

# Managing IT

## Keeping it simple

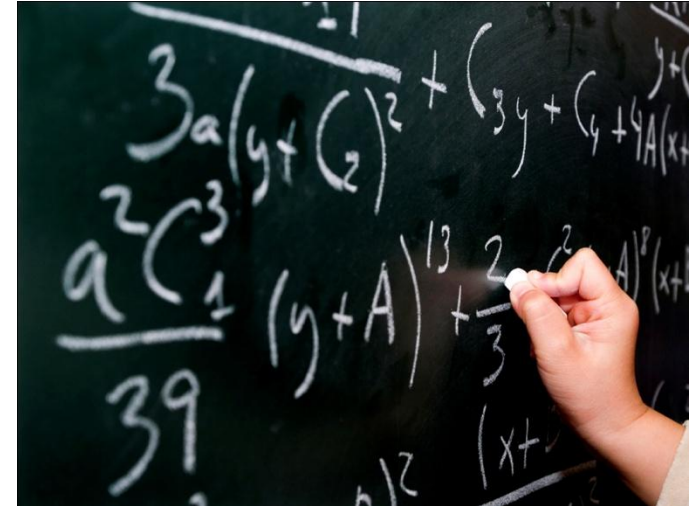
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- IT is a complex issue
  - But we're completely dependent on it
- Skills for managing such complexity are expensive
  - So automated solutions are being looked for
- Software solutions need skills to deploy and manage
  - So we're back where we started....
- SMBs and Mid-market organisations need to be able to concentrate on what is core – the business itself

- Need for software suite
  - Buy the engine
  - Buy the point solutions
- Install on a stand-alone server
- Manage the server, manage updates, patches to the software



- The solution became part of the problem
  - Users needed to fully understand how it all went together
- The complexity was a major hindrance to adoption

- Appliance based
  - Buy the appliance
  - Plug it in
  - Connect to the dashboard
  - Monitor what's happening
- The appliance vendor manages updates, patches, whatever
- The user is freed up to concentrate on what's important – running the business



- IT management has to adhere to the KISS principle
  - Keep it simple, stupid...
- Appliance-based solutions are quick to deploy
  - Can be kept fully updated more easily
  - Can be remote managed by vendor or by channel
- Appliances should be “Plug and forget”
- It's the business that counts – not the technology
  - Technology is a facilitator
  - You only need to know when something may be going to go wrong
  - You need to be able to step in and avoid the issue