Managing Enterprise Technology Blind Spots

given mobile, cloud, and hybrid workplace dynamics
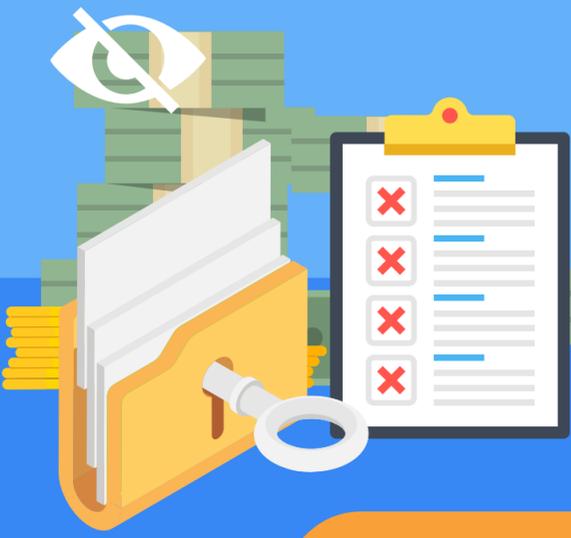
Q1-2022 Survey

MANAGEMENT

76% of enterprises are using multiple systems to find inventory data about different technologies
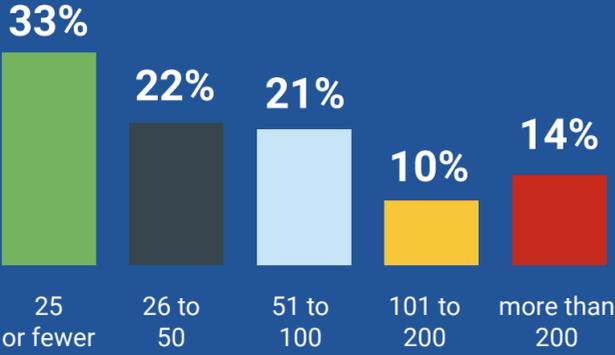
RISK & ISSUES

71% Expressed increased risk of security breach and associated costs

Top 5 operational issues

1. Security concerns related to insecure/lost endpoints
2. Unaccounted assets or incorrect data about assets
3. Poor visibility into asset status and refreshes, especially for mobile or remote assets
4. Lack of compliance adherence
5. Overspending on software and cloud

Number of SaaS applications used

- **33%** — 25 or fewer
- **22%** — 26 to 50
- **21%** — 51 to 100
- **10%** — 101 to 200
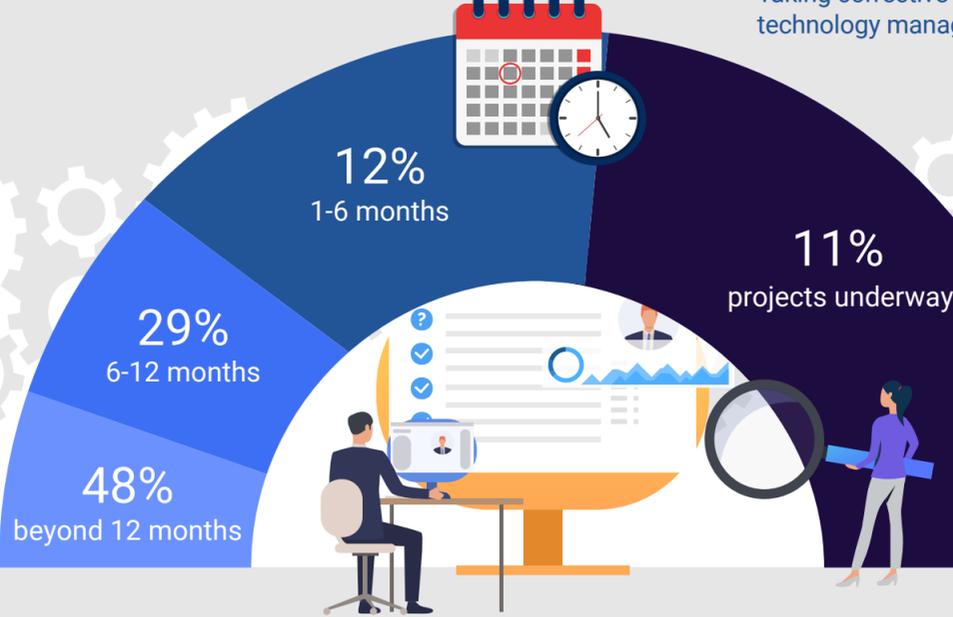- **14%** — more than 200

SAAS

BUSINESS IMPACT

1. Wasted spend in software licenses or cloud services
2. Wasted time tracking down asset status/details; MTTR
3. Wasted spend due to unaccounted for assets
4. Slow onboarding/offboarding employees due to IT
5. Compliance audit fines and expenditure

ACTION TIMEFRAME

52% Taking corrective action for technology management this year

- **12%** 1-6 months
- **11%** projects underway
- **29%** 6-12 months
- **48%** beyond 12 months

DESIRED CAPABILITY

Top 5 Enterprise Technology Management Capabilities

1. Single view; single source of truth; compliance
2. Comprehensive, discovery/ tracking of all assets
3. Security policy enforcement (e.g., data encryption) and easily orchestrate asset/technology lifecycle processes
4. Improve employee experience (e.g. technology onboarding)
5. Unify technology utilization data for more accurate forecasting and contract negotiation

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