



IT Infrastructure Services Automation: “Codified Consciousness is the Future”

Cloud and Infrastructure Services (CIS) & Service Optimization Technologies (SOT)
Market Report – September 2016 – Preview Deck

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¹ Banking, financial services, and insurance

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Background of the research

Background of the research

- In today's digital age where “applications are the business”, establishing an agile, resilient, and cost-effective IT infrastructure has become critical for enterprises, as they look to build and push new products to the market faster than competition.
- The need for a “business-aligned” IT infrastructure has translated into mainstream adoption of next-generation IT infrastructure concepts such as cloud, converged infrastructure, and operational analytics. However, most enterprises continue to struggle to reap benefits that are commensurate with the extent of the investments made.
- Our research has revealed that the lack of a “coherent and business context-centered” IT infrastructure service automation strategy is one of the key reasons that enterprises fail to realize desired benefits from IT infrastructure investments. In order to obtain “true business benefits” enterprises need to adopt a sound automation strategy that:
 - Offers high agility and resilience to support dynamic business requirements (i.e. self-learning/ conscious IT infrastructure)
 - Takes a pragmatic adoption approach, supported by a clear decision framework (where and where not to adopt)
 - Gives due consideration to existing process maturity levels, rather than driving a “big-T” transformation without proper evaluation of criticality of underlying applications/businesses
 - Has a robust tools strategy at its heart, ensuring that there is minimal vendor lock-in involved

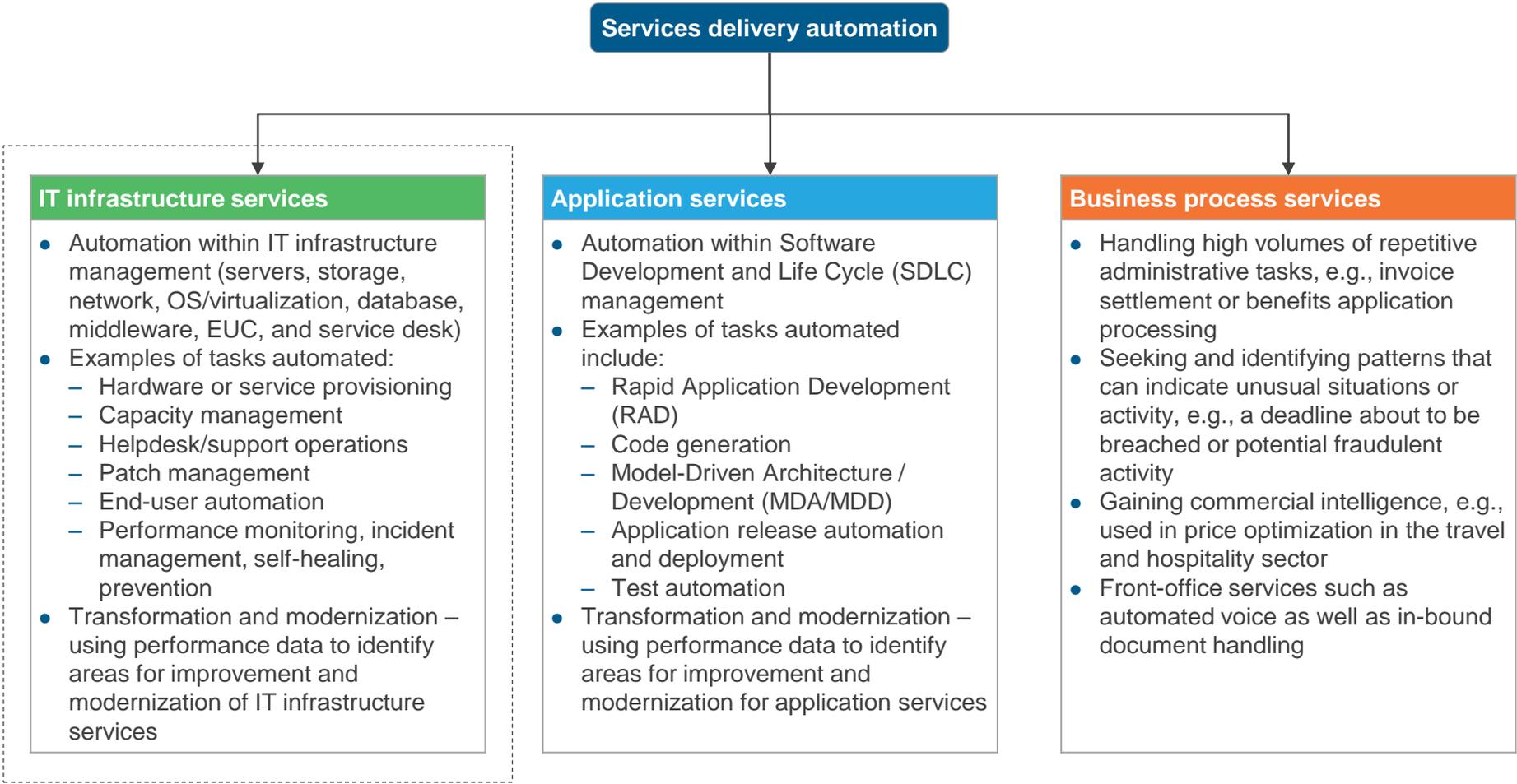
This report takes a deep-dive into this concept, analyzing the current scenario and implications for the broader market.

The key topics discussed in this report include:

- The current state of the IT infrastructure services automation market
- Enterprise adoption drivers, challenges, and best practices
- Imperatives, disruption in traditional delivery models, and implications for IT service providers
- Technology provider landscape and the shift in strategic stances adopted by IT service providers
- Outlook for 2016-2017

SDA has three major segments that cover computer-enabled service delivery cutting across the global services stack

NOT EXHAUSTIVE



Focus of this report

Overview and abbreviated summary of key messages

This report assists key stakeholders (buyers, service providers, and technology vendors) understand prevailing trends in the IT infrastructure services automation space – shortcomings in the IT infrastructure services automation strategy of enterprises, relative maturity levels of various automation concepts/techniques, and their extent of adoption across IT infrastructure functions.

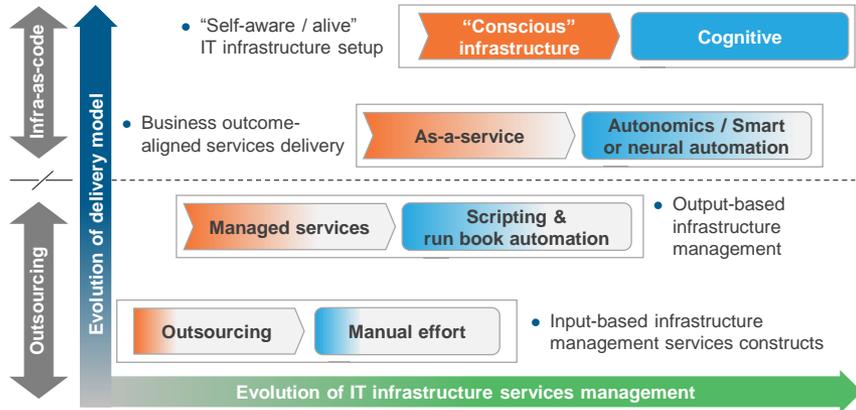
The report also discusses best practices, models, and key considerations for enterprises to keep in mind while formulating their IT infrastructure services automation strategy and provides an in-depth analysis of how automation stands to disrupt the fundamental business model of IT infrastructure service providers. Finally, the report throws light on the distinct IT infrastructure automation provider categories that have emerged of late, cutting across independent tool vendors and IT service providers.

Some of the findings in this report, among others, are:

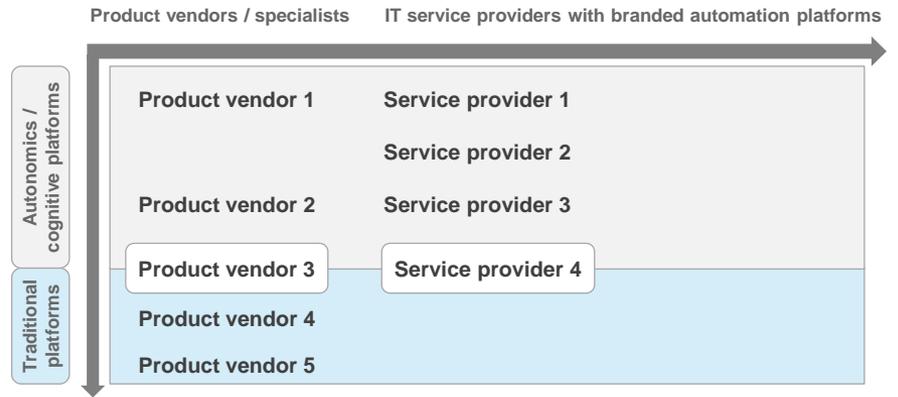
- The traditional IT infrastructure services automation strategy of enterprises has been rendered obsolete by the advent of cloud-based and “as-a-service” delivery models, and shift in core enterprise focus towards business agility in today’s digital age (with cost take-out being a derivative)
- IT infrastructure automation offers a compelling business case for enterprises irrespective of their current environment maturity levels – however, technology is only one of the many considerations for CIOs for establishing an effective IT infrastructure services automation strategy
- Adoption of autonomics is expected to spike over the coming years, as substantial number of use cases and success stories come to the fore
- Establishing a “self-aware” IT infrastructure setup (or “Conscious infrastructure”) based on cognitive computing represents the next horizon – this offers the potential to spawn new businesses for IP-owners and enterprises
- Automation will be one of the key drivers for continued consolidation in the IT infrastructure services space

This study offers a deep dive into key aspects of IT infrastructure services automation market; below are three charts that illustrate the depth of the report

Infrastructure services delivery & automation interplay

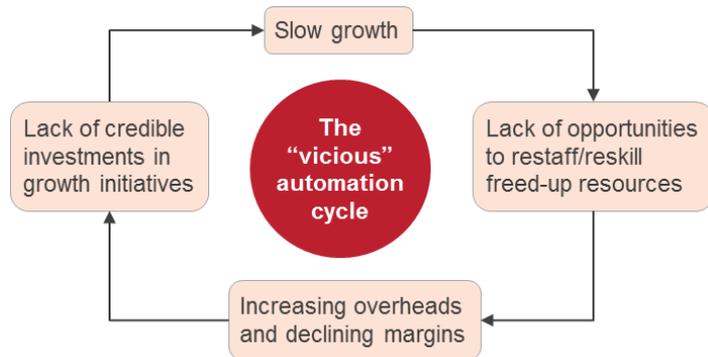


IT infrastructure automation provider landscape

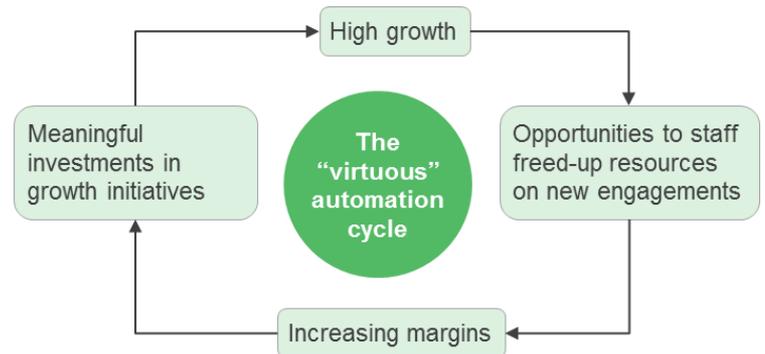


Automation will drive consolidation in the IT infrastructure services space

Low-growth IT infrastructure service providers



High-growth IT infrastructure service providers



Cloud and Infrastructure Services research calendar

■ Published
 ■ Current

Topic	Release date
Private Cloud Enablement Services – PEAK Matrix™ Assessment and Profiles Compendium	September 2015
Hosted Private Cloud Services – PEAK Matrix™ Assessment and Profiles Compendium	December 2015
IT Security Services: Market Update and PEAK Matrix Assessment	January 2016
Upcoming Contract Renewals – Infrastructure Services	March 2016
Enterprise Cloud Services – Annual Report 2016: “Cloud the Bedrock of Digital Business”	March 2016
Workplace Services – Market Update and PEAK Matrix Assessment and Profiles Compendium	June 2016
Infrastructure Services – Annual Report 2016: “Infrastructure As Code – Move Beyond Automation!”	July 2016
IT Infrastructure Services Automation: “Codified Consciousness is the Future”	September 2016
Private Cloud Services – Market Update and PEAK Matrix Assessment and Profiles Compendium	Q3 2016
Hosted Private Cloud Services – PEAK Matrix™ Assessment and Profiles Compendium	Q4 2016
Internet of Things (IoT) : Market Update and PEAK Matrix Assessment and Profiles Compendium	Q4 2016
FIT Matrix for IT Infrastructure Automation	Q4 2016

Additional Cloud and Infrastructure Services research references

The following documents are recommended for additional insight into the topic covered in this report. The recommended documents provide either additional details on the topic or complementary content that may be of interest:

- 1. Infrastructure Services – Annual Report 2016: “Infrastructure As Code – It’s Not Automation!”** ([EGR-2016-4-R-1832](#)); 2016.
Infrastructure As Code (IAC) has thrown DevOps a lifeline - however, many enterprises still equate IAC with traditional IT infrastructure automation leading to an underwhelming experience vis-à-vis their expectations. This annual research analyses this theme and provides data-driven facts and perspectives on the overall IS services market. The research covers IS adoption trends, demand drivers, key buyer initiatives, pricing trends, amongst others.
- 2. Enterprise Cloud Services – Annual Report 2016: “Cloud the Bedrock of Digital Business”** ([EGR-2016-4-R-1728](#)); 2016.
As cloud adoption becomes mainstream, enterprises are demanding different value from their cloud deployments – some are driving transformation, others to support digital development, and others for other purposes. Digital adoption, in particular, is pushing cloud services boundaries in terms of their role in the broader ecosystem. This Everest Group research analyses the key trends in cloud services market, how cloud fits into the broader digital agenda of enterprises, which industries lead cloud adoption, and what are the major cloud services deal trends.

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