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

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 AV increase is transforms possible to operate business-critically complex environments, reducing the perfect storm for software-related incidents.

Managed environments are an increasing trend

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

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.

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, analysis and are up by 29.9% in the last two years.

Software – bug

The number two most prevalent 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%)

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 three-fifths

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

Business availability

2020 Global Network Insights Report

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.

Join the conversation