



What is a Infrastructure Management?

Investment in Infrastructure Management has the largest single impact on an organization's revenue - IDC

What is infrastructure management?

Infrastructure management is the management of essential IT operation components, such as:

- Network equipment
- Telecom services
- Computing (servers, apps, OS)
- Facilities
- Power
- On demand cloud computing
- Application platforms
- Content platforms
- Communication services
- IT services
- Information security
- Policies, processes, equipment, data, human resources, and external contacts, for overall effectiveness.

Infrastructure management services can include:

- Deployment of servers
- Monitoring services
- Incident management
- Configuration management
- Security
- Administration
- Alerts
- Provisioning
- Resilience
- Disaster recovery

What to look for in the field:

- Companies looking to evaluate digital transformation but don't know where to start
- End users looking to automate
- End users looking to minimize financial loss in IT
- Unstable IT environments - lack of best practices
- AWS/Azure customers
- End-users that have SaaS and On-Premise (hybrid) IT environments
- Listen for buzzwords such as 'automation' or 'AI'

Discovery Questions:

- What problems are your IT staff fixing on a daily basis?
- Who is providing you mentorship during your digital transformation journey?
- Who manages the optimization of your cloud?
- Who watches your start/stop schedules for your virtual machines?
- Who brings cutting edge services to you?
- Who helps manage your cloud spend?