



FORRESTER®

# Prevalence Of Legacy Tools Paralyzes Enterprises' Ability To Innovate

IT Ops Teams Lacking A Modernization Initiative Are Stifling Future Growth

Get started →

FORRESTER OPPORTUNITY SNAPSHOT: A CUSTOM STUDY COMMISSIONED BY SCIENCELOGIC  
SEPTEMBER 2019

## Legacy Monitoring Tools Hold Digital Transformation Hostage

Legacy toolsets — those with disjointed and outdated offerings (monitoring, alerting, analytics, etc.) and strategies (road map, market approach, etc.) — are prevalent, despite their failure to provide end-to-end visibility into the digital services that enterprises deliver to customers.<sup>1</sup> This causes lengthened service disruptions, issues finding faults in the system, and poor customer experience, while not supporting the shift to hybrid-cloud environments or new application architectures (e.g., containerized microservices, serverless). Forward-thinking enterprises look to drive extensive automation with AI and machine learning (ML) algorithms. Companies must adopt a modern platform that brings order to chaos and future-proofs them as the adoption of newer technologies continues to rise.

## Key Findings



Legacy infrastructure and application monitoring tools are pervasive. **Only 12% of organizations are solely using modern tools.** Those with legacy tools are focused more on survival than transformation.



**A third (33%) of companies are using 20 or more tools**, adding complexity and hindering agility. Companies without a framework for modern toolsets are already behind, stifling future growth.



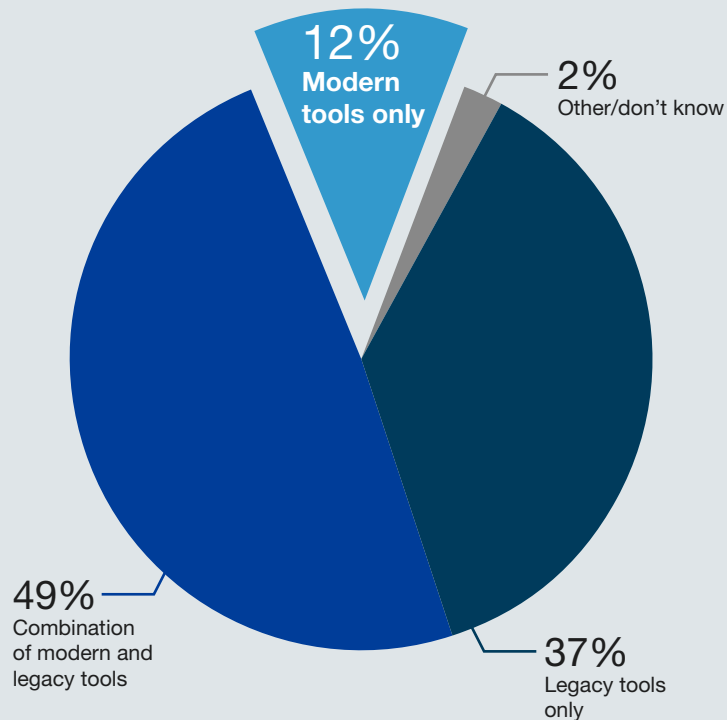
An AIOps-enabled monitoring solution allows teams to consolidate toolsets, improve service visibility, and automate operations, while creating a viable environment for expanding AI/automation usage.

## Only 12% Of Enterprises Have Fully Transitioned To Modern Tools

Infrastructure and application monitoring tools are vital for the identification and resolution of issues. However, 86% use at least one legacy tool, while 37% exclusively use legacy tools.<sup>2</sup> A shockingly small group (12%) have fully transitioned to modern monitoring tools.

It is advisable for companies to consolidate their monitoring tools into a single solution that can handle 80% to 90% of all data monitoring needs. Without a consolidated, modern toolset, companies are hindered when pursuing IT advancements and are bogged down by the complexity of their management systems.

## Infrastructure And Application Monitoring Tools In Use At Organizations:



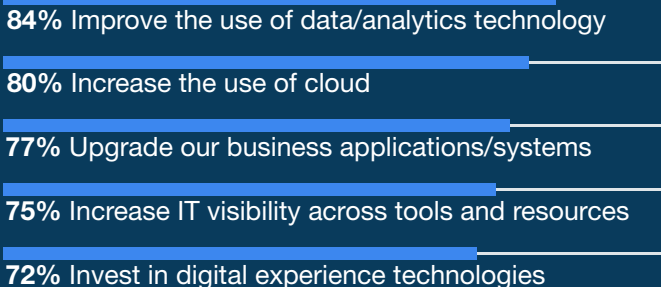
## Business Agility Is Compromised Through Legacy Tool Dependence

As a top priority, 68% of companies are evolving their IT Ops to support business agility. Consistent with this goal of adapting quickly to market changes and customer demands, companies are looking to improve and increase their use of transformative tools such as data/analytics technology and cloud, noting these as priorities for the next 12 months.

Companies depending exclusively on legacy tools are at risk of falling behind on the agility curve. These companies are underinvested in digital experience technologies and automation. This lack of digital maturity underscores the prohibitive nature of legacy tools. Some companies simply can't invest in advanced digital technologies because their current legacy toolset doesn't support them.

### IT Ops Technology Priorities Over Next 12 Months

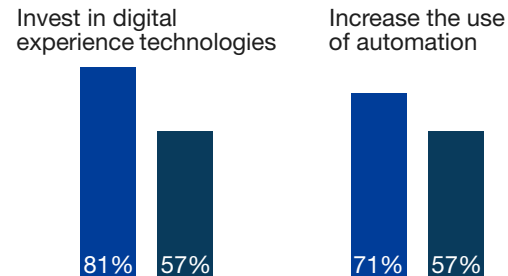
(Top 5 Critical And High Priority Shown)



**Companies with legacy tools are underinvested in digital experience technologies and automation.**

### Key Differences In Priorities By Group

- Modern/combination of tools
- Legacy tools only



## Enterprises Forgo Transformation As Complexity Rages

The complexity of the IT monitoring environment challenges most IT organizations, regardless of whether they've adopted modern tools or remained loyal to legacy systems. While complexity increases with the use of 10 or more infrastructure and application monitoring tools, 33% of companies are using more than 20, hindering agility and visibility.

The challenges that enterprises face vary depending on the type of toolset they have and the level of commitment to innovation from incumbent vendors. Those using only legacy tools struggle with the basics, e.g., IT staff are too busy to learn new technologies and the monitoring environment can't support next-gen architectures/hybrid IT. They are in survival mode rather than transformation mode. Those with modern tools struggle with more progressive tasks like deriving insights from fragmented data, scaling to support the growing enterprise, and gaining end-to-end visibility.



**33% of companies are using 20 or more infrastructure and application monitoring tools.**

FORRESTER OPPORTUNITY SNAPSHOT: A CUSTOM STUDY COMMISSIONED BY SCIENCELOGIC  
SEPTEMBER 2019

## Top 5 obstacles that IT teams face with current IT monitoring environment:

Top Ranked Obstacles	Modern/combo	Legacy only
Incomplete or inaccurate data	1	
Inability to support the entire enterprise	2	
Difficulty supporting new technologies quickly	3	2
IT complexity	4	4
Not having complete end-to-end IT visibility	5	
IT staff lack the time to learn new technologies		1
Lack of support for hybrid IT		3
Inability to understand business impact in order to prioritize tasks		5

“There’s a **lack of visibility** across monitoring tools.”

— IT director at financial services/insurance company with 5,000 - 19,999 employees

“We **spend time responding to issues** rather than maturing our infrastructure.”

— IT manager at education/nonprofit institution with 1,000 - 4,999 employees

Base: 207 decision makers in IT Ops, IT enterprise architecture, and IT service delivery at companies with 1,000 or more employees  
Source: A commissioned study conducted by Forrester Consulting on behalf of ScienceLogic, July 2019

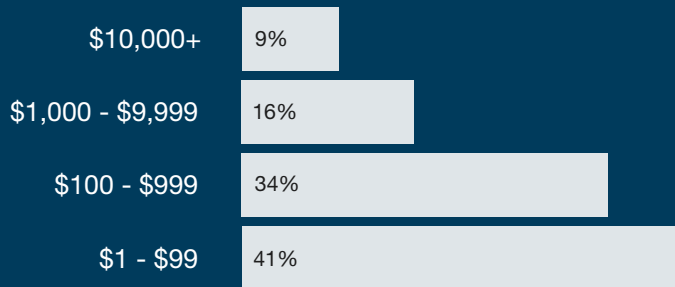
## IT Outages Are Costly — Seconds Matter To Your Bottom Line

Companies report that their challenges with IT complexity open them up to three primary consequences:

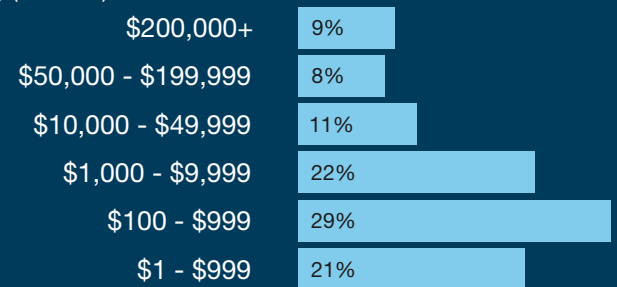
- High costs to support the environment.
- Service degradation (e.g., performance and availability outages).
- Security risks.

Performance outages disrupt the flow of business operations and prove to be very costly, both in operational costs per minute and lost revenue per hour. High costs can quickly eat away at limited resources and chances for investment in more effective tools and modern processes.

**“When your organization experiences performance outages, what is the operational cost per minute?”**  
(in USD) (N = 104)



**“When your organization experiences performance outages, what is the average lost revenue per hour?”**  
(in USD) (N = 105)



## Investments In AIOps-Enabled Monitoring Solutions Reduce Costs And Drive Agility

To address IT visibility and remediation challenges, companies are actively investing in AIOps-enabled monitoring solutions. These solutions apply AI/ML-driven analytics to business and operations data to make correlations and provide prescriptive and predictive answers in real time. Insights from these solutions produce real-time business performance metrics, allowing teams to both quickly resolve incidents and avoid them altogether. These improvements have helped many companies focus on innovation and collaboration while reducing downtime and eliminating data siloes. These companies gain the time and agility needed to advance their IT innovations, rather than just maintaining the status quo.

Seeing the value that AIOps-enabled monitoring can deliver, 68% of companies are planning to invest in this type of solution through new deployments and expansions/upgrades of existing tools over the next year.



**68%** of companies are planning to invest in AIOps-enabled monitoring solutions over the next year.

FORRESTER OPPORTUNITY SNAPSHOT: A CUSTOM STUDY COMMISSIONED BY SCIENCELOGIC  
SEPTEMBER 2019

## “How has your infrastructure and application monitoring vendor helped your organization’s IT modernization journey?”

“They’ve helped us by cutting down on maintenance, freeing us to do more big thinking for our products.”

— C-level executive in IT at technology company with 1,000 - 4,999 employees

“They’ve helped us realize short-term goals, eliminate data silos, and increase mobility in our workforce.”

— VP of IT at financial services company with 1,000 - 4,999 employees

“They’ve helped by simplifying analytics and providing the services necessary for my company to continue to scale over time.”

— Director of IT at consumer services company with 1,000 - 4,999 employees

“They’ve increased collaboration across our organization.”

— VP of IT at retail company with 1,000 - 4,999

“They’ve helped decrease downtime by providing us insights to either adjust the hardware or load balancing or streamline the software and processes used.”

— Manager of IT at government institution with 1,000 - 4,999 employees

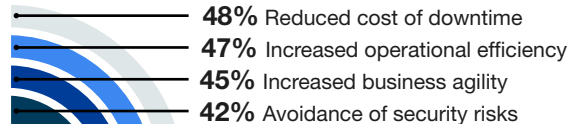
Base: 207 decision makers in IT Ops, IT enterprise architecture, and IT service delivery at companies with 1,000 or more employees  
Source: A commissioned study conducted by Forrester Consulting on behalf of ScienceLogic, July 2019

## AIOps-Enabled Monitoring Solutions Promote A Continuous, Uninterrupted System

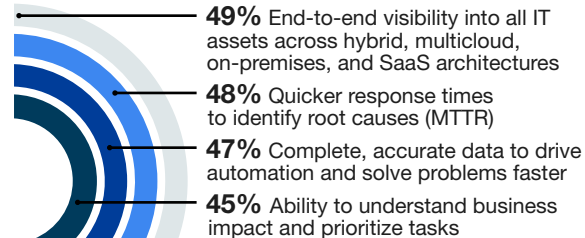
IT decision makers report the business benefits of an AIOps-enabled monitoring solution as increased operational efficiency and business agility, with the reduced cost of downtime cited as the top benefit. These business benefits are a direct result of the technical value provided: complete visibility into all IT assets, quicker response times to identify causes, and more accurate data. An AIOps-enabled monitoring solution saves time and dollars by increasing visibility into critical systems to quickly identify and resolve issues, leading to reduced interruptions and the reduction or elimination of the high costs of performance outages. Modern AIOps-enabled monitoring solutions remove companies from the paralyzing nature of legacy tools, allowing them to focus on more innovative advancements, ultimately propelling digital transformation.

**“What benefits have you seen or would you expect from an AIOps-enabled monitoring solution?”**  
(Top 4)

### Business Benefits



### Technical Benefits





## Conclusion

If only 12% of enterprises use modern tools, are they evolving fast enough to progress beyond basic survival mode? Older, larger enterprises are facing intense competition from younger, disruptive, digital-native startups born in the cloud. To catch up, many enterprises have attempted to modernize by adopting cloud-based architectures, but they are all falling short because their legacy tools don't manage these systems and many modern tools don't manage legacy systems. This disconnect puts the operations teams, users, and customers in a perpetual hamster wheel of problem resolution, inhibiting growth, increasing risk, and undermining their efforts to be more competitive. The path to transformative IT Ops anchors on modernizing management tools as part of a broader strategy toward AIOps. For those that haven't started, consider yourself late.

**Project Director:**  
Emily Drinkwater, Market  
Impact Consultant

**Contributing Research:**  
Forrester's Infrastructure  
and Operations  
research group

## Methodology

This Opportunity Snapshot was commissioned by ScienceLogic. To create this profile Forrester Consulting conducted an online survey with custom survey questions asked of 207 decision makers in IT Ops, IT enterprise architecture, and IT service delivery at companies and government institutions with 1,000 or more employees. Respondents have influence over or are the decision maker for their organization's infrastructure and application monitoring. The custom survey was completed in July 2019.

The maximum sampling error on a sample of this size is 6.9 percentage points at the 95% confidence level. The actual sampling error may be less depending on the observed percentages.

### ENDNOTES

<sup>1</sup> Source: "The Forrester Wave™: Intelligent Application And Service Monitoring, Q2 2019," Forrester Research, Inc., April 18, 2019.

<sup>2</sup> To determine the use of legacy, modern, or a combination of legacy and modern tools, the survey asked respondents to indicate which vendor(s) they currently use for application monitoring. Forrester categorized them as legacy or modern based on our knowledge of the features and capabilities available from each vendor.

### ABOUT FORRESTER CONSULTING

Forrester Consulting provides independent and objective research-based consulting to help leaders succeed in their organizations. Ranging in scope from a short strategy session to custom projects, Forrester's Consulting services connect you directly with research analysts who apply expert insight to your specific business challenges. For more information, visit [forrester.com/consulting](https://forrester.com/consulting).

© 2019, Forrester Research, Inc. All rights reserved. Unauthorized reproduction is strictly prohibited. Information is based on best available resources. Opinions reflect judgment at the time and are subject to change. Forrester®, Technographics®, Forrester Wave, RoleView, TechRadar, and Total Economic Impact are trademarks of Forrester Research, Inc. All other trademarks are the property of their respective companies. For additional information, go to [forrester.com](https://forrester.com). [E44643]

FORRESTER OPPORTUNITY SNAPSHOT: A CUSTOM STUDY COMMISSIONED BY SCIENCELOGIC  
SEPTEMBER 2019

## Demographics

### TOP 4 INDUSTRIES

Technology: 19%

Healthcare: 19%

Fin. services/insurance: 17%

Telecommunications: 16%

### RESPONDENT LEVEL

Manager: 28%

Director: 35%

Vice President: 13%

C-level Executive: 24%

### COMPANY SIZE (BY EMPLOYEES)

1,000 - 4,999: 48%

5,000 - 19,999: 34%

20,000 or more: 18%

### COUNTRIES

United States: 94%

Canada: 6%



FORRESTER®