



Study Shows Businesses Experience Significant Operational and Business Benefits from VMware vRealize Operations

Reduced Cost of Infrastructure Management, Higher Application Availability, Visibility Across Layers, and Capacity Planning Benefits Identified in the Management Insight Benchmark Study

WHITE PAPER

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Executive Summary

The day-to-day tasks involved in managing applications and technology infrastructure components, such as servers, storage, and networking, are critical to business success. Independent researchers from Management Insight benchmarked the benefits of VMware vRealize™ Operations™ for IT management, quantifying the incremental value of vRealize Operations for VMware vSphere® customers. The 2014 study results reveal 20–40 percent increases in key performance metrics, and a strong ROI among customers deploying vRealize Operations.

Management Insight Study Confirms vRealize Operations Advantages

In a 2014 benchmark study, Management Insight found that VMware customers reported significant operational and business benefits as a result of deploying vRealize Operations in their vSphere environments. Added value came in the core areas of infrastructure management, application availability, capacity planning, and visibility across layers.

In addition to the significant gains from implementing vSphere alone, **key performance metrics increased by 20–40 percent**. vRealize Operations customers experienced

- 34 percent improvement in capacity utilization
- 30 percent more uptime on tier 1 applications
- 26 percent additional cost savings on IT infrastructure management

Customers also reported strong ROI, averaging **2.4 times the return on their investment** for a vRealize Operations deployment, with more than **50 percent of respondents reporting that it took fewer than six months to realize the value**. The 2.40 average return on their investment was a significant advantage compared to the average ROI of 1.50 reported by VMware customers that had not yet deployed vRealize Operations, during the same time period. Through the combination of deploying vSphere and vRealize Operations, customers experienced a **53 percent reduction in the cost of managing the IT infrastructure**. They also benefited from a **54 percent decrease in downtime of tier 1 applications**.

The results of the Management Insight study confirm that vRealize Operations gives customers greater confidence, making them feel more capable of managing their infrastructure. Operations management also enables customers to be more proactive and responsive in their management of vSphere environments, resulting not only in more productivity within IT, but also in visible business benefits that are directly attributable to IT.

“We designed this benchmarking study to quantify the incremental value of deploying vRealize Operations over deploying vSphere alone in customer organizations. The results demonstrate that customers are experiencing significant operational and business benefits, including strong ROI, as a result of deploying vRealize Operations, and that the solution gives customers more confidence when it comes to managing their infrastructure.”

— Stephen Favasuli, Research Manager at Management Insight

Closer Look at the Benefits

For this study, Management Insight interviewed 190 VMware customers via a Web-based survey. Of these customers, 117 had deployed the vSphere virtualization platform only, whereas 73 had deployed vRealize Operations with the vSphere virtualization platform to automate operations and lower operational spend.

To measure the operational and performance benefits, Management Insight interviewed two groups of customers:

- Group one - Those that deployed vSphere but not vRealize Operations (N = 117)
- Group two - Those that deployed both vSphere and vRealize Operations (N = 73)

The first group was a control group to quantify the benefits of using vSphere alone. The second group quantified the additional benefits gained by using vRealize Operations in a vSphere environment.

Operational Benefits

Group one was asked, "For each [operational area], please indicate whether it has been reduced, increased, or is unchanged as a result of deploying VMware software."

Group two was asked, "For each [operational area], please indicate whether it has been reduced, increased, or is unchanged as a result of deploying vRealize Operations."

Comparing the responses from groups one and two enabled Management Insight to determine the efficiency gains from vRealize Operations above and beyond deploying vSphere only.

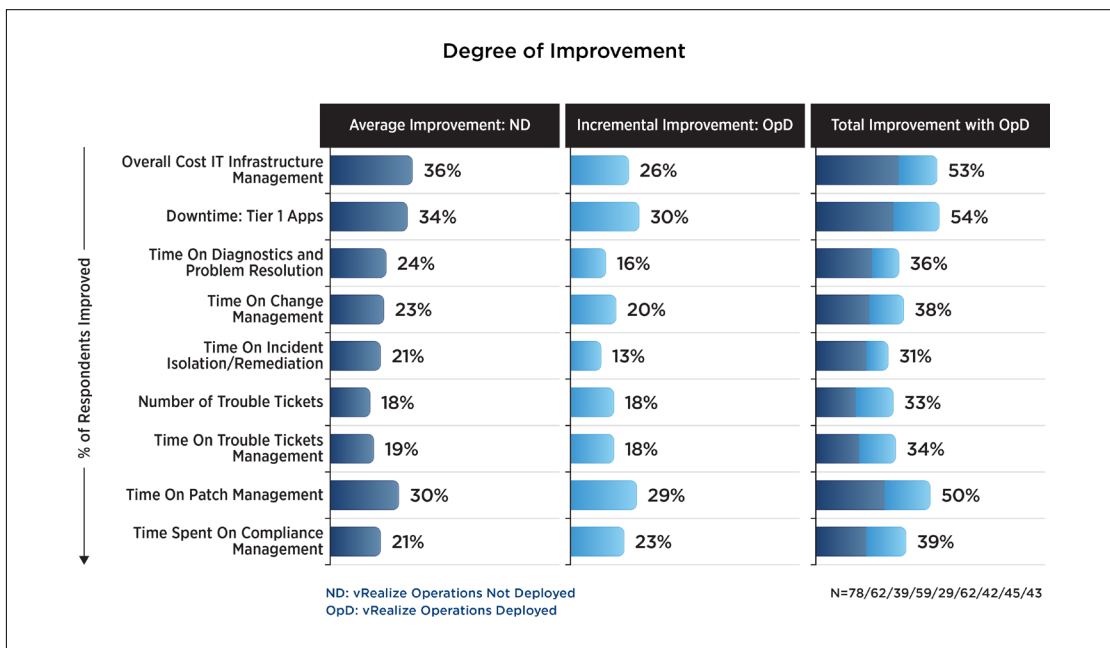


Figure 1. Operational Benefits from Deploying vRealize Operations in a vSphere Environment

Figure 1 illustrates the operational benefits of deploying vRealize Operations in a vSphere environment. Operational benefits are defined as those that increase IT efficiency. These efficiencies translate into cost savings. **IT costs are cut by 53 percent** by deploying vRealize Operations in a vSphere environment. Using vSphere reduces the overall cost of managing an IT infrastructure by 36 percent, and using vRealize Operations further increases savings by an additional 26 percent, resulting in a net cost reduction of 53 percent (53 percent = 36 percent + 26 percent of the remaining 64 percent).

Similarly, the vSphere only group reported a 34 percent decrease in the downtime of tier 1 applications, while vRealize Operations customers reported an additional 30 percent, for a total of a 54 percent decrease in downtime (34 percent + 30 percent of the remaining 66 percent). Significant improvements were also seen in uptime and patch management.

Customers realized additional productivity gains in corresponding areas that contribute to the overall cost of managing IT, such as the cost of incident management, configuration management, and compliance.

Another way to view the operational benefits derived from deploying vRealize Operations in a vSphere environment is illustrated in Figure 2. After deploying vRealize Operations, a systems administrator can support between 20 and 30 additional virtual machines. Prior to deploying vRealize Operations, small, midsized, and commercial customers reported that one system administrator was limited to supporting 23–30 virtual machines. Subsequent to deployment of vRealize Operations, the same administrator can support 67–75 virtual machines.

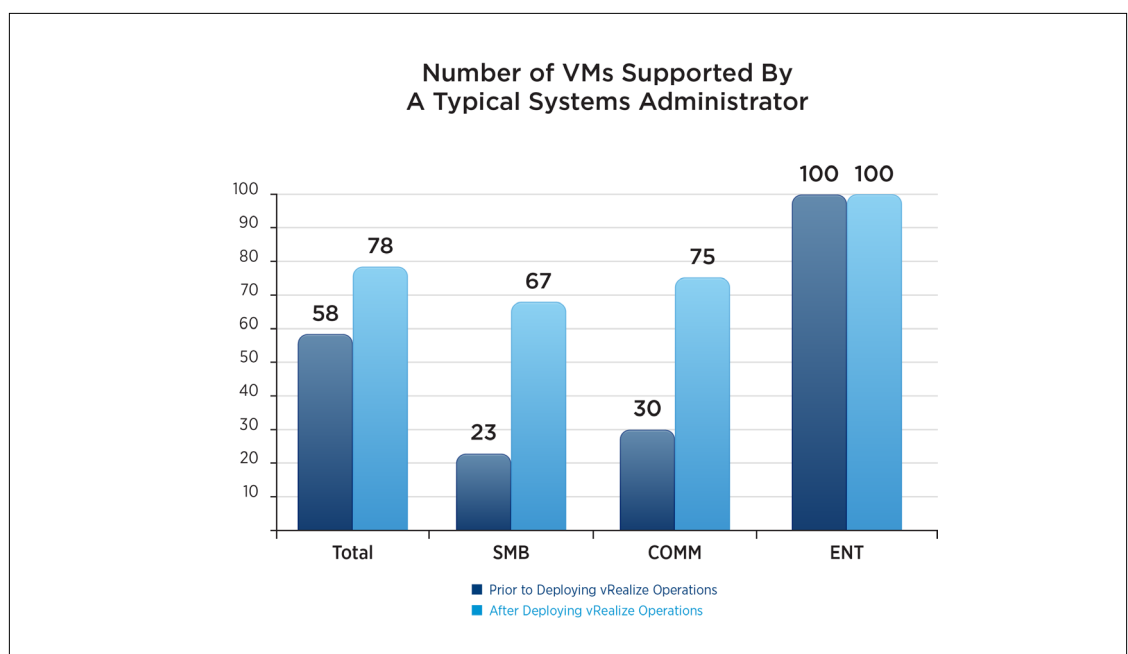


Figure 2. System Administrator Support of Virtual Machines

Performance Benefits

Group one was asked, “For each [performance metric], please indicate whether it has been reduced, increased, or is unchanged as a result of deploying VMware software.”

Group two was asked, “For each [performance metric], please indicate whether it has been reduced, increased, or is unchanged as a result of deploying VMware vRealize Operations products.”

Comparing the responses of groups one and two enabled Management Insight to determine the incremental key performance indicator (KPI) improvement as a result of deploying vRealize Operations.

Figure 3 illustrates the improvements in KPIs when vRealize Operations is deployed in a vSphere environment. Deploying vRealize Operations in a vSphere environment results in an additional 34 percent in capacity utilization, for a total increase of 93 percent. Capacity is improved by moving virtual machines to balance utilization, increasing consolidation ratios, and reclaiming virtual machines.

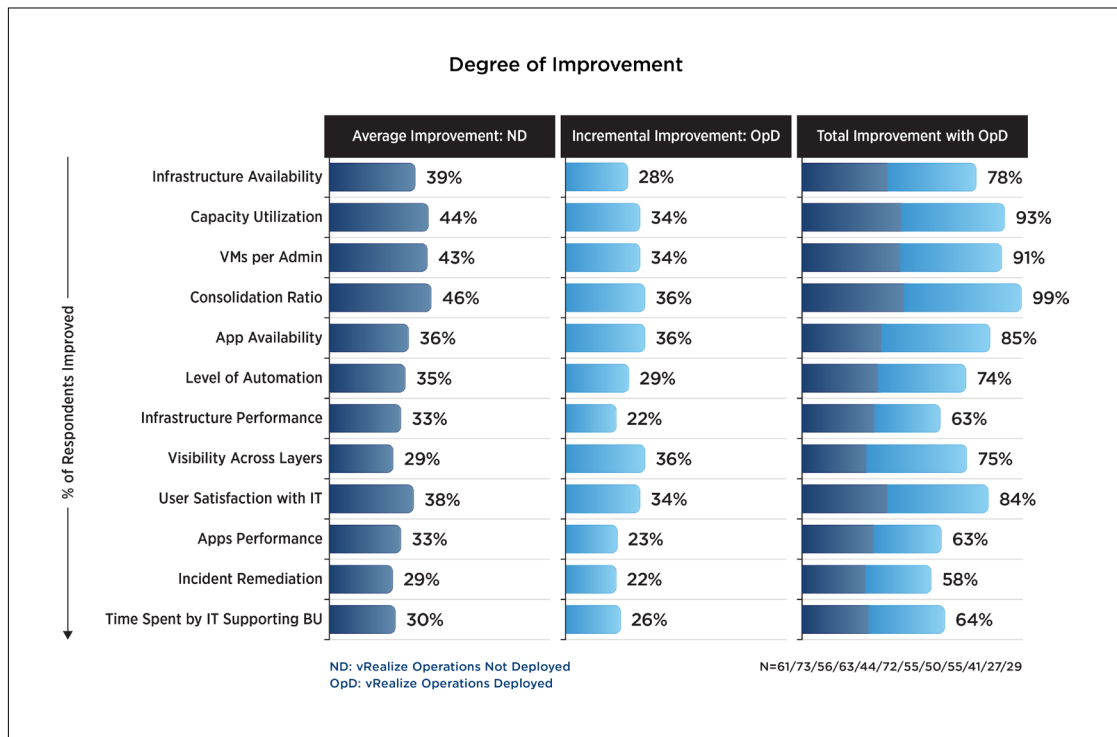


Figure 3. KPI Improvements from Deploying vRealize Operations in a vSphere Environment

vRealize Operations customers achieve substantial additional benefits beyond vSphere, especially in visibility across layers, user satisfaction with IT, capacity utilization, virtual machines per administrator, consolidation ratios, and application availability. vRealize Operations customers are experiencing incremental improvement that exceeds 30 percent in many of these areas.

A key advantage resulting from the additional visibility into the vSphere environment is increased IT administrator confidence. With vRealize Operations, IT can more aggressively leverage its physical infrastructure. In problem management, capacity planning, change management, application dependency mapping, multihypervisor management, and many other areas, vRealize Operations customers reveal far better capabilities than those that have not deployed vRealize Operations.

Overall ROI

vRealize Operations customers also report significantly higher ROI as shown in Figure 4. Customers that have deployed vRealize Operations report a 2.40 return on their investment, in contrast to the 1.50 return for VMware customers that have not yet deployed vRealize Operations over the same time period.

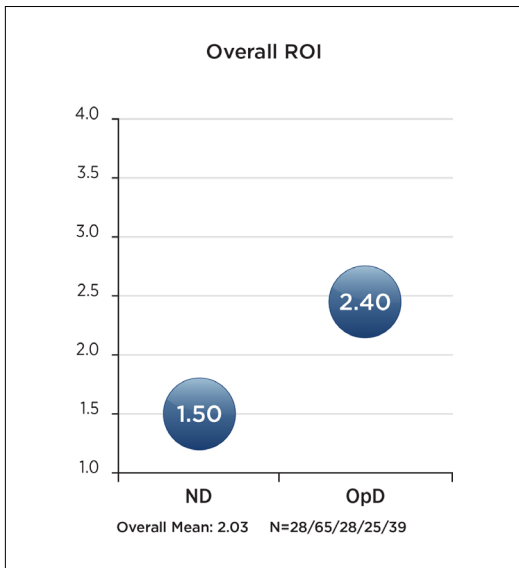


Figure 4. Overall ROI from Deploying vCenter Operations Management Suite in a vSphere Environment

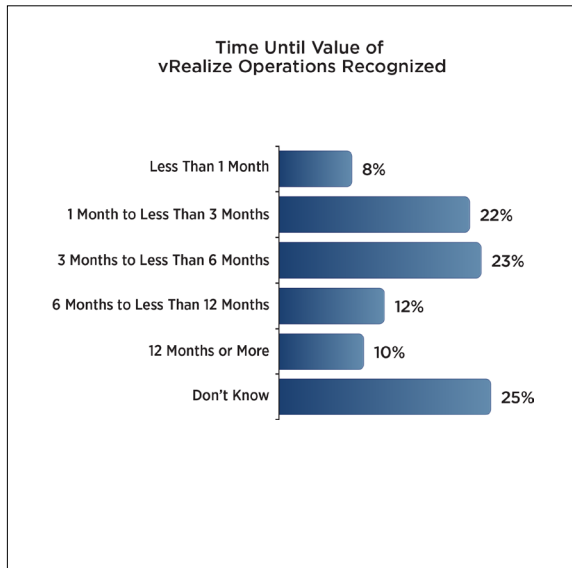


Figure 5. Time to Value for Customers Deploying vCenter Operations Management Suite in a vSphere Environment

More than half of customers surveyed (53 percent) reported achieving value in fewer than six months as shown in Figure 5.

Virtualization Maturity

It is important to note that customers using vRealize Operations do not significantly differ from customers using vSphere only, in terms of their self-stated virtualization journey as shown in Figure 6.

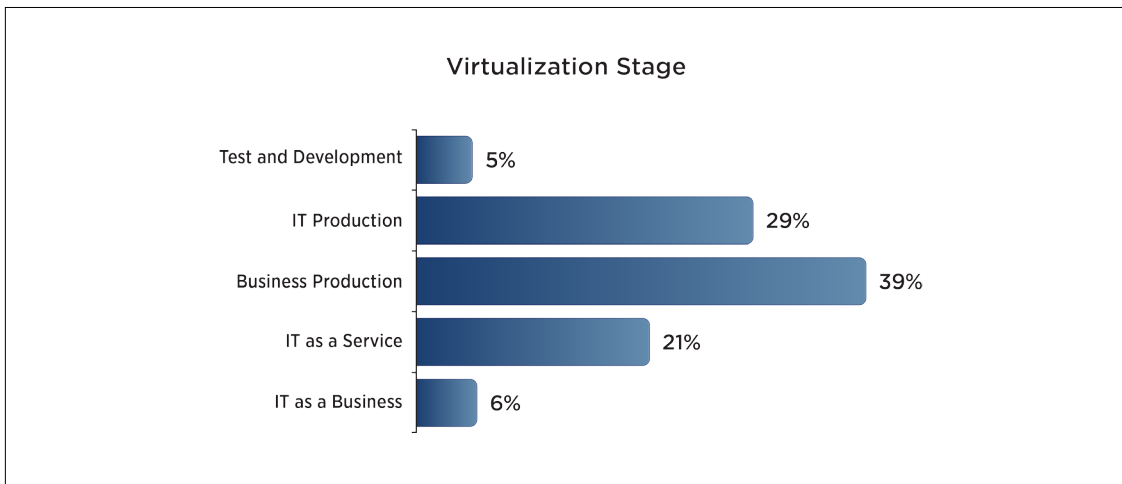


Figure 6. Customer Self-Statement Virtualization Stage

How Intelligent Operations Meet Increasing Demands

Today's IT operations professionals need better solutions to manage technology infrastructure and components across virtual, physical, and cloud environments. Traditional, time-consuming processes render teams too reactive and unable to ensure the performance and availability of business applications. Moreover, IT operations teams are inundated with monitoring data and must regularly handle alert storms and false alerts to analyze this data and take corrective action.

VMware vRealize Operations enables proactive IT operations with intelligent operations management across physical, virtual, and cloud infrastructures—from vSphere and Microsoft Hyper-V to Amazon Web Services. The suite correlates data from applications to storage in a unified management solution that is easy to use. vRealize Operations provides control over performance, capacity, and configuration standards with predictive analytics driving proactive action and policy-based automation.

IT operations teams can manage the health, risk, efficiency, and compliance of dynamic workloads and heterogeneous infrastructure using vRealize Operations:

- Self-learning management tools improve performance and reduce disruptions.
- Predictive analytics and Smart Alerts™ drive proactive identification and remediation of emerging performance, capacity, and configuration issues.
- Application dependency mapping simplifies and accelerates root-cause analysis.
- Customizable dashboards and reports with KPIs and role-based access optimize operations and enable collaboration.

Policy-based automation in vRealize Operations enables businesses to become more efficient and stay in compliance:

- Default or custom policies control, or trigger, the automation of key processes.
- Automated capacity optimization reclaims overprovisioned capacity, increases resource utilization, and eliminates scripts and spreadsheets.
- Flexible capacity modeling scenarios help IT teams better plan for resources based on service-level agreements (SLAs).
- Automated detection, enforcement, and remediation of security guidelines, configuration standards, and regulatory requirements reduce risk.

vRealize Operations delivers comprehensive visibility through a single console—from applications to storage and across physical, virtual, and cloud environments:

- vSphere, Microsoft Hyper-V, and Amazon Web Services monitoring is available in one place.
- Open and extensible platform simplifies and automates application management.
- Third-party management packs for Microsoft, SAP, and other applications integrate seamlessly.

Achieve the Value of vRealize Operations

The business and operational benefits of vRealize Operations are proven. IT teams can use the intelligent operations, advanced policy-based automation, and unified management capabilities in the suite to proactively address performance issues, maintain high availability for business applications, improve operational efficiency, and enforce IT standards and compliance. vRealize Operations helps IT operations reduce costs and enable IT-as-a-service capabilities as IT transitions from a cost center to a broker of all services across the business.

Learn more about vRealize Operations at <http://www.vmware.com/products/vrealize-operations>.

About Management Insight

Established in 1993, Management Insight is a full-service market research consulting firm dedicated to helping technology companies find answers and insights that lead to superior business performance. Using advanced and reliable models for research, Management Insight designs and executes domestic and international qualitative (interviews, focus groups) as well as quantitative (in-person, phone, Web) studies to meet client objectives. Learn more at <http://mgtinsight.com>.



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