The Business Value of IBM’s DRaaS and Resilience Orchestration Services

Interviewed organizations reported that they have significantly reduced business and operational risk with IBM’s services, while making teams responsible for business continuity, IT security, and compliance more efficient. Overall, IDC projects that interviewed IBM customers will achieve a three-year ROI of 507%.

Key Results

80% Lower cost of business risk, lost productivity and revenue

507% 3-year ROI

7 months Payback period

80% less unplanned downtime, saving $1.63M per organization in lost productivity and avoiding $649,000 in net lost revenue per year

71% lower impact of data loss, saving $230,000 per organization in lost productivity per year

Customer Quote:

“We can guarantee higher uptime with IBM’s services and haven’t had any data loss events in the past four year.”

IT and Compliance Team Benefits

<table>
<thead>
<tr>
<th>Team</th>
<th>Percent efficiency</th>
<th>Value per year per org</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Continuity</td>
<td>24%</td>
<td>$1.47M</td>
</tr>
<tr>
<td>Cybersecurity</td>
<td>27%</td>
<td>$1.11M</td>
</tr>
<tr>
<td>Compliance</td>
<td>12%</td>
<td>$0.89M</td>
</tr>
<tr>
<td>IT Infrastructure</td>
<td>12%</td>
<td>$1.18M</td>
</tr>
<tr>
<td>Helpdesk</td>
<td>50%</td>
<td>$0.74M</td>
</tr>
</tbody>
</table>

Business Continuity and Risk KPIs

- Decrease in RPO objective: 43%
- Increase in data backups completed within objective: 43%
- Decrease in RTO objective: 39%
- Reduced risk of major impactful security event: 38%
- Faster to respond to cyber security event: 33%
- Increase in percent of cyberthreats successfully identified: 18%
- Fewer impactful cyber security events: 11%