IT Operations Intelligence Service

Part of the Cloud & Data Center Service Area Package
Global analysis and insight into the management and operational use of cloud services, on-premises data centers and workloads placed at the edge, among many other topics. Comparisons of leading cloud providers and cloud management vendors make this service valuable to technology vendors as well as decision makers themselves.

“Cloud-native environments are increasingly being adopted to deliver the agility organizations need, CIOs must adopt a new approach when it comes to operational management if they are to meet the business expectations from this technology.”

Roy Illsley
Chief Analyst
KEY QUESTIONS Addressed

- What is the impact of disruptive technology on IT departments: AIOps, cloud-native ecosystem, increased cloud adoption (hybrid and multicloud), and edge computing requirements?
- In what software environments are workloads being managed today and where will they be moving over the next 18 months?
- Which companies hold the top rankings for private and public cloud management services?

NEW ENHANCEMENTS

- Comparison of container management platforms
- Market landscape for DCIM
- Cloud economics

How Omdia Helps You

- Ability to articulate value proposition of your offering in context of hybrid and multicloud
- Comparison of leading cloud providers and cloud management vendors.
- Understanding emerging cloud-native market impact on IT decision maker: service mesh, serverless, and microservices
- Perspective on trade-offs implementing DevOps/AIOps, leveraging off-premises cloud provider IT infrastructure and cloud-native development.
- Comparison of leading AIOps vendors.
- Help with cloud economics as market matures and services available to enterprise buyers evolve.
- Coverage of early-stage vendors that represent potential market disruption.
- Perspective on edge computing adoption covering top use cases.
- Case studies of real-life examples of deploying and running some of the new technologies.
IT Operations Intelligence Service: Our Experts

Vlad Galabov
Research Director
- Open computing
- Hyperscale cloud service providers
- Semiconductor development

Roy Iillsley
Chief Analyst
- IT operations
- Application delivery
- Disruptive software technologies

Moises Levy
Principal Analyst
- Power and cooling
- Energy efficiency
- Data center sustainability

Alan Howard
Principal Analyst
- Colocation services
- Data center investment
- Location & construction strategies

Manoj Sukumaran
Principal Analyst
- Compute systems
- Data center networks
- Disruptive hardware technologies

Dennis Hahn
Principal Analyst
- Storage systems
- Data management
- Software-defined storage

Vijendra Krishnamurthy
Senior Analyst
- Data center racks
- Rack power distribution
- Micro data centers

Dominika Koncewicz
Senior Analyst
- SD-WAN platforms
- SASE & SD-WAN aaS
- Network service consolidation

Nicole Tuggle
Research Analyst
- rPDU vendor share
- UPS hardware & service vendor share

Keith Kirkpatrick
Principal Analyst
- Quantum computing
- High performance computing

Currently Recruiting
- Kubernetes
- Cloud native software development

Currently Recruiting
- Cloud services
- Data center buildout

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IT Operations Intelligence Service: Deliverables

**MARKET TRACKERS**  
—Annual—
- IT Enterprise Insights data on cloud computing
- Software infrastructure market forecast data

**SURVEYS & REPORTS**  
—Annual—
- Cloud Computing – Trends to Watch
- Omdia Universe: Selecting a AIOps solution Report
- Why Autonomous Assurance is critical for DevOps Report
- IT Ecosystems and Operations – Trends to Watch
- IT Enterprise Insights in Cloud Computing Report
- Market Disruptors in IT Management and Automation Report
- Omdia Universe: Selecting a Cloud Service Provider Report
  - Quantum Computing – Trends to Watch
  - Data Center Energy Efficiency – Trends to Watch
  - From Cloud to Edge Report
- Software Infrastructure Market Forecast 2020-25 Report

**ANALYST INSIGHTS**  
—Ongoing—
Analyst commentary on market shifts, technology and regional developments, vendors, events, and more.

**ANALYST ACCESS**  
—Ongoing—
For prompt responses to urgent and unique questions.

**BRIEFINGS**  
—Biannual—
Biannual scheduled briefings with analysts on research highlights from all aspects of the market.
IT Operations: Market Trackers

IT Enterprise Insights Cloud Computing

Global view of current and forecasted cloud computing use based on a large global end-user survey.

DETAILS

Frequency: Annual

Period: 2021 - 2023

Regions:
- Global
- CALA
- North America
- EMEA
- APAC

COVERAGE

Segmentations
- Cloud workloads and which cloud environment they are running in 2021 and in 2022.
  - Legacy on-premises, Private cloud, Hybrid cloud, Public cloud (IaaS and PaaS), and SaaS
- The percentage of production workloads running in the different software environments in 2021 and in 2022.
  - Legacy, VMs, Containers, and Serverless.
- The percentage of Edge workloads in production environments in 2021 and in 2022.
- Enterprise use of the cloud service providers.
IT Operations: Market Trackers

Software infrastructure market forecast 2020 - 2025

Global view of current and forecasted software infrastructure market.

Details

- **Frequency**: Annual
- **Period**: 2020 - 2025
- **Regions**:
  - Global
  - CALA
  - North America
  - EMEA
  - APAC

Coverage

- **Segmentations**
  - Container management platforms/services.
  - Multicloud and hybrid cloud management and orchestration
  - AIOps
  - Infrastructure management
  - DevOps (Release management)
  - Virtualizations
  - Virtualized desktops
  - HCI
  - IT Operational analytics
  - Database infrastructure and management
  - Data protection
IT Operations: Reports, Surveys and Analysis

Trend to Watch: Cloud Computing
As the adoption of cloud computing continues to grow, organizations need to understand the challenges that it brings. This report examines the key technology trends that will impact cloud computing in 2022.

Trend to Watch: IT Ecosystems & Operations
The data center has been the epicenter of the IT delivery environment for organizations for the past 30 years, but with the rise of cloud computing this is changing with new technologies and management activities requiring IT operational teams to different things.

Trend to Watch: Quantum Computing
The quantum computing market is a small but rapidly maturing one from the technology perspective. However, for quantum computing to succeed it needs the market in suitable applications to also mature.

From Cloud to Edge Report
Edge computing is forecast to grow rapidly over the next 4 years. Understanding the key opportunities, challenges, and potential of the market is key to success in deploying edge computing.

Why Autonomous Assurance is critical for DevOps Report
Understanding from the results of a survey the key role of software testing and the impact that automation has on the DevOps process.

ICT Enterprise Insights in Cloud Computing Report
A survey assessing use of cloud computing by 6,600+ IT decision makers, across 62 countries, 14 lines of business, 80 technologies and companies from <$10M to >$20billion in revenues.

Market Disruptors in IT Management and Automation Report
A series of reports that focus on the key distributors in the IT technology management markets.

Omdia Universe: Selecting an AIOps solution Report
This report analyzes, evaluates, and compares the leading AIOps solutions to allow the reader to obtain a perspective on the state of the AIOps market.

Omdia Universe: Selecting a Cloud Service Provider (CSP) Report
This report analyzes, evaluates, and compares the leading CSPs solutions to allow the reader to obtain a perspective on the state of the CSPs market.

Software Infrastructure Market Forecast 2020-25 Report
Analyzing the software infrastructure market forecast by relating the market forecast to wider picture of technology transformation.

Data Centre Energy Efficiency – Trends to Watch
The impact of climate change is now better understood and the need for data centers to be as energy efficient and environmentally sustainable as possible is of C-level concern.
About Omdia’s Cloud & Data Center Research

Omdia provides deep analysis of worldwide compute technologies – from cloud to the edge. Detailed and data-rich intelligence services cover all aspects of data center IT and physical infrastructure, cloud & colocation services, and the strategies required to manage the entire IT ecosystem.

Omdia’s expert team of cloud and data center analysts provide strategic guidance, steeped in a robust foundation of data, to both vendors and technology decision makers. Omdia has consistently been 1st to market capturing market disruptions and technology transitions, helping IT decision makers and their vendors succeed in navigating these transitions. For technology decision makers, Omdia also provides guidance on vendor selection and best practices for management of IT operations.

The Cloud & Data Center team provides market analysis in the form of quarterly datasets with size, share and forecasts, end-user surveys, vendor assessments and personalized consulting.
Comprehensive data, insights & advice

**New in 2022**
- Cloud Native Software Development
- Worldwide Data Growth Forecast
- High Performance Computing
- Data Center Sustainability Framework, Strategies, Incentives and Investment
- Thermal Management Strategies

**New in 2021**
- Server Workload Forecast
- Data Center Sustainability
- Smart Grid UPS
- Infrastructure Management
- Cloud Storage

**Old but Gold**
- Hyperscale Cloud Service Providers
- Server CPU transitions
- Heterogeneous Compute
- SmartNICs, AI Accelerators, GPUs
- Open Computing
- Servers in the telecom network
- AI Ops and Cloud Ops
- SD-WAN
- Data Center Buildings Tracker
- UPS Markets and Architectures
- Edge computing and micro DCs

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Information Classification: General
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Whether you need guidance to navigate the service, information regarding our methodologies or you want to better understand a data trend, Omdia’s support team is here to help.

**Draw on our expertise**
- Make the right decisions
- Sanity-check your own findings
- Get the most out of your subscription
- Understand more about our methodologies

Our Ask an Analyst service gives you direct contact via telephone, email or face-to-face session with our expert analyst team:

- **Tom Coate**
  Customer Success Manager

- **Kären Dyer**
  Customer Success Manager

96% of our customers rate our service as Excellent or Very Good.