of IT teams reported that they were either not monitoring everything that they would like to** (or don't know if they were) in order to ensure control. Top reasons for this include: budget (28 percent), lack of staff (18 percent) and the complexity of the IT environment they have to deal with (15 percent). One quarter of respondents reported that all of the above were preventing them in one way or another from monitoring everything they thought they should.

### QUESTION

**Are You Monitoring Everything in Your IT Environment That You Would, If Cost Was Not a Consideration?**



### QUESTION

**How Many Different Monitoring Tools Are Used by Your IT Department?**



### QUESTION

**Why Are You Not Monitoring Everything You Would Like to?**



**28%**  
INSUFFICIENT  
BUDGET



**18%**  
LACK OF TIME /  
INSUFFICIENT STAFF



**15%**  
COMPLEXITY OF  
IT ENVIRONMENT



**6%**  
UNDISCOVERED  
DEVICES



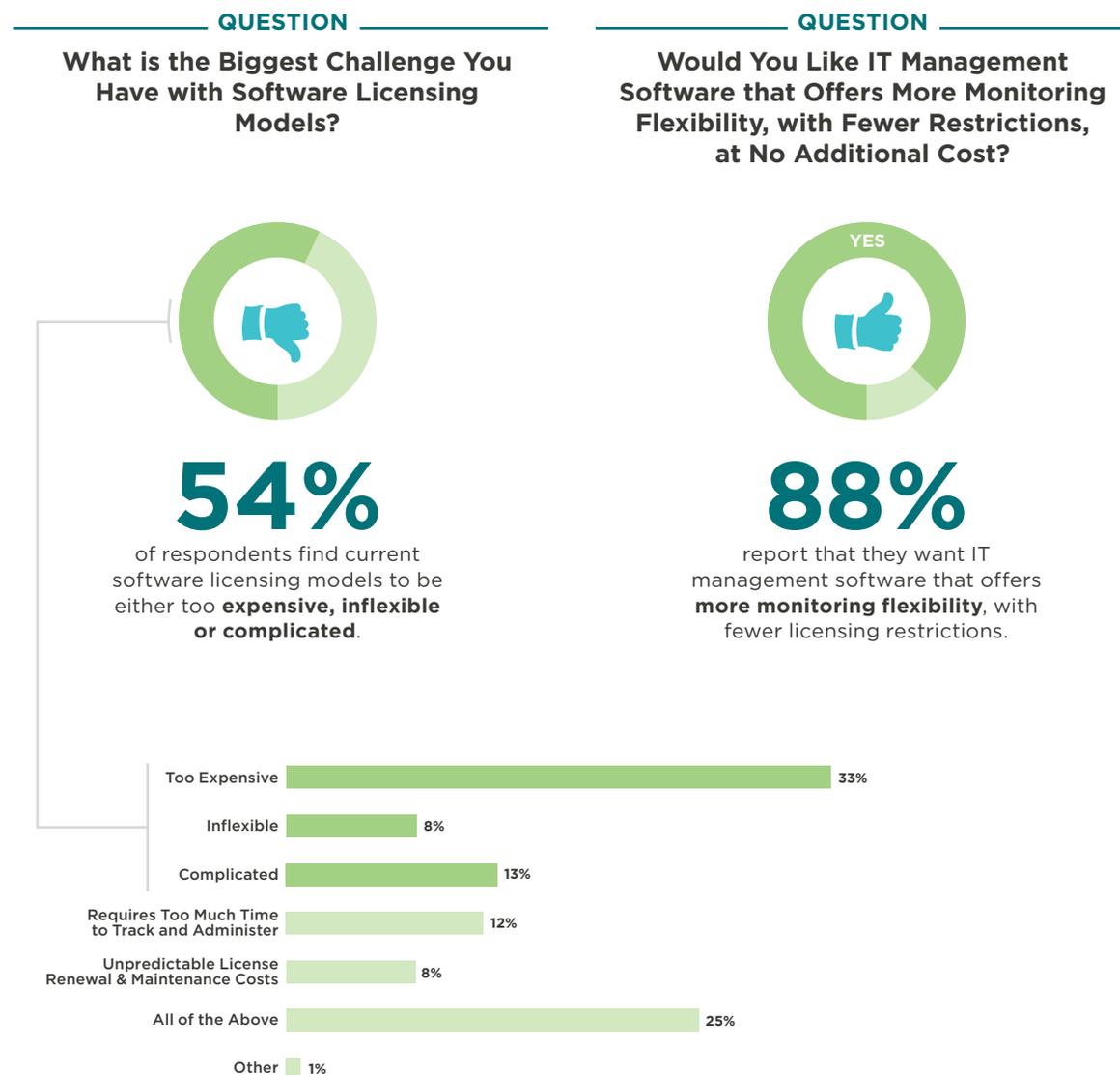
**25%**  
ALL OF  
THE ABOVE

# Key Finding #3

## IT Teams Need Better IT Management Software

88 percent of respondents said that they'd like to find IT management software that offers more monitoring flexibility, with fewer restrictions, at no additional cost. This makes sense given the complexity they have to deal with and the lack of effectiveness of current solutions.

It was found that **more than half of respondents (54 percent)** said software licensing models are **too expensive, inflexible and complicated** to deal with. Another 12 percent added that their current software licenses require too much time to track and administer.



# Conclusion

## Complexity Compromises Control and Demands Better Monitoring and Management Tools

Respondents overwhelmingly felt that today's IT environments were very complex — and that their growing complexity was making it increasingly difficult for them to do their jobs successfully. The research pointed to IT teams generally feeling that they are concerned about losing control of their company's IT environment in the face of the new technologies, devices and requirements.

The findings of the research were:

1. **IT teams are concerned about losing control of business transactions, applications and infrastructure due to increasing complexity.**
2. **Organizations are using a collection of monitoring tools and are not monitoring all of their business critical applications and infrastructures.**
3. **IT teams are looking for more flexible monitoring software that provides visibility across applications and their end to end infrastructure.**

## About Ipswitch®

Today's hard-working IT teams are relied upon to manage increasing complexity and deliver near-zero downtime. Ipswitch IT management software helps them succeed by enabling secure control of business transactions, applications and infrastructure. Ipswitch software is powerful, flexible and easy to try, buy and use. The company's software helps teams shine by delivering 24/7 performance across cloud, virtual and network environments. Ipswitch powers more than 150,000 networks spanning 168 countries, and is based in Lexington, Mass., with offices throughout the U.S., Europe, Asia and Latin America. For more information, please visit [www.ipswitch.com](http://www.ipswitch.com), or connect with us on [LinkedIn](#) and [Twitter](#).