Forrester Consulting Reports on the Total Economic Impact of VMware vCenter Operations Management Suite

Executive Summary
In May 2012, VMware commissioned Forrester Consulting to examine the total economic impact and potential return on investment (ROI) large IT organizations may realize by deploying VMware vCenter™ Operations Management Suite™. This summary highlights the key findings of the Forrester Consulting study. To obtain a copy of the detailed research report, please contact your VMware representative.

The respondents in the Forrester study reported the following benefits directly related to the VMware vCenter Operations Management Suite:

- A 67 percent gain in IT productivity
- A 30 percent reduction in capital expenditure
- Improved visibility via clear performance metrics and detailed reporting
- Increased server availability and fewer outages
- Lower risk of violating compliance regulations

Key Reasons to Implement vCenter Operations Management Suite
Interviewees cited the following primary reasons for implementing vCenter Operations:

- Needing a more proactive, time-efficient, error-reducing, automated process for managing the virtual infrastructure
- Needing a more effective, reliable, and user-friendly way to managing large, complex virtual infrastructures
- Needing to improve the utilization rates and decrease the costs that come with yearly physical server purchases

Improved IT Productivity

- Incident resolution and ticket management efficiencies: vCenter Operations shortens the time to resolve virtual machine related incidents affecting critical application performance and general business productivity by more than 90 percent; the overall number of incidents also decreased by 30 percent as a result of spotting the underlying causes sooner and mitigating their impact.

Three-Year Risk-Adjusted Benefits

- Productivity gain associated with incident resolution and ticket management efficiencies
- Productivity gain from improved VM configuration management
- Productivity gain from improved performance management
- Productivity gain associated with ensuring compliance
- Reduced capital expenditure from improved capacity management

Figure shows the three-year risk-adjusted benefits including the productivity gains and reduced capital expenditures resulting from using vCenter Operations.
• **Improved virtual machine configuration management:** vCenter Operations continuously assesses, remediates, and assures virtual machines are properly configured over time. It improves time-to-service restoration by matching configuration changes with performance and capacity issues.

• **Improved performance management:** vCenter Operations automates the collection and analysis of real-time virtual machine system metrics data, an activity that takes “considerable administrative time and effort” on a regular basis to determine the root cause and source of virtual machine performance problems.

• **Improved compliance management:** vCenter Operations’ built-in policy-based configuration management features reduce the time and effort spent on compliance efforts by 45 percent, particularly during annual audits.

### Reduced Capital Expenditure From Improved Capacity Management

vCenter Operations customers have better insight into server utilization and virtual machine capacity requirements over time which means they only purchase additional server hardware when it’s truly needed. They can run an equal number of virtual machines with 10 percent fewer physical servers and can reduce the amount of excess server capacity purchased each year by 30 percent.

### Additional Benefits

There are additional benefits reported by interviewees that include:

• **Increased availability:** A marked reduction in the number and frequency of major unplanned virtual server outages.

• **Improved visibility:** The ability to collect and report back real-time performance metrics to provide an up-to-date picture of the health of the environment in a single interface.

• **Improved reporting:** The ability to quickly create ad hoc information dashboards showing real-time performance, capacity, and configuration change events.

• **Reduced security threat:** A possible benefit of consistent application of configuration management policies across all corporate servers, closing potential security loopholes.

• **Reduced risk of violating compliance regulations:** The ability to easily conform to a range of industry regulations for both security and customer information control.

### About vCenter Operations Management Suite:

VMware vCenter Operations Management Suite provides automated operations management using patent analytics and an integrated approach to performance, capacity and configuration management. vCenter Operations enables IT organizations to get better visibility and actionable intelligence to proactively ensure service levels, optimum resource usage, and configuration compliance and dynamic virtual and cloud environments.


Please contact your VMware sales representative or channel partner for more details.