



# Datacentre facilities in the spotlight

## How strong are the foundations supporting your IT infrastructure?

Facilities infrastructure, which includes power management, is still seen as a complex and challenging subject in many datacentres and so is all too often not given as much attention as it should be. But a recent survey of 320 datacentre professionals conducted by Freeform Dynamics reveals that a lack of strategic investment in this key area is leaving organisations open to potential business and IT service interruptions.



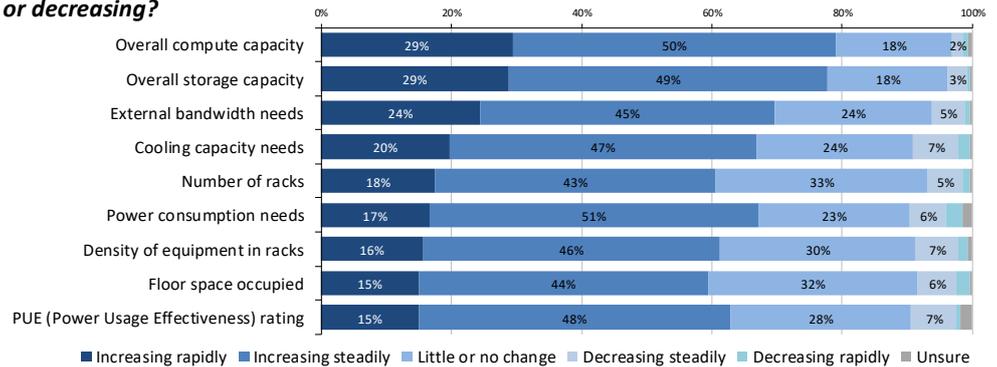
in association with



As the demands made on IT by the majority of organisations continue to increase, it is unsurprising that critical facilities infrastructure, which includes power management systems, is coming under more strain. Managing growth and supporting change in how IT is used also creates additional burdens. But advances in modern technology mean that the pressure on facilities infrastructure is not growing quite as rapidly as it otherwise might.

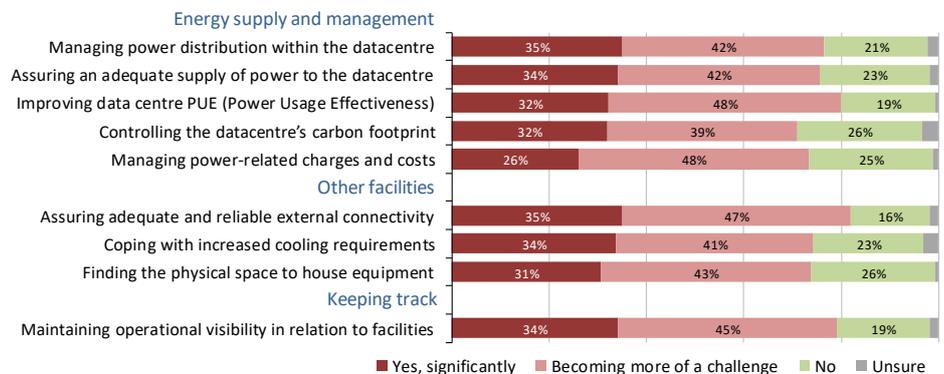
*It is unsurprising that critical facilities infrastructure, which includes power management systems, is coming under more strain.*

### Considering your datacentre environment overall, how much are the following increasing or decreasing?



Nonetheless, in all facets of power management, it is still vital to be as efficient as possible.

### Have these pressures led to any of the following datacentre related challenges?



*It is becoming essential to monitor and manage datacentre infrastructure systems to ensure service quality and reliability is maintained or even improved.*

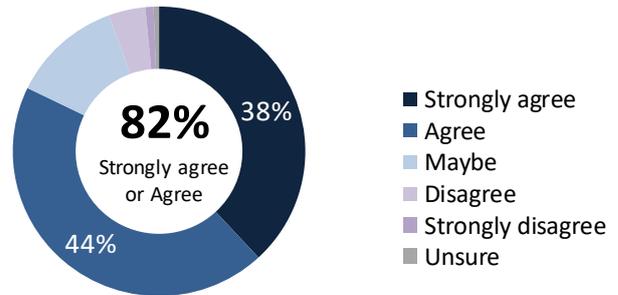
The same is true of other facilities infrastructure requirements relating to space, external connectivity and cooling. As a result, it is becoming essential to monitor and manage these systems, not only to ensure that service quality and reliability is maintained or even improved, but also that performance levels can be demonstrated to key stakeholders.

Other key issues include resiliency and disaster recovery. Improving power usage and minimising operational costs are important matters.

But the study reveals other key issues here include resiliency and disaster recovery. Improving power usage and minimising operational costs are important matters in this context, although they are not the only ones.

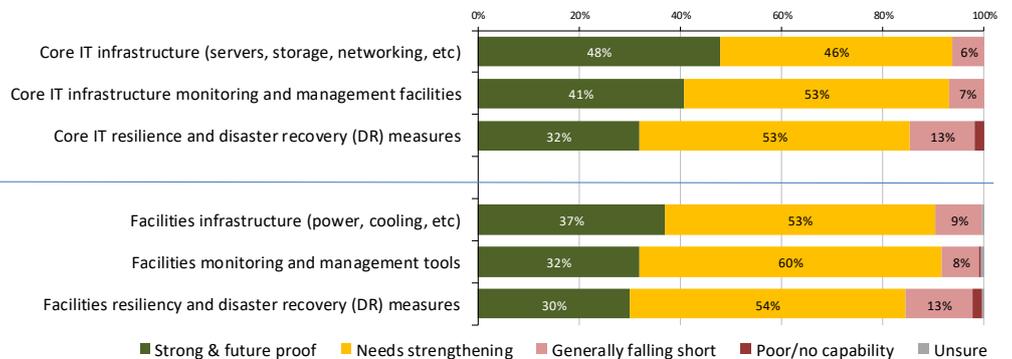
Business operations now depend on IT to such a degree that many organisations understand the clear link between keeping their datacentre operational and the business continuing to function. This situation ramps up the pressure on underlying power and other facilities infrastructure to demonstrate that it can keep operations going without any service interruptions.

**Effective management of datacentre facilities is important for business continuity**



But despite widespread recognition of the challenge, the research highlights the fact that key facilities infrastructure often lags behind IT in its ability to support continuous operations. Indeed, a majority of respondents said their facilities infrastructure and associated monitoring and management tools need improving. Significant numbers even indicated that they are already falling short in these areas.

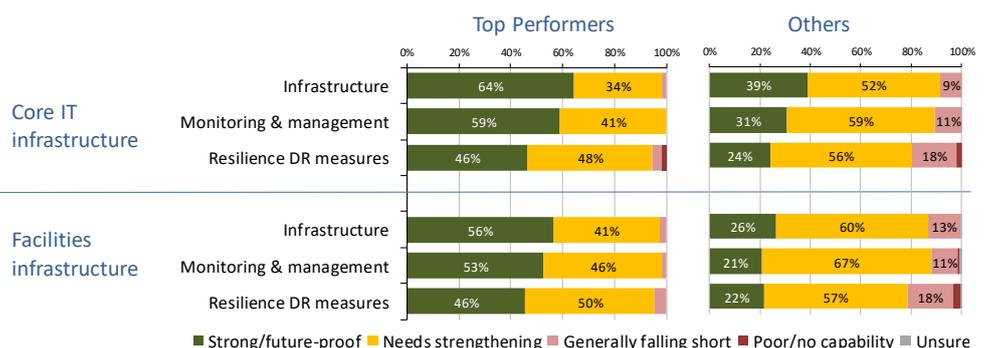
**How would you sum up the state of the following within your datacentre environment?**



Key facilities infrastructure often lags behind IT in its ability to support continuous operations.

Analysis of the survey results (see 'About the Research' section) also showed that there was a subset of respondents who deliver better IT services than the rest of the community. The difference in terms of facilities infrastructure quality is even more marked when comparing the capabilities of 'Top Performers' with their peers.

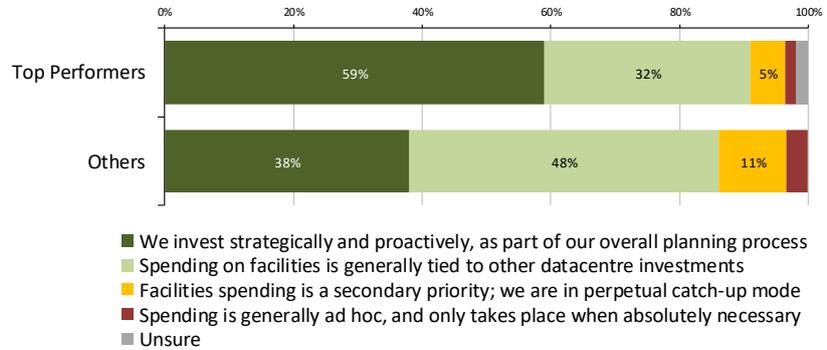
**How would you sum up the state of the following within your datacentre environment?**



*High performers are far more likely to spend money proactively on their datacentre facilities infrastructure.*

This scenario is because Top Performers are far more likely to spend money proactively on their datacentre facilities infrastructure. As a result, it becomes easier to invest strategically in order to improve capabilities rather than simply react to a gap that often only becomes obvious as a direct consequence of a service outage or interruption.

**How are investments in datacentre facilities and associated tooling typically made?**



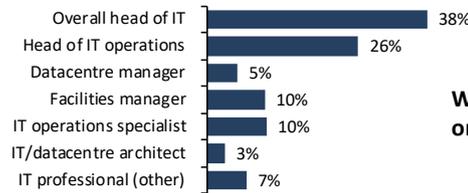
*Great IT without great facilities infrastructure leaves the business wide open to service interruption.*

The fact that organisations are facing huge amounts of growth in both their business and the demands made on their datacentres is pushing the boundaries of power and facilities infrastructure designed for an earlier era. The lesson to be learned from Top Performers is the importance of investing proactively rather than reactively. It is important for more organisations to understand the value gained by such unglamorous investments compared with more fashionable areas of IT. Great IT without great facilities infrastructure leaves the business wide open to service interruption.

# About the research

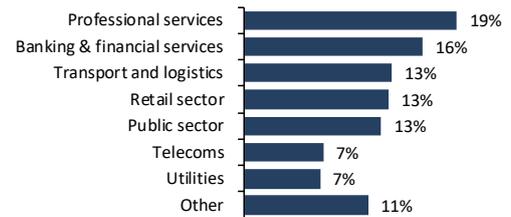
The research referenced in this document was designed and executed by Freeform Dynamics with sponsorship from Eaton. Input was gathered via an online survey of 320 datacentre professionals during September 2016.

## Which of the following best describes your role?



## RESEARCH SAMPLE

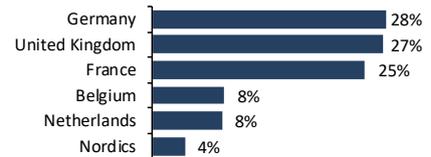
### Which of the following best describes your organisation's core business?



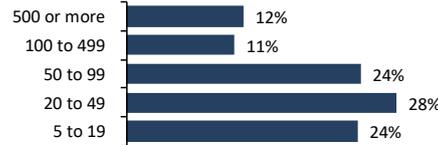
### How many full-time employees work for your organisation worldwide?



### Which country/region are you based in?



### Approximately how many racks of equipment are installed in your datacentre(s) overall?



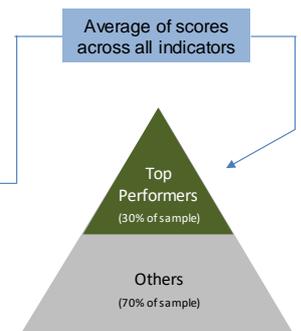
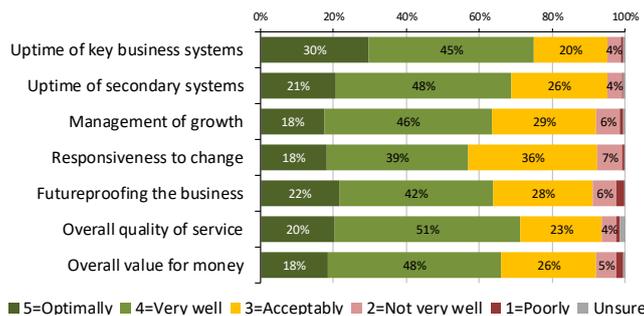
320 total respondents

Please note that the online methodology used tends to attract respondents who are more knowledgeable and/or interested in the subject matter being investigated. While every effort has been made to minimise this effect, the possibility of some degree of bias in the sample must be acknowledged. However, such limitations have been borne in mind when interpreting the research and are unlikely to have significantly impacted the observations and conclusions outlined.

# Top Performers

Performance indicators were scored and analysed to identify Top Performers, i.e. the 30 percent with the best scores in the index created.

## How well does your datacentre environment enable strong performance in the following areas?



## About Freeform Dynamics

Freeform Dynamics is an IT industry analyst firm. Through our research and insights, we aim to help busy IT and business professionals get up to speed on the latest technology developments, and make better-informed investment decisions.

For more information, and access to our library of free research, please visit [www.freeformdynamics.com](http://www.freeformdynamics.com).

## About Eaton

Eaton is a power management company with 2015 sales of \$20.9 billion. Eaton provides energy-efficient solutions that help our customers effectively manage electrical, hydraulic and mechanical power more efficiently, safely and sustainably. Eaton has approximately 95,000 employees and sells products to customers in more than 175 countries. For more information, visit [www.eaton.eu](http://www.eaton.eu).

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