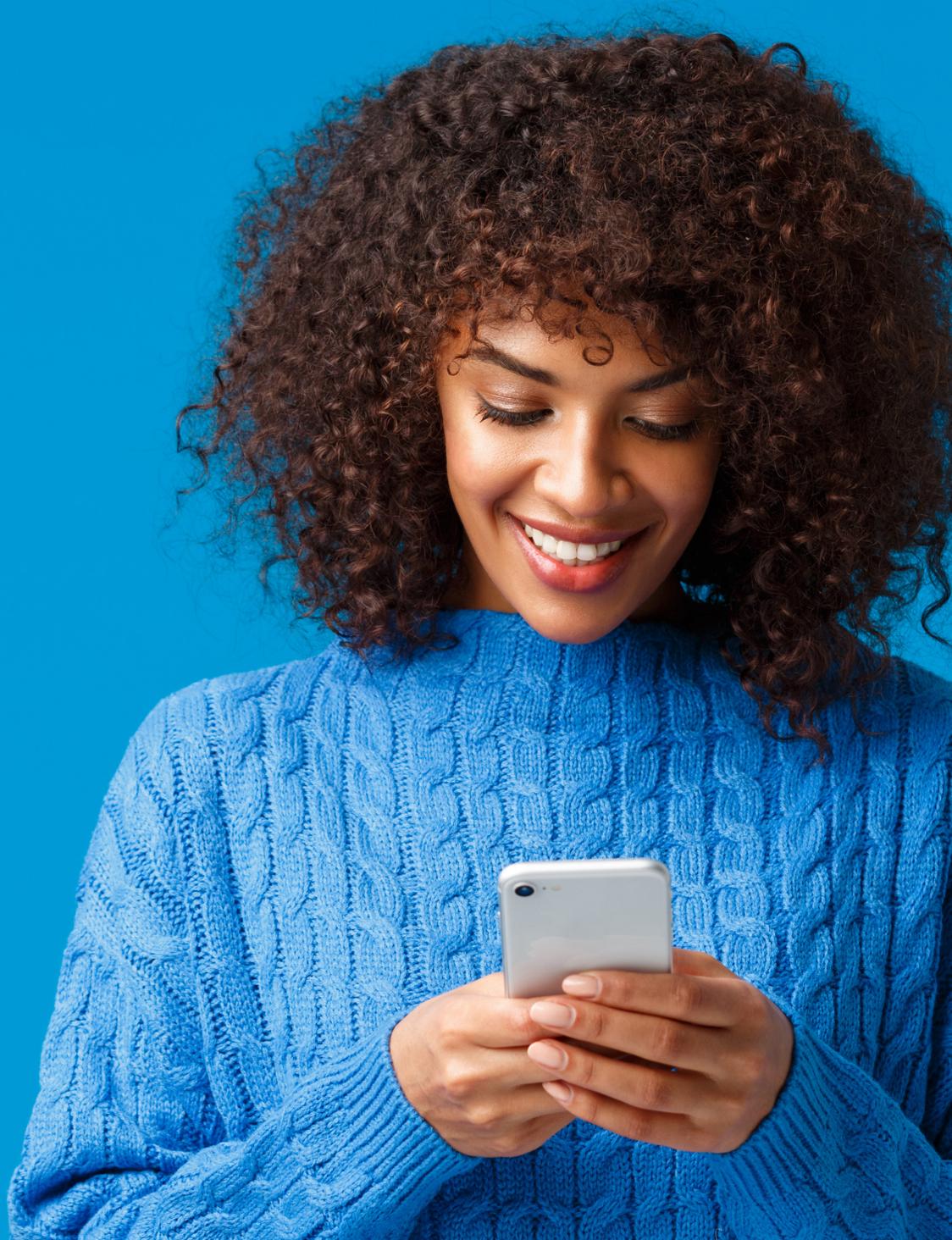


Market Survey:

The State of Service and
Operations Management 2020



Executive Summary

As organizations continue to drive for digital transformation that enables continuous improvement, IT service and operations management are at the core of those transformation efforts. BMC surveyed over 100 enterprise businesses, across multiple industries to collect the impact and future for ITSM and ITOM solutions inside of organizations driving for digital transformation. All survey respondents are not currently utilizing BMC as their ITSM/ITOM platform. As the technical ecosystem of the enterprise continues to be more complex, the role of ITSM and ITOM platforms are becoming ever-increasingly critical for the long-term success of business in this new modern era.

Understanding the challenges businesses are faced with when selecting the right platform and the role it plays in the broader technology ecosystem is pivotal to the evolution of all industries. As solutions and services proliferate the market, organizations are now faced with a myriad of technology and business complexities to deliver the service and operations management excellence required to succeed in this modern digital economy. Hyper-flexibility and hyper-scalability of their management solutions have become required criteria for modern organizations.

Respondents to the survey shared the challenges and future improvements that drive their decisioning when evaluating and selecting the right ITSM/ITOM platform. Although the respondents ranged across a myriad of industries, they shared common concerns and challenges faced when evaluating platforms, bringing to light the key drivers that are required to deploy a successful ITSM/ITOM strategy that will transform their business and achieve the intended goal of an being an Autonomous Digital Enterprise.



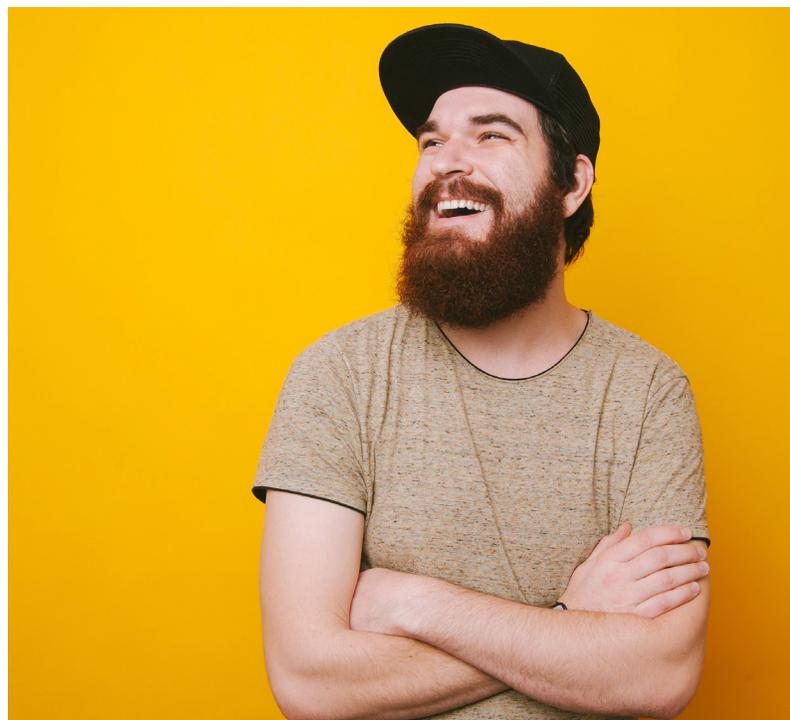
Business Transformation is Enabled by Flexibility, Scalability and Agility

76% of respondents identified that they rely on one vendor for their ITSM/ITOM needs, of those organizations 25% are planning on a full-service management transformation in the next 12 months. These results identify the need for ensuring that organizations are making the right vendor choice. Selecting a vendor that equips organizations with the flexibility, agility, and scalability demanded by today's digital ecosystem ensures long-term success for the business. Organizations whose strategy is to utilize one central platform for all ITSM/ITOM needs, full digital transformation is a key driver in the decision-making process as 75% of the respondents utilizing a single platform had just completed a platform upgrade in the last 12 months. Driving their business transformation.

Of the remaining respondents, they expressed utilizing multiple ITSM/ITOM platforms, across multiple vendors to meet the needs of their organization. Of those businesses that are utilizing multiple platforms, about half of those organizations identified that they have no planned timeframe or are more than 2 years away from their next ITSM transformation. Certainly, integrations and customizations

for this multi-platform approach is inhibiting transformation, as organizations that utilize multiple platforms and vendors require much more labor and IT resources to make a full transformation, which is evident by the businesses lack of timeframe for platform upgrade or transformation.

The study found that companies are seeking "what's next", ITSM/ITOM platforms that are seamlessly integrated, scalable, and flexible will help drive future success for organizations and their customers.



The Need for Upgrades

As organizations evolve to stay competitive in an ever-shifting, disruptive world, they need to deliver compelling services at the speed of business – without disruption. The need for automation has never been higher. To succeed, organizations need tech-enabled systems across every facet of the business to thrive through these seismic changes, in a secure and safe environment.

What are the key drivers and considerations of organizations transforming?

61% - security and data compliance are critical.

43% - deliver more, faster.

Both of these rely on automation and structured processes and workflows (like DevOps) to deliver on the new goals

Overcoming Barriers and Obstacles

As ITSM/ITOM vendors continue to evolve their transformation and automation capabilities, businesses have a growing concern around manageability, including governance and security. This concern was highlighted by the respondents in many ways. Most notably, 23% of organizations surveyed expressed deep concern about their SaaS providers acquisition of software as a means of capability development, compromising their data and compliance. But organizations should not let this be a hinderance to transformation, instead ensure your platform selection and upgrades include internal security checks.

10% were concerned about not being prepared for audits, and 16% of respondents had a high level of uncertainty about whether they are compliant with regulations like SOX, PCI, and GDPR. It is important that organizations ensure their platform of choice meets the needs of ad-hoc audits and security and data compliance for global data regulations. IT and business users need to have full confidence in their selected platform.



34% of respondents are unsure whether they know what's in the environment/infrastructure – across their multi-cloud services and deployments.

Not only were 24% of respondents unsure about whether their current platform is scanning all assets both on-premise and in the cloud, 44% also expressed an inability to find or locate software assets, leaving them vulnerable to security attacks and regulatory compliance issues. To achieve full business transformation, it is important that businesses select a platform that scans all data regardless of storage location. Being able to access all your data, assets, and security risks in one single pane of glass view, delivers confidence to the business and its users.

Effectively Managing Chaos

As organizations begin to evaluate their next ITSM/ITOM transformation towards becoming an Autonomous Digital Enterprise. Survey respondents expressed a need to drive operational efficiencies.

34% - Seek to reduce platform and operational costs

27% - Want better granular cloud costing depth

48% - Seek to improve efficiency in overall servicing through platform transformation

44% - Want the ability to customize configurations within their platform to align with their organization's business objectives

The unifying outcomes off the data from the respondents shows an intersection of lowering costs across the infrastructure, while increasing operational efficiencies with customizations that align with business objectives. This visionary state is one all businesses should aspire to and it's all achievable, with the right platform. Chaos is controllable and should be mitigated with digital transformation.

Adapt, Evolve, and Succeed. Achieve Excellence.

As your organization begins to evaluate what next steps to take in your journey to achieving the status of Autonomous Digital Enterprise, it is important to realize not all platforms are created equal. Make sure to ask the questions of the vendor that address not only your current state, but what your organizational needs will be in 24-48 months from now. Organizations that embrace constant tech-enabled disruption and adapt and evolve to stay abreast with it will be the dominant players in their respective industries in the decade ahead. Those that don't will find themselves a

brand of the past. Companies that want to thrive in the modern digital economy, Autonomous Digital Enterprises need to embark on this evolutionary path as soon as possible, if they haven't started already. Making the wrong choice today can hinder your organization in the future. Look past the web-based UI interfaces that may be shiny and new in this SaaS environment, instead look behind the curtain to see if the platform is really "Good Enough". Be sure to ask yourself and your team, "Is "Good", "Good Enough"". Your own answer may surprise you.

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yourself and your
team, "Is "Good",
"Good Enough""**





Learn more about BMC Helix and how you can achieve the status of Autonomous Digital Enterprise.

FIND OUT MORE

Survey Methodology

Respondents completed the survey electronically during Q2 2020. The survey consisted of ten questions with multiple choice answers, allowing the respondents to select multiple where applicable. Those surveyed represented enterprises in a multitude of industries including; Manufacturing, Aerospace, Retail, Financial Services, Government, Education, Publishing, Insurance, Energy, Healthcare, Telecommunications and Technology Services.

About BMC

From core to cloud to edge, BMC delivers the software and services that enable over 10,000 global customers, including 84% of the Forbes Global 100, to thrive in their ongoing evolution to an Autonomous Digital Enterprise.

BMC—Run and Reinvent

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