

Additional Insights

Mark Settle, CIO at BMC Software

Over time we have evolved into a SaaS-first kind of a shop, and this really simplified our lives in many ways.

We seem to be quite capable in IT, on a repetitive basis, to dream up these various phobias ourselves.

We think IT Management will hopefully get more talent and skill at working with the end users and functional clients in the business to understand their needs and spend less time talking to ourselves about the high availability architecture that we are going to implement.

The prime value generation is around the interface to the business, I think that's part of the organization of the future.

IT organizations create value by working with functional groups, and helping them to become more efficient, automating day to day operations.

In the early 2000s, the conventional wisdom was Salesforce.com one a kind of one-off, niche application in the sales automation area, and other than a couple other very small niche opportunities, Sales Automation or even HR, but this would never, ever become a dominant part of an application portfolio.

We are getting out of the business of the construction paradigm where we have to design everything, buy everything and put it together and make it work.

We think IT Management will hopefully get more talent and skill at working with the end users and functional clients in the business and understand their needs and spend less time talking to ourselves about high availability architecture that we are going to implement.

I really think IT organizations get in their own way, because they get so behaviorally inculcated in a knee-jerk reaction way of finding more savings, and more savings.

We are trying to get out of the datacenter business, because we don't do it well, our foot print is small, we don't have the engineering smarts to think about Tier 3 levels of redundancy, and we are better off buying those.

Paul Chapman, VP, Global Infrastructure and Cloud Operations at VMware

IT organizations are shrinking when it comes to the back office or the back end infrastructure components.

Technology is almost an implementation detail now.

I think IT departments struggle to innovate, because they spend significant amounts of time and significant amounts of the IT allocated budget funding just to keep the lights on.

I think the key thing about moving in the future is that it is forever evolving, and never stays stagnant for any length of time.

I think this is often where the financial pressure comes in to be more efficient, because for all the money that is being spent, there is not a lot of innovation coming out on the other side.

I think the trend is shifting to buying services, and less about buying technology, and I think IT is moving to become purchasers of (technology) services, and integrating those services.

I think that some companies would like to switch from a Capex to an Opex model, but they may not be able to afford it.

If you (IT Departments) are providing value for the investment, then there is less scrutiny.

Some companies are going to get it, they are leaders, market leaders, and they recognize that if we don't do it, we are either going to lose marketshare, or we are going to get further behind, or lose out to the competition.