

IDC Survey Spotlight

IDC's 2019 Customer Datacenter Hardware Support Survey: Customer Needs and Vendor Results

IN THIS IDC SURVEY SPOTLIGHT

IDC recently surveyed enterprise data center customers (500 employees and above) on 25 attributes of hardware support services ranging from technical expertise of staff to proactive and predictive capabilities to support of legacy systems. This is the second time in four years IDC has run this survey and, in both instances, not surprisingly, customers chose having high technical expertise and communication skill of support staff number as the 1 in feature.

IDC compared 12 different vendors and collected data from 1200 companies globally to complete the study. The following slide shows what technical and management features were most important across all support in the datacenter which includes servers, storage, networking and converged/hyperconverged systems.

IDC recently surveyed enterprise data center customers (500 employees and above) on 25 attributes of support services ranging from technical expertise of staff to proactive and predictive capabilities to support of legacy systems. This is the second time in four years IDC has run this survey and, in both instances, IBM came out on top. IDC compared 12 different vendors and collected data from 1200 companies globally to complete the study. The following slide are the total averages of both technical and management features across all support in the datacenter which includes servers, storage, networking and converged/hyperconverged systems. **Next is a sampling of what IDC measured**

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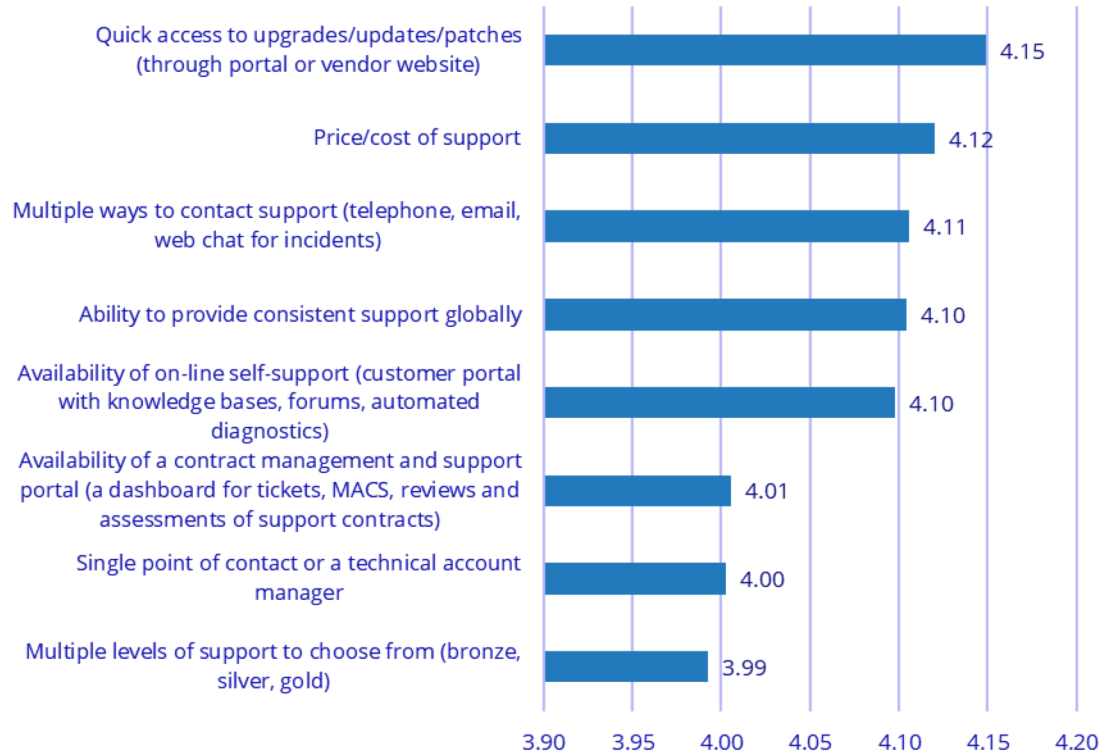
IDC asked what features are most important in deciding what type of support services agreement to purchase?



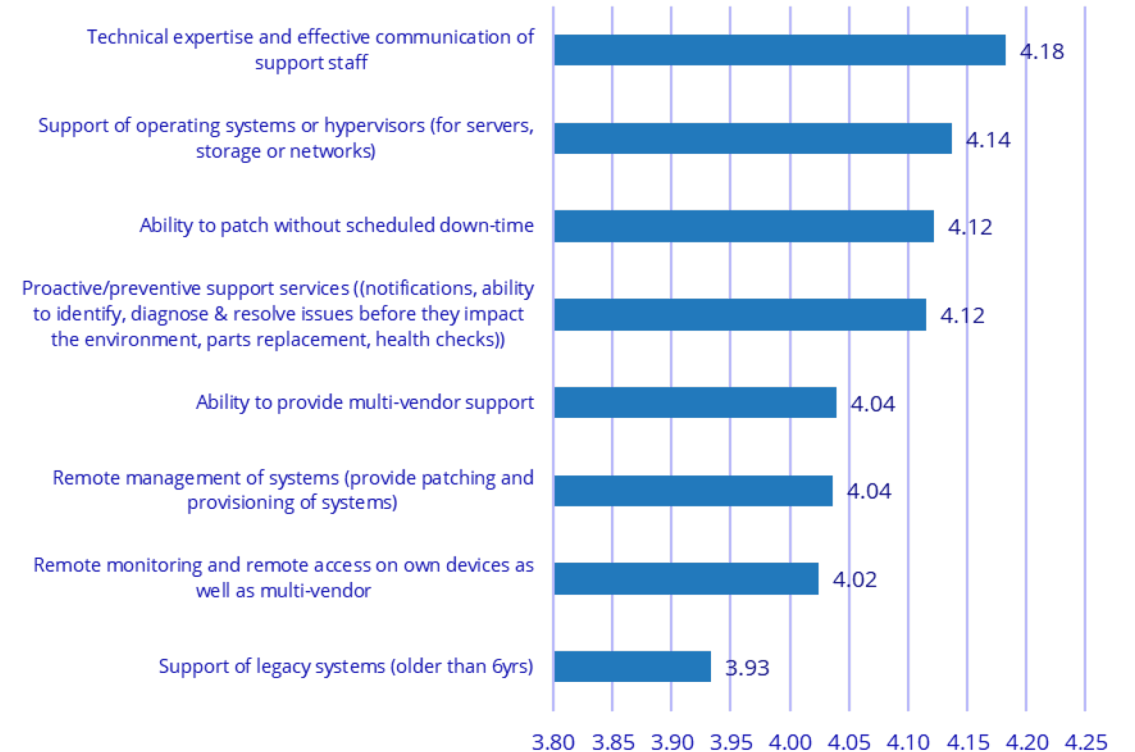
Robert Brothers

How important are the following features in deciding what type of support services agreement to purchase for your enterprise (scale 1-5, 5 being the most important)?

Management Features



Technical Features



IDC's Take

Important support features for vendors to improve and invest in!

- Vendors should continue to investment in proactive and predictive capabilities and make them available in all support offers. The benefits of which are for both the vendor and enterprise.
- Technical support staff is still the most important skill! Show it off and continue the investment and training of your personnel.
- Proactive and predictive abilities are highly beneficial, but you need to show what you are doing for your enterprise customers. Most of the time the customer doesn't see the benefit of these predictive capabilities and are beginning to feel they are not getting what they pay for in a support contract.
- We live in a software defined world, make investments today to train your support staff on how to answer software issues.

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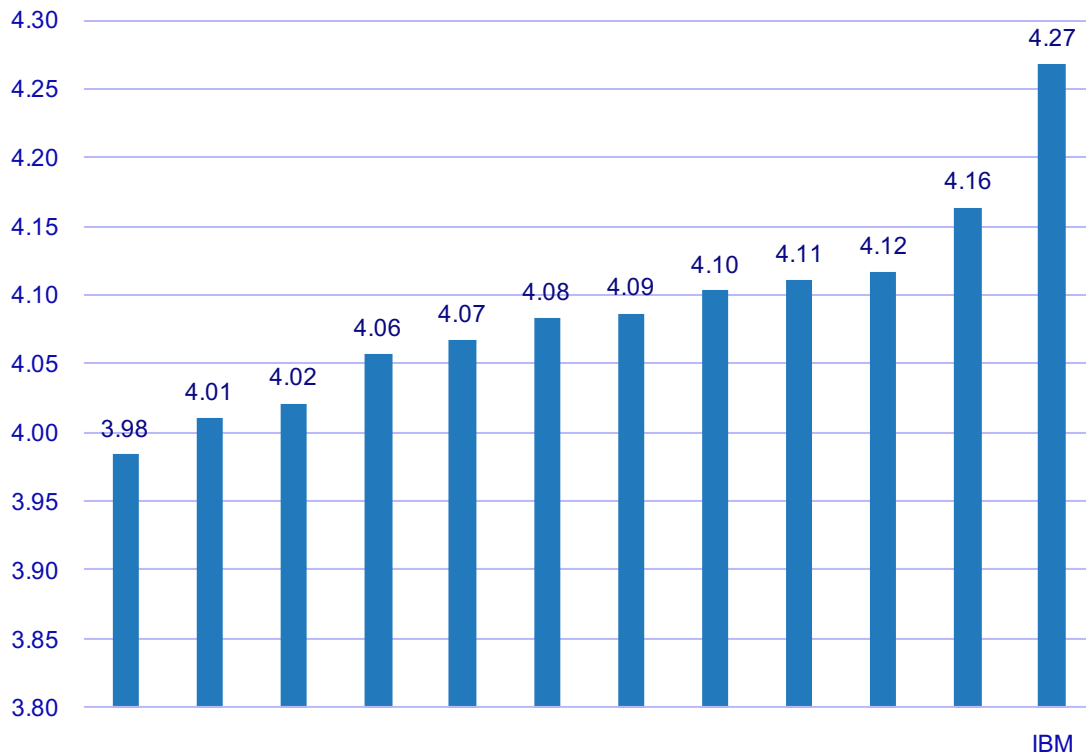
Support of your datacenter, how satisfied are you with the management and technical features from your vendor ?



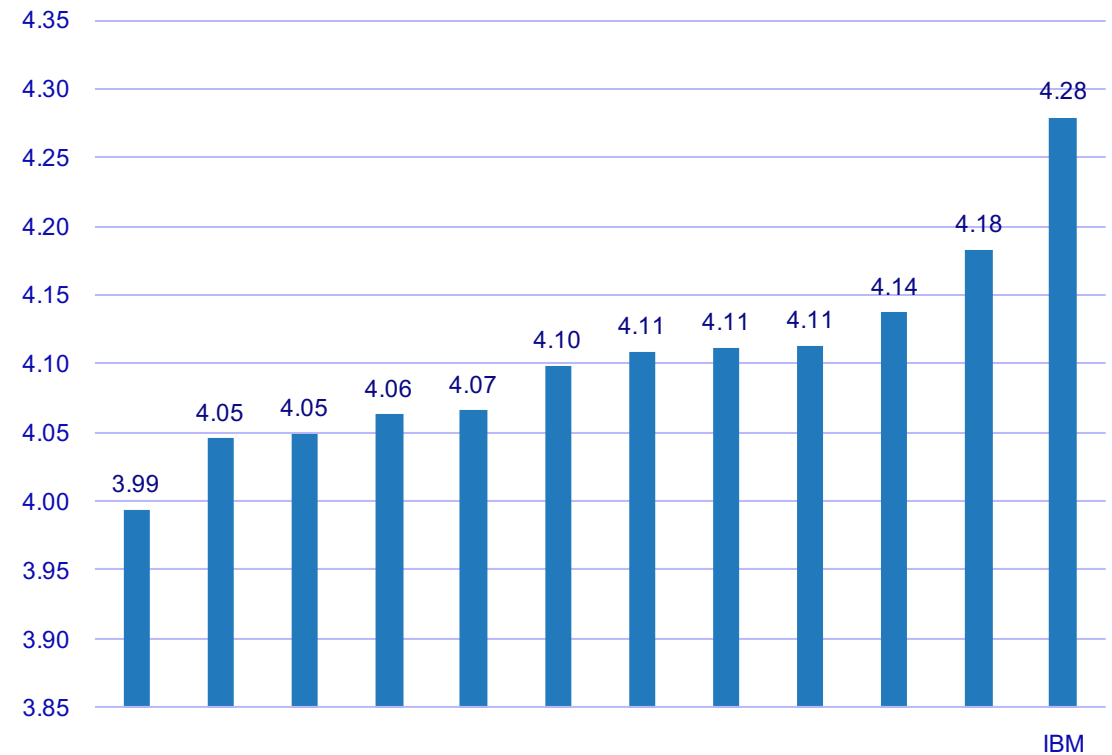
Rob Brothers

How satisfied are you with the management and technical features from your support services vendor ?

Management Features Totals



Technical Features Totals



IDC's Take

Datacenter Support is Key to an Enterprise's DX Transition

- Look for vendors that are well rounded in their support abilities. They need to be cutting edge with proactive and predictive capabilities but they also need to take care of legacy assets.
- Support needs to be how you (the enterprise) wants to consume it, whether that is chat, phone or self service, look for robust support portfolios with options that suit your needs.
- In datacenter hardware environments, software support in a software defined world is becoming more important, be sure to work with vendors that can include support of “virtual” environments (vmware, citrix, sdwan, sdn (software defined networks), sds (software defined storage) and sdi (software defined infrastructure).
- IBM came out on top for the second time in a row. This was out of 12 other hardware vendors.