

Business Case for Rove Mobile Admin

Introduction

Rove Mobile Admin is a product that enables system and network administrators to respond rapidly when something goes wrong. By enabling IT professionals to access over 500 functions across dozens of different types of servers and platforms through a range of smartphones, Mobile Admin accelerates the recognition, diagnostics and response to issues as they arise without requiring access to a computer, console, laptop or a network connection.

In this business case, we will discuss how Mobile Admin is generating substantial costs savings by:

- Increasing IT responsiveness when recovering from system and network downtime.
- Decreasing network costs by enabling availability targets to be met through a decreased Mean Time to Recovery
- Enabling greater IT efficiency, allowing IT teams to provide increased coverage and responsiveness without additional headcount
- Increasing IT employee retention through enhanced quality of life for IT staff with greater freedom and convenience.

Increase IT responsiveness when recovering from system and network downtime

Mobile Admin makes it easy for unexpected network issues that arise at inconvenient times to be handled from a mobile device. Responding faster to IT issues significantly reduces the costs of network downtime. Depending on the industry and the application, analysts estimate that **network downtime costs can range from \$45,000 per hour to \$3M per hour** while Infonetics Research estimates that large corporations lose an average of 3.6 percent of their annual revenues to network downtime.

Combining even the very lowest of these estimates with proven Mobile Admin use cases and typical corporate downtime patterns yields some compelling projections of cost savings. For example, each system administrator armed with Mobile Admin running on a smartphone can respond an average of 8.6 minutes faster every time there is an unplanned issued that requires attention. This enhanced IT responsiveness equates to an annual savings of over \$100,000 per year for each administrator equipped with Mobile Admin.

When these numbers are extrapolated over a large IT organization, the overall corporate savings accumulate to millions of dollars each year.

Meet and improve availability targets through a decreased mean time to recovery

Mobile Admin meets your availability targets so that problems to be dealt with as they happen, before they can impact your customers or your reputation. All organizations incur some level of downtime. The following table relates availability figures to downtime:

Availability	Annual Downtime
99%	88 hours
99.9%	8.8 hours
99.99%	52 minutes
99.999%	4.8 minutes
99.9999%	0.5 minutes

There are two fundamental means of reducing downtime:

- Increase the Mean Time Between Failures (MTBF)
- Decrease the Meant Time to Recovery (MTTR)

The MTBF of a large system is derived from the MTBF of each component, and the larger the number of components is, the more frequent the failures. Reducing the MTBF is extremely costly, especially as the size and complexity of an organization's IT infrastructure grows. To increase MTBF at a system level involves introducing extensive and expensive redundancy at the component and even sub-component level (e.g. redundant network cards within redundant servers). Rove Mobile Admin offers a much more cost-effective approach to increasing availability. By equipping the system administrators with Mobile Admin running on their smartphones, the organization can substantially decrease the MTTR, thereby minimizing the amount of downtime for each issue, and increasing the overall system availability.

Enable greater IT efficiency by providing increased coverage and responsiveness without additional headcount

Organizations are under constant pressure to increase revenues, cut costs, and improve efficiencies, all while juggling demands like escalating regulation and reduced headcount. At the same time, today's business landscape is more complex and competitive than ever, and your IT department is constantly challenged by the demands of the organization it supports. Mobile Admin helps ensure that your team's level of responsiveness, performance and productivity is optimal for your business needs. By enabling system administrators to respond rapidly and conveniently regardless of the proximity of a computer, Mobile Admin amplifies your team's capabilities.

And with an industry average ratio of one IT professional to fifty users, the productivity benefit that Mobile Admin brings is multiplied many times over, since the ultimate beneficiaries of your enhanced IT service are the employees and customers who rely on the IT systems.

Increase IT employee retention by enhancing quality of life of the IT staff

On average, the cost of employee turnover is 150% of salary. If we assume that average salary of the IT professionals in a given company is \$50,000 per year, the cost of turnover is \$75,000 for each one who leaves the company. Mobile Admin lowers employee turnover costs by increasing IT employee convenience, freedom and job satisfaction. While at the office, system administrators can more easily deal with the interrupt-driven and demanding task of supporting the organization's user base. And when out of the office, they can fulfil their on-call duties without stress or the inconvenient requirement to always carry a laptop or remain near a computer.

Conclusion

Rove Mobile Admin offers organizations significant quantifiable benefits with positively bottom-line impact. By deploying Mobile Admin, organizations realize dramatic cost savings, increased system availability, enhanced IT efficiency and greater IT staff retention. With all of these benefits, the product typically provides a full return on investment within six months of deployment.