

2012 EMA™ Research Studies



Application Management

Cloud Delivery Performance Management Research Report

Julie Craig
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As IT organizations continue to progress towards putting cloud architectures in place, particularly those that involve remote/external cloud platforms, concerns persist regarding how to effectively ensure acceptable application and service performance. New highly virtualized and dynamic infrastructure means that traditional visibility is lost, and lack of access/control means that traditional approaches to network delivery optimization can be similarly frustrated. This study will examine these issues in detail as well as the ways in which both practitioners and management tool vendors are adapting to close the gaps and bring cloud architectures into the operations mainstream.

This will be a joint study that EMA's network management and application management leads will contribute. It will approach the topic from a combined network and application perspective, as well as focus on the reasons why the network is an important element within application performance automation and optimization strategies.

Integration Technologies for Cloud Services: Survey-based Research

Julie Craig
Research Director
Application Management

EMA's latest application management research indicates that a large percentage of companies have already deployed integrated applications across on-premise and public cloud. A substantial, but smaller, percentage is doing SaaS-SaaS integration. There are multiple challenges inherent in these essentially data-focused integrations, including schema variations, field mapping, semantics, data transformations, and data transfer methodologies.

This survey-based research will examine how integration technologies are being used today to create connection points between on-premise and SaaS, IaaS, and PaaS-based applications. It will also assess approaches and attitudes towards Cloud integration, as well as the preferred products and methodologies being used to connect across today's vast, increasingly global, application fabric.

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<p><i>Cloud Integration Radar Report</i></p> <p>Julie Craig Research Director Application Management</p>	<p>This report will build on the survey-based Cloud integration research with a detailed examination of the Cloud integration products available in today's enterprise management marketplace. Such products exist in multiple form factors covering both on-premise and Cloud deployments and offer a wide variety of potential solutions for enterprise customers.</p> <p>Focusing on cost efficiency, product strength, and vendor strength, this study will highlight the characteristics of each product with a clarity that will enable enterprise IT organizations to make the right choice, product-wise, for their specific integration requirements and business objectives.</p>
Business Intelligence & Data Warehousing	
<p><i>Exploration Business Intelligence Radar Report</i></p> <p>Shawn Rogers VP Research Business Intelligence and Data Warehousing</p>	<p>Business Intelligence solutions are no longer controlled by IT professionals alone; a new breed of business user is challenging the status quo and demanding powerful user-driven solutions to fuel their need for immediate business insights. The companies in this space are delivering innovative technology that empowers this new breed of analytic professional. This EMA Radar Report will analyze the market leaders by comparing the features and functions of these powerful platforms.</p>
<p><i>Corporate Performance Management Systems Radar Report</i></p> <p>Shawn Rogers VP Research Business Intelligence and Data Warehousing</p>	<p>Corporate Performance Management (CPM) maintains its position at the top of the business intelligence technology stack. Combining traditional reporting, real-time business information and a company's strategic roadmap can turn reactive business management into proactive and guided decision making. This EMA Radar Report will focus on the key features of CPM solution providers.</p>
<p><i>Mobile Business Intelligence Radar Report</i></p> <p>John Myers Senior Analyst Business Intelligence and Data Warehousing</p>	<p>Mobile business intelligence has emerged as a must-have technology. The opportunity to access critical business information beyond the desktop provides greater value to knowledge based workers and brings decisions and processes closer to partners, clients and prospects. This EMA Radar report will analyze the features and functions of industry leading mobile business intelligence and analytic platforms.</p>
<p><i>Social Data Analytics for the Enterprise</i></p> <p>Shawn Rogers VP Research Business Intelligence and Data Warehousing</p>	<p>Social data analytics represents an opportunity for companies to gain exceptional insight into their customers and their business. This emerging data source provides companies the opportunity to gain insight through behavioral analysis, sentiment analysis, geo-location, rich media and social graph analysis. This survey driven research will identify leading adoption trends, challenges, innovative use cases, industry specific applications, and the technical challenges surrounding this emerging data.</p>

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Business Intelligence & Data Warehousing	
<p>Telecommunications Analytics Radar Report</p> <p>John Myers Senior Analyst Business Intelligence and Data Warehousing</p>	<p>There are wide and diverse requirements from the business and technical stakeholders implementing “telecommunications analytics.” Combining traditional reporting and predictive/advanced analytics with the ability to visualize and communicate workflows, “telecommunication analytics” impact the top and bottom lines of a communications service provider (CSP). This EMA Radar Report analyzes the capabilities delivered by software product vendors across a wide spectrum, from dedicated telecom analytics vendors to “complete” stack vendors. The report will provide telecommunication business and technology stakeholders with a starting point as they seek to fulfill specific requirements around the evolving topic of “telecommunications analytics.”</p>
<p>Advanced Analytics to Drive Competitive Advantage</p> <p>John Myers Senior Analyst Business Intelligence and Data Warehousing</p>	<p>Predictive analytics and data mining was once the exclusive domain of PhD level analysts and quants. New and powerful computing platforms are enabling companies to economically analyze petabyte level data sources to discover previously undetected business trends and events. Coupled with newly designed solutions that engage business level users, the opportunity to make predictive based business decisions is now upon us. This research report will focus on the new breed of advanced analytic users and how they are leveraging this technology to drive their business.</p>
<p>Innovation in Data integration</p> <p>Shawn Rogers VP Research Business Intelligence and Data Warehousing</p>	<p>Data management ecosystems are more complex and distributed than ever. Multi-structured data, real-time analysis and new complex workloads are putting a burden on the growing data landscape. Data virtualization, federation, ETL and cloud integration are supporting new and sophisticated business intelligence and analytic environments. This research will identify how companies are utilizing data integration to drive business innovation.</p>
<p>Big Data: Leveraging NoSQL and New SQL Solutions for Success</p> <p>John Myers Senior Analyst Business Intelligence and Data Warehousing</p>	<p>The velocity, volume and variety of Big Data deliver a new opportunity for traditional business intelligence professionals. Leveraging these vast data sources requires new tools and solutions. NoSQL and New SQL engines and frameworks are enabling early adopter to embrace the analytic capabilities of Big Data. This survey driven research will investigate the complex workloads, expected benefits, challenges and adoption trends of Big Data and the NoSQL and New SQL solutions that support it.</p>

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Business Intelligence & Data Warehousing	
<p><i>Business Intelligence Mega Trends – A Global Perspective</i></p> <p>Shawn Rogers VP Research Business Intelligence and Data Warehousing in partnership with BI-Community.org</p>	<p>Analytic database solutions, self-service business intelligence, Big Data, mobile, collaborative and cloud business intelligence are all leading trends in the business intelligence and analytics sector. Each holds unique opportunities to add value, reduce costs, and increase business insights for companies searching for a competitive advantage. This research will identify key adoption trends, challenges, and detailed insights to better understand how and why leading edge companies are adopting these solutions.</p>
<p><i>Business Intelligence Trends for SMB Market</i></p> <p>John Myers Senior Analyst Business Intelligence and Data Warehousing in partnership with Wise Analytics</p>	<p>Small to mid size (SMB) companies are adopting business intelligence and analytic technologies to drive their business and differentiate themselves from the competition. Advances in technology and reduced lower costs have enabled smaller companies to implement solutions previously only available to fortune 500 firms. This research will deliver insight to the SMB market and detail leading technology adoption trends, obstacles to success for SMB's and the analytic strategies of smart agile SMB companies.</p>
<p><i>Master Data Management (MDM)</i></p> <p>Shawn Rogers VP Research Business Intelligence and Data Warehousing in partnership with Knowledge Integrity</p>	<p>Providing a single view of critical enterprise data is a complex undertaking. Successful MDM implementations combine technology and business processes to deliver the highest level of data quality and data insight. This survey driven research report will identify leading solutions, challenges, adoption trends and drivers to success of enterprise master data management projects.</p>
<p><i>Cloud Computing for Business Intelligence and Data Management</i></p> <p>Shawn Rogers VP Research Business Intelligence and Data Warehousing in partnership with Business Application Research Center (BARC)</p>	<p>This global report builds upon the success of our 2011 research, delivering a global view of the cloud computing market for business intelligence and data management in the North American and EMEA markets. The project will analyze adoption trends, challenges and market drivers behind this critical technology.</p>

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CMDB Systems/CMS	
<p>CMDB/CMS Use Case Radar: from Database to Federation</p> <p>Dennis Drogseth VP Research IT Megatrends, Analytics and CMDB Systems</p>	<p>The latest EMA Radar Report on CMDB/CMS solutions focuses more on platform-centric solutions and larger enterprises but continues with a use-case focus. The report highlights nine industry-leading vendors who are helping to lead the way as the Configuration Management Database (CMDB) evolves towards a truly federated Configuration Management System across versatile use-case requirements. The nine vendors included in this radar are ASG, Axios Systems, BMC, CA, HP, IBM, iET Solutions, LANDesk and ServiceNow.</p>
<p>Optimizing Cloud for Business Service Delivery: Where, How and Why Infrastructure and Services are Coming Together in Real Cloud Deployments</p> <p>Dennis Drogseth VP Research IT Megatrends, Analytics and CMDB Systems</p>	<p>EMA examined cloud deployments in late 2009 with its <i>Responsible Cloud</i> research. This research, in turn, was followed in late 2010 with <i>Operationalizing Cloud</i>, which examined how internal and external cloud deployments were moving towards a more strategic focus. This latest EMA research, <i>Optimizing Cloud for Business Service Delivery</i>, will capture IT's perspectives on the core technologies to optimize infrastructure and application, telephony and other services for provisioning and delivery across internal and/or external cloud environments. The research will also address organizational owners, buying priorities, core issues and objectives, success levels and metrics for success associated with leveraging cloud to support more effective business service delivery.</p>
<p>Automating IT: From Workflow, to Configuration, to Advanced Diagnostics</p> <p>Steve Brasen Managing Research Director Systems Management</p> <p>Torsten Volk Senior Analyst Systems Management</p> <p>Dennis Drogseth VP Research IT Megatrends, Analytics and CMDB Systems</p>	<p>Several years ago the industry was abuzz with “data center automation” with a focus on machine automation and configuration management. EMA documented the early trends in data center automation with its definitive report: <i>Data Center Automation: Delivering Fast, Efficient and Reliable Services, October, 2007</i>. However since then, cloud and broader service management requirements have significantly extended the industry's scope and vision on what automation is and how best to optimize it. EMA's new report, <i>Automating IT</i>, looks across the full range of automation requirements from machine-to-machine, people-to-machine, and people-to-people, in support of new process efficiencies and more dynamic responses to critical service issues, as automation requirements transcend the data center to span all of operations, the service desk, through the service management lifecycle.</p>
<p>Ecosystem Cloud</p> <p>Dennis Drogseth VP Research IT Megatrends, Analytics and CMDB Systems</p>	<p>This new cloud research will target the fundamental divide between how enterprises and smaller businesses are soliciting cloud services, and then address how cloud service provider and enterprise or mid-tier clients are or are not working together effectively to create a web of service options. Cloud and management technologies will be evaluated in full ecosystem context with variable-analysis based on size of company, vertical, and SP versus enterprise.</p>

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CMDB Systems/CMS	
<p><i>User Experience Management in the Cloud Era</i></p> <p>Dennis Drogseth VP Research IT Megatrends, Analytics and CMDB Systems</p>	<p>A follow up to EMA's groundbreaking research done in 2009, this new research and will target how User Experience Management (UEM) is evolving in the face of the growth of business ecosystems, SaaS, cloud computing and increasing pressures for improved business-to-IT alignment. The research will cover the following questions and more.</p> <p>How are IT and business organizations working together for UEM? What are the executive and operational requirements? How is UEM impacting other areas such as SLM, triage, application design, portfolio planning, business process planning, and business-to-IT strategic planning? How are mobility, social networking, and other phenomena impacting UEM? What organizational and process changes is UEM inspiring and why? Who are the leading vendors as perceived by users in the UEM space and why?</p>
<p><i>Calculating and Communicating Cost and Value for IT</i></p> <p>Dennis Drogseth VP Research IT Megatrends, Analytics and CMDB Systems</p> <p>Charlie Betz Research Director IT Portfolio Management</p>	<p>This research report will investigate the technologies, processes, methodologies/best practices, and politics/organizational dynamics of how IT organizations are assessing the cost and value of assets and delivered services in the age of cloud. Management technologies will include service catalog, service portfolio management, PPM, cost accounting and chargeback, user profile management, financial analytics including data warehousing and other analytic technologies – as well as more foundational disciplines such as inventory, software license management, CMDB/CMS and others as they relate to putting cost and value to IT assets and delivered services. The impact of trends such as cloud, virtualization, Green IT, and others will also be assessed in cost/value context. As an extension of this research, EMA will also look at how IT organizations calculate the value of IT management investments.</p>
<p><i>CMDB/CMS Deployments in 2011 – as New Technologies Redefine the CMS Landscape – Part II</i></p> <p>Dennis Drogseth VP Research IT Megatrends, Analytics and CMDB Systems</p>	<p>This research will be developed leveraging data from the CMDB/CMS Radar Reports, including both quantitative cross analysis and deployment interviews. The research will also examine how the move to federation, cloud and virtualization, and the changing politics of IT are redefining what a CMDB/CMS is, as the industry moves beyond more static ITILv2 definitions to a more dynamic, v3 and beyond, universe.</p>

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Enterprise Content Management	
<p><i>Enterprise Content Management Radar Report</i></p> <p>Gary MacFadden Managing Research Director Enterprise Systems Management</p>	<p>As business solutions and workflow requirements rapidly change to meet evolving imperatives for near real-time and ubiquitous information access, a movement away from decentralized, siloed, point-centric solutions is occurring within organizations of all sizes and across all industries. Enterprise Content Management (ECM) solutions and strategies are at the forefront of this transformation. Implementing cross-departmental ECM solutions is a complex, multidimensional task which often requires cultural and process change as well as collaboration with teams and individuals across the enterprise. Without proper buy-in and upfront planning ECM projects have a high probability of failure. Meanwhile, most ECM-branded products are merely departmental solutions which limit overall ROI by adding unnecessary cost and complexity making ECM adoption even more confusing.</p> <p>This ECM Radar report is intended for buyers who are struggling to determine which providers will best meet their requirements for true enterprise ready ECM.</p>
<p><i>Enterprise eDiscovery Radar Report</i></p> <p>Gary MacFadden Managing Research Director Enterprise Systems Management</p>	<p>The enterprise ediscovery landscape is evolving rapidly as organizations seek solutions they can leverage beyond traditional litigation support and compliance workloads and use-cases. Organizations are beginning to realize that building information management infrastructure and creating governance practices to support the collection of data for legal departments and meet regulatory requirements can be of great value to other departments and lines of business to lower costs, reduce risks, improve customer service or create new revenue sources.</p> <p>This EMA Radar Report defines enterprise ready ediscovery and identifies those solutions and service providers that are poised to help their customers transform the way they manage and view the ever increasing volumes of content and data being created and ingested by their organization.</p>

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Network Management	
<p><i>Application-aware Network Performance Management Radar Report</i></p> <p>Jim Frey Research Director Network Management</p>	<p>Operations management is shifting focus from reactive/break-fix to proactive/performance-oriented monitoring of IT infrastructure as a means to better protect mission-critical applications and services. Network performance management technologies can provide essential visibility and troubleshooting workflows to support this shift, if they go beyond device health to reveal how applications and services are performing as they are delivered across the network.</p> <p>This EMA Radar Report will update/refresh EMA's initial landmark study, published in August 2010, expanding to include new management technologies as well as burgeoning requirements imposed by server virtualization and cloud infrastructure evolution.</p>
<p><i>Enterprise Network Management Platforms Radar Report</i></p> <p>Tracy Corbo Senior Analyst Network Management</p> <p>Jim Frey Research Director Network Management</p>	<p>While the core requirements for managing enterprise networks is well-established, the managed environment continues to change and grow, resulting in a number of key forces that are fundamentally challenging platform solutions and their ability to deliver value to engineering and operations. This research will examine current offerings in the marketplace for discovering, mapping, and monitoring health and availability of enterprise-class networks, with specific focus on advanced capabilities such as automation, root-cause analysis, cloud-readiness, application orientation, and integration with broader service management solutions.</p>
<p><i>Virtual Desktop Impact on Network Management Research Report</i></p> <p>Jim Frey Research Director Network Management</p>	<p>While broad adoption of hosted and virtual desktop technologies could not be considered mainstream across IT as a whole, some verticals (such as healthcare) are heavy users. Further, the emergence of Bring-Your-Own-Device is radically changing IT desktop strategies, and virtual desktops are finding increasing favor as a pragmatic approach. But hosted/virtual desktops rely on an efficient, high-functioning network, and as their numbers grow, so will requirements that networks be optimized to assure both reliability and performance. This study will focus on the impact that virtual desktop products have on network planning, monitoring, troubleshooting and optimization.</p>

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Network Management

Cloud Delivery Performance Management Research Report

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As IT organizations continue to progress towards putting cloud architectures in place, particularly those that involve remote/external cloud platforms, concerns persist regarding how to effectively ensure acceptable application and service performance. New highly virtualized and dynamic infrastructure means that traditional visibility is lost, and lack of access/control means that traditional approaches to network delivery optimization can be similarly frustrated. This study will examine these issues in detail as well as the ways in which both practitioners and management tool vendors are adapting to close the gaps and bring cloud architectures into the operations mainstream.

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Security & Risk Management

Security Analytics: Evolution, Revolution and Convergence with the Business

Scott Crawford
Managing Research Director
Security and Risk Management

As EMA's research into the rise of data-driven security continues, we take a look at one of the most important aspects of this trend: the ongoing development of analytics for making sense of security-relevant information. Forward-thinking enterprises are expanding the volume and range of security data they collect. These organizations will need tools to derive understanding from new approaches to security data management. How has the analysis of security data changed in recent years – particularly with the rise of more sophisticated and more challenging threats? Have the tools of Big Data changed the nature of security data analysis? Can BI and risk analytics be applied to the management of security as a business? This report seeks to answer these questions and more.

Security and Enterprise IT Management: The Evolution of Synergy

Scott Crawford
Managing Research Director
Security and Risk Management

In 2008, EMA conducted landmark research that demonstrated links between a mature approach to IT management and improved outcomes in security and compliance. In many cases, the highest performing organizations were those that took a well-developed approach to configuration and change discipline, identity and access control, IT Service Management, and a number of other domains that improve the efficiency and performance of IT as a business. This report seeks to revisit this research in light of changes that have reshaped IT in the years since, such as the growth of virtualization and Cloud computing, mobility, the data explosion, and the rise of the more advanced, persistent adversary.

2012 EMA™ Research Studies

Security & Risk Management

Identity and Access Management for the Cloud Radar Report

Scott Crawford
Managing Research Director
Security and Risk Management

Continuing EMA's research into the growth of "Security as a Service" and Cloud computing is this new research focused on the emerging segment of the Identity and Access Management (IAM) market: the rise of IAM for Cloud environments (IaaS, PaaS, SaaS). Enterprises have long sought to increase the efficiency and security of access to sensitive resources on-premise, through techniques such as single sign-on (SSO), identity federation, and user lifecycle management. The rise of IAM for the Cloud seeks to extend these values to public and private Cloud environments and SaaS offerings as well. EMA examines how IAM for the Cloud has arisen in recent years, and how the field is shaping up among both established players and new entrants making their stake on IAM for the Cloud as a primary offering.

Service Management

Financial Management Radar Report

Charlie Betz
Research Director
IT Portfolio Management

IT organizations are now required to show fiscal responsibility and financial transparency; chargeback and showback are becoming much more commonplace, and tools are emerging that support this level of control. These strategic solutions pick up where corporate financial management solutions leave off, providing details of operational and capital expenditures that are very specific to IT.

IT Finance is notable as an area where SaaS solutions have quickly leapt to the fore; one of their key value propositions is multi-tenant analytics and benchmarking.

This EMA Radar Report will outline corporate requirements for IT cost management and detail solutions available in the market.

The Service Desk Radar

Charlie Betz
Research Director
IT Portfolio Management

Investment in service desk and broad ITSM initiatives is strong in 2011 and is expected to continue throughout 2012. IT organizations are refining processes, consolidating service desk offerings and defining the role of both the service desk and service catalog in cloud computing strategies. In 2012, EMA will release a series of Service Desk Radar Reports. The first in the series will address service desk solutions for the mid-size organization. Following this study, EMA will look at the rapid growth area of solutions available using Software-as-a-Service (SaaS) as a delivery model. The last report in the series will study enterprise-class solutions for multi-location, multi-geography large enterprise organizations. Methodology will be consistent across the reports and all solutions will be integrated into a common data set.

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Service Management	
<p><i>Automating IT: From Workflow, to Configuration, to Advanced Diagnostics</i></p> <p>Steve Brasen Managing Research Director Systems Management</p> <p>Torsten Volk Senior Analyst Systems Management</p> <p>Dennis Drogseth VP Research IT Megatrends, Analytics and CMDB Systems</p>	<p>Several years ago the industry was abuzz with “data center automation” with a focus on machine automation and configuration management. EMA documented the early trends in data center automation with its definitive report: <i>Data Center Automation: Delivering Fast, Efficient and Reliable Services, October, 2007</i>. However since then, cloud and broader service management requirements have significantly extended the industry’s scope and vision on what automation is and how best to optimize it. EMA’s new report, <i>Automating IT</i>, looks across the full range of automation requirements from machine-to-machine, people-to-machine, and people-to-people, in support of new process efficiencies and more dynamic responses to critical service issues, as automation requirements transcend the data center to span all of operations, the service desk, through the service management lifecycle.</p>
<p><i>Best Practices in Client Lifecycle Management</i></p> <p>Steve Brasen Managing Research Director Systems Management</p>	<p>Management of enterprise client systems – such as desktops and laptops – involves a broad array of management practices for ensuring the optimal performance of endpoints from initial deployment through final retirements. Key disciplines include system deployment, patch management, application provisioning, configuration management, problem and incident management, and a variety of additional traditional and emerging technical support practices. Two separate surveys will be conducted with this research to identify common practices, challenges, and automation capabilities experienced by both end users and enterprise IT managers. The goal of the research is to definitively determine the most essential CLM requirements and gauge the effectiveness of common practices employed today.</p>
<p><i>Calculating and Communicating Cost and Value for IT</i></p> <p>Dennis Drogseth VP Research IT Megatrends, Analytics and CMDB Systems</p> <p>Charlie Betz Research Director IT Portfolio Management</p>	<p>This research report will investigate the technologies, processes, methodologies/best practices, and politics/organizational dynamics of how IT organizations are assessing the cost and value of assets and delivered services in the age of cloud. Management technologies will include service catalog, service portfolio management, PPM, cost accounting and chargeback, user profile management, financial analytics including data warehousing and other analytic technologies – as well as more foundational disciplines such as inventory, software license management, CMDB/CMS and others as they relate to putting cost and value to IT assets and delivered services. The impact of trends such as cloud, virtualization, Green IT, and others will also be assessed in cost/value context. As an extension of this research, EMA will also look at how IT organizations calculate the value of IT management investments.</p>

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Systems Management	
<p><i>Workload Automation Radar Report</i></p> <p>Torsten Volk Senior Analyst Systems Management</p>	<p>Workload performance is a critical element of most enterprise applications and, therefore, has a direct impact on critical business processes. In EMA's previous Radar Report on the same topic, it was found that consolidated job scheduling is robust and mature. The next frontier of workload automation focuses on the efficient management of complex interdependent processing jobs. These processing jobs often take place within technology silos and span numerous ITIL processes. Understanding the impact of any workload failure on the corporate bottom line, and being able to prevent this impact by including workload automation data in the corporate ITSM framework, is what we expect from today's workload automation solutions. Private, public, and hybrid cloud solutions can also contribute to making workload automation more flexible, efficient, and reliable.</p> <p>The product comparison contained in this new Radar Report will evaluate the leading platforms for enterprise workload automation and determine which solutions best achieve the ultimate goal of managing and monitoring workloads within the context of their business processes and SLAs.</p>
<p><i>Data Center Infrastructure Monitoring Radar Report</i></p> <p>Steve Brasen Managing Research Director Systems Management</p>	<p>Data center optimization begins with the identification of infrastructure components and continuous monitoring of the health, status, and configurations of all data center components. With holistic visibility into IT infrastructure conditions – including energy consumption and distribution, thermal conditions, space availability, weight requirements, as well as device ownership and usage – enterprises can make informed decisions on how to dynamically achieve consolidation initiatives, performance enhancements, and increased cost-effectiveness.</p> <p>This product comparison contained in this new Radar Report will look at the leading solutions for data center infrastructure monitoring and modeling and determine which platforms provide the most comprehensive solutions for enabling holistic environment support.</p>
<p><i>Desktop Virtualization Emerging Requirements and Solutions</i></p> <p>Steve Brasen Managing Research Director Systems Management</p>	<p>It is evident that there has been an increase in adoption of desktop virtualization platforms – including terminal services, virtual desktop infrastructure (VDI), OS streaming, and client hosted virtualization. But who is actually using these resources? How effective are they? What is the current and future level of adoption? How are these environments being managed? These and many other critical questions will be answered in the survey-based research on one of the most important, rapidly-emerging technology platforms. Separate surveys targeted at both end users and IT managers will provide an accurate cross-section of how organizations are utilizing and managing desktop virtualization implementations.</p>

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Systems Management	
<p>Server Virtualization Environment in the Age of Cloud Computing</p> <p>Torsten Volk Senior Analyst Systems Management</p>	<p>When preparing the corporate, mostly virtualized datacenter for the age of the cloud, there are many planning considerations and challenges. Storage and networks are two of the most common reasons for stalled or canceled server virtualization projects. Virtualized workloads created by desktop virtualization and cloud projects put an unprecedented strain on enterprise storage systems and networks. Furthermore, the monitoring of virtualized and cloud systems requires a whole new approach that comes with a corresponding set of innovative software tools.</p> <p>This research project will identify clusters of real-world challenges incurred by small, medium, and large enterprises. Next, the adoption rate of innovative remedies such as true storage virtualization, I/O-consolidation, VM auto-alignment, VM-aware file systems, Quality of Service Management, and dynamic data placement will be determined and correlated with the resolution of these virtualization challenges.</p>
<p>Mobile Device Management Radar Report</p> <p>Steve Brasen Managing Research Director Systems Management</p>	<p>EMA primary research has determined that 70% of all U.S. enterprise employees are utilizing a mobile device (defined specifically as a smartphone or tablet) to achieve business requirements. Managing these devices requires specialized automation tools designed to support new operating environments – such as iOS, Android, and Blackberry – and unique capabilities for dealing with remote endpoints that many not even be owned by the business. Fortunately, a number of solutions are available to assist in meeting enterprise requirements for management and security of mobile devices. In this EMA Radar Report, the leading automation solutions for mobile device management will be identified and compared side-by-side to determine which platforms offer the best value to organizations reliant on mobile devices to meet business objectives.</p>
<p>Automating IT: From Workflow, to Configuration, to Advanced Diagnostics</p> <p>Steve Brasen Managing Research Director Systems Management</p> <p>Torsten Volk Senior Analyst Systems Management</p> <p>Dennis Drogseth VP Research IT Megatrends, Analytics and CMDB Systems</p>	<p>Several years ago the industry was abuzz with “data center automation” with a focus on machine automation and configuration management. EMA documented the early trends in data center automation with its definitive report: <i>Data Center Automation: Delivering Fast, Efficient and Reliable Services, October, 2007</i>. However since then, cloud and broader service management requirements have significantly extended the industry’s scope and vision on what automation is and how best to optimize it. EMA’s new report, <i>Automating IT</i>, looks across the full range of automation requirements from machine-to-machine, people-to-machine, and people-to-people, in support of new process efficiencies and more dynamic responses to critical service issues, as automation requirements transcend the data center to span all of operations, the service desk, through the service management lifecycle.</p>

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Systems Management

Cloud Orchestration and Automation Radar Report

Torsten Volk
Senior Analyst
Systems Management

Private cloud orchestration and automation software platforms consist of three core elements: resource orchestration, process automation, and self-service management. Resource orchestration aims at the optimal alignment of all physical and virtual resources within the datacenter, to achieve a maximum degree of scalability and flexibility. Process automation includes all processes and workflows required to provision, manage, and retire IT resources. Service catalog, access control, and chargeback are some of the critical elements of self-service management. These three core aspects of cloud orchestration and automation platforms - resource orchestration, process automation, and self-service management – are aimed at IT resource optimization, and turning the IT department into a strategic differentiator for the entire enterprise.

The current maze of cloud management products is staggering and causes considerable uncertainty within the IT organization. The EMA Cloud Orchestration and Automation Solutions Radar will evaluate software platforms for creating and configuring private clouds. The study will place a special focus on ease-of-deployment and the solutions' ability to support legacy software and hardware elements.

Learn More

For more information on upcoming EMA Research Studies, please contact your EMA Business Development Manager:

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About EMA

Founded in 1996, Enterprise Management Associates (EMA) is a leading industry analyst firm that provides deep insight across the full spectrum of IT and data management technologies. EMA analysts leverage a unique combination of practical experience, insight into industry best practices, and in-depth knowledge of current and planned vendor solutions to help its clients achieve their goals. Learn more about EMA research, analysis, and consulting services for enterprise line of business users, IT professionals and IT vendors at www.enterprisemanagement.com or blogs.enterprisemanagement.com. You can also follow [EMA on Twitter](#) or [Facebook](#).