

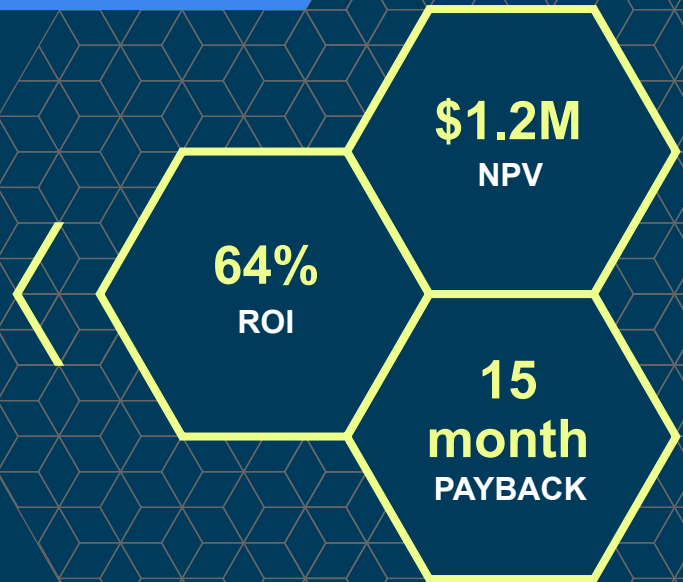
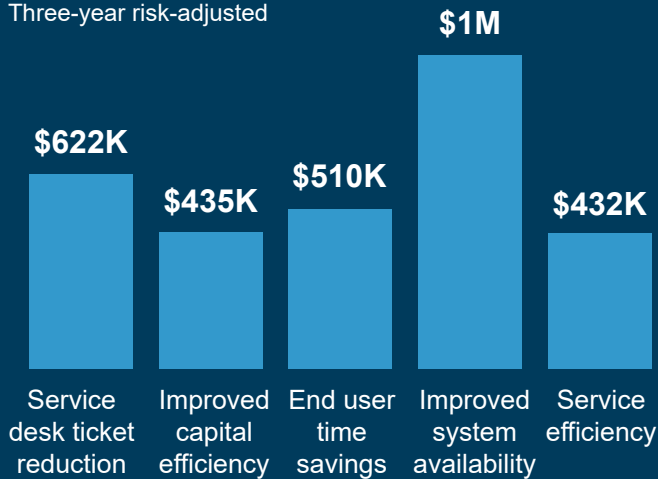
# The Total Economic Impact™ Of IBM Automation For Application Management

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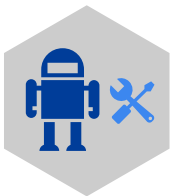
Through four customer interviews and data aggregation, Forrester concluded that IBM Automation for Application Management has the following three-year financial impact.

## SUMMARY OF BENEFITS

Three-year risk-adjusted



## IBM AUTOMATION BY THE NUMBERS



Reduction in service desk tickets:  
**70% fewer tier 1 tickets**



Improved capital efficiency:  
**10% of IT support budget shifted to proactive work**



Improved system availability:  
**80% reduction in system recovery time and costs**

## VOICE OF THE CUSTOMER

“I had a question that I couldn’t find the answer to. One of our engineers couldn’t find it either. We put in three hours of effort looking through the artifacts to try to find the answer. So, I asked Watson my question, and in five minutes the answer was on the screen. It recognized that the question that was asked didn’t have a procedure. It searched our entire sub-documentation and found that the answer wasn’t in the core design. It was in a related alternate design. It identified it within the 2,000-plus design artifacts we have. So that’s about two hours and 55 minutes of time that I didn’t have to spend.”

*Senior manager application development, healthcare company*



Read the full study

This document is an abridged version of a case study commissioned by IBM titled: The Total Economic Impact Of IBM Automation For Application Management, January 2018.

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