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RESEARCH HIGHLIGHTS

HPE OneView Infrastructure Automation Enables IT to Operate More Efficiently

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Executive Summary – Report Conclusions

Highly distributed environments are an integral part of IT transformation, helping drive innovation—but also fueling IT complexity. ESG found that 100% of the organizations looking to overcome IT complexity with HPE OneView reported that HPE OneView had helped to some degree. In addition to dealing with complexity, organizations reported that they also needed to replace time-consuming manual processes with automation. Once again, OneView helped. In fact, 98% of organizations looking to automate manual processes reported that OneView enabled automation. What is the impact of this automation and reduced complexity for organizations when they use OneView? According to the research, nearly three-quarters (73%) of organizations reported a quantifiable impact, ranging from less than half of a full time equivalent (FTE) to more than five (5) FTES, with a mean time savings reported as 28 person hours per week.

As organizations leverage DevOps to accelerate application development, it is important for IT to quickly respond to the needs of the developer teams. Organizations using HPE OneView to support DevOps use cases reported an average 79% reduction in the time needed for developers' infrastructure requests. For those organizations embarking on digital transformation, HPE OneView can help. On average, users said that 17% more time was available to them for new projects and initiatives after they deployed HPE OneView. This enables those organizations to accelerate the adoption of new technologies.

This ESG research surveyed 264 IT professionals from HPE customer organizations that have purchased and/or installed HPE OneView. Respondents represented multiple industry verticals, including technology, financial, manufacturing, and communications and media. Respondents were from North America (49%), Europe (38%), and the rest of world (14%).



98%

of organizations looking to automate manual processes reported that OneView enabled automation.



73%

of organizations reported OneView delivered quantifiable time savings.



79%

reduction in the time needed for developers' infrastructure requests.

Introduction

In a burgeoning digital economy, organizations are under greater pressure to rapidly respond to constantly changing market demands and customer desires. According to ESG research, 86% of respondents stated that they were under pressure to deliver and launch new products and services much faster than they previously had.¹

In order to more quickly deliver applications, many organizations are embarking on digital transformation initiatives, creating modern IT environments that enable greater agility and speed. ESG research indicates that nearly one-fifth (19%) of organizations have mature digital transformation initiatives, and another 56% are in process or just beginning. When asked about their top goals for digital transformation initiatives, organizations reported the following:



Becoming more operationally efficient.



Delivering better and more differentiated customer experiences.



Developing new data-centric products or services.

However, achieving operational efficiency and agility is becoming increasingly difficult due to underlying IT environments growing more complex. In fact, 64% of organizations surveyed cited their IT environments had become more, or significantly more complex than they were just two years ago. It is also interesting to note that organizations further along the digital transformation path (i.e., those with mature digital transformation initiatives) are 3x more likely than those with no digital transformation initiative (29% versus 9%) to say that IT is significantly more complex now than it was two years ago.²

That said, IT is in search of suitable solutions to regain control over these increasingly complicated environments. IT must have the ability to automate manual processes—especially for staff tasked with the provisioning and configuration of IT resources. Equally important, IT must become more proactive by accelerating troubleshooting to ensure high availability in order to extend productivity and provide an enhanced customer experience. What's more, organizations must transform IT operations—from a function that merely “keeps the lights on” to one that is able to drive innovation and transform the business.

ESG recently conducted research to obtain a better understanding of how HPE customers were using HPE OneView. The research consisted of a survey of 264 HPE customers that had purchased and/or installed HPE OneView.

Research Findings



Overcoming Challenges with HPE OneView

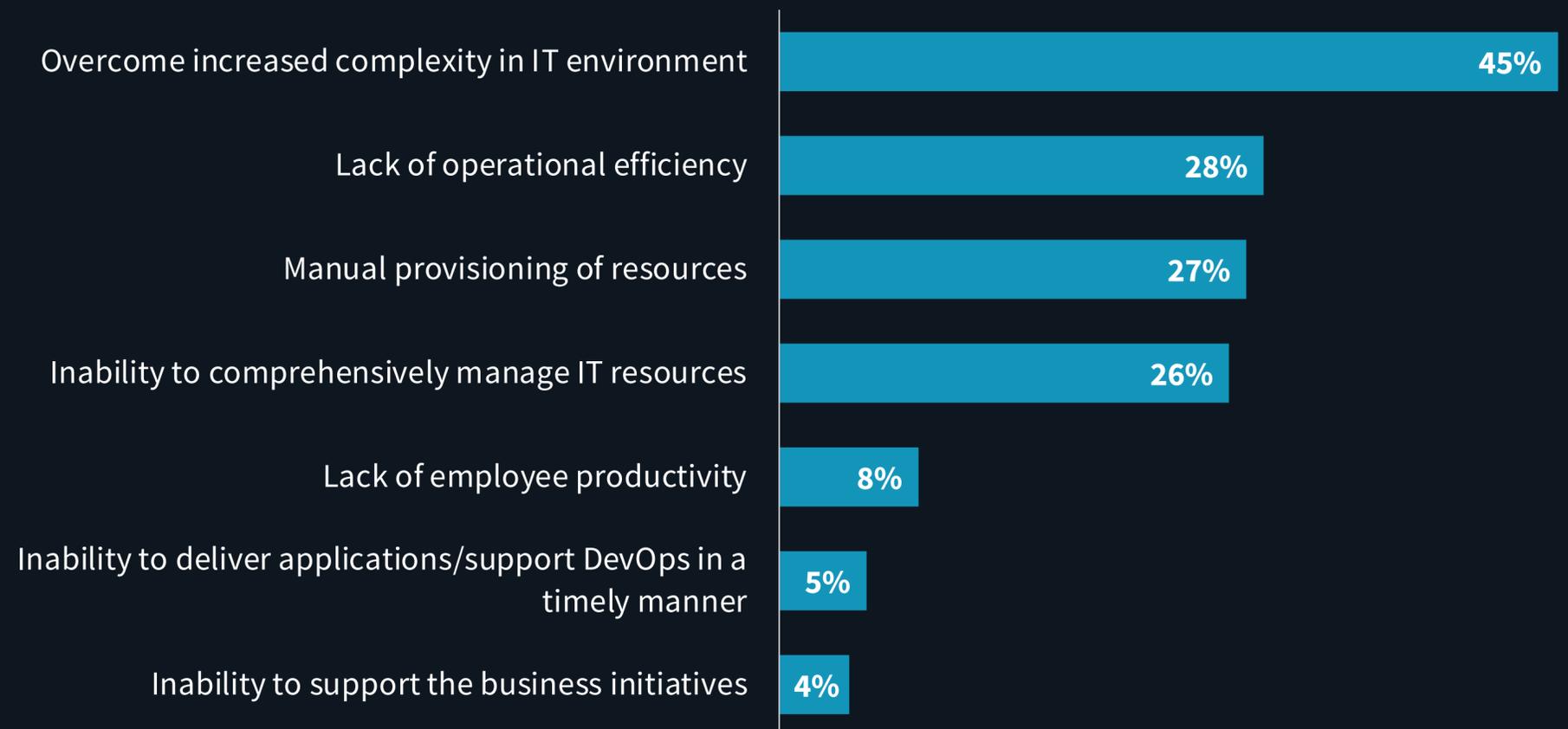
As previously mentioned, IT complexity is increasing due to the swing towards distributed environments, with swiftly growing numbers of applications being deployed in data centers, colocation facilities, and at the edge. As a result, organizations must be diligent in reining in that complexity to ensure business success. But exactly what comprised the challenges that organizations were looking to overcome by deploying and using HPE OneView (see Figure 1)?

ESG research shows respondents cited a number of challenges they were looking to overcome, including:

- Increased complexity in the IT environment.
- Lack of operational efficiency.
- Manual provisioning of resources.
- Inability to comprehensively manage IT resources.

“Organizations must be diligent in reining in complexity to ensure business success.”

» Figure 1. Top Challenges Organizations are Looking to Overcome with the Use of HPE OneView



The Impact of HPE OneView

Next, the research explored how deploying and using HPE OneView enabled organizations to overcome their top challenges. Here is what we found (see Figure 2):



100%

of organizations reported that HPE OneView has helped them overcome increased complexity in their IT environment.



98%

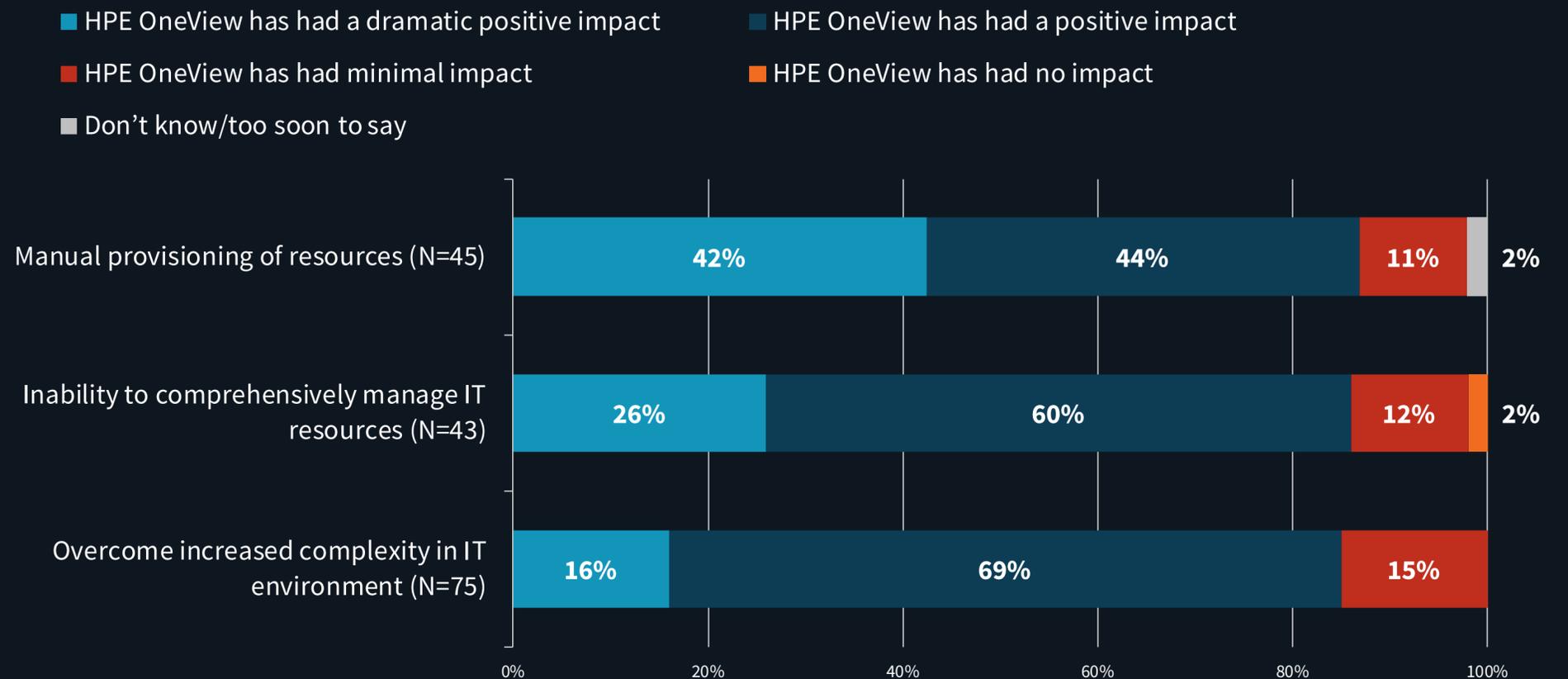
of organizations reported that HPE OneView has helped them automate their manual provisioning processes, with 42% reporting the solution has had a dramatic positive impact.



98%

of organizations reported that HPE OneView positively impacted their ability to comprehensively manage their IT resources.

» Figure 2. HPE OneView's Impact on Challenges



Independent from overcoming challenges, we also sought to identify benefits organizations experienced when using HPE OneView. We found that the majority of HPE OneView customers reported they had accelerated the time needed to resolve problems (68%), eliminated errors (65%), freed up staff (64%), and enabled faster provisioning of services (57%) (see Figure 3). It should be noted that, on average, respondents reported receiving three benefits from HPE OneView.



68% accelerated the time needed to resolve problems.



65% eliminated errors.

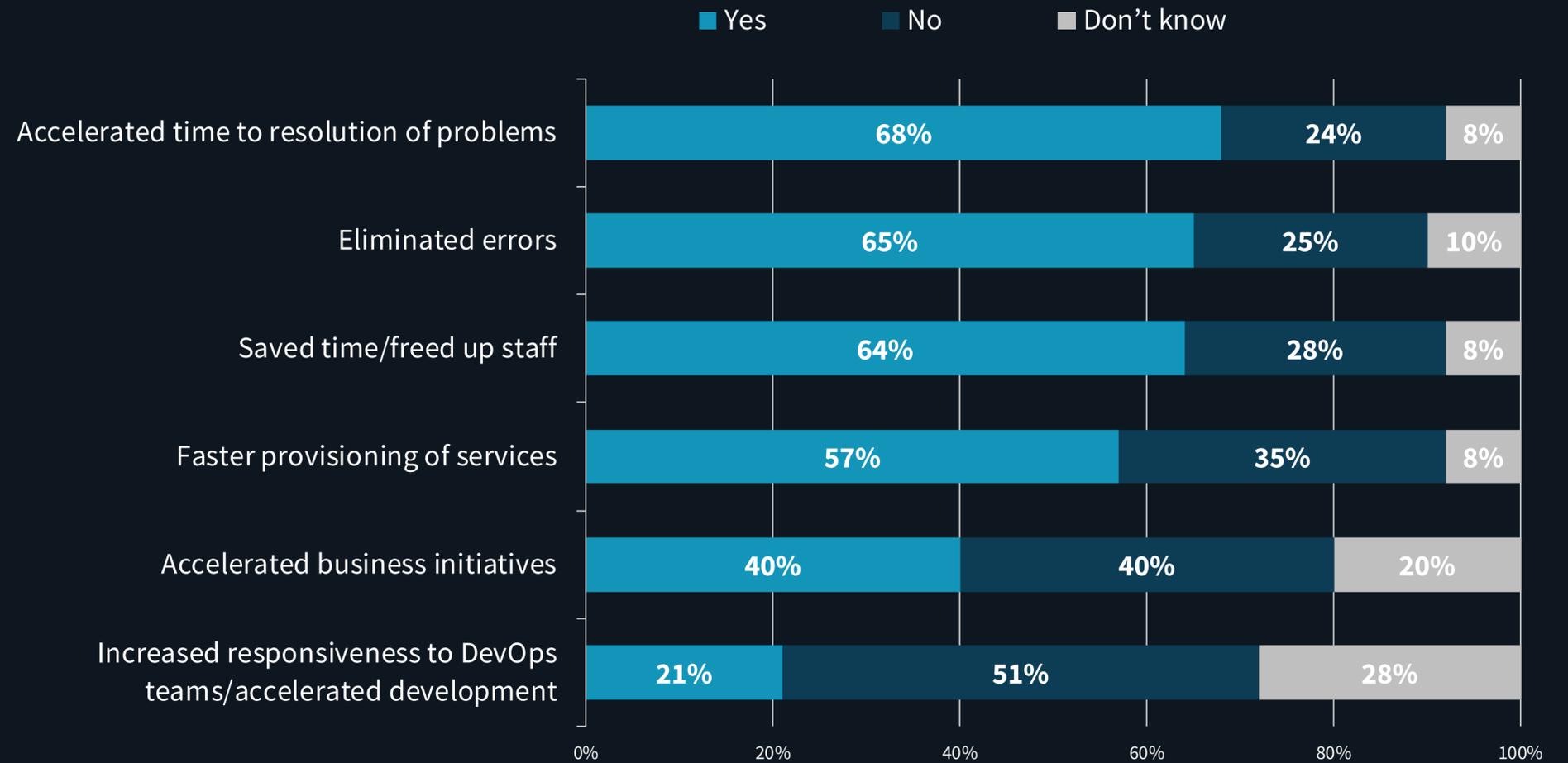


64% freed up staff.



57% enabled faster provisioning of services.

» Figure 3. Benefits of Using/Deploying HPE OneView



Next, we drilled down into those organizations that stated that using HPE OneView had saved time/freed up staff. The goal was to quantify those savings. As shown in Figure 4, nearly three-quarters (73%) of organizations reported a quantifiable impact, ranging from less than half of one FTE to more than 5 FTEs, with an estimated mean time savings reported as 28 person hours per week.

» Figure 4. Using HPE OneView, a Majority of Organizations Report Saving Time Has a Quantifiable Impact



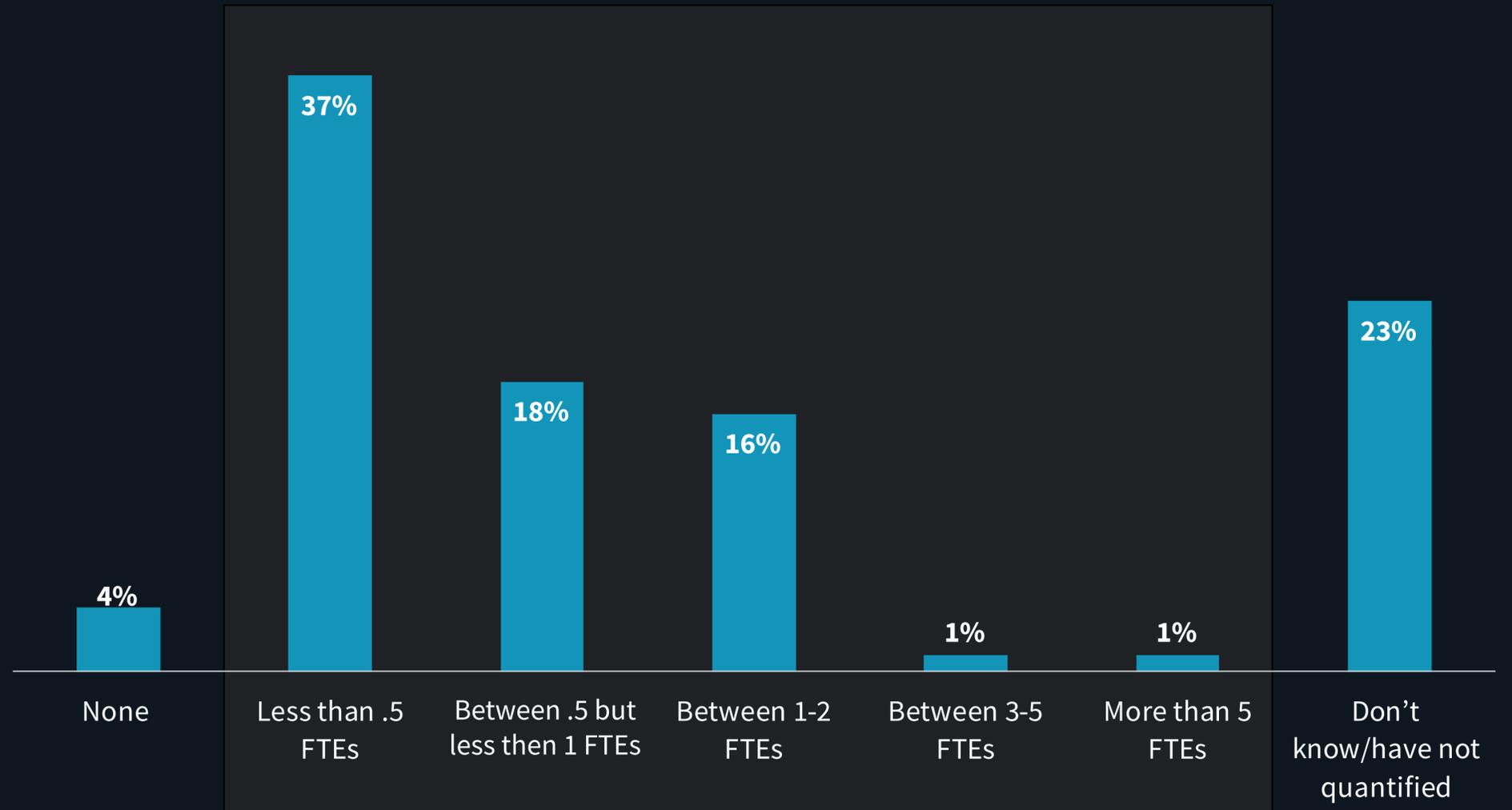
73%

of organizations reported a quantifiable impact, ranging from less than half of one FTE to more than 5 FTEs.



Estimated mean time savings reported per week:

28 PERSON HOURS

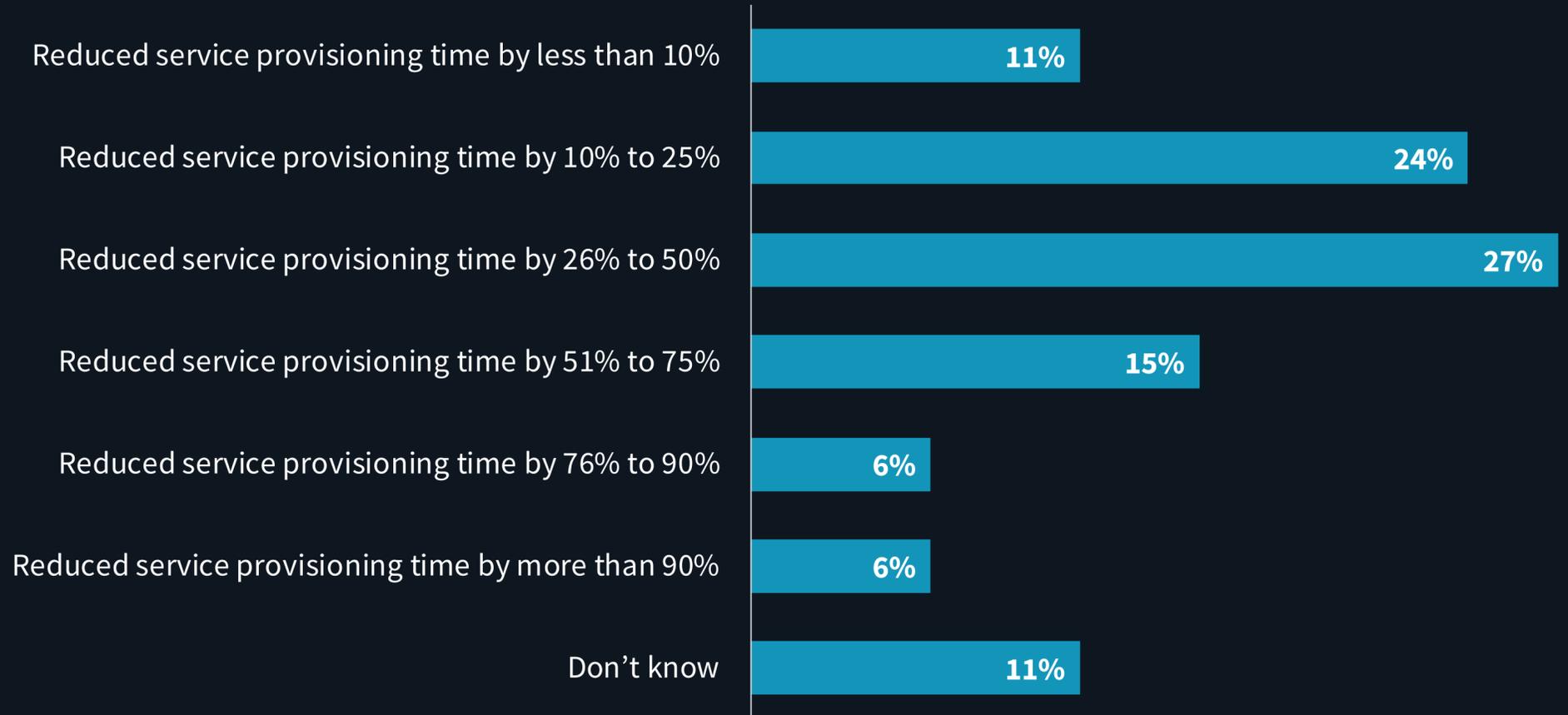




The data indicates that organizations were able to reduce provisioning times by an average of 40%.”

Given that organizations are under pressure to deliver new applications and services, we also wanted to determine how much faster organizations using HPE OneView were able to accelerate provisioning times. The data indicates that organizations were able to reduce provisioning times by an average of 40%.

» Figure 5. HPE OneView Reduced Service Provisioning by 40%



Quicker Response to Application Developer Requests

Even more impressive is the impact HPE OneView has had on the ability of organizations to rapidly respond to application developer requests. According to respondents, the time to fulfill developer requests has dropped from a mean of 11.3 hours prior to using HPE OneView to a mean of just 2.4 hours using HPE OneView. This represents a 79% reduction in time to fulfill application developer requests.



Time to fulfill developer requests has dropped from a mean of 11.3 hours prior to using HPE OneView to a mean of just

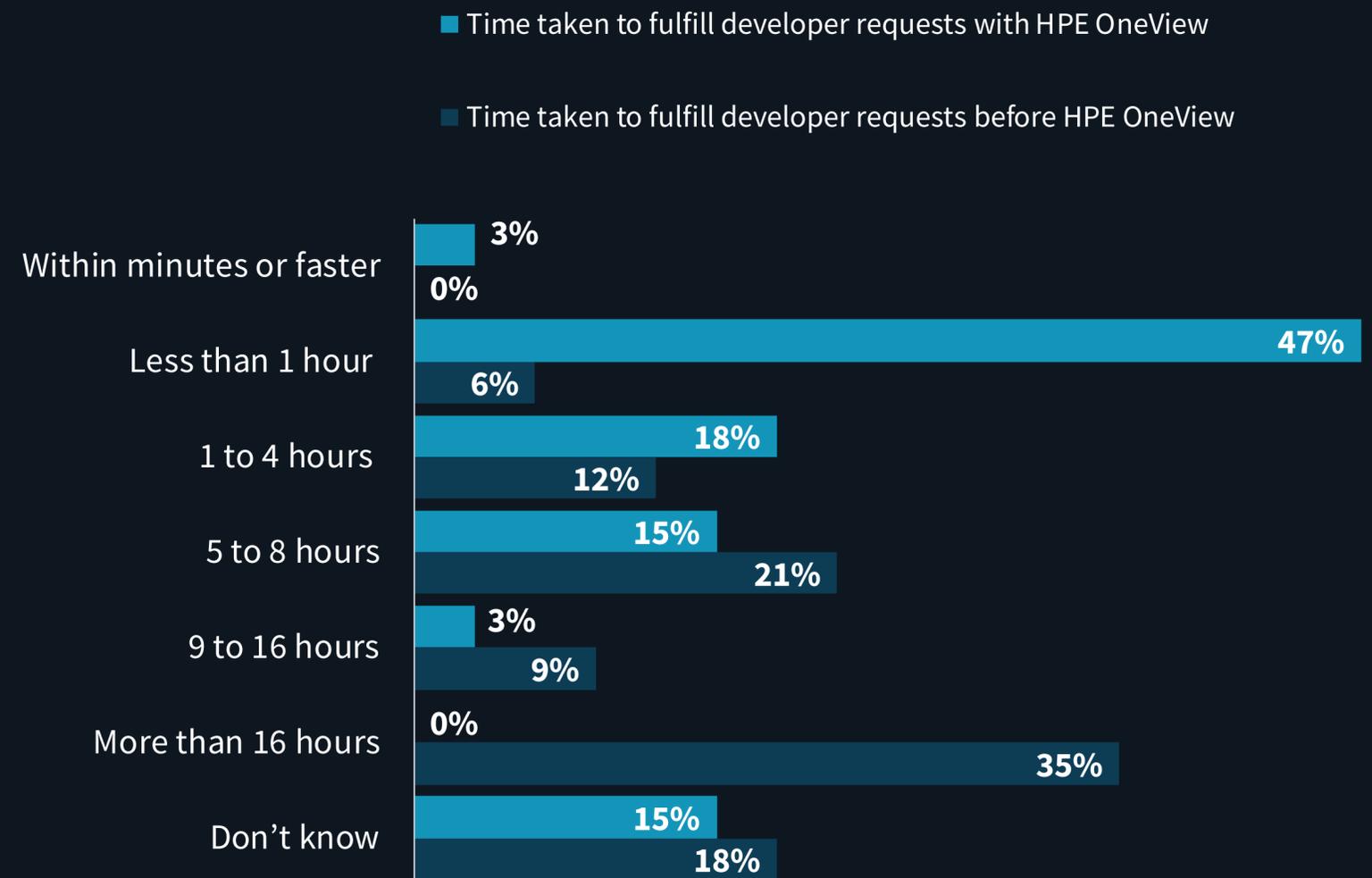
2.4 hours using HPE OneView



This represents a reduction in time to fulfill application developer requests by

79%

» Figure 6. Organizations Reduce Time to Fulfill Developer Requests by 79% on Average



HPE OneView Accelerates Innovation and Business Advancement

According to ESG research, three-quarters of organizations (75%) are at varying stages of digital transformation initiatives.³ Given that, it is imperative for IT to allocate time to drive new innovation—not merely keep the lights on. The research indicates that organizations report having 17% more time, on average, to dedicate to new projects and initiatives after their deployment of HPE OneView, which will certainly help to accelerate innovation.



75%

are at varying stages of digital transformation initiatives.

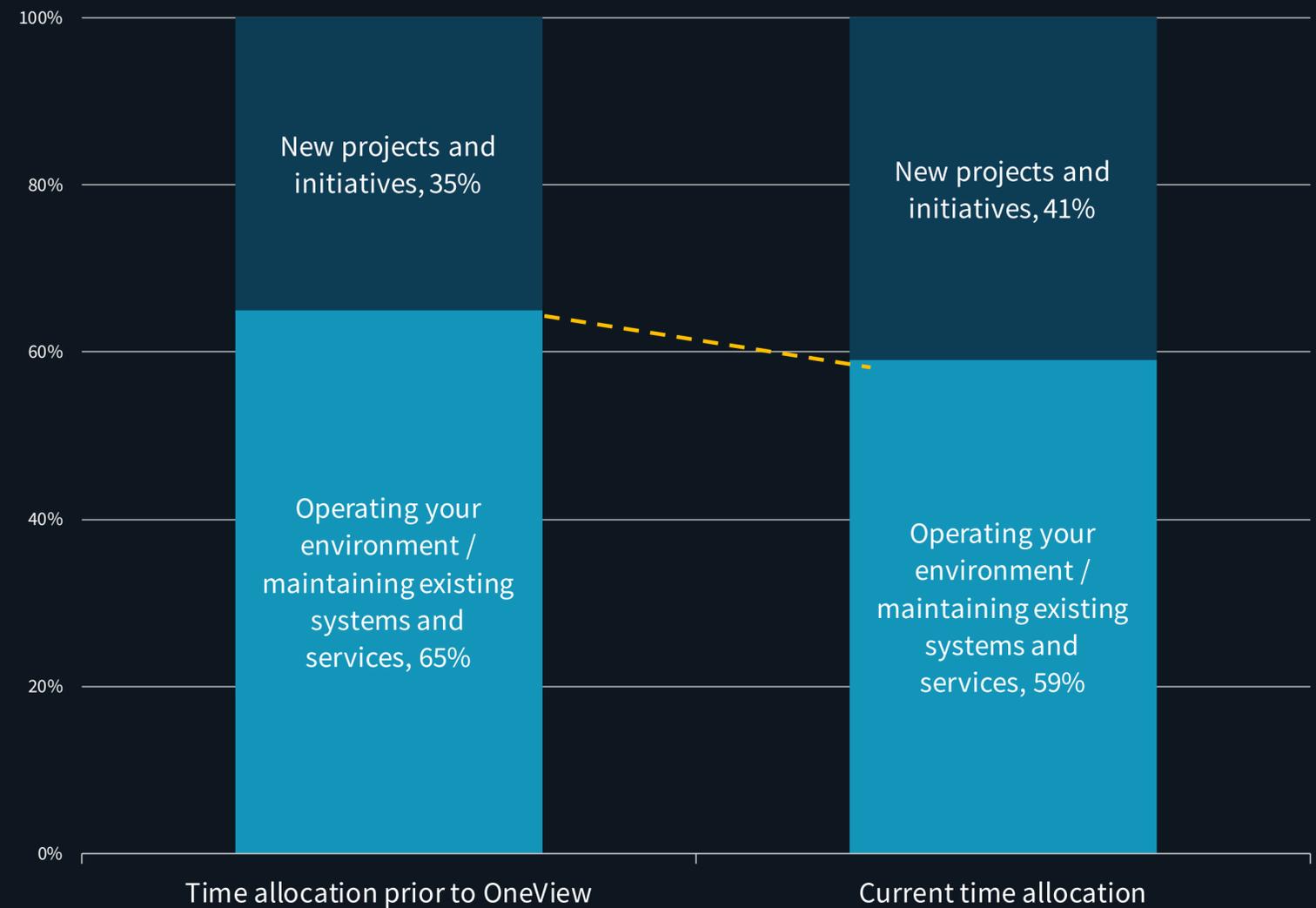


17%

more time, on average, to dedicate to new projects and initiatives after their deployment of HPE OneView.

Furthermore, nearly one-third of respondents (31%) indicated that HPE OneView time savings have led to a significant business advancement over the last twelve months.

» Figure 7. Using HPE OneView, Organizations Increase Time Available for Innovation by 17% (or 6 Absolute Percentage Points)

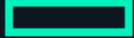




The Bigger Truth

Organizations across industries are in the midst of a significant digital transformation to modernize their environments, becoming more agile and operationally efficient, while driving innovative applications and services to their customers. Unfortunately, this digital transformation has also created a great deal of complexity for IT environments. Consequently, IT operations teams require new tools to automate manual, time-consuming processes, and accelerate troubleshooting capabilities—freeing them up to focus on valuable initiatives that support digital transformation.

ESG research indicates that HPE OneView users are able to achieve significant benefits to help them overcome IT complexity, delivering new services nearly 80% faster. It also provides IT the ability to more quickly detect and remedy potential problems before they can affect the business—essentially providing IT with more time to spend on new projects and initiatives, accelerating innovation.


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Appendix I – Research Methodology

To gather data for this report, ESG conducted a comprehensive online survey of IT decision makers from private- and public-sector organizations in 3 regions: North America (49%), Europe (38%), and the rest of the world (14%). The survey was fielded between February 5, 2019 and April 30, 2020.

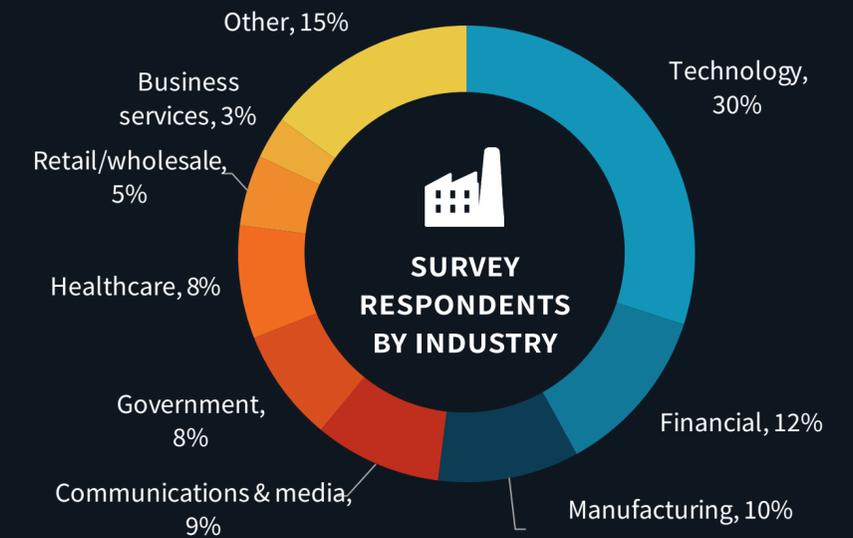
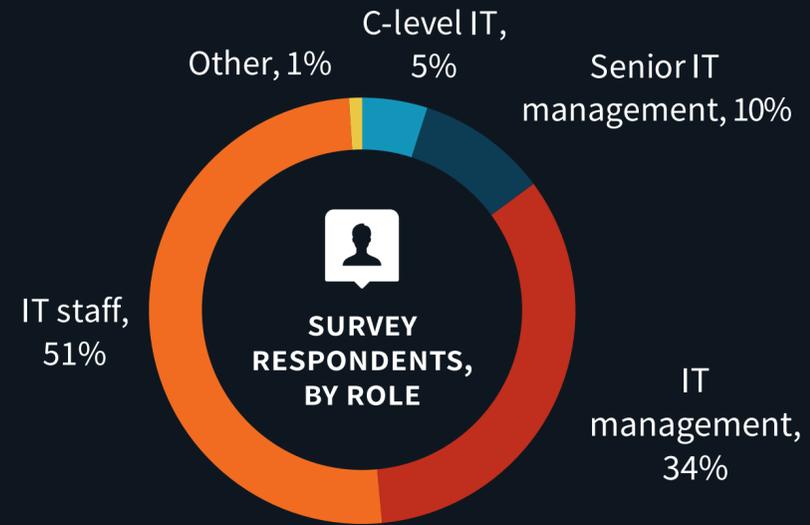
To qualify for this survey, respondents were required to be part of HPE customer organizations that have purchased and/or installed HPE OneView.

After filtering out unqualified respondents, removing duplicate responses, and screening the remaining completed responses (on several criteria) for data integrity, a final sample of 264 respondents remained.

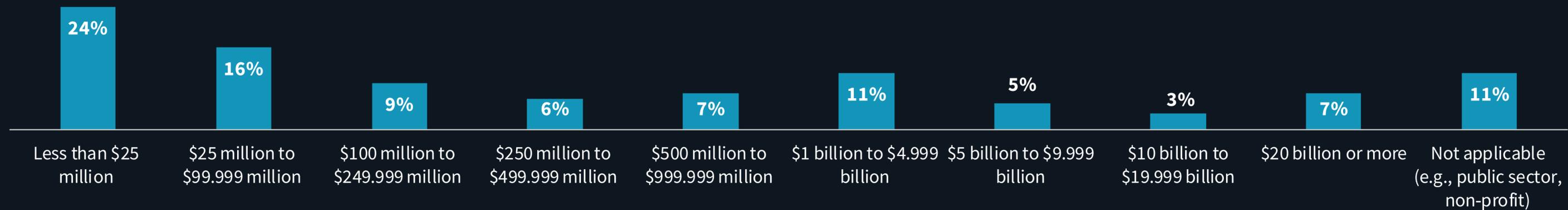
All respondents were provided an incentive to complete the survey in the form of cash awards and/or cash equivalents. Note: Totals in figures and tables throughout this report may not add up to 100% due to rounding.

Appendix II – Respondent Demographics

These figures detail the demographics of the respondent base, individual respondents' current job responsibilities, respondent organizations' primary industry, and annual revenue.



SURVEY RESPONDENTS, BY ANNUAL REVENUE



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