SaaS & Outsourcing: Solutions For IT Processes, Too

Description: User IT organizations are being tasked to provide support for increasingly dynamic business processes. These new functions are expected to be delivered very rapidly and without significant budget increases. Ongoing Saugatuck research shows that Software-as-a-Service (SaaS) offerings are increasingly being selected to achieve these objectives. Monitoring and managing services delivered by SaaS is challenging IT organizations to evolve from managing IT infrastructure assets, to managing services which support their users' business processes.

At the same time, user IT organizations are also being asked to reduce the costs for existing infrastructures. To accomplish this, IT organizations have turned to Open Source software, Service Oriented Architecture (SOA), and outsourcing some IT functions such as Help Desk. Recently, various forms of IT virtualization have been delivering substantial cost reductions.

More recently, user IT management organizations are recognizing that SaaS offerings and service providers can impact the costs of processes within IT such as security or systems management. Possibly more importantly, the adoption of SaaS and services offerings for IT processes is enabling IT organizations to meet the challenge of focusing on their users' business processes.

In this Strategic Perspective, we provide insights into alternatives for delivering the processes of IT, including the resulting opportunities for vendors.

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