FROM TRANSFORMATION TO REVOLUTION

USING MANAGED IT TO TURN DIGITAL TRANSFORMATION INTO AN IT REVOLUTION

CONTENTS

MANAGING IT IS
CHALLENGING AND TIME-CONSUMING

IT used to be simple. Organisations had a few servers, a simple network and a small number of business applications running across their user base. Those days have gone.

Even in the smallest of businesses, the challenges of managing IT are numerous. Applications can be on-premises or cloud based, users want increasingly advanced capabilities such as remote access, collaboration tools, mobile and tablet integration, and much more. Include the increased need to ensure the security of data and systems, growing regulatory and compliance challenges such as GDPR, and the need to do business globally, in real-time and the complexity of the job in hand is clear for all to see.

Yet the budget for managing this within the organisation, the size of team, and the number of hours in a day have not increased in line with expectations. As the person responsible for juggling all of these IT-related balls, how can you manage these, often-conflicting requirements, and still find time to be a strategic IT advisor and drive digital transformation within your business?

It is time for a Managed IT revolution.

5 KEY CHALLENGES FOR CIOS IN 2019

- **New security threats**
- **Data protection**
- **Skills gap**
- **Innovation and digital transformation**
- **Tools for a digital native workforce**

CIO, 2019, The 11 biggest issues IT faces today

DIGITAL TRANSFORMATION IS HERE

Digital transformation is a buzzword that has been around for a while now – but the reality is that as an IT professional you are dealing with digital transformation on a daily basis. A variety of technology types can deliver digital transformation within your business – and in most situations, end users are driving adoption:

CLOUD SOLUTIONS

SaaS applications, PaaS infrastructure, EFSS storage,and DRaaS disaster recovery

MOBILE

BYOD, mobile and tablet app usage, and access to legacy applications via mobile

COLLABORATION

Live document creation and editing, sha- ring of content inside and outside the fire- wall, messaging and communication tools

These technologies can deliver significant benefits to the business, but all need deployment, admin and user training, and ongoing management. In addition, each of these aspects needs to remain within the security parameters of the organisation – leading to ever-increasing pressure on the IT team to enable users' demands while still ensuring security remains intact. This balancing act is becoming harder and harder to perform.

According to research conducted by Aruba[1], an HPE company, there are 4 major trends that drive digital transformation on the employee side and where companies need to invest:

1. The physical workplace is becoming more interactive and personalised, thereby unlocking significant efficiency, collaboration and productivity gains for employees.

2. However, digital tools should unlock more than productivity, namely human benefits, such as job satisfaction, wellbeing, professional development and personal satisfaction.

3. Additional security risks arise from new technologies. Employers must focus on workplace infrastructure and network security but also on employee behaviour and education.

4. Anticipation of building smarter, more intuitive, more mobile working environments that allow people to focus more on doing their jobs.

[1] Aruba, 2018, The right technologies unlock the potential of the digital workplace

MAJOR TRENDS THAT DRIVE DIGITAL TRANSFORMATION

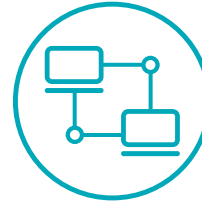| INTERACTIVE AND PERSONALISED WORKPLACES | INCREASING IMPORTANCY OF HUMAN BENEFITS | INCREASING SECURITY RISKS | SMARTER WORKING ENVIRONMENTS |

Aruba, 2018, The right technologies unlock the potential of the digital workplace

THE NEED TO SECURE
THE WORKPLACE

Securing IT infrastructure, information assets and an increasingly mobile workforce within a business is the key strategic IT project within many businesses. News of data breaches are an almost daily occurrence and are an expensive problem – IBM reported in 2018 that the average cost of a data breach was € 3.4 million[2].

With the introduction of the General Data Protection Regulation (GDPR) in May 2018, the cost of a data breach is likely to go up, with fines of 4% of annual turnover or €20 million (whichever is greater) applied per breach.

The scale and diversity of these threats shows how difficult it is to protect a modern organisation and the challenges of security increase with every additional application and mobile device adding to the huge flood of data. The skills to protect against increasing threats are highly specialised and are not always readily available inhouse. CIO from IDG highlights that cybersecurity is a key skill that needs development in 2019[4], but asks what can be done to help the organisation in the interim, or until those skills become available.

ACCORDING TO ZDNET[3] THE TOP 5 CYBERSECURITY THREATS IN 2019 ARE AS FOLLOWS:

- **Cryptojacking/ransomware**
- **IoT device threats opening doors to company networks**
- **Geopolitical cybersecurity risks**
- **Cross-site scripting/XSS attacks**
- **Mobile malware**

[2] IBM & Ponemon, 2018, Cost of a data breach study by Ponemon
[3] ZDNet, 2019, Five emerging cybersecurity threats you should take very seriously in 2019
[4] CIO, 2019, The 11 biggest issues IT faces today

THE WAY FORWARD –
CENTRALLY MANAGED IT

Balancing the desire for digital transformation with the need for security may seem like an unobtainable goal – but help is at hand.

Managed IT solutions make use of best-of-breed hardware and software components in an integrated offering that promises to simplify IT management, control IT sprawl, deliver collaborative services to users, and provide overarching security control and visibility over the complete organisation. So how does it work?

The key to any centrally managed IT service offering is the overall platform approach – the combination of IT infrastructure, admin, the user environment, and support.
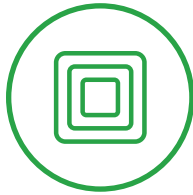
IT INFRASTRUCTURE

The infrastructure element needs to provide your organisation with simple, yet comprehensive and stable software components for elements such as networking, multifunction devices and flexible storage–on–premise or in the cloud.
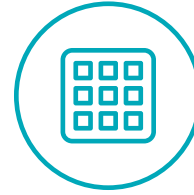
ADMIN DASHBOARD

An admin dashboard should deliver a central environment to manage and deploy hardware, software and services, view security, storage and backup settings, and perform all user management operations. This centralised control centre simplifies ongoing IT management, and provides rapid feedback on any issues within the environment.

USER DASHBOARD

Users are becoming more demanding with requests for better collaboration, easier to use tools, simple file sharing and more. Any managed IT service needs to deliver all of this functionality within an environment that is built for team working and mobile-enabled from day one.

MANAGED IT SERVICE

IT Infrastructure, admin facilities and user environments are all key elements of a managed IT solution – but need to be under-pinned by specialised IT services and support. Ongoing security management and regular storage monitoring and backups are exam- ples of the type of behind-the-scenes services that are vital to the smooth operation of an organisation – with human support services in reserve when required.

LET THE
REVOLUTION BEGIN

For the modern CIO and IT leader, IT changes present both opportunities and challenges. As technology plays an increasingly important role in the business, CIOs and IT leaders have the opportunity to deliver more business value than ever before. Successful IT leaders are those that recognise and adapt to these evolving challenges.

IT is always changing, but as an IT leader, it is increasingly challenging to keep up with the rate of change while still delivering a high-quality service to your stakeholders, and securing the business. Removing the day-to-day maintenance and support activities associated with your IT and application infrastructure is a proven way to insulate your organisation from IT-associated risk. The deployment of a managed IT solution allows you to leverage the power of the managed service provider, complete with Best-of-Breed technology partners, delivering cutting-edge applications, security and networking hardware, all in an environment customised to meet your exact business requirements.

Ensuring the ongoing smooth operation of your IT infrastructure will not only free you and your IT team from the burden of the management of mundane IT maintenance, but will foster a tech enabled culture of innovation within your business – in turn helping you to hire and retain the best talent within your industry.

IT HAS BEEN UNDERVALUED BY THE BUSINESS FOR TOO LONG

Delivering a project that will digitally transform your organisation, can enhance security of the business and can help recruit and keep the best staff – the value provided by IT to the business will be undeniable.

The time has come for IT to step-up and become a key voice within the organisation moving forward. Some may call it digital transformation, but for others the introduction of Managed IT into their organisation heralds more than just a transformation. It heralds a revolution – a Managed IT Revolution.

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IT on your terms