



# The Business Value of IBM Open Source Support

Study participants reported that their use of IBM Open Source Support for a variety of **application runtime, database, and DevOps/management solutions** enables them to **run these open-source solutions much more efficiently**, helping them save **staff time, improve performance, and optimize costs**.

## KEY RESULTS



**Higher developer productivity**  
**18%**



**Lower 3-year infrastructure cost of operations**  
**30%**



**Faster to resolve downtime**  
**44%**

### CUSTOMER QUOTE

“We are better able to integrate open-source technology and tools into our business environment with IBM Open Source Support. Senior management is becoming more willing to do this and IBM’s support and their own open-source solutions confirm the approach.”

## Application Development Impact of IBM Open Source Support



**38% faster**  
to deploy new apps



**40% faster**  
deliver new features

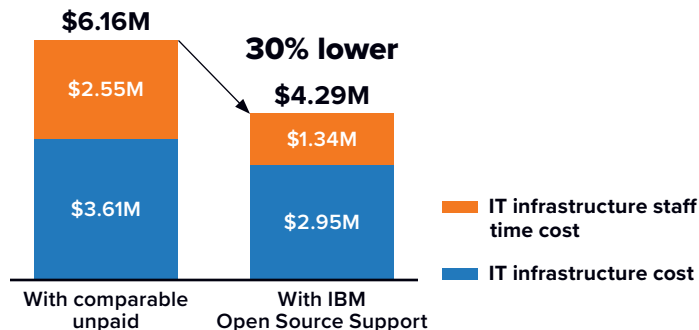


**31% more efficient**  
app management teams

### CUSTOMER QUOTE

“We’ve reduced our risk by at least 90 percent with IBM Open Source Support. For example, [before IBM OSS] more than 2,000 patches came in at the same time. Whereas with IBM, we were able to significantly reduce that number.”

## Three-Year Infrastructure Cost of Operations



### 28% more efficient IT teams, including:



**47% more efficient**  
IT infrastructure teams



**20% more efficient**  
database administrator teams



**52% more efficient**  
helpdesk teams

**Strong overall value:** 5 months to payback, >3:1 total benefits to investment costs on average within one year of use of IBM Open Source Support