

# VENDOR SELECTION MATRIX™ HYBRID CLOUD MANAGEMENT SOLUTIONS

ABRIDGED VERSION  
WITHOUT VENDOR SCORES  
AND FULL SCORECARDS

## THE TOP GLOBAL VENDORS 2022

**Research In Action**

**Coming July 2022**

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**RESEARCH IN ACTION**

independent research & consulting

# FOREWORD

Every year, Research In Action surveys 10,000+ enterprise IT and business decision makers in order to gain insights on strategy, investments and ongoing challenges of technology innovation in the IT and Marketing Automation realm. These surveys give us access to a wealth of direct and unfiltered feedback from the buyers. It also helps us to understand how buying decisions are made in today's business environment. The Vendor Selection Matrix™ is a primarily survey-based methodology for vendor evaluation where 63% of the evaluation is based on a survey of enterprise IT or business decision makers and 37% on the analyst's judgement. The analyst's input is fed by a combination of intensive interviews with software or services vendors and their clients, plus their informed, independent point-of-view as an analyst. All of this combines to make Research in Action Vendor Selection Matrix™ reports so unique. This approach is one of the key differentiators of Research In Action in market research. For this report we interviewed 1,500 enterprise IT and business managers with budget responsibility in enterprises globally. We selected those vendors which achieved the best evaluations scores from the buyers but disregarded those with fewer than 15 evaluations.

Hybrid Cloud is an IT architecture that incorporates some degree of workload portability, orchestration and management across both private and public Cloud infrastructures. The vast majority of enterprises today use a mix of private and public Cloud infrastructure and IT services. Therefore, they need Hybrid Cloud Management solutions to provision, monitor and manage these multi-Cloud resources and environments. The use of Hybrid Clouds in enterprises globally has multiplied in recent years. While more than 90% of enterprises globally today use Hybrid Clouds, there are still almost a third of companies that do not have Hybrid Cloud Management solutions in productive use. This, however, will to change quickly. By 2023, only around 3% of companies globally will not be using Hybrid Cloud Management solutions in production. The needs of the enterprise buyers vary by company size, region and industry and have resulted in two separate markets, one for more Infrastructure Management oriented solutions and one for more Service Management oriented solutions.

This report provides you with a useful guide to important Hybrid Cloud Management solutions' market trends, names the Top 10 vendors respectively, as selected by 1,500 users based upon product, company and service quality; and will help you make an informed decision regarding which vendors could best fit your requirements. This study can be used as a starting point before a more detailed evaluation of vendors which fits your requirements and market evolution.

To Infinity...and Beyond!

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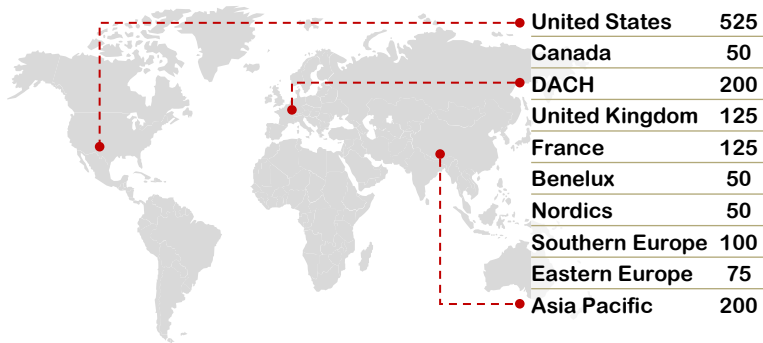
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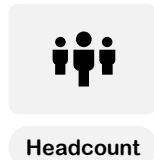
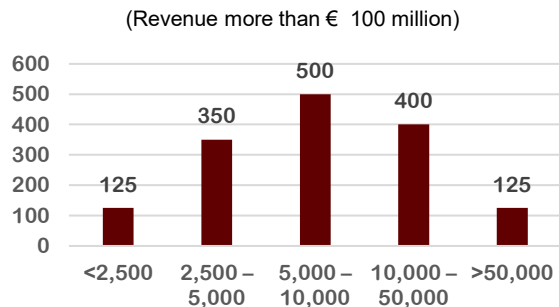


# OUR SURVEY DEMOGRAPHICS: IT AUTOMATION

## Country Breakdown



## Company Size Breakdown



## Industry Breakdown

Energy	90
Financial Services	250
Government & Non Profit	80
Life Sciences	175
Manufacturing	385
Technology, Media & Telecoms	200
Consumer Packaged Goods & Retail	100
Professional Services	120
Travel & Transportation	100
<b>Total</b>	<b>1,500</b>

## Job Title Breakdown

VP IT Infrastructure	150	Chief Operations Officer	60
IT Manager	150	VP Technology	50
VP IT	150	Business Executive	40
Chief Information Officer	130	Sourcing and Vendor Management	30
IT Operations Manager	125	VP IT Financial Management	30
VP Service Desk	120	VP Enterprise Architecture	25
Chief Digital Officer	90	Project Manager	25
Chief Technology Officer	70	VP Application Development	20
Project Management Office	65	VP DevOps	20
VP IT Shared Services	65	Chief Financial Officer	15
VP Operations	60	Chief Sales Officer	10
<b>Total</b>	<b>1,500</b>		

All Research in Action surveys are gender neutral and 100% confidential.



**100,000+**  
Data Points



**1,500**  
Enterprise Managers



**37%**  
Analyst's Opinion



**63%**  
Survey Results

## The Vendor Selection Matrix™ Evaluation Methodology:

The basis of our competitive vendor evaluation reports is always an extensive buyer survey.

We then select those vendors which achieved the best evaluations scores from the buyers but disregard those with fewer than 15 evaluations.

The final matrix scores are a combination of the survey results, vendor input and analyst's opinion.



# OUR MARKET IMPACT OVER 12 MONTHS



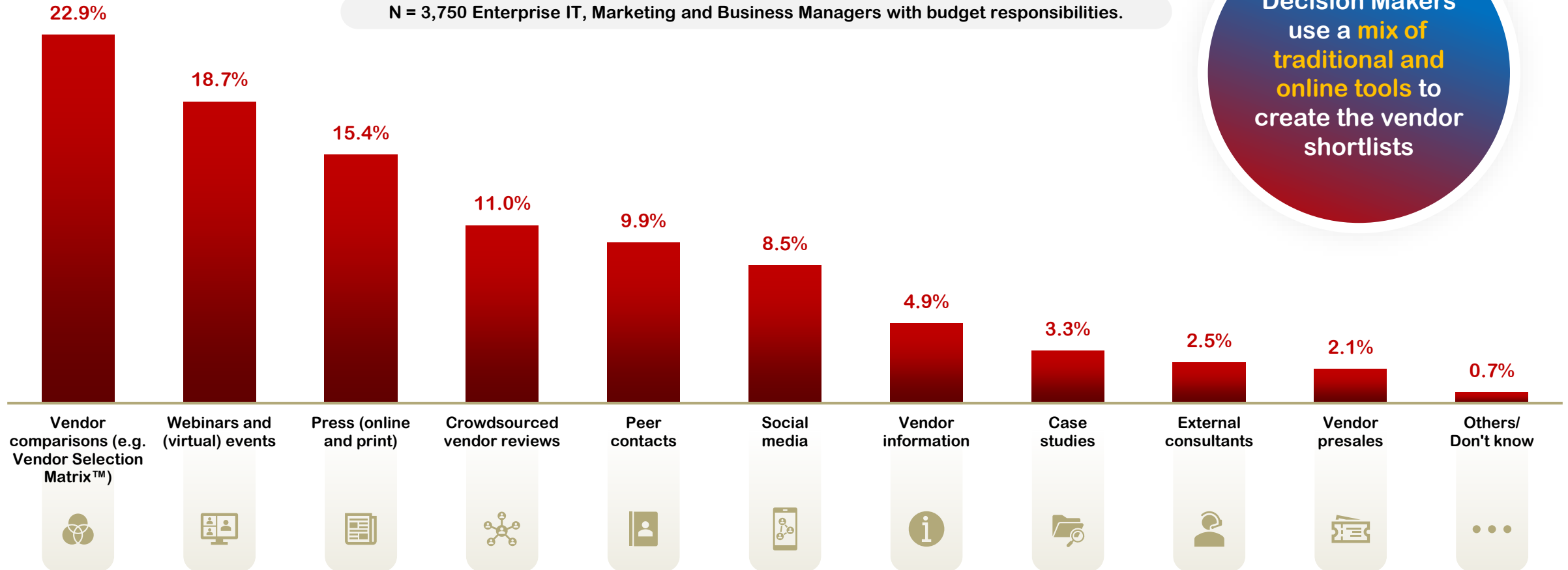
**Vendor Selection Matrix™: The right mix makes all the difference**  
**63% customer evaluations + 37% analyst's judgement = 100% success**



# WHAT TOOLS DO YOU USE TO CREATE THE VENDOR SHORTLIST?

N = 3,750 Enterprise IT, Marketing and Business Managers with budget responsibilities.

Decision Makers use a mix of traditional and online tools to create the vendor shortlists



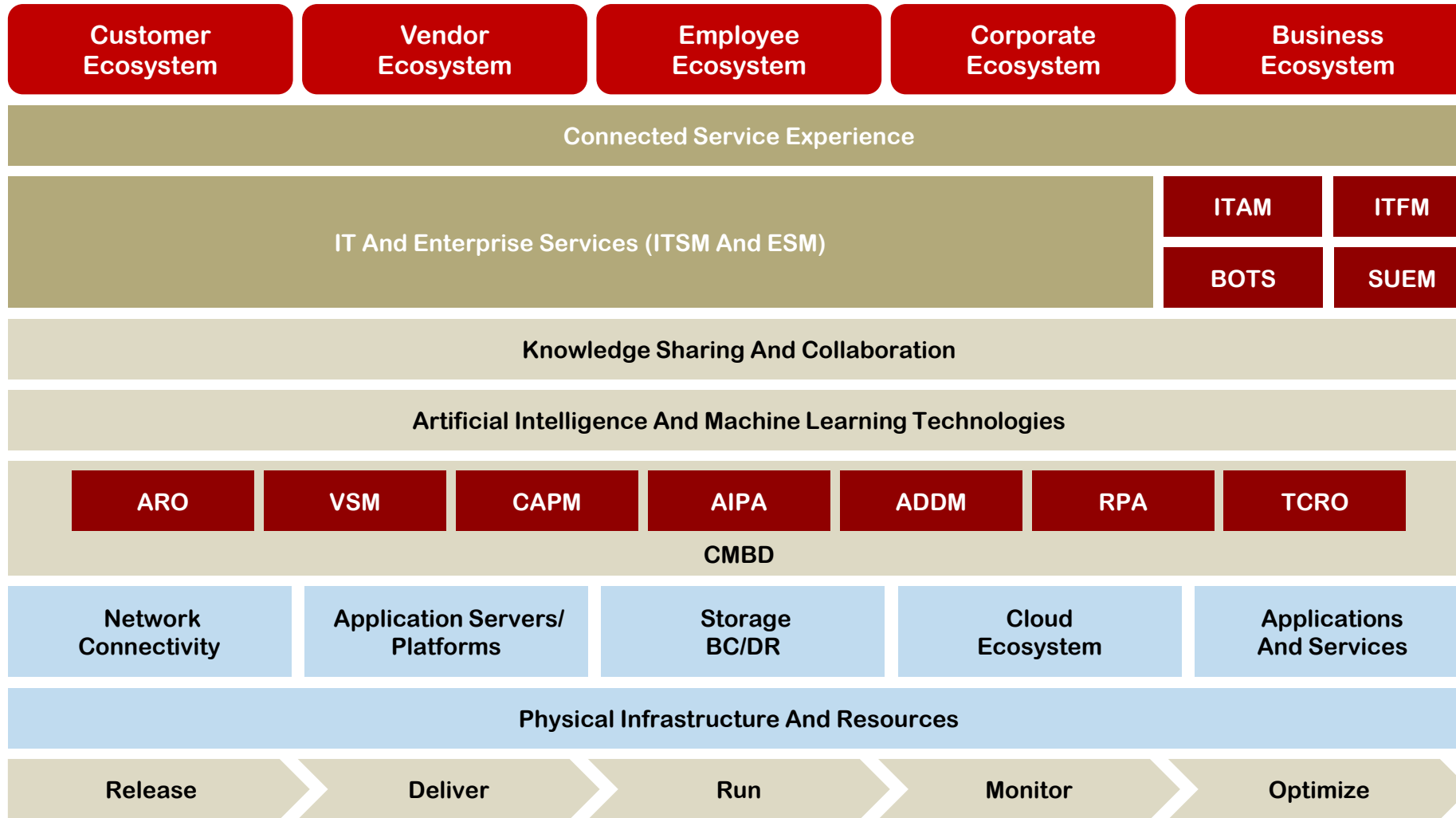
# WHAT IS HYBRID CLOUD MANAGEMENT?

- Hybrid Cloud is an IT architecture that incorporates some degree of workload portability, orchestration and management across both private and public Cloud infrastructures<sup>1</sup>.
- The vast majority of enterprises today use a mix of private and public Cloud infrastructure and IT services. Therefore, they need Hybrid Cloud Management solutions to provision, monitor and manage these multi-Cloud resources and environments.
- A holistic solution should include the following key characteristics:
  - Support for all leading public and private Cloud platforms
  - Infrastructure and application discovery and mapping, CMDB integration
  - Infrastructure and service provisioning, performance and fault management
  - Service request management integration
  - Capacity, workload and cost management
  - Process orchestration and automation
  - A single, unified management dashboard
- The need of the enterprise buyers have resulted in separate markets that we will address with our Vendor Selection Matrix™ reports:
  - Hybrid Cloud Discovery and Mapping solutions
  - Hybrid Cloud Infrastructure Management solutions
  - Hybrid Cloud Service Management solutions
  - Hybrid Cloud Cost Management solutions

<sup>1</sup> See: [enterpriseproject.com/article/2020/7/hybrid-cloud-10-statistics](https://enterpriseproject.com/article/2020/7/hybrid-cloud-10-statistics)



# THE IT AUTOMATION MARKET TEXTURE



IT Automation solutions are necessary for a modern digital operating model.

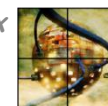
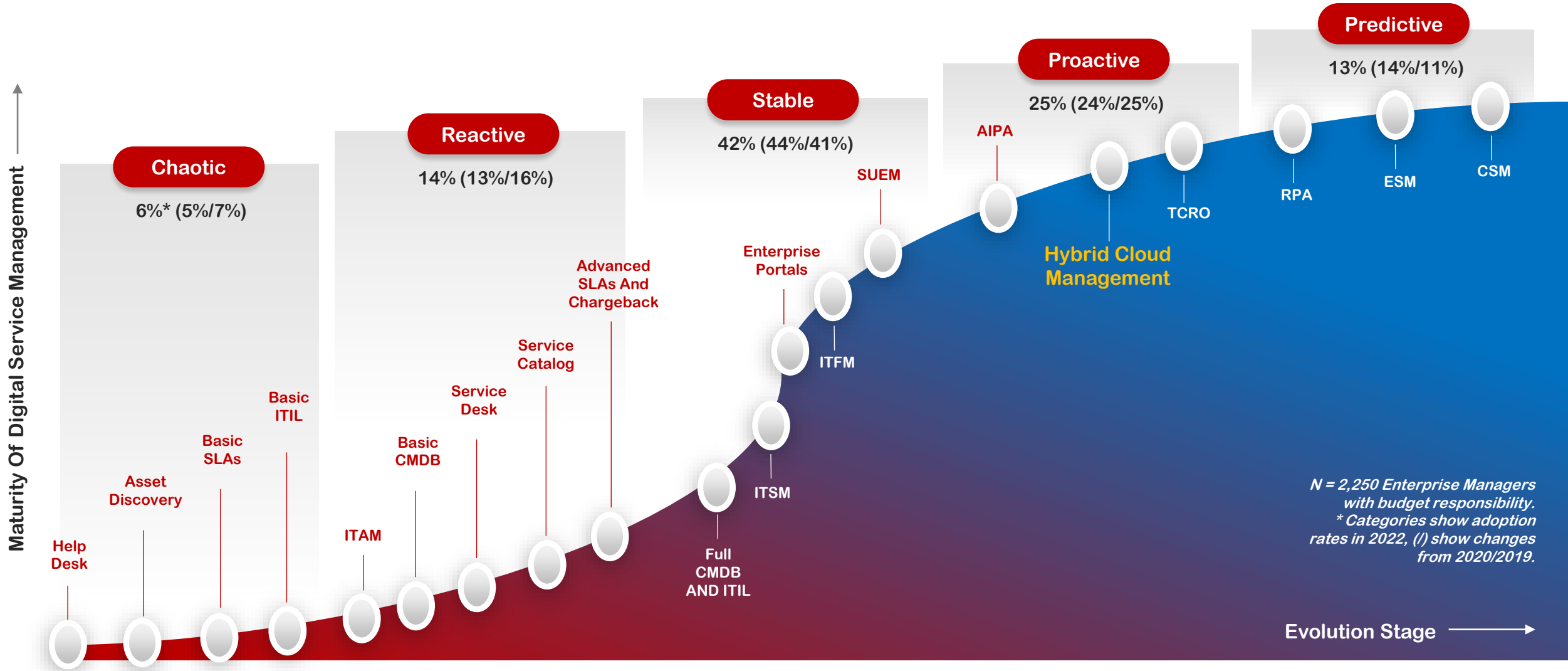
IT Automation solutions are foundational for any transformation to reduce toil and decrease manual errors.

IT Automation solutions can enforce good practices to optimize digital service quality and speed of service delivery.



# WELCOME TO THE CONNECTED SERVICE EXPERIENCE

## MATURITY S-CURVE 2022

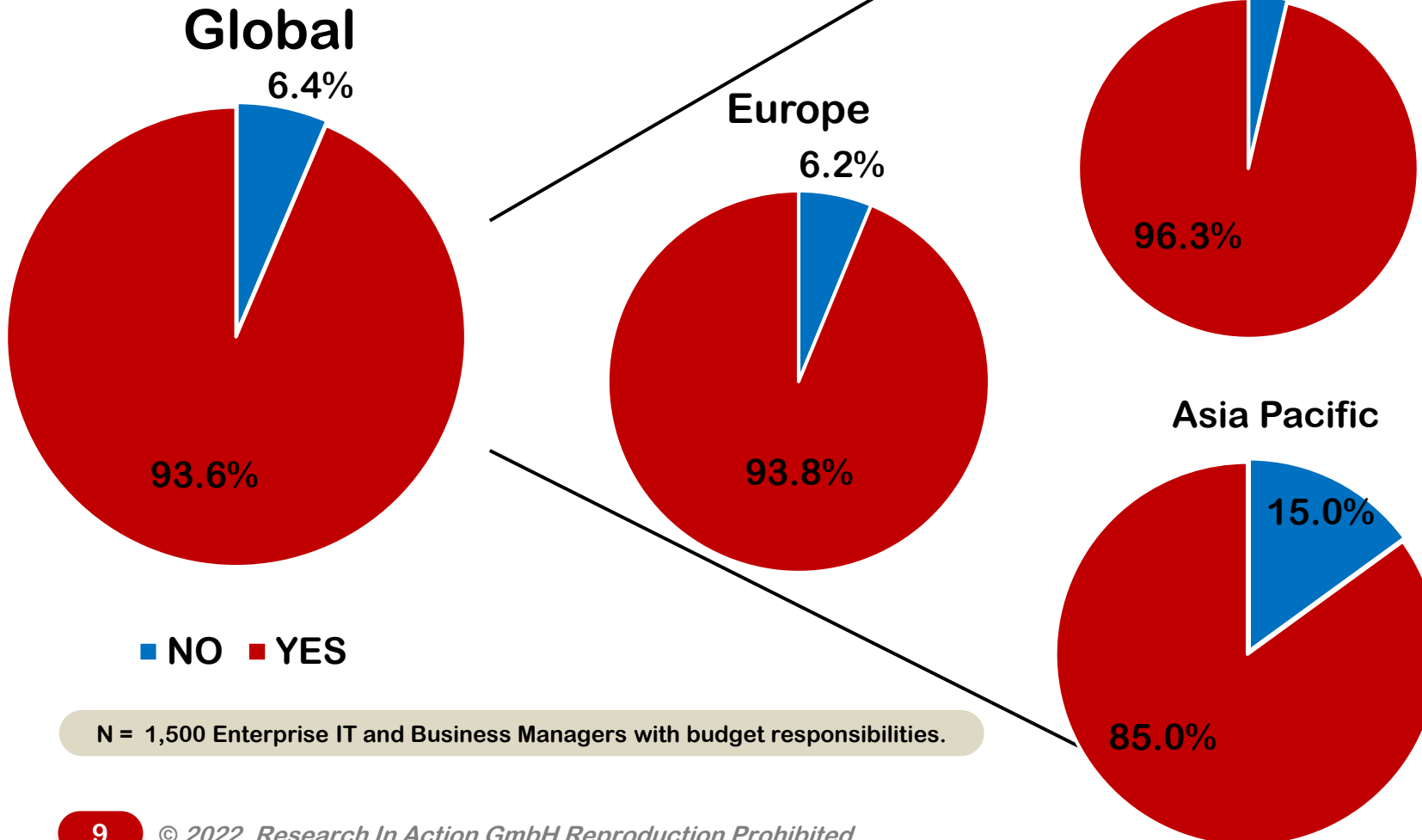




# RESEARCH:

## THE PROLIFERATION OF HYBRID CLOUDS

Do you use Hybrid Clouds today?



The use of Hybrid Clouds in enterprises globally has multiplied in recent years.

93.6% of enterprises globally today use Hybrid Clouds (up from 91% in 2021).

However, there are regional differences. North-America is leading the pack with 96.3% slightly ahead of Europe with 93.8% and Asia Pacific lagging with 85%.

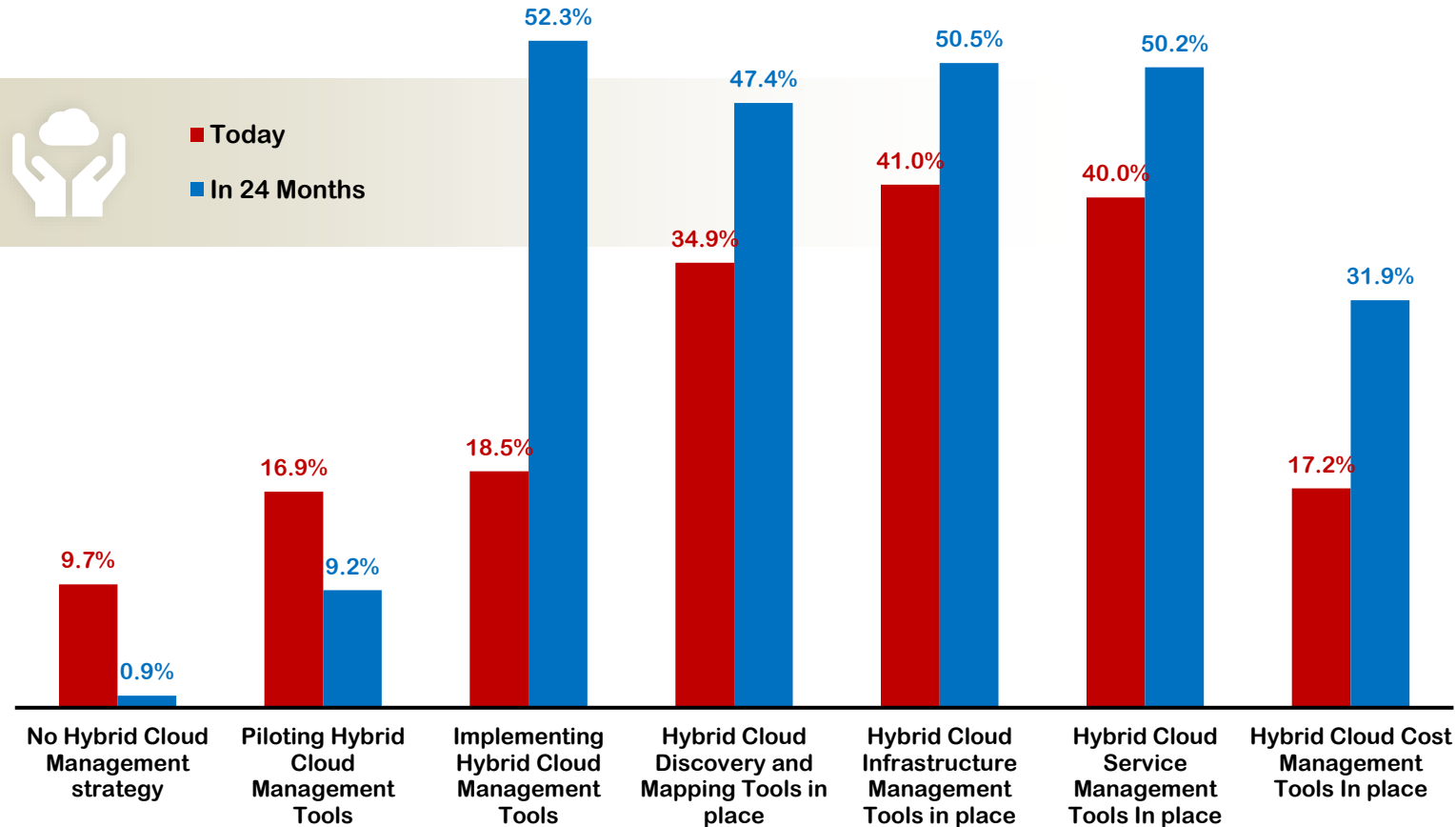
Furthermore, enterprises globally today use four different public Cloud platforms (e.g. AWS, Microsoft Azure, Google Cloud) on average.

Research In Action predicts that 24 months from now, 99% of all enterprises globally will be using Hybrid Clouds.



# RESEARCH:

## THE USE OF HYBRID CLOUD MANAGEMENT SOLUTIONS TODAY AND IN 24 MONTHS



N = 1,500 Enterprise IT and Business Managers with budget responsibilities.

Strong growth in the use of Hybrid Cloud Management solutions over the next 24 months.

While **93.6%** of enterprises globally use Hybrid Clouds today, there are still more than 40% of companies that do not have Hybrid Cloud Management solutions in productive use.

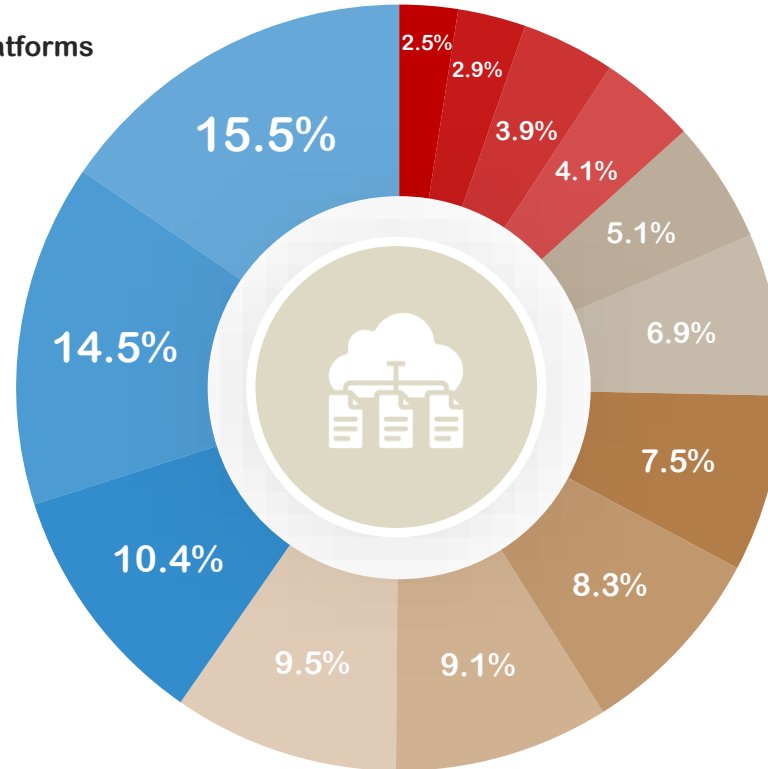
This, however, is about to change rapidly within the next 24 months. By that time, only around 1% of companies globally will not be using any Hybrid Cloud Management solutions at all.



# RESEARCH:

## MUST-HAVES FOR HYBRID CLOUD MANAGEMENT SOLUTIONS

- 15.5% Support for all leading public and private Cloud platforms
- 14.5% Cost control and cost optimization
- 10.4% Support for Multi Cloud provider workload shifting
- 9.5% Autodiscovery and service dependency mapping
- 9.1% End-to-end Performance Management
- 8.3% Kubernetes and containerization integration
- 7.5% Automated Provisioning and Change Management
- 6.9% User self-service for infrastructure and apps
- 5.1% Capacity Management
- 4.1% Fault Management
- 3.9% Service Request Management integration
- 2.9% CMDB integration
- 2.5% Automated billing/charging



N = 1,500 Enterprise IT and Business Managers with budget responsibilities.

There are many important features of Hybrid Cloud Management solutions, but which ones are really more important than others?

### Here are the Top Five:

- 1 Support for all leading public and private Cloud platforms
- 2 Cost control and cost optimization
- 3 Support for Multi Cloud provider workload shifting
- 4 Autodiscovery and service dependency mapping
- 5 End-to-end Performance Management



# INSIGHTS: TOP MARKET TRENDS 2022

- **The almost unprecedented proliferation of Hybrid Clouds.** The use of Hybrid Clouds in enterprises globally has multiplied in recent years. More than 93% of enterprises globally today use Hybrid Clouds. However, there are regional differences. North-America is leading the pack with 96.3% slightly ahead of Europe with 93.8% and Asia pacific lagging with 85%. Furthermore, enterprises globally today use four different public Cloud platforms (e.g. AWS, Microsoft Azure, Google Cloud) on average. Research In Action predicts that 24 months from now, 99% of all enterprises globally will be using Hybrid Clouds.
- **Followed by strong growth in the use of Hybrid Cloud Management solutions over the next 24 months.** While more than 93% of enterprises globally use Hybrid Clouds today, there are still more than 40% of companies that do not have Hybrid Cloud Management solutions in productive use. This, however, is about to change rapidly within the next 24 months. By that time, only around 1% of companies globally will not be using any Hybrid Cloud Management solutions at all.
- **There are four distinct markets for Hybrid Cloud Management solutions today.** The needs of the enterprise buyers vary by company size, region and industry and have resulted in four separate markets. Many of the start-up vendors were originally focused on public Cloud Management and are now adding private Cloud Management capabilities. For the established Infrastructure and Service Management vendors, the journey goes the other way, by adding public Cloud Management capabilities to the mix. Over time, today's separate markets will inevitably converge.





# VENDOR SELECTION MATRIX™

## HYBRID CLOUD MANAGEMENT SOLUTIONS



### Best Overall Portfolio Performance

#### TOP 10 VENDOR IN THREE OR ALL FOUR SUB-MARKETS

BMC

MICRO FOCUS

REALTECH

SERVICENOW

SOLARWINDS

VMWARE

#### The four Sub-Markets are:

- Hybrid Cloud Discovery and Mapping solutions
- Hybrid Cloud Infrastructure Management solutions
- Hybrid Cloud Service Management solutions
- Hybrid Cloud Cost Management solutions

This lists are alphabetical

For this report we interviewed 1,500 enterprise IT and business managers with budget responsibility in enterprises globally. We selected those vendors which achieved the best evaluations scores from the buyers but disregarded those with fewer than 15 evaluations.



# VENDOR SELECTION MATRIX™

## HYBRID CLOUD SERVICE MANAGEMENT SOLUTIONS



These are the Top 10 vendors as selected by 1,500 users from buyer companies based upon product, company and service quality.

VENDOR NAME	SOLUTION
BMC	Cloud Lifecycle Management
BROADCOM	CA Service Management, DX Application Performance Management
IFS	assyst
IVANTI	Enterprise Service Management Platform
MATRIX42	FireScope, Enterprise Service Management
MICRO FOCUS	Hybrid Cloud Management X
REALTECH	Realtech Service Management
SERVICENOW	IT Operations Management, IT Service Management
SOLARWINDS	Hybrid Cloud Observability, Orion Platform Product Suite
USU	Hybrid Cloud Management

This list is alphabetical and includes all relevant Hybrid Cloud Service Management solution vendors named by the survey respondents.

For this report we interviewed 1,500 enterprise IT and business managers with budget responsibility in enterprises globally. We selected those vendors which achieved the best evaluations scores from the buyers but disregarded those with fewer than 15 evaluations.

NOTE: If a vendor does not respond, Research in Action will complete its scoring assessment based on analyst experience and desk research. The vendor's products and quick facts will be documented in the report, though a vendor scorecard will not be written.



# VENDOR SELECTION MATRIX™

## HYBRID CLOUD COST MANAGEMENT SOLUTIONS



These are the Top 10 vendors as selected by 1,500 users from buyer companies based upon product, company and service quality.

VENDOR NAME	SOLUTION
APPTIO	Cloudability, Apptio One
BMC	Cloud Lifecycle Management
FLEXERA	Flexera Optima And Cloud Management Platform
MORPHEUS DATA	Morpheus
NETAPP	NetApp Cloud Manger, Spot by NetAPP
REALTECH	Realtech Service Management
SEVICENOW	Cloud Insights
USU	Hybrid Cloud Cost Management And Resource Optimization
VIRTANA	Virtana Platform
VMWARE	CloudHealth, vRealize Suite

This list is alphabetical and includes all relevant Hybrid Cloud Cost Management solution vendors named by the survey respondents.

For this report we interviewed 1,500 enterprise IT and business managers with budget responsibility in enterprises globally. We selected those vendors which achieved the best evaluations scores from the buyers but disregarded those with fewer than 15 evaluations.

NOTE: If a vendor does not respond, Research in Action will complete its scoring assessment based on analyst experience and desk research. The vendor's products and quick facts will be documented in the report, though a vendor scorecard will not be written.



# VENDOR SELECTION MATRIX™

## HYBRID CLOUD SERVICE MANAGEMENT SOLUTIONS



### Vendor Quick Facts

VENDOR NAME	MARKET PRESENCE	GROWTH RATE	CUSTOMER TRACTION	GOOD TO KNOW
BMC	Very Big	Medium	Good	Accelerates growth-minded enterprise leaders' digital transformation journey
BROADCOM	Big	Low	Good	Positions CA Service Management as an enabler instead of a platform or tool
IFS	Medium	Medium	Medium	Successfully leveraged the Axios assyst solution for Hybrid Cloud Management
IVANTI	Big	Medium	Medium	Continues to expand its market presence through acquisitions
MATRIX42	Medium	Medium	Strong	Fully embraces the convergence of Hybrid Cloud and Enterprise Service Management
MICRO FOCUS	Very Big	High	Strong	Enables global enterprises' transformation towards a digital business
REALTECH	Small	Low	Strong	Has strong CMDB, cost management and SAP integration capabilities
SERVICENOW	Very Big	High	Good	Continues to modernize its digital services platform to continue to grow
SOLARWINDS	Big	Medium	Strong	The leading solution for cost-effective, full-stack Hybrid Cloud Observability
USU	Medium	High	Strong	Charges full steam ahead in the areas of Hybrid Cloud Service and Cost Management

MARKET PRESENCE	GROWTH RATE	CUSTOMER TRACTION
Very Big	Very High	Strong
Big	High	Good
Medium	Medium	Medium
Small	Low	Low

#### NOTES:

- Market Presence combines the market share and perceived Mindshare (or Share of Mind).
- Growth Rate is the anticipated growth rate for this year where Medium is the average growth for this market.
- Customer Traction combines the vendor's customer retention rate and the Research In Action Recommendation Index (RI). The RI is collected and calculated by asking the survey participants: "Would you recommend this vendor in this market to your peers - Yes or No?".





# VENDOR SELECTION MATRIX™

## HYBRID CLOUD COST MANAGEMENT SOLUTIONS



### Vendor Quick Facts

VENDOR NAME	MARKET PRESENCE	GROWTH RATE	CUSTOMER TRACTION	GOOD TO KNOW
APPTIO	Big	High	Medium	Successfully markets its Cloudability solution to key decision makers of IT enterprise organizations
BMC	Big	Low	Strong	Accelerates growth-minded enterprise leaders' digital transformation journey
FLEXERA	Medium	High	Strong	Helps IT executives around the globe to turn insight into action
MORPHEUS DATA	Medium	High	Strong	Offers a 100% agnostic Hybrid Cloud Management platform designed from the ground up
NETAPP	Medium	Medium	Medium	Is becoming a strong force in both Hybrid Cloud Infrastructure and Cost Management
REALTECH	Small	Low	Strong	Has strong CMDB, cost management and SAP integration capabilities
SEVICENOW	Very Big	High	Good	Continues to modernize its digital services platform to continue to grow
USU	Medium	High	Strong	Charges full steam ahead in the areas of Hybrid Cloud Service and Cost Management
VIRTANA	Medium	High	Good	Has a well-rounded portfolio, best known for mature Hybrid Cloud Cost Management
VMWARE	Big	High	Good	A strong force in both Hybrid Cloud Infrastructure and Cost Management

MARKET PRESENCE	GROWTH RATE	CUSTOMER TRACTION
Very Big	Very High	Strong
Big	High	Good
Medium	Medium	Medium
Small	Low	Low





#### NOTES:





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# VENDOR SELECTION MATRIX™:

## EVALUATION CRITERIA

STRATEGY		
 Vision And Go-To-Market	30%	<ul style="list-style-type: none"> <li>› Does the company have a coherent vision in line with the most probable future market scenarios?</li> <li>› Does the go-to-market and sales strategy fit the target market and customers?</li> </ul>
 Innovation And Differentiation	30%	<ul style="list-style-type: none"> <li>› How innovative is the company in this market?</li> <li>› Does the solution have a unique selling proposition and clear market differentiators?</li> </ul>
 Viability And Execution Capabilities	15%	<ul style="list-style-type: none"> <li>› How likely is the long-term survival of the company in this market?</li> <li>› Does the company have the necessary resources to execute the strategy?</li> </ul>
 Recommendation Index	25%	<ul style="list-style-type: none"> <li>› Would customers recommend this vendor in this market to their peers?</li> </ul>

EXECUTION		
 Breadth And Depth Of Solution Offering	30%	<ul style="list-style-type: none"> <li>› Does the solution cover all necessary capabilities expected by customers?</li> </ul>
 Market Share And Growth	15%	<ul style="list-style-type: none"> <li>› How big is the company's market share and is it growing above the market rate?</li> </ul>
 Customer Satisfaction	25%	<ul style="list-style-type: none"> <li>› How satisfied are customers with the solution and the vendor today?</li> </ul>
 Price Versus Value Ratio	30%	<ul style="list-style-type: none"> <li>› How do customers rate the relationship between the price and perceived value of the solution?</li> </ul>

### NOTES:

- 63% of the evaluation is based on the survey results, 37% is based on the analysts' assessment.
  - 40% of the evaluation is based on the survey results: (1) Recommendation Index, (2) Customer Satisfaction, (3) Price Versus Value.
  - 15% of the evaluation is based on the analysts' assessment: (1) Viability And Execution Capabilities, (2) Market Share And Growth.
  - 45% of the evaluation is based on a combination of survey results and analysts' assessment: (1) Vision And Go-To-Market (2) Innovation And Differentiation (3) Breadth And Depth Of Solution Offering.
- The Research In Action Recommendation Index (RI) is collected and calculated by asking the survey participants: "Would you recommend this vendor in this market to your peers - Yes or No?".



# THE RESEARCH IN ACTION GMBH VENDOR SELECTION MATRIX™ METHODOLOGY

## Vendor Selection Matrix™ Disclaimer:

The Vendor Selection Matrix™ is a primarily survey-based methodology for comparative vendor evaluation. Research In Action GmbH does not endorse any vendor, product or service depicted in our research publications, and does not advise technology users to select only those vendors with the highest ratings. The information contained in this research has been obtained from both enterprise as well as vendor sources believed to be reliable. Research In Action GmbH's research publications consist of the analysts' opinions and should not be considered as statements of fact. The opinions expressed are subject to change without further notice. Research In Action GmbH disclaims all warranties, expressed or implied, with respect to this research, including any warranties of merchantability or fitness for a particular purpose. All trademarks are recognized as the property of the respective companies.

## About:

Research In Action GmbH is a leading independent information and communications technology research and consulting company. The company provides both forward-looking as well as practical advice to enterprise as well as vendor clients.



# APPENDIX: IT AUTOMATION MARKET TEXTURE DEFINITIONS

- **Application Discovery and Dependency Mapping (ADDM)** solutions automatically discover various applications running on server and network devices within the business hybrid infrastructure and maps the dependencies between them providing a holistic view of all the resources running and the relationships between them.
- **Application Performance Management (APM)** solutions manage the performance and health of applications within a IT enterprise.
- **AI Powered Chatbot Platforms** which are used to build applications that answer questions, provide advice and/or recommendations using natural language processing and other dialog related technologies.
- **Artificial Intelligence and Machine Learning (AI/ML)** are both technologies and are leveraged in automation solutions. Artificial intelligence (AI) is the ability of a computer program or machine to think and learn (AI can mimic human cognition). Within IT Automation AI is used to correctly interpret a variety of data, to learn from such data, and to use those learnings to achieve specific goals and tasks through flexible adaptation. Machine learning enables computers with the ability to learn without being programmed (explicit algorithms). It explores the study and construction of algorithms which can learn and make predictions on data. The algorithms follow programmed instructions or can make predictions or decisions based on the data. Machine learning is used when explicit algorithms cannot be done (e.g., computer vision, search engines, optical character recognition).
- **Artificial Intelligence for Operations (AIOps)** solutions equip IT enterprise teams with analysis of volumes and categories of data to improve key processes, tasks and decision making. The adoption of these tools automates the ingestion of fast volumes of data; leverage machine learning to analyze the data, present findings to either predict or alert on issues, and leverage the knowledge for automation or decision making.
- **Artificial Intelligence Predictive Analytics (AIPA)** solutions apply Artificial Intelligence across development, IT operations, service management and other functional areas to gain intelligent insights for proactive work, elimination of issues and ongoing improvements in context of the owner and function.
- **Application Release Orchestration (ARO)** solutions equip IT enterprise organizations and their teams with the automation of the software deployment cycle across hybrid technology environments.
- **Configuration Management Database (CMDB)** is a database which captures IT components referred to as configuration items (CIs), which can be software, hardware, a document, article, or any such item that is part of the information system of the organization.
- **Continuous Application Performance Management (CAPM)** software solutions continuously identify issues around performance and availability of software applications, IT and enterprise services. The solutions strive to proactively detect and diagnose application performance problems and health and enable a situational awareness of application related issues.
- **Continuous Management (CM)** solutions that empower, automate and continuously manage the ongoing demands of all digital functions within an enterprise no matter if they are within IT or business teams.
- **Enterprise Service Management (ESM)** is a category of business management software - typically a suite of integrated applications that a service organization uses to capture, manage, save and analyze data critical to their service business performance. It automates service offerings across internal functional areas such as (1) Human resources, (2) Vendor management, (3) Technical services, (4) Field services, (5) Financial management and (6) Shared services organizations.
- **Digital Service Management (DSM)** solutions enable the management of resources and services which support multiple digital services leveraged by external customers. The purpose is to break down operating silos, ensure compliance and governance while enabling the business to continuously innovate new and existing digital services.
- **Digital Experience Management (DEM)** solutions manage the digital interaction of customers (end-users) with that of an enterprise.
- **End User Experience Management (EUEM)** solutions monitor and manage the impact of application and device performance from the end user's point of view and ensure quality of service as seen and experienced by the end user.





# APPENDIX: IT AUTOMATION MARKET TEXTURE DEFINITIONS

- **IT Asset Management (ITAM)** software manages the full lifecycle of IT assets which typically includes all software, hardware, networking, Cloud services, and client devices. In some cases, it may also include non-IT assets such as buildings or information where these have a financial value and are required to deliver an IT service. IT asset management can include operational technology (OT), including devices that are part of the Internet of Things. These are typically devices that were not traditionally thought of as IT assets, but that now include embedded computing capability and network connectivity.
- **IT Financial Management (ITFM)** software enables the accurate and cost-effective management of IT assets and resources with the aim to plan, control, recover (or overall manage) costs which are occurring while providing IT and Enterprise Services to the organization.
- **The IT Infrastructure Library (ITIL)** is the de facto standard for IT Service Management process definitions today.
- **Internet of Things Management (IoT)** solutions vary depending on the use case but typically manage a system of interrelated computing devices, mechanical and digital machines, objects, animals or people that are equipped with unique identifiers which transfer data over a network without requiring human-to-human or human-to-computer interaction.
- **IT Operations Management (ITOM)** solutions monitor and control IT services and infrastructure and enable IT to execute routine tasks necessary to support the operation of applications, services and hardware components within an organization; typically included are the provisioning of IT infrastructure, capacity management, cost-control activities, performance and security management and availability management for all IT infrastructure and assets.
- **IT Service Management (ITSM)** refers to the entirety of activities – directed by policies, organized and structured in processes and supporting procedures – that are performed by an organization to plan, design, deliver, operate and control Information Technology (IT) services offered to internal customers. It is thus concerned with the implementation of IT services that meet customers' needs, and it is performed by the IT service provider through an appropriate mix of people, process and information technology.
- **Observability** solutions enable the aggregating, correlating and analyzing of steady streams of performance data from distributed applications and the hybrid infrastructure which support the applications.
- **Robotic Process Automation (RPA)** solutions enable the automation of tasks, processes and procedures which are normally conducted by a human. RPA solutions create software robots that mimic human actions. Typically, these are tasks that a human would do. (Ro)Bots and Virtual Agents are part of RPA solutions.
- **Secure Unified Endpoint Management (SUEM)** software enables the management and securing of mobile applications, content, collaboration and provides for the management of all endpoints like smartphones, tablets, laptops, printers, ruggedized devices, Internet of Things (IoT) and wearables.
- **Technology Cost and Resource Optimization (TCRO)** software enables the planning, management and visibility of the supporting and required business and IT technology resources from a cost and capacity perspective by visualizing, planning, prioritizing and optimizing the usage and demands of technology resources (people, processes and technologies) for the enterprise.
- **Value Stream Management (VSM)** software solutions capture, visualize, and analyze the flow of work across the entire Agile software delivery project. The capabilities include end-to-end visibility, traceability and governance over the entire process and help to plan, track, and steer work at the team, program, portfolio, and enterprise levels. It includes the people working on a project, the systems which are operated and leveraged, and the flow of information and materials between teams. It enables the measurement of speed and quality for digital transformations.



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