

Forrester Opportunity Snapshot: A Custom Study Commissioned By Intel | December 2018

# Reduce Complexity To Maximize Performance

Templatized Architecture Solutions Can Drive Businesses Forward

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# Reduce Complexity To Maximize Performance

## OVERVIEW

## SITUATION

## CHALLENGES

## OPPORTUNITY

## CONCLUSIONS

## Introduction

Businesses recognize that IT drives agility and innovation. In fact, this is a top-stated objective for organizations undergoing IT transformations.<sup>1</sup> As organizations overhaul and modernize their IT infrastructures, they are increasingly partnering with third-party vendors to implement templated solutions. These solutions reduce the complexity of selecting components, which in turn gives IT more time to spend on higher-value work.

In August 2018, Intel commissioned Forrester Consulting to explore the use of specified workload-optimized solution designs provided by hardware vendors in businesses around the globe. We found that organizations are eager to reduce the complexity of their architectures to enable faster time-to-value, to improve system performance, and to eliminate compliance headaches.

### BREAKDOWN OF STUDY



#### Geography

- › China: 25%
- › Germany: 24%
- › United Kingdom: 26%
- › United States: 25%



#### Position

- › C-level executive: 24%
- › Vice president: 21%
- › Director: 30%
- › Manager: 25%



#### Company size

- › 500 - 999 employees: 9%
- › 1,000 - 4,999 employees: 42%
- › 5,000 - 19,999 employees: 31%
- › 20,000+ employees: 18%



#### Top 3 technology groups

- › Strategy/enterprise architecture: 63%
- › Network infrastructure and operations: 62%
- › Security: 39%

# Reduce Complexity To Maximize Performance

OVERVIEW

SITUATION

CHALLENGES

OPPORTUNITY

CONCLUSIONS

1 2

## Businesses Rely On Partners To Develop Their System Architectures

IT leaders recognize the need for better infrastructure to empower more effective analytics.<sup>2</sup> In particular, nearly one-third of organizations surveyed stated that a lack of systems design and integration skills is holding them back from effectively utilizing their analytics systems.

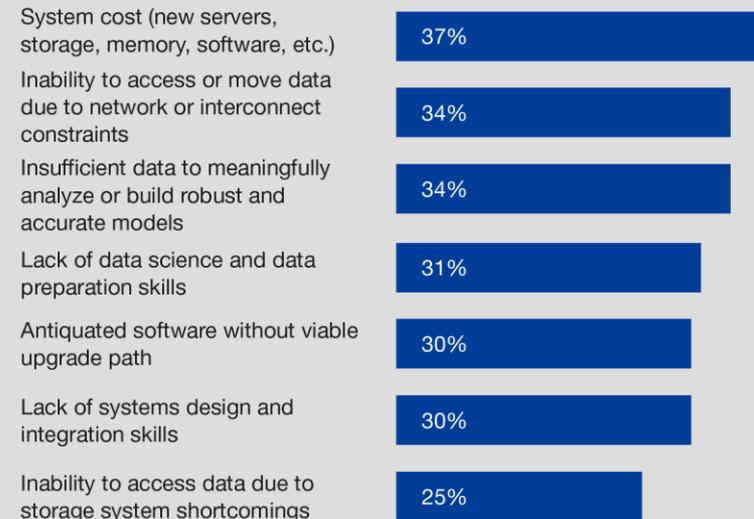
To combat this, businesses are partnering with third-party vendors for design and integration of templated solutions. In fact, 34% are exclusively using templated solutions from third-party vendors for design and integration; 57% are using external sources for design, but internal sources for integration; and only 9% are developing architecture stacks entirely in-house.



*Only 9% of organizations exclusively develop architectural stacks in-house.*

### “What are the biggest challenges that inhibit effective use of your analytics systems and/or capabilities?”

*(Select all that apply)*



Base: 322 ITDM managers or above in roles responsible for making decisions around investments in analytics tools and technology  
Source: A commissioned study conducted by Forrester Consulting on behalf of Intel, November 2017

# Reduce Complexity To Maximize Performance

OVERVIEW

SITUATION

CHALLENGES

OPPORTUNITY

CONCLUSIONS

1 2

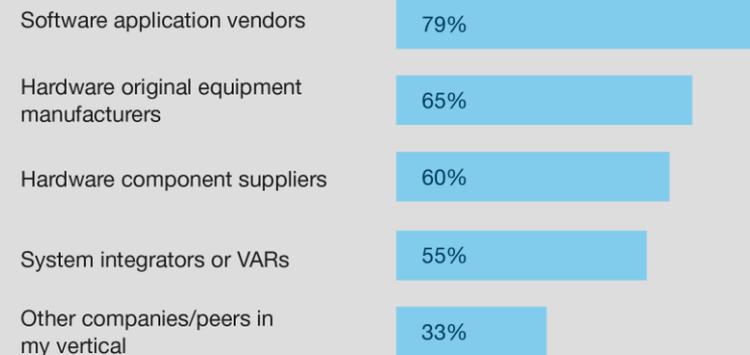
## Businesses Augment Peer Advice With Vendor Input When Architecting Their Systems

Software application vendors, hardware original equipment manufacturers (OEMs), and hardware component suppliers are the top three trusted sources of information for systems architecture and integration, even before system integrators or value-added resellers (VARs). Businesses are eager to partner with expert hardware vendors to augment peer advice as they build out their solutions.

However, only 25% of organizations surveyed are completely satisfied with their current approach to infrastructure architecture — leaving room for vendors to improve as they work with businesses and integrate new solutions.

*60% of businesses rank hardware component suppliers as a top-trusted source of information for systems architecture and integration.*

“Which of the following sources of information do you trust most for systems architecture and integration?”



Base: 213 IT operations with responsibility over enterprise architecture in the US, EMEA, and AP  
Source: A commissioned study conducted by Forrester Consulting on behalf of Intel, August 2018

# Reduce Complexity To Maximize Performance

OVERVIEW

SITUATION

CHALLENGES

OPPORTUNITY

CONCLUSIONS

1 2

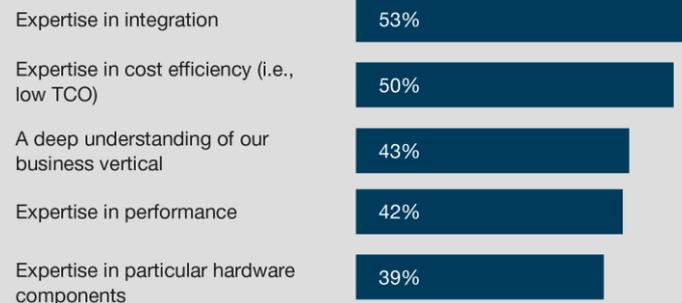
## Integration Expertise Is One Of The Top Skills Professionals Look For In A New Partner — And Their Biggest Challenge

Integration is the top attribute IT professionals look for in a solutions provider, above even total cost of ownership. Simultaneously, organizations are most challenged by integration as they try to accelerate deployment time of new or upgraded technology systems.

Limited resources constrain IT teams, impeding their ability to optimize solutions and delaying deployment. Relying on templates provided by trusted vendors can free these IT professionals to focus on more value-add work.

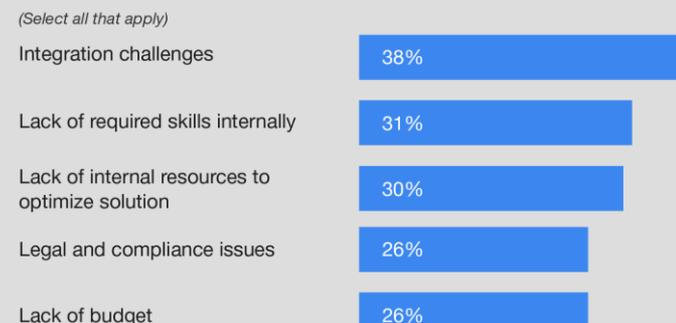
*53% of businesses stated that integration expertise is the top attribute they look for in a partner.*

“When evaluating solutions providers, which of the following attributes are the most important to your organization?”



Base: 213 IT operations with responsibility over enterprise architecture in the US, EMEA, and AP  
Source: A commissioned study conducted by Forrester Consulting on behalf of Intel, August 2018

“Which of the following challenges do you face as you try to accelerate your deployment time of new/upgraded technology systems?”



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# Reduce Complexity To Maximize Performance

OVERVIEW

SITUATION

CHALLENGES

OPPORTUNITY

CONCLUSIONS

1 2

## Only One-Third Of Organizations Heavily Involve Partners During The System Ideation Stage

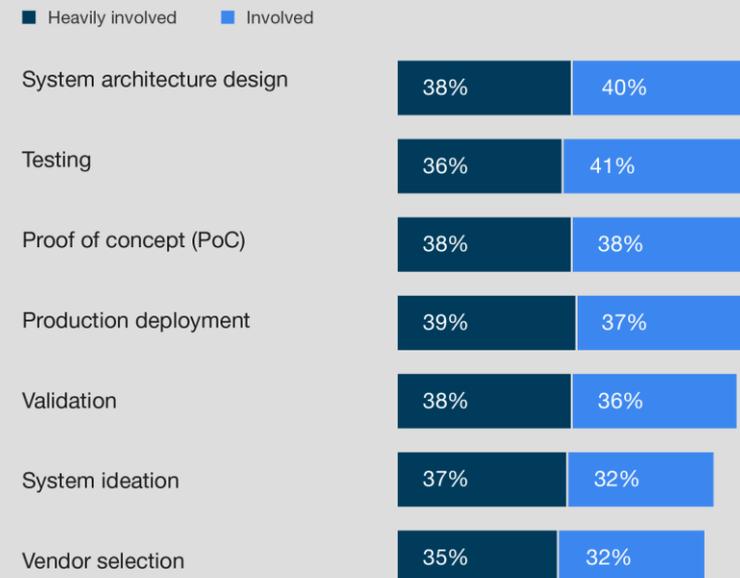
Despite these integration concerns and challenges, only 37% of organizations heavily involve third-party vendors during the system ideation stage of system architecture development.

Over one-third of businesses heavily involve third-party vendors in each remaining stage of development as well — from ideation to testing — tying up precious IT resources.

Using templated solutions gives an IT professional not only the road map for architecture systems, but also guidance on the best path to take, freeing up roadblocks and stalls while increasing performance. At the same time, vendors are not heavily involved in each minute step, since a templated solution takes the best from each vendor and creates a cohesive, easy-to-apply system for IT professionals.

*More than one-third of businesses heavily involve partners in each discrete stage of system architecture development.*

“How involved are third-party vendors/partners in each of the following stages of system architecture development?”



Base: 213 IT operations with responsibility over enterprise architecture in the US, EMEA, and AP  
Source: A commissioned study conducted by Forrester Consulting on behalf of Intel, August 2018

# Reduce Complexity To Maximize Performance

OVERVIEW

SITUATION

CHALLENGES

OPPORTUNITY

CONCLUSIONS

1

2

## Templatized Solutions Allow Businesses To Realize Faster Time-To-Value While Reducing Operational Cost

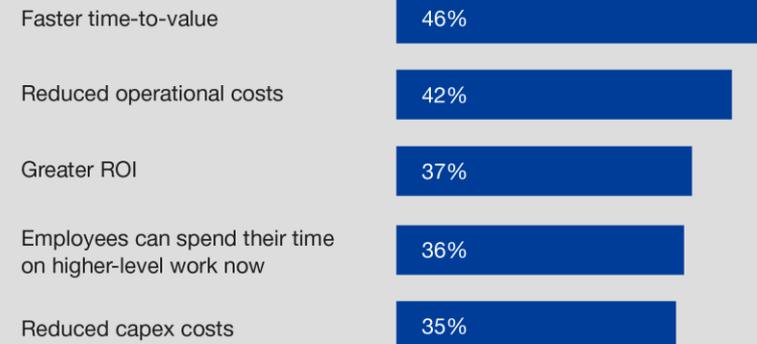
The top-stated business benefits from implementing solution templates are faster time-to-value, reduced operational costs, and greater ROI. Additionally, over one-third of organizations found that employees are free to spend their time on higher-value work, instead of being trapped in the minutiae of setup and implementation of new architecture.

By reducing the complexity of selecting components, third-party vendors help organizations achieve value faster for both their employees — who are no longer relegated to maintenance work — and their customers.

At the same time, using third-party templates that link multiple vendor contributions can break down the complexity of deployment, reducing operational costs and helping businesses realize greater ROI.

“What business benefits have you achieved/would you anticipate achieving from using solution templates from a trusted third party?”

(Select all that apply)



Base: 213 IT operations with responsibility over enterprise architecture in the US, EMEA, and AP  
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# Reduce Complexity To Maximize Performance

OVERVIEW

SITUATION

CHALLENGES

OPPORTUNITY

CONCLUSIONS

1 2

## Templatized Solutions Empower Better System Performance

With templatized solutions from trusted third-party sources, businesses are achieving better system performance, improved security and consistency, and accelerated time-to-deployment.

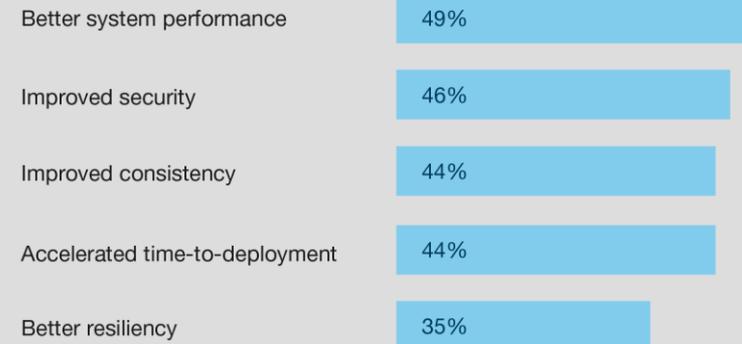
With workload-optimized solutions, organizations can optimize performance and simplify deployment by combining the key components necessary to maximize their performance. Such templates can help with integration challenges and concerns, since they are linking multiple vendor contributions into a single solution for system architecture.



*49% of businesses stated that better performance is the top benefit they've received, or anticipate receiving, from templatized solutions.*

“What technical benefits have you achieved/would you anticipate achieving from using solution templates from a trusted third party?”

(Select all that apply)



Base: 213 IT operations with responsibility over enterprise architecture in the US, EMEA, and AP  
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# Reduce Complexity To Maximize Performance

[OVERVIEW](#)[SITUATION](#)[CHALLENGES](#)[OPPORTUNITY](#)[CONCLUSIONS](#)

## Conclusion

Templatized architecture solutions from trusted third-party vendors — including expert hardware vendors — reduce the complexity of selection, free previously constrained IT resources, and allow businesses to stay current with state-of-the-art infrastructure and performance support. Specifically, a vendor that can link disparate sources in a cohesive solution can implement the best components for the best system performance, enabling faster time-to-value for businesses.

### METHODOLOGY

This Opportunity Snapshot was commissioned by Intel. To create this profile, Forrester Consulting created a custom survey with questions asked of 213 IT decision makers at cross-industry enterprises around the globe. The custom survey began and was completed in August 2018.

<sup>1</sup> Source: Forrester supplemented this study with results from a study conducted on behalf of Intel in January 2018. For that study, Forrester conducted an online survey of 606 IT decision makers in the US, the UK, Germany, China, Japan, and India to evaluate the IT transformation plans and requirements.

<sup>2</sup> Source: Forrester further supplemented this study with results from a survey conducted on behalf of Intel in November 2017. For that study, Forrester conducted an online survey of 638 analytics strategy decision makers for enterprises in the US, the UK, Germany, China, India, and Japan to evaluate their attitudes, behaviors, and investment priorities regarding analytics.

#### ABOUT FORRESTER CONSULTING

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