



REMOTE INFRASTRUCTURE MANAGEMENT

A UST Global POV

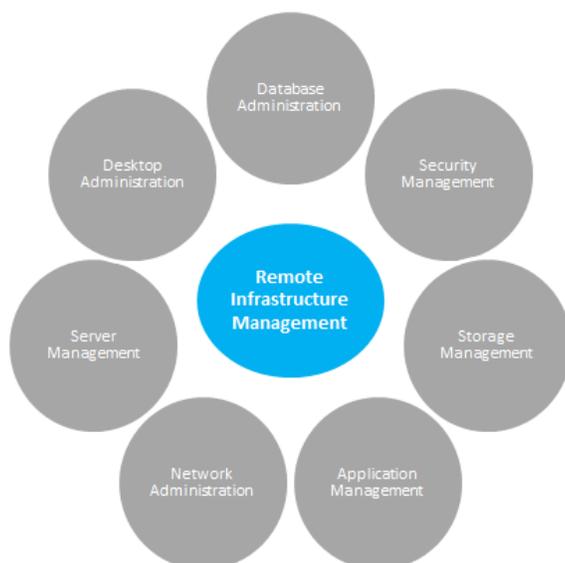


October, 2016

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Introduction

Remote Infrastructure Management (RIM), which includes management and monitoring of network, database, server and desktop administration and security services, is becoming a popular solution for organizations of all sizes. It is experiencing adoption across multiple industries due to its ability to enhance efficiency, reduce costs and improve service availability. It has been said that an effective RIM strategy can yield a 25% cost savings with respect to an organization's IT infrastructure spending. In short, RIM can add significant value to an organization's overall IT strategy.



RIM allows organizations to focus on productivity and innovation rather than IT infrastructure, thereby allowing them to enhance operational efficiency, flexibility and scalability. The advanced tools, optimized methodologies and technical expertise today's RIM vendors bring to bear not only enable process improvement, they allow organizations to formulate the most appropriate and well-measured service structure to fit their business needs.

RIM providers also offer around-the-clock monitoring to ensure reduced downtime and improved availability of systems. RIM providers can provide routine analysis of the infrastructure and suggest improvements and upgrades as per the latest technology trends.

Emerging Trends & Growth Drivers

The RIM market is expected to grow significantly in the wake of an unpredictable business environment and the rising complexity of IT environments. It has become imperative for businesses to implement remote monitoring to avoid catastrophic events and breakdown of IT infrastructure. RIM acts as a proactive approach to ensure continuity of IT operations.



The evolution of RIM technologies, as well as vendor capabilities, has led to a surge in popularity for RIM solutions, with the fragmentation of the infrastructure value chain contributing to the increased value of these services. As opposed to embarking on new infrastructure project, many of today's IT leaders are more focused on improving productivity and reducing costs. This is due to a reduction in hardware processes, combined with the availability of end-to-end IT management services from RIM vendors powered by much-improved and highly-integrated IT tools.

RIM solutions have become more accessible than ever, in large part due to wide range of delivery options, tools and offerings from a broad base of vendors. The availability of adequate talent is also strengthening the RIM market, with vendors from nations such as India being preferred for delivery of low-cost RIM solutions.

Some segments of the RIM market, such as network services, internal help desk and server administration, are more popular than areas such as end-user device monitoring due to the availability of skills and relaxed proximity requirements.

IT infrastructure is undergoing a period of evolution due to the success of data center virtualization, as well as increased adoption of cloud solutions. Companies are consolidating their IT infrastructure and at the same time

attempting to differentiate. In this competitive environment, RIM solutions are a perfect match for companies seeking speed, efficiency and innovation.

Due to the availability of data from multiple sources and an increased focus on big data analytics, there is a growing need for additional data management infrastructure, be it servers, databases or storage. This increased pressure on IT infrastructure and increasing complexity of infrastructure will force companies to seek the help of RIM vendors to simplify their complex infrastructure as well as to reduce pressures associated with monitoring and management of infrastructure.

Furthermore, an increasingly mobile workforce and a rising BYOD culture, coupled with growing security concerns and compliance issues, also enhance the need for RIM solutions for today's enterprise organizations.

Ovum's infrastructure market research has suggested that the market may have reached \$770 billion in 2015. Nasscom suggests that RIM will be a \$30 billion opportunity for Indian IT vendors by 2020. These projections clearly depict the penetration of RIM solutions among organizations across the globe. RIM is well poised to capture a major chunk of the overall IT infrastructure budget among leading global enterprises both today and into the future.



Key Considerations for Organizations Choosing RIM

RIM is a highly customizable offering. Hence, organizations formulating service level agreements with RIM vendors should include contingency clauses. Further, there should be clauses regarding both privacy and security.

It is also imperative for organizations to select a vendor that has proven track record in terms of delivering similar services to companies in the similar industry or comparable companies in other industries. Further, one should conduct a thorough background check of the vendor in terms of its infrastructure, manpower, expertise, reputation and support quality. Most importantly, the vendor should align with the organization's overall business objectives and goals.

The Way Forward

The growth of RIM is inevitable in the wake of shrinking IT budgets, increased IT pressure and the need for advanced tools that monitor and manage IT infrastructure. Vendors and technologies are evolving and providing options, flexibility and tools to meet the needs of organizations seeking custom remote monitoring solutions. These vendors should work hard to address compliance and security challenges, while at the same time offering tools and technologies that address the strategic business needs and competitive advantages sought by the leading enterprise organizations.

ABOUT UST GLOBAL

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UST Global is proud to have celebrated more than 14 years of excellence and leadership in enabling IT services for leading retailers across the globe. Our Retail practice provides cutting-edge technology solutions and our Innovation gym, "The Apple Tree", continually focuses on innovation with the latest retail trends, which add business value to our leading retail clientele across the globe.