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Building strong IT and security foundations

Three added benefits of understanding your IT estate

In the era of hybrid working, everyone's daily tasks rely on IT. The more people and departments work online, the more complex your IT estate becomes.

Today, employees use an average of 2.6 devices[1] to work.

That's a lot of endpoints that need to be mapped out, monitored, secured, and proactively maintained. Furthermore, IDC predicts[2] that by 2025, devices that connect at the edge will generate **79.4 zettabytes** of data.

A complete **understanding of your IT estate** is a cornerstone of any IT and security practice. Knowledge is the power that benefits more than just a clean CMBD.

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1   Evolving Requirements for Digital Experience Management (DEX), EMA, 2022
2   Worldwide Global DataSphere IoT Devices and Data Forecast, 2019-2023, IDC

01   **Better support and service management**

**02**   **Better visibility and information security**

03   **Better control over cost management**

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01
Better support and service management

The more complex your IT environment gets, the more devices your service team needs to support, some of which they may not even realise are accessing the network. As a result, more things can and do go wrong, sparking an avalanche of support tickets.

That's where a full <u>understanding your IT estate</u> benefits your first-line support and service management teams. By empowering them with a single place that complies all assets' data – usage, performance, licensing and warranties status – you can move towards a more **proactive approach**, resolving issues before they impact the end user.

Usage

Licensing Status

Performance

Warranty Status
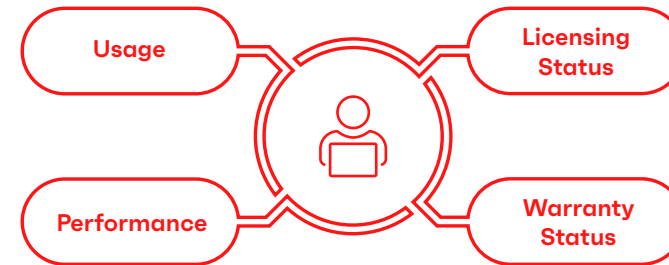
But let's assume that a ticket gets raised. Having all asset information in one place means your service desk has the full context to resolve the issue much quicker, **without escalating** it further.

Providing your IT support and service management teams with deep and contextualized data about your entire IT estate allows them to **make smarter and quicker decisions that deliver better employee experience and drive productivity.**

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02
Better visibility and information security

You can't protect what you don't know about. But with the growing volume of connected devices, manual monitoring and auditing are practically impossible, at least not in real-time.

The average cost of of a data breach reaches

$4.35m[1]

With the average cost of a data breach now reaching $4.35m, and downtime growing every year, your IT security team needs to understand what accesses your corporate network at all times. Maintaining **compliance and data security** without impacting digital employee experience becomes much easier with a single view of all assets' information.

The US-based Center for Internet Security (CIS)[2] defines 18 critical security controls, the first two of which are the inventory and control of enterprise assets and the inventory and control of software assets. Addressing the **first five** of them helps **prevent 85% of cyber-attacks.**

EU-based ENISA[3] has similar coverage, divided across 27 control areas. Only once these controls have been met will administrators be adequately equipped to apply further critical security controls, such as data protection and access control management.
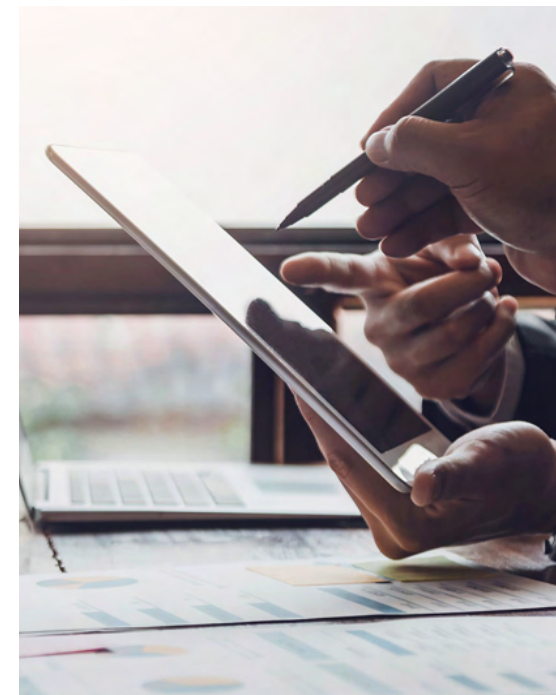
These two fundamental security controls encompass the inventorying, tracking and correcting of all enterprise assets, including physical assets like mobile devices and software assets like operating systems and applications. Understanding your entire IT environment helps ensure that only authorised software may be installed and executed, and any new assets connected to your network are **automatically identified and analysed.**

1   Cost of a Data Breach 2022 Report, IBM

2   The 18 CIS Critical Security Controls, Center for Internet Security

3   Technical Guidelines for the implementation of minimum security measures for Digital Service Providers, ENISA

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03
Better control over cost management

Managing IT spending has never been harder. While scalability and agility are critical enablers of a business, and IT lies at the heart of that, today's multi-cloud architectures are undeniably hard to govern.

32% of IT professionals think that 10-25% of IT spending is wasted on unused, underused, unmanaged, unaccounted-for software.[1]

Understanding your assets usage data in context of your entire IT environment enables you to better manage your IT budget and your teams to **optimize asset usage.** For example, knowing things like software licensing, warranties, contracts, physical and virtual assets and cloud services allows you to quickly **decide whether a machine should be fixed or retired**.

Another area for greater cost control is **optimising license management.** Considering the enormous reliance on subscription-based IT assets, understanding unused licenses or cloud subscriptions that can be cancelled or missing licenses can help reduce costs and the risk of incurring fines.

Having all this information in one place empowers your service desk to make well-informed decisions when resolving, for example, an application access request. Instead of purchasing yet another access, they can reallocate the one you're already paying for but is not in use.

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1   Modern ITAM in the Digitally-Transformed Enterprise, Enterprise Management Associates, 2022

More than just visibility

Understanding your entire IT estate goes **beyond just the discovery and visibility** of assets on your network. The real benefit comes from treating it as a foundation for enhancing your IT support and service management, improving your security posture, delivering a better employee experience and optimizing your IT spending. A single place collating all information about your IT environment is critical for enabling a smooth and successful Everywhere Workplace.

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