



Intelligent Visibility

TOP 5 CONCERNS OF THE MODERN CIO



As the person tasked with overseeing the strategy, implementation, and maintenance of technology within your business, you have a tall order. Technology continues to evolve at a rapid pace, and it may feel like maintaining what you have is enough to keep you busy.

The modern CIO has interaction with and responsibilities to all other parts of the business. Your work enables other members of the executive team to do their jobs effectively, meaning you are critical to your organization's overall success.

In working with hundreds of C-suite professionals across the US, we commonly hear the same struggles again and again. In this document, we'll cover these top 5 concerns and ways to overcome them.

- How do I keep my business “on-time, all-the-time”?
- How do I reduce operations costs?
- How do I reduce my connectivity costs?
- How do I better utilize our internal resources?
- How do we get the most out of the technology we purchase?

How do I keep my business “on-time, all-the-time”?

Gone are the days of staying in your office all day. In most organizations, even the CIO has to do more than sit behind their computer. Meetings, both internal and external, site visits, and our busy lives require us to be on the move and connected.

Additionally, you have to keep everything up and running because every hour lost can be counted in real dollars. If technology isn't working, your staff sits while money goes down the drain.

While having onsite hardware is a necessity for some organizations, many forward-thinking CIO's have already moved some or all data to the cloud. Virtual servers allow for better uptime, greater accessibility from remote locations, and fewer disruptions. In many cases, it's also cheaper as it reduces the costs of maintaining and replacing aging hardware along with the staff-hours required to manage it.



But moving data to the cloud isn't enough. Today, optimizing your virtual infrastructure requires standardization, virtualization, and automation to give you an efficient, scalable, and reliable platform.

If you don't have a cloud enablement strategy, it's time to start exploring one. Here are a few things you'll want to think through:

- Where will your critical software live? Is it licensed for cloud use, or will you need to keep some on-premise?
- Consider the importance of cost, security, and your business-specific needs. Cloud solutions differ, and your priorities may make one a more viable option than others.
- Are there particular regulatory issues with managing some of your data on the cloud? Privacy is a significant concern for any business that handles sensitive data, so have a plan to keep information secure.
- How does this affect your overall organization? Policies, roles, and strategic priorities may be impacted by moving to the cloud and these should be addressed sooner rather than later.





How do I reduce operations costs?

In addition to the costs of owning and maintaining hardware as well as paying for outdated circuits, operational costs will continue to be a concern for most CIOs.

Traditionally, IT teams provisioned, deployed, and managed infrastructure using command line interface. While this worked for the particular occurrence, inconsistent procedures across teams can lead to code that is overly complex and requires specific fixes. This approach is highly inefficient and costly for the organization. It also puts them in the dangerous situation of relying on the knowledge of one individual to solve the problems they created.

In some situations, these manual lines of code can create massive outages costing businesses thousands of dollars as they scramble to find and fix the issue.

In recent years, NetOps (also referred to as NetOps 2.0) has become the approach most companies use to solve this issue. Utilizing DevOps tools and standardized techniques give teams an agile, scalable approach to network management and deployment.



But initiating change within an existing organization can be difficult. “I’ve always done things this way,” and “You’re just making things more complicated,” are just a couple of the objections you might hear. The key is to state the benefits of rolling out NetOps in terms of their success.

- Reduce irritating break-fixes.
- Eliminate mundane tasks.
- Spend more time on innovative technology deployment.

And there’s no need to change everything at once. Start by identifying the tasks that result in the most considerable waste for your team. Then implement standardized procedures for those items. If there are DevOps tools that can automate tasks, choose a lead to initiate development or hire an outside party to identify and execute these changes.

Better utilization of NetOps will ultimately free up valuable internal resources. These people can then focus on new technology development that improves efficiency and drives revenue instead of draining your budget.



How do I reduce my connectivity costs?

If your company is spread out geographically but needs to stay connected, the traditional course of action is to pay for a private wide area network. Unfortunately, proprietary or specialized WAN technology comes at a steep cost to your business. If your business' wide area network bandwidth or circuit contracts haven't been reviewed in a few years, there's a good chance you're overpaying for several reasons:

- Competition has driven prices down.
- New access circuits are now offered for the same price as the older circuits you own/lease.
- More modern technologies require less hardware.
- Access to circuits was available in some areas but not in others.
- Using the same circuits and access technologies for each site.
- Failing to use internet based circuits instead of private circuits.

Regardless of the cause, you shouldn't continue paying unnecessarily high prices for fixed circuits when alternatives exist.

One of the best modern techniques involves the implementation of a hybrid network using Software Defined Networking (SDN) or Software-Defined Wide Area Network (SD-WAN). Instead of using proprietary hardware, SD-WAN connects enterprises using private networks in the cloud.

This approach also allows you to reduce costs and connect different network types to meet price and performance requirements for each site. It's also a great way to keep short-term operational costs low while staying flexible in the long-term.



How do I better utilize our internal resources?

You and your staff have a limited number of hours in the day and probably manage a daily task list longer than you can check off in a week. Your team may not even have the ideal people given the workload. For example, your employees are better suited for dev projects, but you just need them to get their tickets closed. Or they are particularly skilled with particular technologies but not others.

What do you do when you don't have the right people in the right seats? How can you allocate additional resources to new projects without day-to-day operations struggling to keep up?

Simultaneously, you have a responsibility to the future strategic vision of the company. As a linchpin in the organization, you need space to be able to breathe and find creative ways to solve these long-term needs. But it can't come at the expense of making sure the other departments have what they need to be successful today.

In these situations, many CIOs turn to outside resources to fill the gaps and provide cost-effective solutions for repetitive or mundane tasks. Managed service providers give your organization additional bandwidth and specialization where needed so you can focus your internal resources on long-term strategic projects.

In many cases, these firms have a greater breadth of experience and talent to pull from to make sure you get a task-oriented achiever working on service tickets. If you need someone who specializes in Amazon Cloud Platforms or Cisco Infrastructure, they will use the right person, and you won't need to hire a new employee or get additional certifications. Better yet, managed services firms use process orientation, so it doesn't matter which person solves your problem. Each person will consistently follow the agreed-upon processes for consistent results.

Hiring a managed services firm could free you up to better utilize the staff you have for future opportunities. Or allow you to deal with internal projects they are best-suited to handle.





How do we get the most out of the technology we purchase?

Most CIOs have incredibly talented teams and are adept at seeing the trends in the technology space. Unfortunately, that doesn't mean implementation always goes as planned.

- Sometimes, contracts are signed without fully thinking through the requirements, and projects drag on for months or even years before they are completed.
- You choose new software, and part of your organization fully adopts it while others only partially use it.
- Even if the entire organization does embrace the new technology, you aren't using all of its capabilities.

Some of these problems require a shift in decision-making and prioritization within your business. But in many cases, you don't have the time or capacity to deploy new technology solutions effectively. And some technology pieces aren't in your wheelhouse, leaving your team to learn on the fly as they deploy.

In these situations, smart CIOs turn to outside firms who provide professional services on a retainer or project basis. While your staff is prepared to escalate internal issues, taking on a big project may be beyond their capabilities and bandwidth.

Companies that regularly manage projects have the experience and processes to increase the likelihood of success as they guide you from architecture to implementation while training and documenting the process.

A key success factor in choosing a professional services firm is making sure you work with an experienced engineer during the pre-sales process. While more costly for them, engaging this level of talent early in the process ensures a smoother handoff to the team managing your project. It also reduces changes in scope down the line, which could cost your organization more than expected.



Ready to lead a successful, growing organization?

Your company has a strategic vision for success and expect you to be able to make it a reality. To stay competitive, your company needs to be leveraging the right technologies. But like many, you don't have the time or internal resources to keep up with the changes in technology. While you're keeping up with day-to-day business support, lost opportunities and missed deadlines can leave you frustrated and concerned. At Intelligent Visibility, we believe you should have a trusted solutions partner who will guide you to leverage new and existing solutions.

With an average of 20 years in designing, implementing, and managing network infrastructures, as well as developing software solutions, we've seen how frustrating it can be to fall behind while competitors take advantage of innovation. At iVi, our engineers have experience in both coding and advanced infrastructures to make sure clients find and leverage the right technology for their company's success.

Our proven process makes it easy to focus on what will make you truly successful.

1. Assess - We'll assess your business requirements to identify the right solution.
2. Buy - Purchase and install the chosen solution with the help of our experienced engineers.
3. Compete - Take advantage of the best technology, services, and solutions.

Call (866) 840-5456 to schedule a free consultation.

Stop allowing existing technology to hold you back while you fall behind the competition. Improve performance, reduce operational costs, and take advantage of leading-edge technology solutions with Intelligent Visibility.