

Successful Enterprises Select a Robust IT Automation Implementation Partner



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ABOUT THIS INFOGRAPHIC

IT automation maturity is highest among enterprises that select a partner for initial implementation and ongoing managed services.

The Adoption of IT Automation Is Growing

92% OF LARGE ENTERPRISES USE IT AUTOMATION



Median number of IT automation tools in use is 4.5

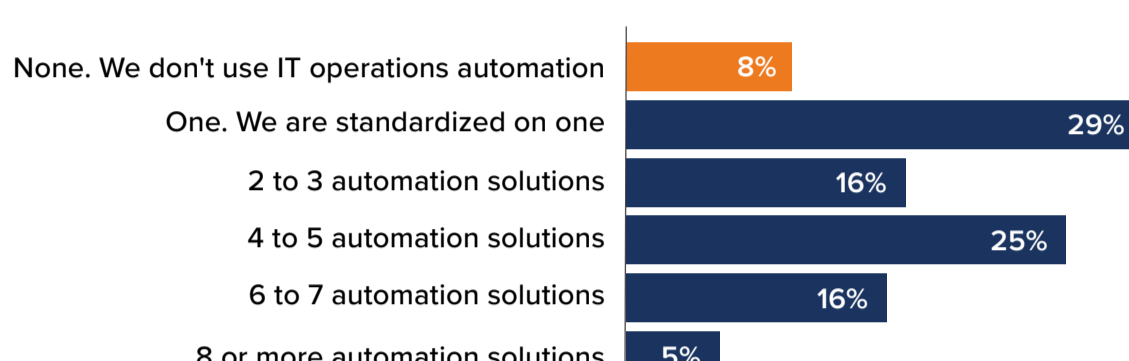
Even with flat to declining IT budgets, 63% of companies plan to increase IT automation investments in the next twelve months.



The largest business benefits of IT automation are increased revenue, improved customer experience, and faster product development/delivery.

Number of IT Operations Automation Solutions

Q: How many IT operations automation solutions does your organization use in total including on-premises and in public cloud?



Source: IDC's *IT Automation Survey*, sponsored by Kyndryl and Red Hat, March 2023

IT Automation Covers Broad Areas, Multiple Use Cases, and Creates Operations Efficiency



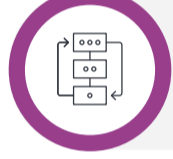
IT automation is used in a variety environments: **50% used for both** public and on-premises systems, **50% used for solely** on-premises or public cloud only.



Automation is **common in both** mission-critical customer-facing applications and QA environments.



Automation led to IT **operations efficiencies of 30%+** in IoT and edge systems, compliance/cyber-security patching, day-two monitoring, and container/Kubernetes deployments.



FinOps is an area for future enterprise IT automation investments.

Source: IDC's *IT Automation Survey*, sponsored by Kyndryl and Red Hat, March 2023

Selecting an IT Automation Implementation Partner Is Critical

The right partner can remove barriers to successful implementation and dramatically improve maturity levels.



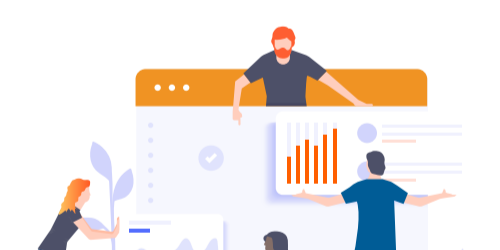
ONLY 20% OF COMPANIES are considered mature in their IT automation

Among these mature organizations, **70% ARE USING A THIRD-PARTY PARTNER**

Source: IDC's *IT Automation Survey*, sponsored by Kyndryl and Red Hat, March 2023

Managed Services for IT Automation Is a Top Priority for Enterprises

The number one most important factor in selecting an implementation partner is the ability to provide managed services post-implementation.



77%

Agree they are more likely to select a partner with a managed service offering



IT operations personnel add value by focusing on learning and using the tool, not supporting its back-end infrastructure and maintenance.

Source: IDC's *IT Automation Survey*, sponsored by Kyndryl and Red Hat, March 2023

Essential Guidance for Using IT Automation to Move Digital Businesses Forward

The benefits of automation are broad and maturity improves when an implementation partner is engaged.



1 Consider leveraging a partner to decrease time to value and automation maturity level.

2 Look for an implementation partner with capabilities with your automation solution(s), strong references, and managed services after implementation.

3 Consolidating IT automation tools can be an opportunity to reduce costs and complexity.

4 Start with configuration management and day-one provisioning for initial IT automation implementation, and plan for containers, edge, and FinOps over the next two years.

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