

Fast Facts for Remote Support Did You Know That...

...Remote Support Technology Addresses a Growing Need in the Enterprise.

1. Since product improvements are still viable with remote control software versions today, it is critical for vendors to continue to innovate and advance the product, staving off commoditization from larger forces, including large management providers and Microsoft's OS, and demonstrating value to show growth in an enterprise suite offering. – Worldwide Remote Control Software 2005.2009 Forecast and 2004 Vendor Shares, IDC
2. Vertically focused offerings such as banking, education, and learning have carved out niches in remote control software and offer a broader growth opportunity. Focusing attention on specific verticals and uses of this technology can expand existing technology into new markets and geographies. – Worldwide Remote Control Software 2005.2009 Forecast and 2004 Vendor Shares, IDC
3. It is important for vendors to monitor the emerging remote access services market and understand the viability of leveraging their existing technology to position potential new offerings to compete with solutions such as Citrix's GoToMyPC and other products in this space. Remote/mobile access as a service is gaining favor in certain markets." – Worldwide Remote Control Software 2005.2009 Forecast and 2004 Vendor Shares, IDC
4. A critical aspect of the consolidation and IT rationalization plans of large enterprises is support for remote offices. If not planned for, data consolidation will slow branch office users' data access to a crawl, hurting productivity and morale. Many enterprises enter into data center consolidation programs only to realize that a substantial fraction of their IT resources and expenses are "outside the walls" in hundreds of remote offices of varying sizes and degrees of independence. Companies that fail to plan for this consolidation will end up spending more for their remote branch offices than their peers – and will not be able to respond as rapidly to the dynamics of today's business: change! – Remote Offices: Critical Links In Enterprise Architecture, Forrester Research
5. Enterprise Asset Management (EAM) solutions that include Information Technology and Collaborative Support Solutions are realizing growth across many industries. The worldwide market for these solutions is currently at \$2.2 billion and is estimated to grow at the Cumulative Annual Growth Rate (CAGR) of 5.0 percent reaching \$2.8 billion in 2010, according to ARC Advisory Group.– ARC Advisory Group Press Release
6. By 2010, six out of ten IT professionals will assume business-facing roles and midsize and large companies will reduce IT headcount by 30 percent, according to a recent Gartner report. Gartner says that technical aptitude will no longer be sufficient for IT professionals, and predicts the emergence of a new breed of IT professional who has technical aptitude, local knowledge, knowledge of industry processes, and leadership ability. – The IT Professional Outlook: Where Will We Go From Here?, Gartner

...The Digital Home Is Quickly Becoming a Reality.

7. According to Ipsos survey, 88% of Americans have a VCR and a CD player, 82% own a DVD player, 75% – a cell phone and a PC, 39% – a gaming console, 30% – a portable gaming console like Sony PSP or Gameboy, 28% have an HDTV, 25% own a DVD recorder or DVR, 24% have an MP3 player, 14% are owners of a satellite radio. – Ipsos Press Release

...Compliance Concerns Affect All IT Purchases.

8. Eighty-seven percent of IT executives say information stewardship – managing and setting policies for every byte of data in the enterprise – is vital to their organizations, yet less than half consider it an important item for funding, staffing or measuring, according to a Nemertes Research benchmark survey of 43 IT professionals at 42 organizations. Information stewardship crosses several strategic issues, from SOX compliance to growth in data volume. – Nemertes Research Press Release
9. Despite growing risks posed by security threats and government regulations, enterprises have increased their security spending from 2.3% to 3.9% of the IT budget since 2003 and 75% of that increase has gone into compliance initiatives rather than security systems and technologies. – Nemertes Research Press Release
10. IT organizations need to implement IT controls for compliance management without increasing architectural complexity. This requires that IT organizations work hand-in-glove with financial, legal and business operations to manage operational risk. Expanding compliance and operational risk demands offer an opportunity for IT to build long-lasting value for the firm, or face the threat of becoming a scapegoat for operational and legal deficiency.” – Sarbanes-Oxley Spending Continues to Disrupt Software Purchases, Gartner