VMware vRealize IT Benchmarking
Objective Evidence to Illuminate Your Journey

VMware vRealize™ IT Benchmarking™ is a repeatable, cost-effective, time-efficient, automated benchmarking solution designed to help you run IT like a business. An industry first, this unique automated system compares your IT infrastructure costs to those of your functional peers and industry – providing relevant benchmark information that tells you where you stand today and where you could be tomorrow.

With a data set that covers 3,500 metrics across 18 towers (domains) and more than 20 industries, clients gain access to a comprehensive solution that can benchmark the whole of IT or benchmark targeted domains of interest.

With VMware's unique Automated Analysis Engine coupled with a standardized data collection process, clients can be sure their results are truly objective, actionable, reliable and delivered at a fraction of the time and cost of traditional benchmarking engagements.
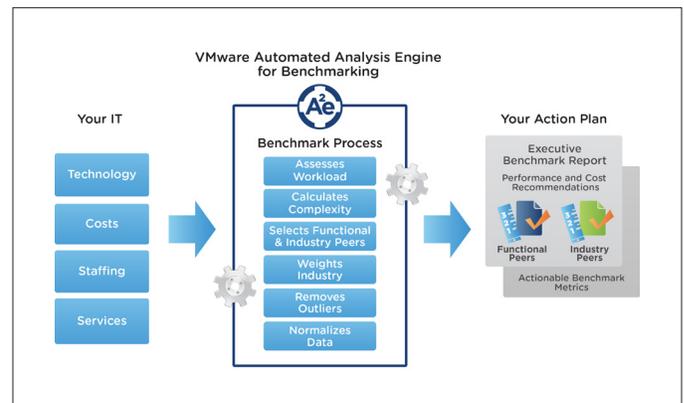
KEY BENEFITS

- Unbiased / objective understanding of true costs, performance, and quality of IT infrastructure and services
- Visibility into technology spending with standardized, repeatable apples-to-apples comparisons based on IT footprint
- Identification of IT strengths, opportunities and best practices
- Independent verification of perceived issues
- Discovery of potential IT cost savings
- Critical insights to help drive IT investment strategies
- Assessment of potential value of IT outsourcing
- Identification of IT-Business alignment gap

VMware vRealize IT Benchmarking Overview

Determining where and how much to invest is one of the biggest challenges IT leaders face. Many IT organizations lack the visibility and insights they need to objectively identify and prioritize those investments that will drive the greatest impact to IT and the business.

VMware vRealize IT Benchmarking is the only automated, truly objective and standardized solution that provides IT leaders with key insights about where they are today and where they could be from a cost and performance standpoint. Benchmarking with VMware helps IT leaders gain insights into key questions like:

- What is my total spending on infrastructure, staffing and sourcing?
- How do my costs and performance compare with the industry and my peers?
- Does it make sense to outsource?
- Will my planned transformation initiative save as much as I expect?
- What is end-user satisfaction with the services IT provides and is IT aligned with the business?

Industry first: Web-based benchmark system determines peers based on IT footprint/DNA utilizing workload, complexity and aging factors.

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VMware vRealize IT Benchmarking Towers

Quantitative Towers

Workload, Complexity, Hardware, Software, Staffing, Sourcing Costs

- Distributed Computing
- Midrange Computing
  - Unix
  - Linux
  - Mac OS
  - WIN NT/Legacy OS
  - Win 2K-2K3
  - OS 400
  - Win 2008+
- Mainframe Computing
- IT Help Desk
- Wide Area Data Networking
- Application Development
- Application Support
- Telecom—Wireline Services
- Telecom—Wireless Services
- Telecom—PBX/VoIP

Qualitative Towers

Alignment, Satisfaction, Indirect Costs

- Business Unit Survey
- End User Survey

The VMware Advantage

VMware's Benchmark Data delivers an unmatched level of granularity with more than 3,500 metrics across 18 towers (domains). It is this deep granularity that reveals underlying drivers of higher-level cost and performance metrics. This enables better decision-making since detailed metrics provide specific guidance on where to focus improvement efforts.

VMware's Automated Analysis Engine is unique in the industry. It automatically selects peers based on your unique workload and complexity drivers to deliver the most relevant results. And, since key processes like peer selection, data validation, and data normalization are automated, VMware delivers highly reliable, unbiased and actionable benchmark results in weeks versus months so you get the intelligence you need quickly to optimize the business of IT.

The benchmark process and selection criteria are performed exactly the same way, every time and for every client which removes the bias that is typically introduced in traditional benchmarking engagements. VMware provides the only truly objective cost and efficiency benchmark that returns fact-based results.

What Can You Expect from a VMware vRealize IT Benchmarking?

VMware benchmarking takes every client through precisely the same process from data collection through delivery of Executive and Detailed metrics reports. This standardized process ensures that your IT organization will be compared against benchmarks that haven't been "doctored" to make peers look more attractive and to make you look worse.

Each VMware Benchmark delivers:

The Standard Executive Report – An executive-level readout with key observations and metrics including peer comparison, peer top and bottom quartiles, client industry average, industry top and bottom quartiles, and the database average. The Standard Executive Report is ideal for executive and stakeholder reviews and as supporting evidence for business cases.

The Extract Report – A detailed benchmark report with hundreds of metrics used to uncover underlying staffing, cost and performance drivers. Delivered in .XLS format, this report can facilitate data mining and custom reporting, as well as feed into IT Business Management software to track performance and progress against the baseline.

Find Out More

For information or to purchase VMware products, call 1-877-4VMWARE (outside of North America dial +1-650-427-5000), visit http://www.vmware.com/products or search online for an authorized reseller. For detailed product specifications and systems requirements, please refer to the VMware vRealize IT Benchmarking documentation.

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