



# 2020 Global Network Insights Report

Business availability

## Managed services on the rise



To stay competitive, you need to simplify the process of **managing the network, control operational costs and ensure service availability**



Increased skill shortage in professionals able to **operate increasingly complex networks creating a perfect storm for software-related incidents**

## Managed environments are an increasing trend

### 3 Key findings uncovered in the Report

01

**Average availability increase of 55.5% in supported environments**

Networks proactively supported by specialist providers are proven to significantly lower risk and be far more efficient...  
...powerful case evidence on benefits of managed environments

02

**Organizations turning to managed enterprise networks rises by 33.3%**

Partnering with managed services providers is on trend...  
...over half (52%) will 'smart source' management of the enterprise network within next 18 months

03

**Proactive management also reduces business critical incidents**

Managed networks reducing the number of business-critical incidents by 10.5% year-on-year...  
...**freeing up IT teams** to focus on core business and digital transformation

**Solutions must reduce operational complexity and ensure consistent service availability, agility and improved performance**

## Root cause analysis

Three common issues account for 67.4% of all incidents



**Hardware failure**

**Hardware failure tops the list at 30.4%...**

...a growing challenge, instances and are up by 29.9% in the last two years



**Software – bug**

The number two most common root cause of incidents relates to software quality...

...**software bugs account for 26.6%**, application failure another 5.0%



**Software – configuration**

Third ranked most common issue is **high incidence of configuration errors** due to the complexity of the software itself (10.4%)

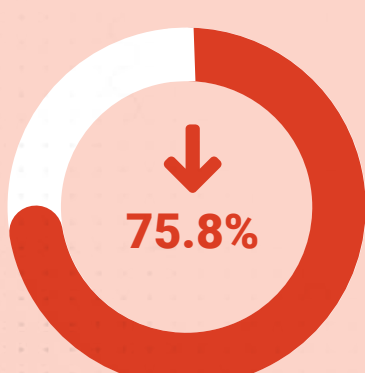
**Software is becoming:**  
- more complex  
- increasingly feature-rich  
- much broader in functionality



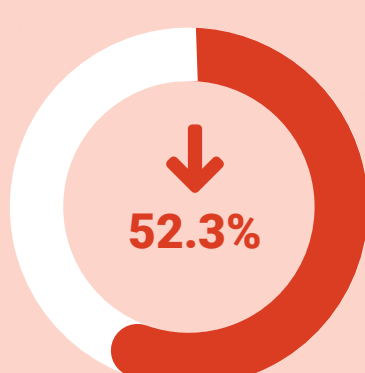
**software/application problems** are collectively accounting for 40%+ of all incidents

## Fewer incidents in proactively supported environments

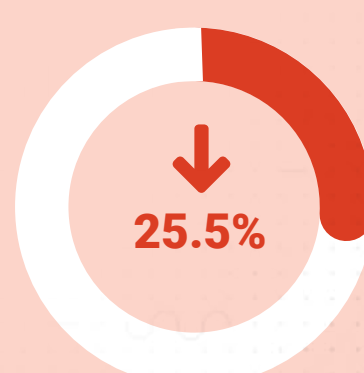
**Networks proactively supported by specialist providers are proven to significantly lower risk and are far more efficient**



Hardware failures in supported environments drop by three quarters



Software bug incidents are more than halved



Software configuration issues fall by over one quarter

**Proactive management enabled by smart analytics | ML/automation** helps detect issues before they arise and allow precautionary action

## Your network is the platform for your digital transformation

A ubiquitous, flexible, robust and secure network lets you adapt easily to business change, while increasing the maturity of your support environment.

**Uncover more data-driven insights and find out how NTT can help you to gauge and address associated risks.**

[Speak to our experts](#)

Our consultants will help you make the right infrastructure decisions to support your transformation journey. Find out more about our Infrastructure Consulting Services.

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