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Legacy Monitoring Can Be a Tangled Mess

The Evolving World of Modern Cloud and Infrastructure Monitoring

During our recent webinar, Legacy Monitoring Can Be a Tangled Mess, Rich Lane, Forrester senior analyst serving infrastructure and operations professionals, shared his insights on the digitization of companies across all industries and the shift from legacy IT monitoring tools to modern monitoring solutions that help optimize performance and ensure business continuity in increasingly complex environments. Here are some of Rich's key insights from the Q&A portion of the webinar.

Q: How has COVID impacted budgets — any specific trends you're seeing?

Rich Lane: We did a lot of research on this the last couple of months — from my own experience and talking to my customers. Humans were putting a lot of unnecessary things on hold in the beginning trying to transition to this "new normal." In fact, things changed so dramatically that everyone was demanding to work online because you couldn't go anywhere, you couldn't do whatever. And even supermarkets weren't ready for this — online ordering for groceries spiked overnight. So, I think people who were on the cutting edge of that were well prepared, and others simply were not. It's really interesting to see how it all shook out. People were taking money from other projects and doubling down on digital transformation.

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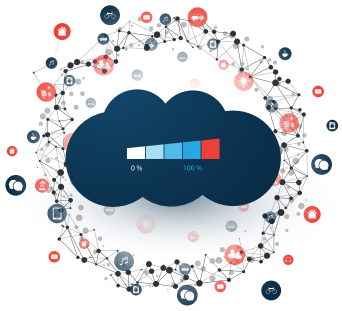
Q: Has COVID increased cloud usage?

Rich Lane: With my home state of Massachusetts, in the 2008-2009 crisis, the unemployment system fell over because so many people were checking claims or filing for claims or whatever — it was data center driven. They made a concerted effort after that period to move everything to the cloud so that they could be more resilient if anything ever happened again. Cut to COVID and mass unemployment, and there's not even a hiccup in the system because they previously made that decision. However, a lot of legacy apps organizations have had for 10 or 15 years are hard to move into that environment. But you can move a lot of the front-end stuff and the low-complexity, high-volume things to the cloud more easily, and there were definitely people doing that very quickly in the beginning. I'm not sure how enduring it will be, but I think that helped a lot of people get over the initial surge for sure.



Q: What about using monitoring tools offered by cloud providers?

Rich Lane: I think if you're 100% in the cloud, which is a very rare thing for most organizations, then maybe there's something there — you know, one-stop shopping. The problem becomes the expertise it takes to monitor the data center and the complexity there along with the cloud and everything in between. Cloud monitoring tools were made for cloud. The providers say those tools can monitor the data center as well, but I don't see a lot of enterprises even considering them, to be honest with you. The technology that companies have accumulated over the years makes it very difficult for cloud tools to have that breadth of knowledge — understanding how complex that is and how much knowledge you have to have to be able to do it well. It takes time to develop that portfolio integration, if you will, and it's hard to do. In short, I don't have calls from customers saying they're thinking about going with cloud provider monitoring tools — I just don't hear that.

Q: How many public clouds do most large organizations use?

Rich Lane: We've been talking about multicloud for a long time. We used to joke in the beginning, "Why would we just split it in half? Is it just not wanting to put all the eggs in one basket?" It has become clear that there is some methodology to it, though. There are workloads that just work better on one cloud provider than another or there are better technologies in one versus the other. But also, a lot of it comes from acquisitions. You may acquire a business that was on a different cloud provider, and it doesn't make sense to move them because it works really well and you're happy with the contract and the cost. It could also be that for a global organization, it is just easier to go with certain cloud providers in certain regions. So, I think it is a story that people are pretty comfortable with now. But now, of course, it comes back to operations and managing the multicloud environments, and that can be a challenge.

Q: Is AIOps ready for prime time?

Rich Lane: It's not there yet, but it's an ongoing evolution — there's not going to be a finished AIOPs product. It's not even a marketplace — it's a concept right now: AI for IT operations. It's just the idea of bringing all the data into one place, leveraging machine learning against it, and then understanding what the trends are. It's always going to keep getting better and better and the use cases are going to expand. The predictive capabilities are going to improve. We're going to add in things like capacity planning, and we'll get better and better as time goes on. I tell people, if you're on legacy tools that are 10-15 years old right now and don't have a plan to move forward with a modern platform, you're so far behind. You're not going to even be able to sustain the level of service that you need to for your customers. It's not a matter of waiting six more months and these AIOps tools will be just where you want it. It's already so far past where you are today that it's sort of a no brainer to move in that direction as soon as you can.

Zenoss Cloud is the leading AI-driven full-stack monitoring platform that streams and normalizes all machine data, uniquely enabling the emergence of context for preventing service disruptions in complex, modern IT environments. Zenoss Cloud leverages the most powerful machine learning and real-time analytics to give companies the ability to scale and adapt to the changing needs of their businesses. To learn more about Zenoss Cloud, visit https://www.zenoss.com/product.

Zenoss works with the world's largest organizations to ensure their IT services and applications are always on. Delivering full-stack monitoring combined with AIOps, Zenoss uniquely collects all types of machine data, including metrics, dependency data, events, streaming data and logs, to build real-time IT service models that train machine learning algorithms to deliver robust AIOps analytics capabilities. This enables IT Ops and DevOps teams to optimize application performance, predict and eliminate outages, and reduce IT spend in modern hybrid IT environments. **Zenoss is recognized as a Leader in The Forrester Wave™: Intelligent Application and Service Monitoring, Q2 2019 and is recognized in the 2019 Gartner Market Guide for AIOps Platforms.**

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