



IT time management
Data summary

- 1 What factors do you consider to be your main barriers to increasing your company's level of IT automation?
- 2 Where would you rate automation and achieving efficiencies in your department's priorities?
- 3 Given the current economic climate, would you say that your company's focus on automation has:
- 4 Which of the following activities do you feel the IT department spends too much time on?
- 5 Can you estimate how much of your time is taken up by administration?
- 6 How much of your staff's time is spent correcting errors from manually administrating routine tasks?
- 7 How do you think carrying out excessive administration tasks impacts your staff?
- 8 How important do you think is automation in managing hybrid environments such as virtualised and cloud-based systems?
- 9 In your experience what is the key benefit automation can bring to your business?
- 10 How far along are you in implementing an automation strategy across your IT environments?
- 11 What kind of challenges do you face in integrating legacy systems and other newer hybrid environments?
- 12 What level of maturity are you at in terms of taking advantage of virtualisation in your production environment?
- 13 How relevant is automation and orchestration as part of your cloud strategy?
- 14 Which challenges do you face in deploying new applications or updates across your IT landscape?
- 15 What is your department's key technology priority over the next year?
- 16 What percentage savings over a 24 month period would trigger your decision to consolidate multiple infrastructure and application automation tools?
- 17 What are your top two most important automation areas for your enterprise?
- 18 Which two areas of automation are the most challenging for your enterprise?
- 19 How many employees work in your organisation?
- 20 Within which sector is your organisation?

Source: Vanson Bourne

<< Back



What factors do you consider to be your main barriers to increasing your company's level of IT automation?

Base: All respondents

	Total	Retail, distribution and transport	Manufacturing	Financial services	Other commercial sector
Financial implications/poor ROI	68 %	76 %	80 %	64 %	52 %
Cultural implications	45 %	40 %	44 %	48 %	48 %
Perceived risk	37 %	32 %	40 %	40 %	36 %
Siloed applications	36 %	28 %	36 %	36 %	44 %
Lack of expertise	33 %	28 %	40 %	32 %	32 %
*Other (please specify)	1 %	0 %	4 %	0 %	0 %
Base	100	25	25	25	25

*Other (please specify): "Time/resource"

Base: All respondents

	Total	500 - 1000 employees	1000 - 2000 employees	2000 - 4000 employees	More than 4000 employees
Financial implications/poor ROI	68 %	84 %	60 %	60 %	68 %
Cultural implications	45 %	64 %	36 %	40 %	40 %
Perceived risk	37 %	36 %	40 %	40 %	32 %
Siloed applications	36 %	24 %	48 %	40 %	32 %
Lack of expertise	33 %	40 %	40 %	32 %	20 %
Other (please specify)	1 %	0 %	4 %	0 %	0 %
Base	100	25	25	25	25

2009 Data

Base: All respondents

	Total	Retail, distribution and transport	Manufacturing	Financial services	Other commercial sector
Financial considerations/poor ROI	65 %	70 %	73 %	63 %	56 %
Cultural implications	42 %	26 %	38 %	47 %	53 %
Siloed applications	40 %	48 %	23 %	58 %	38 %
Perceived risk	34 %	26 %	50 %	42 %	22 %
Lack of expertise	21 %	17 %	23 %	37 %	13 %
*Other (please specify)	5 %	0 %	4 %	0 %	13 %
Base	100	23	26	19	32

*Other (please specify): "Global distribution of users", "Level of custom work", "None" x2, "Security (military products)",

Base: All respondents

	Total	500 - 1000 employees	1000 - 2000 employees	2000 - 4000 employees	More than 4000 employees
Financial considerations/poor ROI	65 %	100 %	43 %	73 %	62 %
Cultural implications	42 %	25 %	67 %	41 %	36 %
Siloed applications	40 %	33 %	24 %	45 %	47 %
Perceived risk	34 %	33 %	38 %	59 %	20 %
Lack of expertise	21 %	17 %	24 %	36 %	13 %
Other (please specify)	5 %	0 %	19 %	0 %	2 %
Base	100	12	21	22	45

Source: Vanson Bourne



Where would you rate automation and achieving efficiencies in your department's priorities?

Base: All respondents	Total	Retail, distribution and transport	Manufacturing	Financial services	Other commercial sector
Top	9 %	4 %	12 %	12 %	8 %
2nd or 3rd	36 %	40 %	32 %	28 %	44 %
Top 10	44 %	52 %	44 %	40 %	40 %
Top 20	6 %	0 %	4 %	16 %	4 %
Not a priority	5 %	4 %	8 %	4 %	4 %
Base	100	25	25	25	25

Base: All respondents	Total	500 - 1000 employees	1000 - 2000 employees	2000 - 4000 employees	More than 4000 employees
Top	9 %	8 %	4 %	12 %	12 %
2nd or 3rd	36 %	44 %	40 %	20 %	40 %
Top 10	44 %	40 %	44 %	48 %	44 %
Top 20	6 %	4 %	12 %	8 %	0 %
Not a priority	5 %	4 %	0 %	12 %	4 %
Base	100	25	25	25	25

2009 Data

Base: All respondents	Total	Retail, distribution and transport	Manufacturing	Financial services	Other commercial sector
Top	7 %	9 %	12 %	5 %	3 %
2nd or 3rd	30 %	30 %	15 %	42 %	34 %
Top 10	48 %	57 %	58 %	37 %	41 %
Top 20	7 %	4 %	12 %	11 %	3 %
Not a priority	8 %	0 %	4 %	5 %	19 %
Base	100	23	26	19	32

Base: All respondents	Total	500 - 1000 employees	1000 - 2000 employees	2000 - 4000 employees	More than 4000 employees
Top	7 %	8 %	10 %	9 %	4 %
2nd or 3rd	30 %	25 %	33 %	36 %	27 %
Top 10	48 %	58 %	33 %	41 %	56 %
Top 20	7 %	0 %	5 %	9 %	9 %
Not a priority	8 %	8 %	19 %	5 %	4 %
Base	100	12	21	22	45



Given the current economic climate, would you say that your company's focus on automation has:

Base: All respondents	Total	Retail, distribution and transport	Manufacturing	Financial services	Other commercial sector
Considerably reduced	4 %	4 %	8 %	0 %	4 %
Reduced	29 %	44 %	28 %	28 %	16 %
Stayed consistent	36 %	32 %	36 %	32 %	44 %
Increased	26 %	20 %	24 %	28 %	32 %
Considerably increased	5 %	0 %	4 %	12 %	4 %
Base	100	25	25	25	25

Base: All respondents	Total	500 - 1000 employees	1000 - 2000 employees	2000 - 4000 employees	More than 4000 employees
Considerably reduced	4 %	8 %	0 %	0 %	8 %
Reduced	29 %	28 %	32 %	24 %	32 %
Stayed consistent	36 %	28 %	44 %	48 %	24 %
Increased	26 %	28 %	24 %	20 %	32 %
Considerably increased	5 %	8 %	0 %	8 %	4 %
Base	100	25	25	25	25

2009 Data

Base: All respondents	Total	Retail, distribution and transport	Manufacturing	Financial services	Other commercial sector
Considerably reduced	5 %	9 %	0 %	11 %	3 %
Reduced	23 %	30 %	31 %	11 %	19 %
Stayed consistent	39 %	39 %	42 %	37 %	38 %
Increased	30 %	13 %	27 %	37 %	41 %
Considerably increased	3 %	9 %	0 %	5 %	0 %
Base	100	23	26	19	32

Base: All respondents	Total	500 - 1000 employees	1000 - 2000 employees	2000 - 4000 employees	More than 4000 employees
Considerably reduced	5 %	8 %	5 %	5 %	4 %
Reduced	23 %	17 %	10 %	14 %	36 %
Stayed consistent	39 %	33 %	33 %	55 %	36 %
Increased	30 %	42 %	52 %	23 %	20 %
Considerably increased	3 %	0 %	0 %	5 %	4 %
Base	100	12	21	22	45



Which of the following activities do you feel the IT department spends too much time on?

Base: All respondents	Total	Retail, distribution and transport	Manufacturing	Financial services	Other commercial sector
Maintenance	63 %	80 %	60 %	56 %	56 %
Client admin	57 %	52 %	76 %	48 %	52 %
System backup/data recovery	38 %	32 %	48 %	44 %	28 %
Technology upgrades	38 %	24 %	32 %	52 %	44 %
Training	13 %	4 %	28 %	12 %	8 %
*Other (please specify)	4 %	0 %	8 %	4 %	4 %
Base	100	25	25	25	25

*Other (please specify): "Chasing poorly performing suppliers", "Helpdesk", "Procedures and red tape", "User Support"

Base: All respondents	Total	500 - 1000 employees	1000 - 2000 employees	2000 - 4000 employees	More than 4000 employees
Maintenance	63 %	80 %	48 %	60 %	64 %
Client admin	57 %	60 %	52 %	64 %	52 %
System backup/data recovery	38 %	40 %	40 %	36 %	36 %
Technology upgrades	38 %	44 %	60 %	36 %	12 %
Training	13 %	12 %	8 %	24 %	8 %
Other (please specify)	4 %	8 %	4 %	4 %	0 %
Base	100	25	25	25	25

2009 Data

Base: All respondents	Total	Retail, distribution and transport	Manufacturing	Financial services	Other commercial sector
Maintenance	60 %	70 %	77 %	47 %	47 %
Client admin	57 %	43 %	77 %	53 %	53 %
System backup/data recovery	36 %	35 %	35 %	32 %	41 %
Technology upgrades	32 %	22 %	38 %	53 %	22 %
Training	5 %	4 %	8 %	5 %	3 %
*Other (please specify)	5 %	0 %	4 %	5 %	9 %
Base	100	23	26	19	32

*Other (please specify): "Change Management", "N/A", "Producing business proposals which do not get sanctioned.", "Projects that will go nowhere.", "Unimportant applications"

Base: All respondents	Total	500 - 1000 employees	1000 - 2000 employees	2000 - 4000 employees	More than 4000 employees
Maintenance	60 %	67 %	43 %	64 %	64 %
Client admin	57 %	50 %	67 %	64 %	51 %
System backup/data recovery	36 %	50 %	33 %	41 %	31 %
Technology upgrades	32 %	42 %	43 %	36 %	22 %
Training	5 %	0 %	0 %	9 %	7 %
Other (please specify)	5 %	8 %	14 %	0 %	2 %
Base	100	12	21	22	45



Can you estimate how much of your time is taken up by administration?

Base: All respondents	Total	Retail, distribution and transport	Manufacturing	Financial services	Other commercial sector
0%	0 %	0 %	0 %	0 %	0 %
*Less than 5% (please specify)	1 %	0 %	0 %	0 %	4 %
5-10%	16 %	20 %	16 %	12 %	16 %
10-20%	45 %	68 %	40 %	20 %	52 %
20-30%	28 %	8 %	32 %	52 %	20 %
30-40%	9 %	4 %	8 %	16 %	8 %
*More than 40% (please specify)	1 %	0 %	4 %	0 %	0 %
Average percentage of time	19%	15%	20%	23%	17%
Base	100	25	25	25	25

*Less than 5% (please specify): "4%"
 *More than 40% (please specify): "60%"

Base: All respondents	Total	500 - 1000 employees	1000 - 2000 employees	2000 - 4000 employees	More than 4000 employees
0%	0 %	0 %	0 %	0 %	0 %
Less than 5% (please specify)	1 %	4 %	0 %	0 %	0 %
5-10%	16 %	12 %	16 %	12 %	24 %
10-20%	45 %	44 %	56 %	40 %	40 %
20-30%	28 %	20 %	28 %	36 %	28 %
30-40%	9 %	16 %	0 %	12 %	8 %
More than 40% (please specify)	1 %	4 %	0 %	0 %	0 %
Average percentage of time	19%	21%	17%	20%	18%
Base	100	25	25	25	25

2009 Data

Base: All respondents	Total	Retail, distribution and transport	Manufacturing	Financial services	Other commercial sector
0 - 5%	9 %	4 %	12 %	11 %	9 %
5 - 10%	20 %	22 %	12 %	21 %	25 %
10 - 20%	45 %	57 %	42 %	37 %	44 %
20 - 30%	16 %	17 %	12 %	26 %	13 %
30 - 40%	7 %	0 %	15 %	5 %	6 %
More than 40%	3 %	0 %	8 %	0 %	3 %
Average percentage of time	16%	15%	19%	16%	15%
Base	100	23	26	19	32

Base: All respondents	Total	500 - 1000 employees	1000 - 2000 employees	2000 - 4000 employees	More than 4000 employees
0 - 5%	9 %	0 %	14 %	5 %	11 %
5 - 10%	20 %	8 %	24 %	14 %	24 %
10 - 20%	45 %	58 %	48 %	55 %	36 %
20 - 30%	16 %	25 %	10 %	5 %	22 %
30 - 40%	7 %	8 %	0 %	18 %	4 %
More than 40%	3 %	0 %	5 %	5 %	2 %
Average percentage of time	16 %	19 %	14 %	19 %	16 %
Base	100	12	21	22	45



How much of your staff's time is spent correcting errors from manually administrating routine tasks?

Base: All respondents	Total	Retail, distribution and transport	Manufacturing	Financial services	Other commercial sector
0%	0 %	0 %	0 %	0 %	0 %
*Less than 5% (please specify)	7 %	8 %	0 %	8 %	12 %
5-10%	50 %	44 %	56 %	44 %	56 %
10-20%	24 %	36 %	16 %	24 %	20 %
20-30%	16 %	12 %	28 %	16 %	8 %
30-40%	3 %	0 %	0 %	8 %	4 %
More than 40% (please specify)	0 %	0 %	0 %	0 %	0 %
Average percentage of time	13%	12%	14%	14%	11%
Base	100	25	25	25	25

*Less than 5% (please specify): "1%", "2%" x3, "3%" x3.

Base: All respondents	Total	500 - 1000 employees	1000 - 2000 employees	2000 - 4000 employees	More than 4000 employees
0%	0 %	0 %	0 %	0 %	0 %
Less than 5% (please specify)	7 %	4 %	16 %	8 %	0 %
5-10%	50 %	64 %	48 %	48 %	40 %
10-20%	24 %	24 %	24 %	16 %	32 %
20-30%	16 %	4 %	12 %	28 %	20 %
30-40%	3 %	4 %	0 %	0 %	8 %
More than 40% (please specify)	0 %	0 %	0 %	0 %	0 %
Average percentage of time	13%	11%	10%	13%	16%
Base	100	25	25	25	25

<< Back



How do you think carrying out excessive administration tasks impacts your staff?

Base: All respondents	Total	Retail, distribution and transport	Manufacturing	Financial services	Other commercial sector
Reduces team effectiveness	64 %	60 %	68 %	60 %	68 %
Stifles initiatives and/or creativity	61 %	72 %	60 %	56 %	56 %
Reduces attention to detail	59 %	52 %	64 %	64 %	56 %
Increases staff churn	29 %	24 %	40 %	36 %	16 %
*Other (please specify)	1 %	0 %	0 %	0 %	4 %
Base	100	25	25	25	25

*Other (please specify): "Costs money"

Base: All respondents	Total	500 - 1000 employees	1000 - 2000 employees	2000 - 4000 employees	More than 4000 employees
Reduces team effectiveness	64 %	80 %	44 %	68 %	64 %
Stifles initiatives and/or creativity	61 %	76 %	56 %	48 %	64 %
Reduces attention to detail	59 %	56 %	72 %	68 %	40 %
Increases staff churn	29 %	36 %	20 %	36 %	24 %
Other (please specify)	1 %	0 %	0 %	4 %	0 %
Base	100	25	25	25	25

2009 Data

Base: All respondents	Total	Retail, distribution and transport	Manufacturing	Financial services	Other commercial sector
Reduces team effectiveness	70 %	70 %	65 %	74 %	72 %
Stifles initiative and/or creativity	50 %	52 %	50 %	47 %	50 %
Reduces attention to detail	47 %	39 %	77 %	37 %	34 %
Increases staff churn	18 %	22 %	19 %	16 %	16 %
Other (please specify)	0 %	0 %	0 %	0 %	0 %
Base	100	23	26	19	32

Base: All respondents	Total	500 - 1000 employees	1000 - 2000 employees	2000 - 4000 employees	More than 4000 employees
Reduces team effectiveness	70 %	75 %	71 %	86 %	60 %
Stifles initiative and/or creativity	50 %	33 %	38 %	45 %	62 %
Reduces attention to detail	47 %	50 %	43 %	59 %	42 %
Increases staff churn	18 %	17 %	14 %	23 %	18 %
Other (please specify)	0 %	0 %	0 %	0 %	0 %
Base	100	12	21	22	45

Source: Vanson Bourne



How important do you think is automation in managing hybrid environments such as virtualised and cloud-based systems?

Base: All respondents	Total	Retail, distribution and transport	Manufacturing	Financial services	Other commercial sector
1 - not at all important	2 %	0 %	4 %	4 %	0 %
2	8 %	8 %	4 %	12 %	8 %
3	36 %	48 %	16 %	32 %	48 %
4	34 %	24 %	56 %	20 %	36 %
5 - very important	20 %	20 %	20 %	32 %	8 %
Average out of 5	3.62	3.56	3.84	3.64	3.44
Base	100	25	25	25	25

Base: All respondents	Total	500 - 1000 employees	1000 - 2000 employees	2000 - 4000 employees	More than 4000 employees
1 - not at all important	2 %	0 %	4 %	4 %	0 %
2	8 %	4 %	20 %	4 %	4 %
3	36 %	36 %	28 %	32 %	48 %
4	34 %	28 %	36 %	44 %	28 %
5 - very important	20 %	32 %	12 %	16 %	20 %
Average out of 5	3.62	3.88	3.32	3.64	3.64
Base	100	25	25	25	25

Source: Vanson Bourne



In your experience what is the key benefit automation can bring to your business?

Base: All respondents

	Total	Retail, distribution and transport	Manufacturing	Financial services	Other commercial sector
Increased efficiency	38 %	36 %	40 %	32 %	44 %
Reducing time spent on administrative tasks	27 %	28 %	32 %	16 %	32 %
Better management and control of all IT systems	22 %	12 %	24 %	36 %	16 %
Cutting costs	11 %	20 %	4 %	12 %	8 %
Securing key applications	1 %	4 %	0 %	0 %	0 %
*Other (please specify)	1 %	0 %	0 %	4 %	0 %
Base	100	25	25	25	25

*Other (please specify): "No benefit"

Base: All respondents

	Total	500 - 1000 employees	1000 - 2000 employees	2000 - 4000 employees	More than 4000 employees
Increased efficiency	38 %	24 %	40 %	40 %	48 %
Reducing time spent on administrative tasks	27 %	24 %	24 %	32 %	28 %
Better management and control of all IT systems	22 %	32 %	20 %	20 %	16 %
Cutting costs	11 %	20 %	12 %	4 %	8 %
Securing key applications	1 %	0 %	4 %	0 %	0 %
Other (please specify)	1 %	0 %	0 %	4 %	0 %
Base	100	25	25	25	25

Source: Vanson Bourne



How far along are you in implementing an automation strategy across your IT environments?

Base: All respondents	Total	Retail, distribution and transport	Manufacturing	Financial services	Other commercial sector
Less than 10% of my applications and processes are automated	4 %	4 %	4 %	0 %	8 %
10-20% of my applications and processes are automated	19 %	36 %	8 %	12 %	20 %
20-30% of my applications and processes are automated	32 %	40 %	32 %	16 %	40 %
30-50% of my applications and processes are automated	26 %	16 %	44 %	28 %	16 %
50-70% of my applications and processes are automated	10 %	0 %	8 %	28 %	4 %
More than 70% of my applications and processes are automated	4 %	4 %	0 %	8 %	4 %
Don't know	3 %	0 %	0 %	4 %	8 %
Other (please specify)	0 %	0 %	0 %	0 %	0 %
We are not currently implementing an automation strategy	2 %	0 %	4 %	4 %	0 %
Average percentage	32%	25%	33%	44%	28%
Base	100	25	25	25	25

Base: All respondents	Total	500 - 1000 employees	1000 - 2000 employees	2000 - 4000 employees	More than 4000 employees
Less than 10% of my applications and processes are automated	4 %	4 %	4 %	4 %	4 %
10-20% of my applications and processes are automated	19 %	20 %	16 %	8 %	32 %
20-30% of my applications and processes are automated	32 %	24 %	52 %	24 %	28 %
30-50% of my applications and processes are automated	26 %	12 %	20 %	44 %	28 %
50-70% of my applications and processes are automated	10 %	28 %	0 %	8 %	4 %
More than 70% of my applications and processes are automated	4 %	4 %	4 %	4 %	4 %
Don't know	3 %	4 %	4 %	4 %	0 %
Other (please specify)	0 %	0 %	0 %	0 %	0 %
We are not currently implementing an automation strategy	2 %	4 %	0 %	4 %	0 %
Average percentage	32%	37%	28%	36%	29%
Base	100	25	25	25	25



What kind of challenges do you face in integrating legacy systems and other newer hybrid environments?

Base: All respondents	Total	Retail, distribution and transport	Manufacturing	Financial services	Other commercial sector
High maintenance costs from running disparate systems	50 %	56 %	56 %	52 %	36 %
Difficulty integrating disparate systems and getting the information I need	47 %	68 %	48 %	36 %	36 %
More time running different proprietary software across siloed systems	44 %	52 %	28 %	64 %	32 %
Understanding how these systems work	37 %	28 %	40 %	40 %	40 %
Confidence in moving business-critical applications from legacy to hybrid systems	34 %	32 %	28 %	28 %	48 %
More demands from the business to cut costs	20 %	8 %	24 %	32 %	16 %
*Other (please specify)	1 %	0 %	0 %	0 %	4 %
Base	100	25	25	25	25

*Other (please specify): "Integration is good, until A needs upgrading and B can't be. The advantage of siloes is quarantines."

Base: All respondents	Total	500 - 1000 employees	1000 - 2000 employees	2000 - 4000 employees	More than 4000 employees
High maintenance costs from running disparate systems	50 %	56 %	32 %	56 %	56 %
Difficulty integrating disparate systems and getting the information I need	47 %	52 %	40 %	52 %	44 %
More time running different proprietary software across siloed systems	44 %	64 %	32 %	40 %	40 %
Understanding how these systems work	37 %	40 %	28 %	44 %	36 %
Confidence in moving business-critical applications from legacy to hybrid systems	34 %	36 %	40 %	36 %	24 %
More demands from the business to cut costs	20 %	20 %	12 %	32 %	16 %
Other (please specify)	1 %	0 %	0 %	4 %	0 %
Base	100	25	25	25	25

Source: Vanson Bourne



What level of maturity are you at in terms of taking advantage of virtualisation in your production environment?

Base: All respondents

	Total	Retail, distribution and transport	Manufacturing	Financial services	Other commercial sector
We are fully virtualised across the organisation in production	16 %	8 %	8 %	12 %	36 %
We are currently planning and implementing virtualisation in our production environment	38 %	40 %	36 %	48 %	28 %
We are just testing virtualisation in our production environment at the moment	15 %	12 %	32 %	8 %	8 %
We are analysing this at the moment	23 %	24 %	16 %	28 %	24 %
We are planning to look at this within the next 6 months	3 %	4 %	4 %	0 %	4 %
We are planning to look at this sometime in the next 12 months	3 %	12 %	0 %	0 %	0 %
We are not considering virtualisation at the moment	2 %	0 %	4 %	4 %	0 %
Base	100	25	25	25	25

Base: All respondents

	Total	500 - 1000 employees	1000 - 2000 employees	2000 - 4000 employees	More than 4000 employees
We are fully virtualised across the organisation in production	16 %	32 %	20 %	12 %	0 %
We are currently planning and implementing virtualisation in our production environment	38 %	36 %	48 %	32 %	36 %
We are just testing virtualisation in our production environment at the moment	15 %	12 %	4 %	24 %	20 %
We are analysing this at the moment	23 %	16 %	24 %	28 %	24 %
We are planning to look at this within the next 6 months	3 %	0 %	4 %	0 %	8 %
We are planning to look at this sometime in the next 12 months	3 %	4 %	0 %	0 %	8 %
We are not considering virtualisation at the moment	2 %	0 %	0 %	4 %	4 %
Base	100	25	25	25	25

Source: Vanson Bourne



How relevant is automation and orchestration as part of your cloud strategy?

Base: All respondents	Total	Retail, distribution and transport	Manufacturing	Financial services	Other commercial sector
1 - not at all relevant	6 %	4 %	16 %	4 %	0 %
2	12 %	8 %	8 %	16 %	16 %
3	44 %	56 %	36 %	36 %	48 %
4	28 %	32 %	36 %	16 %	28 %
5 - very relevant	10 %	0 %	4 %	28 %	8 %
Average out of 5	3.24	3.16	3.04	3.48	3.28
Base	100	25	25	25	25

Base: All respondents	Total	500 - 1000 employees	1000 - 2000 employees	2000 - 4000 employees	More than 4000 employees
1 - not at all relevant	6 %	8 %	4 %	8 %	4 %
2	12 %	16 %	24 %	0 %	8 %
3	44 %	32 %	36 %	48 %	60 %
4	28 %	20 %	28 %	36 %	28 %
5 - very relevant	10 %	24 %	8 %	8 %	0 %
Average out of 5	3.24	3.36	3.12	3.36	3.12
Base	100	25	25	25	25

Source: Vanson Bourne



Which challenges do you face in deploying new applications or updates across your IT landscape?

Base: All respondents	Total	Retail, distribution and transport	Manufacturing	Financial services	Other commercial sector
Managing complex and frequent application releases	56 %	48 %	60 %	64 %	52 %
Ensuring updates get deployed on all target systems	38 %	40 %	32 %	52 %	28 %
Compatibility conflicts of packages with application	36 %	48 %	20 %	24 %	52 %
Running scripts that are slow and error-prone	21 %	20 %	24 %	24 %	16 %
Too many manual steps needed to be completed	19 %	12 %	32 %	8 %	24 %
Too many errors	1 %	0 %	0 %	0 %	4 %
*Other (please specify)	6 %	4 %	12 %	0 %	8 %
Base	100	25	25	25	25

*Other (please specify): "Change Control Procedure", "Different OSs, old machines", "Finding downtime windows", "Testing effort", "User buy in", "None"

Base: All respondents	Total	500 - 1000 employees	1000 - 2000 employees	2000 - 4000 employees	More than 4000 employees
Managing complex and frequent application releases	56 %	60 %	52 %	64 %	48 %
Ensuring updates get deployed on all target systems	38 %	48 %	32 %	44 %	28 %
Compatibility conflicts of packages with application	36 %	32 %	36 %	32 %	44 %
Running scripts that are slow and error-prone	21 %	16 %	20 %	20 %	28 %
Too many manual steps needed to be completed	19 %	20 %	24 %	8 %	24 %
Too many errors	1 %	0 %	4 %	0 %	0 %
Other (please specify)	6 %	8 %	4 %	8 %	4 %
Base	100	25	25	25	25

Source: Vanson Bourne

<< Back



What is your department's key technology priority over the next year?

Base: All respondents

	Total	Retail, distribution and transport	Manufacturing	Financial services	Other commercial sector
Get more out of business intelligence	27 %	24 %	32 %	36 %	16 %
Upgrade or replace legacy systems and applications	21 %	36 %	4 %	20 %	24 %
Implement more virtualisation in production	20 %	8 %	32 %	16 %	24 %
Implement more enterprise applications (CRM, ERP etc)	17 %	12 %	20 %	20 %	16 %
Increase use of cloud-based models to deliver IT services	13 %	20 %	8 %	8 %	16 %
*Other (please specify)	2 %	0 %	4 %	0 %	4 %
Base	100	25	25	25	25

*Other (please specify): "Improve value", "Upgrade SAP ERP"

Base: All respondents

	Total	500 - 1000 employees	1000 - 2000 employees	2000 - 4000 employees	More than 4000 employees
Get more out of business intelligence	27 %	32 %	20 %	24 %	32 %
Upgrade or replace legacy systems and applications	21 %	24 %	16 %	20 %	24 %
Implement more virtualisation in production	20 %	12 %	24 %	28 %	16 %
Implement more enterprise applications (CRM, ERP etc)	17 %	16 %	20 %	16 %	16 %
Increase use of cloud-based models to deliver IT services	13 %	8 %	20 %	12 %	12 %
Other (please specify)	2 %	8 %	0 %	0 %	0 %
Base	100	25	25	25	25

Source: Vanson Bourne

<< Back



What percentage savings over a 24 month period would trigger your decision to consolidate multiple infrastructure and application automation tools?

Base: All respondents	Total	Retail, distribution and transport	Manufacturing	Financial services	Other commercial sector
*Less than 10% (please specify)	1 %	0 %	4 %	0 %	0 %
10-20%	28 %	36 %	28 %	24 %	24 %
20-25%	46 %	48 %	44 %	44 %	48 %
25-30%	21 %	16 %	16 %	24 %	28 %
*More than 30% (please specify)	4 %	0 %	8 %	8 %	0 %
Average percentage	23%	21%	24%	24%	22%
Base	100	25	25	25	25

*Less than 10% (please specify): "It will happen regardless - the financials will be made to reflect the vision"

*More than 30% (please specify): "35%", "40%", "50%", "100%"

Base: All respondents	Total	500 - 1000 employees	1000 - 2000 employees	2000 - 4000 employees	More than 4000 employees
Less than 10% (please specify)	1 %	0 %	0 %	0 %	4 %
10-20%	28 %	24 %	40 %	24 %	24 %
20-25%	46 %	36 %	36 %	64 %	48 %
25-30%	21 %	28 %	24 %	8 %	24 %
More than 30% (please specify)	4 %	12 %	0 %	4 %	0 %
Average percentage	23%	26%	21%	22%	21%
Base	100	25	25	25	25

Source: Vanson Bourne



What are your top two most important automation areas for your enterprise?

Base: All respondents	Total	Retail, distribution and transport	Manufacturing	Financial services	Other commercial sector
Application process automation (integrating the IT applications and processes that support your business)	48 %	44 %	52 %	40 %	56 %
Application release automation (managing the release and distribution of software packages)	40 %	36 %	44 %	44 %	36 %
Virtualisation management automation (ensuring the management of your virtualisation platform is compliant and responsive to business demands)	33 %	28 %	24 %	40 %	40 %
Run book automation (coordinating mundane tasks such as backups, reorgs in a complex, heterogeneous environment)	31 %	40 %	24 %	32 %	28 %
Job scheduling (manage the dependencies involved in running the batch/background processing to support your core business applications)	26 %	40 %	20 %	20 %	24 %
Managed file transfer (the secure and efficient movement of files between different systems and applications)	12 %	4 %	20 %	8 %	16 %
Don't know	5 %	4 %	8 %	8 %	0 %
Other (please specify)	0 %	0 %	0 %	0 %	0 %
Base	100	25	25	25	25

Base: All respondents	Total	500 - 1000 employees	1000 - 2000 employees	2000 - 4000 employees	More than 4000 employees
Application process automation (integrating the IT applications and processes that support your business)	48 %	48 %	32 %	56 %	56 %
Application release automation (managing the release and distribution of software packages)	40 %	40 %	44 %	36 %	40 %
Virtualisation management automation (ensuring the management of your virtualisation platform is compliant and responsive to business demands)	33 %	32 %	48 %	32 %	20 %
Run book automation (coordinating mundane tasks such as backups, reorgs in a complex, heterogeneous environment)	31 %	36 %	36 %	28 %	24 %
Job scheduling (manage the dependencies involved in running the batch/background processing to support your core business applications)	26 %	24 %	32 %	20 %	28 %
Managed file transfer (the secure and efficient movement of files between different systems and applications)	12 %	12 %	0 %	20 %	16 %
Don't know	5 %	4 %	4 %	4 %	8 %
Other (please specify)	0 %	0 %	0 %	0 %	0 %
Base	100	25	25	25	25



Which two areas of automation are the most challenging for your enterprise?

Base: All respondents	Total	Retail, distribution and transport	Manufacturing	Financial services	Other commercial sector
Application release automation (managing the release and distribution of software packages)	50 %	40 %	48 %	64 %	48 %
Application process automation (integrating the IT applications and processes that support your business)	42 %	48 %	44 %	28 %	48 %
Virtualisation management automation (ensuring the management of your virtualisation platform is compliant and responsive to business demands)	31 %	40 %	12 %	48 %	24 %
Run book automation (coordinating mundane tasks such as backups, reorgs in a complex, heterogeneous environment)	25 %	24 %	36 %	24 %	16 %
Job scheduling (manage the dependencies involved in running the batch/background processing to support your core business applications)	22 %	20 %	20 %	20 %	28 %
Managed file transfer (the secure and efficient movement of files between different systems and applications)	20 %	20 %	24 %	8 %	28 %
Don't know	5 %	4 %	8 %	4 %	4 %
Other (please specify)	0 %	0 %	0 %	0 %	0 %
Base	100	25	25	25	25

Base: All respondents	Total	500 - 1000 employees	1000 - 2000 employees	2000 - 4000 employees	More than 4000 employees
Application release automation (managing the release and distribution of software packages)	50 %	52 %	32 %	60 %	56 %
Application process automation (integrating the IT applications and processes that support your business)	42 %	44 %	40 %	40 %	44 %
Virtualisation management automation (ensuring the management of your virtualisation platform is compliant and responsive to business demands)	31 %	36 %	40 %	32 %	16 %
Run book automation (coordinating mundane tasks such as backups, reorgs in a complex, heterogeneous environment)	25 %	8 %	36 %	40 %	16 %
Job scheduling (manage the dependencies involved in running the batch/background processing to support your core business applications)	22 %	24 %	32 %	12 %	20 %
Managed file transfer (the secure and efficient movement of files between different systems and applications)	20 %	28 %	12 %	8 %	32 %
Don't know	5 %	4 %	4 %	4 %	8 %
Other (please specify)	0 %	0 %	0 %	0 %	0 %
Base	100	25	25	25	25



How many employees work in your organisation?

Base: All respondents

	Total	Retail, distribution and transport	Manufacturing	Financial services	Other commercial sector
500 - 1000 employees	25 %	20 %	24 %	36 %	20 %
1001 - 2000 employees	25 %	24 %	16 %	16 %	44 %
2001 - 4000 employees	25 %	24 %	32 %	28 %	16 %
More than 4000 employees	25 %	32 %	28 %	20 %	20 %
Base	100	25	25	25	25

2009 Data

Base: All respondents

	Total	Retail, distribution and transport	Manufacturing	Financial services	Other commercial sector
500 - 1000 employees	12 %	13 %	19 %	5 %	9 %
1001 - 2000 employees	21 %	4 %	4 %	21 %	47 %
2001 - 4000 employees	22 %	13 %	38 %	26 %	13 %
Over 4000 employees	45 %	70 %	38 %	47 %	31 %
Base	100	23	26	19	32

Source: Vanson Bourne

<< Back



Within which sector is your organisation?

Base: All respondents	Total	500 - 1000 employees	1000 - 2000 employees	2000 - 4000 employees	More than 4000 employees
Retail, distribution and transport	25 %	20 %	24 %	24 %	32 %
Manufacturing	25 %	24 %	16 %	32 %	28 %
Financial services	25 %	36 %	16 %	28 %	20 %
Other commercial sector	25 %	20 %	44 %	16 %	20 %
Base	100	25	25	25	25

2009 Data

Base: All respondents	Total	500 - 1000 employees	1000 - 2000 employees	2000 - 4000 employees	More than 4000 employees
Other commercial sector	32 %	25 %	71 %	18 %	22 %
Manufacturing	26 %	42 %	5 %	45 %	22 %
Retail, distribution and transport	23 %	25 %	5 %	14 %	36 %
Financial services	19 %	8 %	19 %	23 %	20 %
Base	100	12	21	22	45

Source: Vanson Bourne