

## 6 QUESTIONS TO ASK YOURSELF ABOUT YOUR INFRASTRUCTURE MANAGEMENT VENDOR.

Having the right infrastructure performance management platform in place is more important than ever. The right platform can be the difference between identifying the root cause of an infrastructure issue in 5 minutes or 5 hours, proactively supporting your infrastructure or constantly fighting fires—even uptime and downtime. Here are 6 questions you should ask yourself when considering your infrastructure management platform to assess how its capabilities really align with your strategic business objectives.

- 1 In addition to the initial purchase price, what additional costs have added up?** Are you satisfied with your total investment? Ancillary costs can mount quickly when you add the a la carte features you need and expect from a performance management platform. By adding up the initial purchase price plus fees from installation and maintenance processes, you find the total cost of ownership. Are you satisfied with the return on your investment?
- 2 Do you feel confident with the data that your platform collects?** Can you use it to make intelligent decisions? There's a massive difference between polling the infrastructure at 1-second or 30-second intervals. Polling that isn't granular enough can miss crucial errors because it can't detect what's happening between polling cycles. Similarly, if raw data is rolled up into averages, it's impossible to reference precise historical data. As you consider issues you've faced, did you have the information you needed to make an informed decision?
- 3 Are you satisfied with your reports?** Are you pulling reports in near-real time? Or are you typing in your parameters, going to make a cup of coffee, and hoping that a report has been generated by the time you return? Real-time access to reports with current and historical data decreases MTTR, decreases penalties caused by service-impacting events, and leads to higher user and management confidence.
- 4 Does your current platform collect metrics, flows, and logs in a single screen or do you toggle between multiple tools and interfaces?** Having all of the information you need in one place reduces the time it takes to identify an issue and why it occurred. Switching back and forth between tools can make it more difficult to identify what's going on, why it happened, and how to fix it. Consider what you could do if you spent less time trying to find why an issue occurred and more time being proactive.
- 5 How does your current platform scale?** Are you confident with how much of your infrastructure it can support? If your infrastructure monitoring platform can easily scale up or down, depending on need, you can rest assured that you'll be able to effectively monitor your infrastructure as it grows without visibility gaps. If it doesn't, you may have to invest in more tools just to manage your infrastructure on a day-to-day basis.
- 6 How quickly does your vendor add support for new technologies?** Technology is evolving rapidly and you will need to add new technologies to your infrastructure in the coming years. Be sure you know how quickly your vendor can certify new devices, if new technologies can be added via API orchestration, and if your vendor can programmatically ingest and export all data types. As most organizations incorporate hybrid cloud, SD-WAN, and software-defined data center initiatives into their future plans, it's important to understand how your solution will keep up.

If you've asked yourself these questions and are not confident with your answers, it may be time to investigate a digital infrastructure management platform that scales, supports new technologies, and can be trusted to help quickly find the answers you need. Learn how SevOne can help you support your current and future strategic business initiatives.