

May 2020



Survey Report

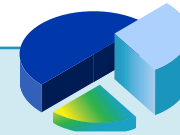
The Current State of Hybrid Cloud and IT



We recently looked into the current state of hybrid cloud migration and infrastructure

IT leaders are facing a unique challenge right now. The global pandemic is a health crisis, but it has radically changed the economic climate in a very short period of time. For most businesses, this shift came with big technology implications.

Virtana surveyed IT infrastructure professionals across the US and EMEA in May 2020 to understand the nature of those impacts.



ABOUT SURVEY

Location

US and EMEA

Respondents

116

Roles

IT, Digital Infrastructure,
Cloud Engineer



Key findings:



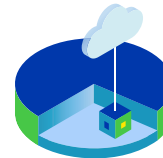
Respondents who halted their migration to the cloud are **2x as likely** to over-provision to ensure performance as those who continued migrating.

79%

The vast majority of **respondents (79%)** who experienced performance issues also lack sufficient access to tools.

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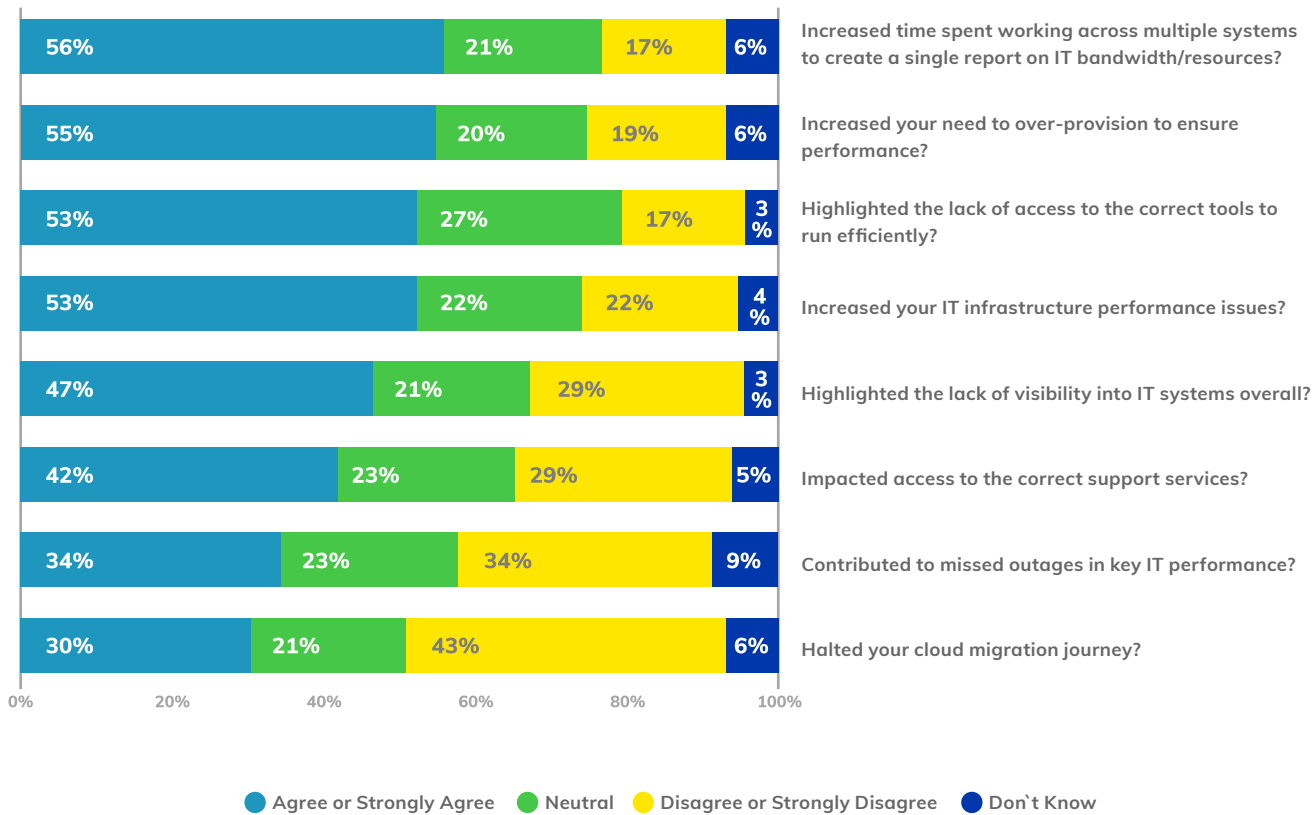
More than three-quarters of respondents said that machine learning (ML) and AIOps will be key to supporting their remote working environments.



Two-thirds of respondents who experienced performance issues also cite lack of visibility.



Has the recently changed economic climate:

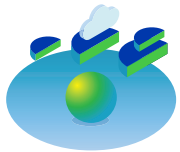


The top two impacts, cited by 56% and 55% of respondents respectively, is they've increased the time spent working across multiple systems to see what's going on from a bandwidth and resources perspective and they increased their need to over-provision their infrastructures to ensure performance.

In short, IT leaders are spending more time and more resources managing their systems and infrastructure during this time.



Given the abrupt shift to universal work-from-home, many companies have had to make fast changes to help employees work better remotely and prioritize throughput. We've even heard anecdotally that companies are shipping out servers to data centers or even converting some elements of their disaster recovery (DR) sites for production. This is all consistent with the immediacy of the need and the desire to over-provision as a result.



Another shift is the heightened visibility that application performance is now getting across organizations. Executive leaders and board members want real-time data they've never requested before. Existing routine reports, which are likely operational and technical in nature, aren't sufficient. This could be contributing to the need to spend more time gathering, collating, and synthesizing data across multiple systems.

But the responses to the individual questions don't tell the whole story. Diving into the numbers based on whether respondents experienced performance issues or whether they halted their cloud migration journey uncovers some valuable insights.



IN THEIR OWN WORDS

"The biggest impact the new economic environment has had on our infrastructure is that we have 95% of our people working from home now, so the idea of VPN and security has really been ratcheted up, and a lot of our processes we've found are still very manual, so we're trying to update those as quickly as possible in order to potentially extend this WFH environment if needed."

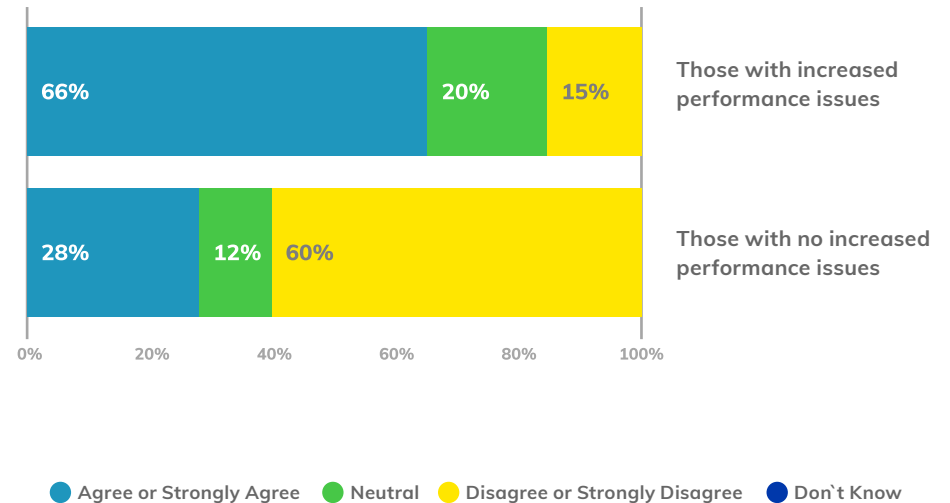
– **Business Process Strategy Manager**



The path to performance is paved with visibility, tools, and support services

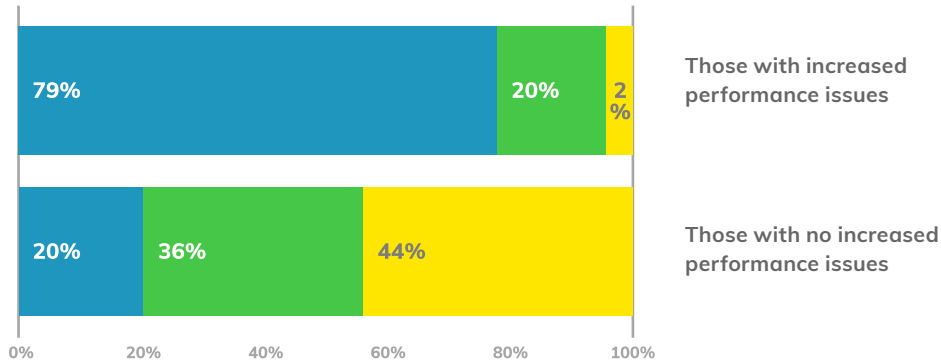
There's a clear correlation between lack of visibility into IT systems and poor performance. In fact, two-thirds of respondents who experienced performance issues also cite a lack of visibility. But nearly the same number of respondents who did not suffer performance problems have sufficient visibility.

"I lack visibility into IT systems overall."



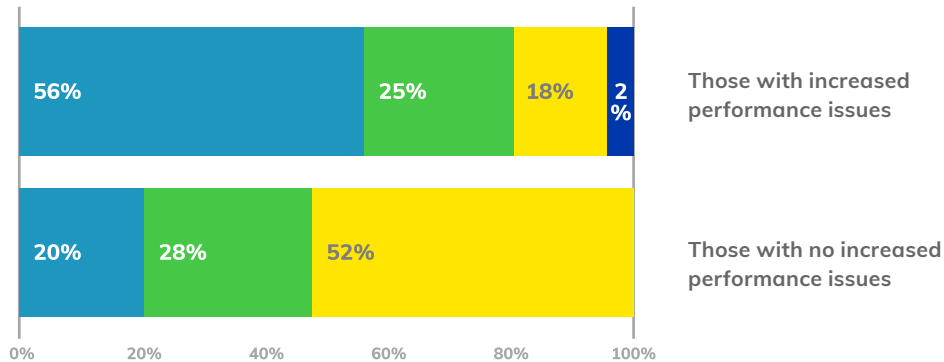


“I don’t have access to the correct tools to run efficiently.”

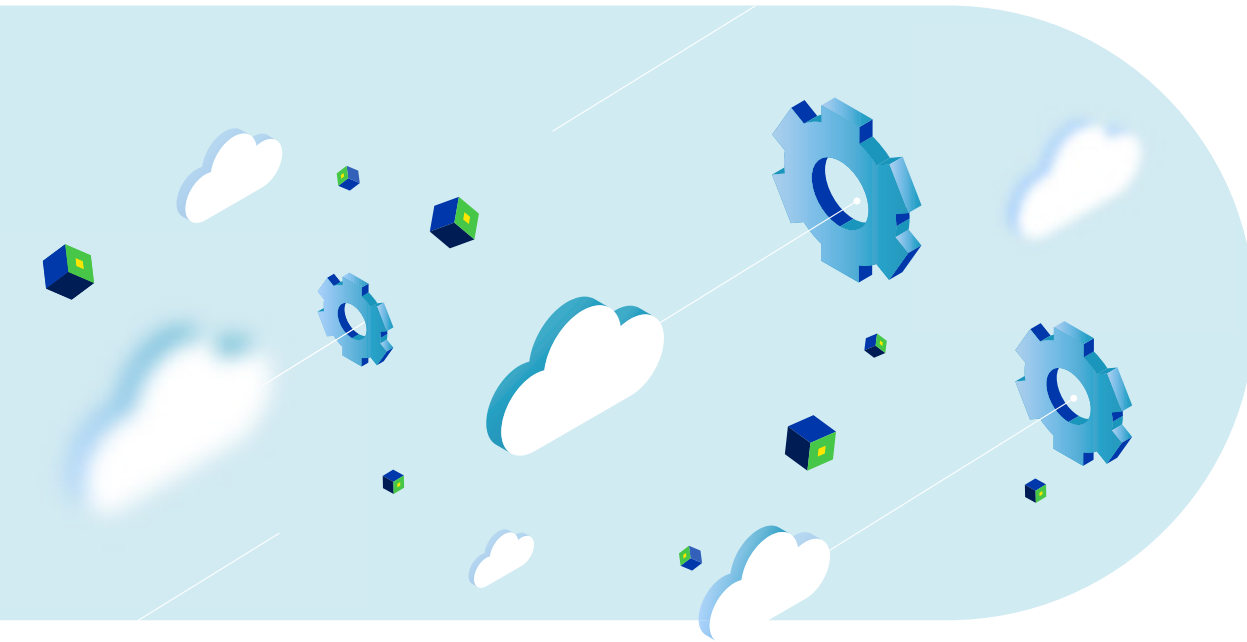


● Agree or Strongly Agree ● Neutral ● Disagree or Strongly Disagree ● Don't Know

“I don’t have access to the correct support services.”



Access to the correct tools and support services is also correlated with performance. More than three-quarters of those who experienced performance issues also say they lack sufficient access to tools, and more than half had impacted access to the correct support services. Compare this to those who maintained good performance—just around half said access of either type was not an issue.



The question of tools may not be a matter of have or have-not, but of whether those tools are appropriately configured to support fully remote operations. Teams who've worked in the same physical location and are used to being able to simply shout out questions to their peers may simply be suffering from the absence of that collaboration. The answer may be to better configure and increase automation across tool sets. Mitigating the tools issue could also go a long way toward resolving the support services challenge.



IN THEIR OWN WORDS

“COVID-19 and the latest economic situation has had the greatest impact on our infrastructure availability in terms of remote workers, remote VPN and specifically items like F5 BIG-IP VPN appliances, and ensuring available bandwidth for the influx of additional remote workers, as well as corporate proxy bandwidth availability and access to collaboration solutions like WebEx for the large amount of online meetings and collaboration sessions that can't be had in person because of the quarantine situation. Definitely collaboration and communication infrastructure has been impacted the most and requires additional future capacity planning and enhancement.”

–SVP Distinguished Architect



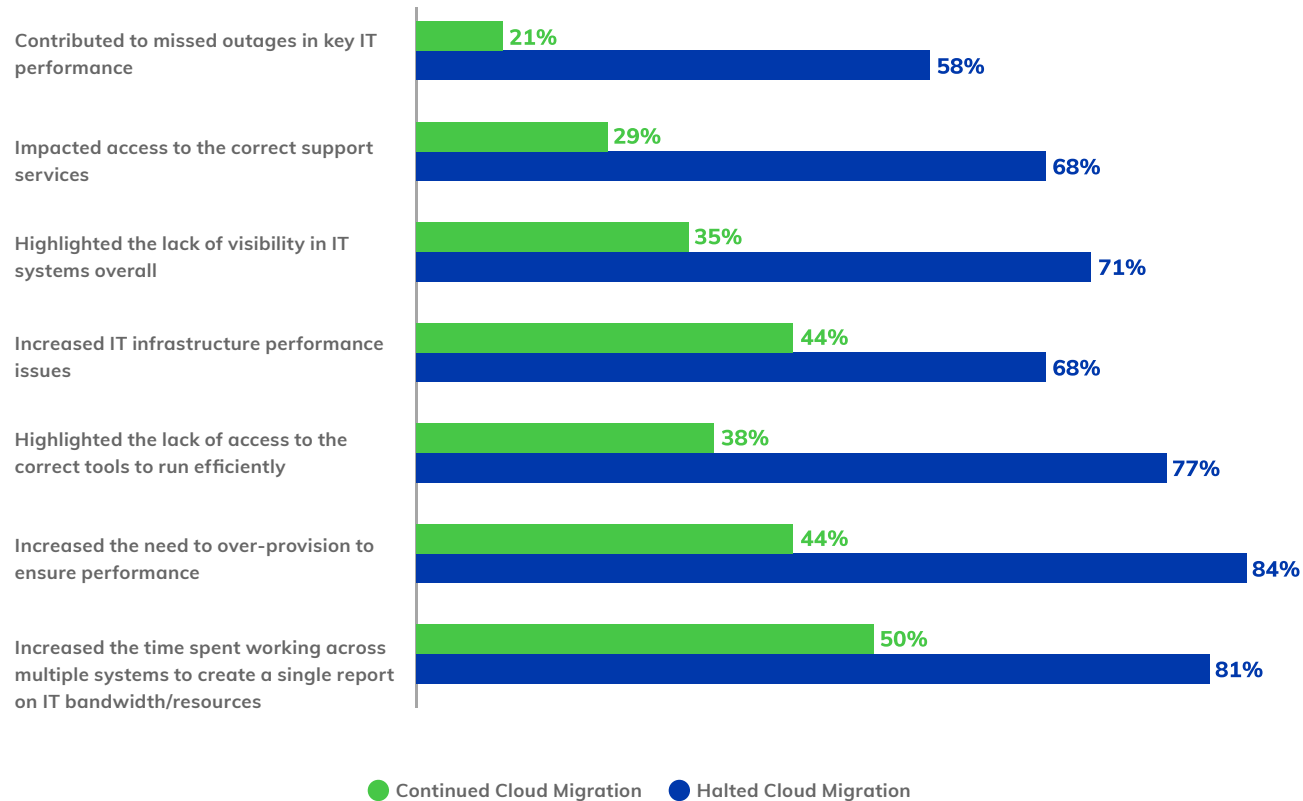
The advantages of continuing the journey to the cloud

More than two-thirds of respondents have prioritized their cloud migration despite drastic changes to the economic climate. With the strategic nature of most cloud projects—and the significant benefits to be gained from continuing migration—we wanted to dig a bit deeper into what’s going on in those cases.





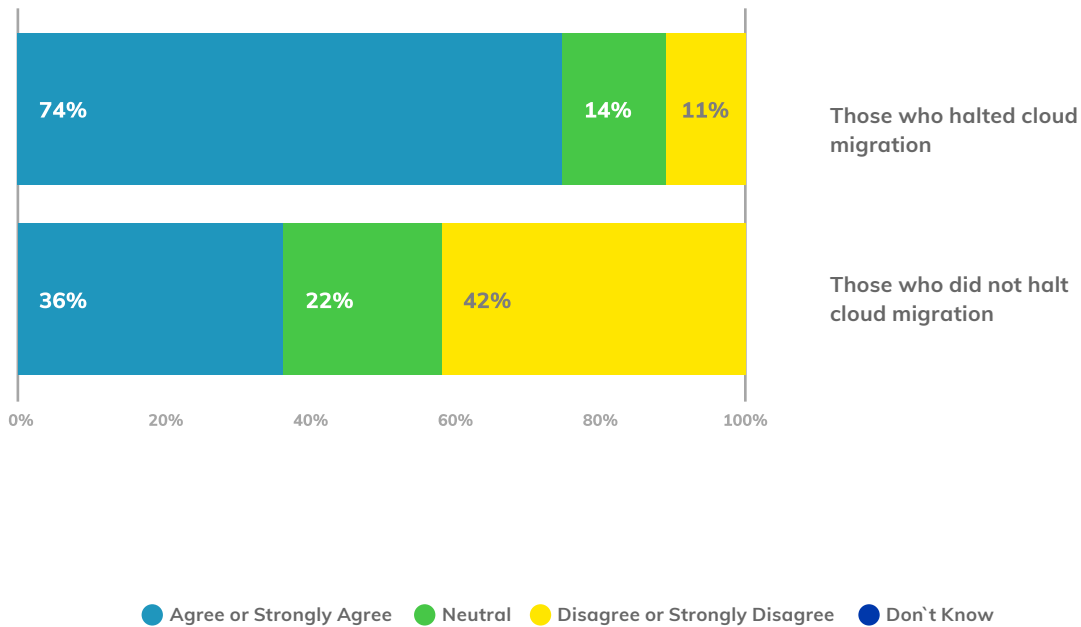
Has the recently changed economic climate:



Not surprisingly, respondents who have prioritized cloud migration plans (more than two-thirds), despite current economic challenges, have weathered those challenges better and have experienced much less of an impact to their IT performance and system visibility than those who halted their migration journey.



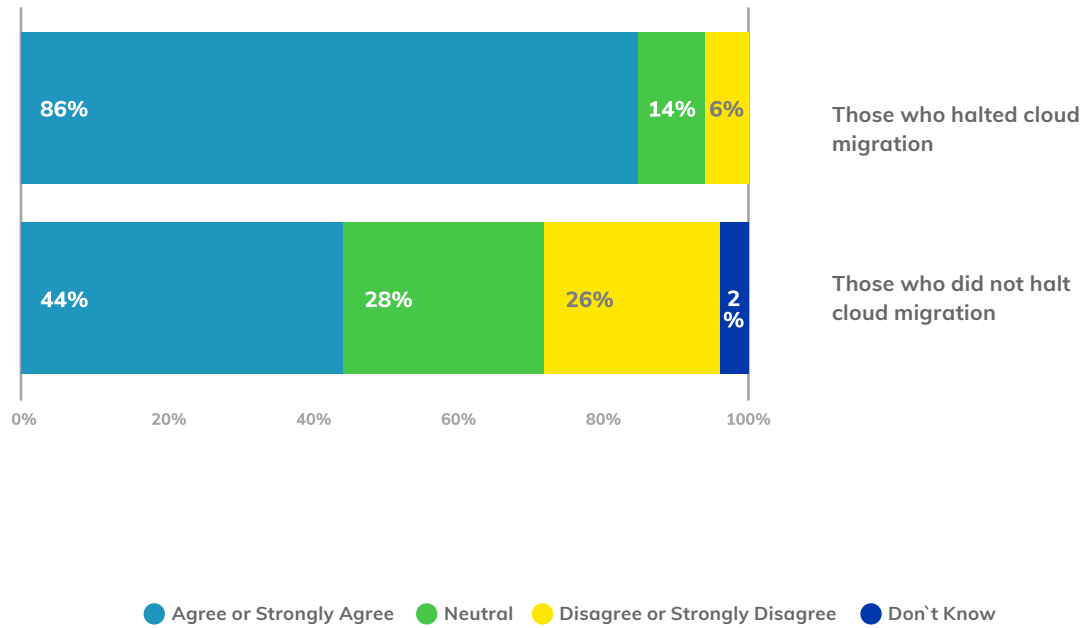
“I lack visibility into IT systems overall.”



Respondents who halted their migration to the cloud are twice as likely to lack visibility into their overall IT systems as those who didn't. When you think about it, who would want to continue with such a potentially time-, budget-, and resource-intensive project without the clarity of understanding what you're moving and why?



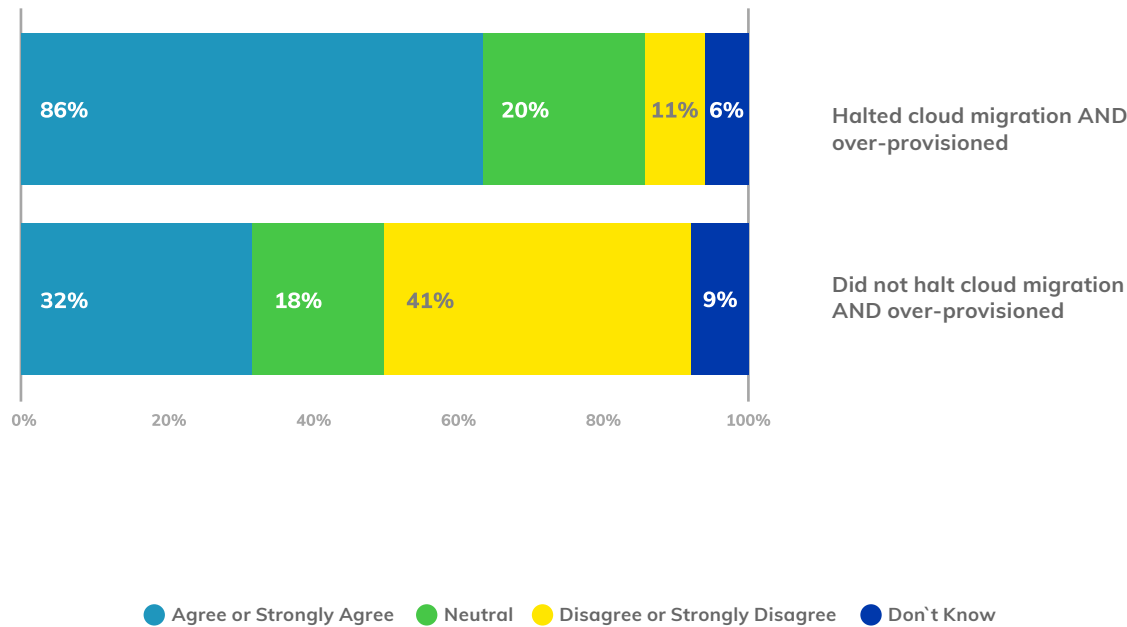
“I felt the need to over-provision to ensure performance.”



Given the lack of visibility, it's no surprise that respondents who halted their migration to the cloud are almost twice as likely to over-provision to ensure performance. And this makes sense given that one of cloud's biggest draws is its on-demand elasticity, a benefit you don't get on-premises.



“I missed outages in key IT performance.”



What is surprising, however, is that the over-provisioning doesn't seem to be working. When we looked at the companies who halted their cloud migration journey and over-provisioned, almost two-thirds still report having KPI-busting outages. That's nearly twice that of those who did not halt their cloud migration but did over-provision.

It was beyond the scope of this survey to delve into the specific reasons why companies chose to halt their cloud migrations. The decisions were probably not taken lightly, but there are repercussions. Companies considering this move may want to invest in better precautions than costly over-provisioning to prevent outages and maintain performance.

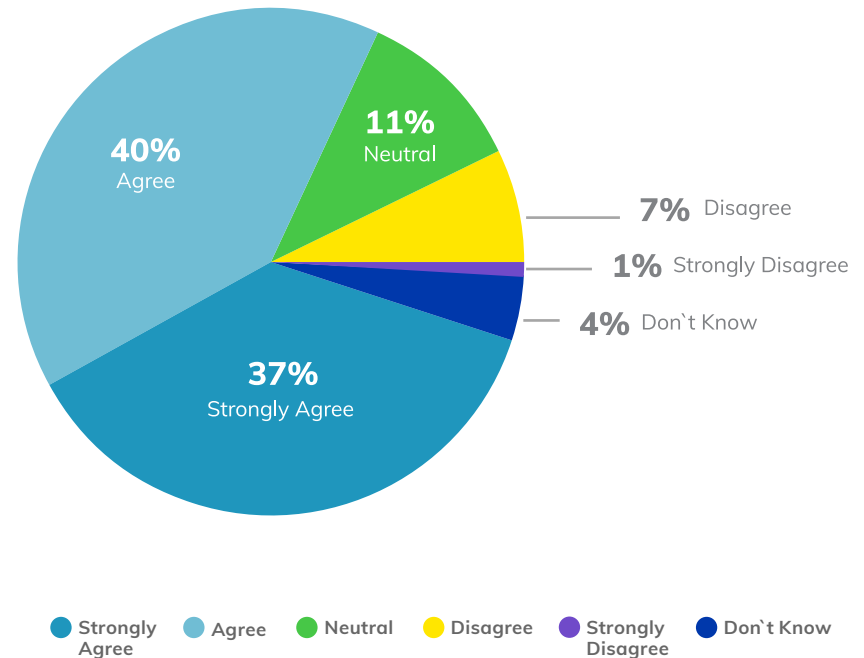


Remote working and AIOps are the future of IT

The survey posed one additional question, separate from the current economic situation, to gauge respondents' views of what IT incident triage will look like for them in a future of remote working. The vast majority—77%—agree or strongly agree that the use of machine learning and artificial intelligence will increase for IT operations.

It's clear that for infrastructure teams, automating and enhancing capacity management, problem resolution, and more with AI-driven analytics and workflows is critical to their IT operations.

“I see the use of machine learning and artificial intelligence for IT operations (AIOps) increasing within my organization in order to survive a remote-working future.”





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