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IDC: 5 critical areas driving business outcomes in the modern app era.

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DevOps practices boost customer satisfaction, cut time-to-market and make teams more productive. A recent IDC study outlines five initiatives that are critical to improving IT outcomes and business performance:

1 Increase collaboration between development and IT operations teams

IDC found that when app developers and IT operations collaborated on a modern apps approach, they accelerated business outcomes and reduced their time-to-market by up to 19%.*

2 Deploy a unified infrastructure platform for a real game-changer

Support both emerging containerised and traditional virtualised workloads on a single platform. 88% of respondents reported a unified infrastructure platform is valuable.*

3 Advance cloud infrastructure maturity and team collaboration

Most of the survey respondents have adopted hybrid cloud, but adopting advanced infrastructure services was a key indicator of cloud maturity. Respondents who viewed cloud as an operating model, not a destination, had much better results. For example, a modern apps approach improved customer satisfaction up to 21% for organisations surveyed.*

4 Embrace cloud-native application opportunities

Cloud-native technologies and practices provide a great opportunity for organisations to achieve better business performance and boost outcomes. Surveyed organisations that have adopted this approach improved customer acquisition up to 18%.*

5 Track business performance using key performance indicators

Well-defined metrics are essential for organisations that want to measure and improve business and IT performance. IT leaders who use KPIs to report progress help improve transparency and ensure their teams are aligned to common goals. A modern apps approach helped surveyed organisations improve regulatory compliance up to 20%.*

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