



The Value of Resident Engineers on your IT Transformation Journey

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Executive summary

The race to adopt new business models is on. Many IT organizations are turning to resident engineers for help with their IT transformation journey.

CIOs are facing unprecedented levels of change over the next five years. The stakes for successful business and IT transformation are high, especially in rapidly changing global markets. To help achieve these goals, many IT organizations depend on resident engineers.

IDC research has found that resident engineers can deliver significant value for IT organizations. In a recent global survey, respondents reported high levels of satisfaction with resident engineering services – both for key IT transformation metrics, and for help achieving specific business outcomes.

IDC believes resident engineering services can be a good choice for enterprises that need extra help with specific technologies in their IT environments. Resident engineers can help with:



Accelerating technology adoption and utilization, leading to better business results



Optimizing existing technology, leading to better performance and fewer problems



Improving IT service delivery, leading to reduced service delivery cost

Most CIOs are facing significant IT transformation over the next 5 years, balancing a complex mix of priorities to achieve better business outcomes.



Managing the complexity of hybrid IT environments as adoption of private and public cloud solutions accelerates



Aligning IT service delivery with the needs of the business while integrating critical new technologies with existing IT assets



Improving adoption and usability across all aspects of IT for internal and external customers



Helping business managers maximize the value of innovative IT solutions to rapidly differentiate new products and services

CIOs and IT professionals increasingly look to technology services providers for help achieving business outcomes from IT investment.



Improving IT resource management: People, process and technology

- Shifting resources from maintaining existing systems to implementing strategic projects that impact the bottom line
- Constantly refining strategies to improve day-to-day productivity of the IT organization
- Achieving greater efficiencies in IT operations through additional automation, AI-driven operations and autonomous IT technologies



Maximizing the performance of existing technologies

- Maintaining and optimizing existing IT environments efficiently and effectively
- Continually striving to “do more with less,” using extensive legacy footprints to drive business results
- Struggling to find the deep technology expertise and experience required to fully utilize complex IT infrastructure



Adopting new technologies to meet changing business requirements

- Deploying new technologies while seamlessly running business critical systems
- Adapting to the rapid shift in IT skills necessary to enable IT transformation across the enterprise
- Working closely with business leaders to prioritize the IT services that can drive revenue growth

Resident engineers from hardware and software providers can help



Flexible access to deep technology expertise

- Experts complete regular training to stay current on new and existing technologies
- Available for almost any period of time, depending on specific needs



Improved alignment between IT and business managers

- Provide knowledge transfer to IT staff, improving technology adoption and utilization
- Deliver capabilities to help the IT organization achieve better results for the business overall

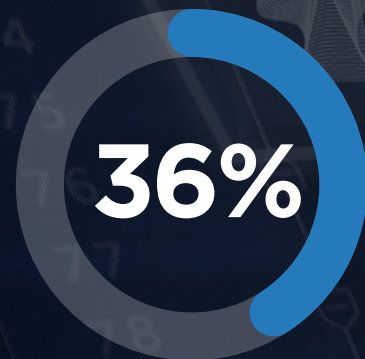


Better management of valuable IT resources

- Enable CIOs and IT managers to redirect IT staff away from routine tasks
- Give IT organizations more time to focus on innovations that grow business revenue

Resident engineers can provide many benefits for organizations as they transform IT infrastructure

Top reasons for purchasing resident engineering services



Ability to help us fully adopt a new technology solution



Help us optimize and improve performance of existing technology

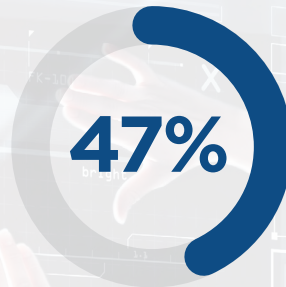


Take full advantage of knowledge transfer and documentation expertise

99.5% of survey respondents reported recognizing direct value from their resident engineers across IT and business outcomes



Almost 50% indicated resident engineers were able to help their IT organizations get more value out of new technologies.



More importantly, 47% of respondents said their resident engineers were able to help them use technology to directly increase revenue - a significant achievement for an IT organization.

Helped us get more value out of our new technology



Helped reduce our overall IT costs



Expanded our use of technology in a way that directly increased revenue



Addressed issues more cost-effectively than a permanent IT hire



Helped us deliver more value to our line of business managers



% of respondents reporting value

Q. How would you describe the value realized from your resident engineer(s)? Please select all that apply.

Organizations reported resident engineers delivering significant, measurable benefits – including reducing the cost of IT service delivery

50%

Improvement in overall technology performance

47%

Improvement in technology utilization

45%

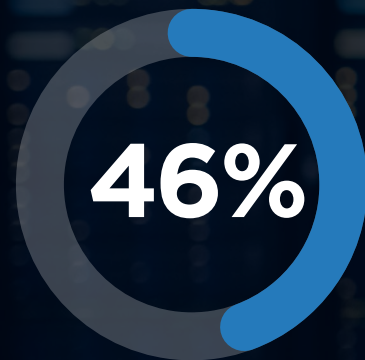
Improvement in internal IT staff efficiency

40%

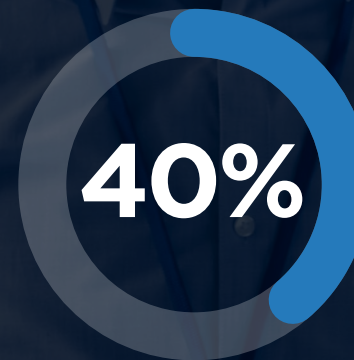
Reduction in the cost of IT services delivery

Resident engineers can help transition to new technologies faster and optimize across IT infrastructure

Resident engineers helped IT organizations achieve:



fewer reported incidents and problems, avoiding an average of **23 incidents** per month for the covered technology



improvement in staff adoption and technology utilization, saving an average of **9 weeks** during technology transitions

86% of organizations said resident engineers helped improve the relationship between IT and business managers

The most popular ways resident engineers helped improve relationships

The resident engineer(s) helped us implement new features/functionality that directly improved how business managers used the technologies

57%

The resident engineer(s) optimized our use of the technology to directly improve business performance

56%

The resident engineer(s) helped us match IT processes to business processes

53%

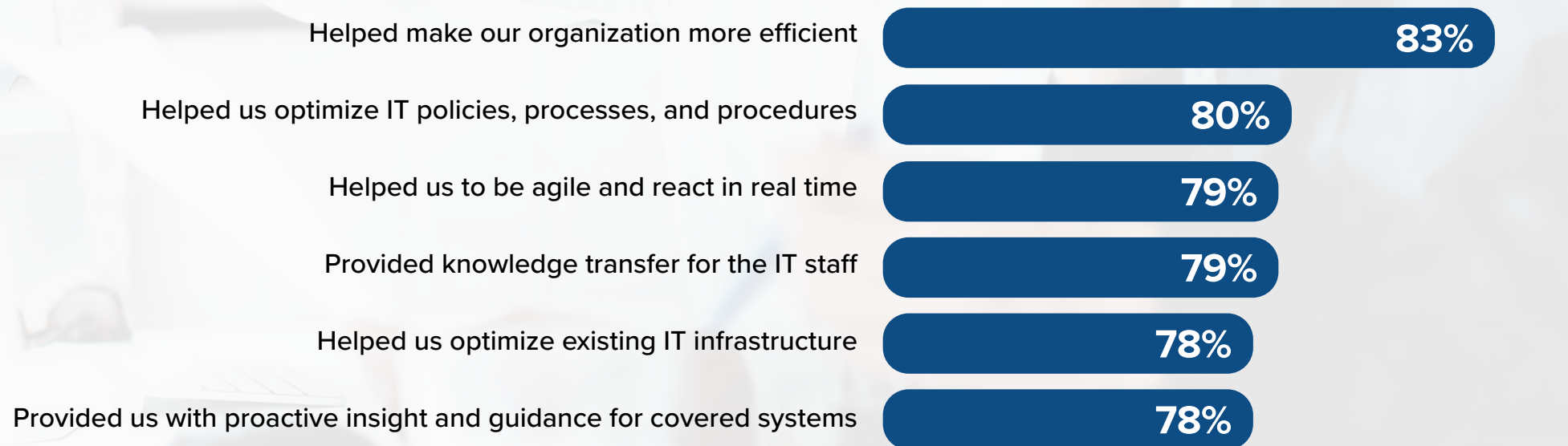
The resident engineer(s) helped us understand what our business managers were looking for from our technology solutions

51%

Q. How did your resident engineer(s) help improve the relationship between your IT organization and your line of business managers?

More than 75% of respondents indicated their resident engineer performed well across a variety of IT and business outcomes

Respondents that rated their resident engineers performance as well (Top 2 Box) indicated that the resident engineers...



Top 2 Box (% of respondents selecting 4 or 5, where 5 = Performs very well)

Q. How would you rate your resident engineer services' performance on the following?

Organizations experienced high satisfaction across all aspects of resident engineering services



Q. How satisfied are you/were you with the following specific services delivered by your resident engineer(s)?

Scale: 1=Not at all satisfied, 5=Extremely satisfied.

Top 2 Box score indicates those respondents that selected 4 or 5 where 5=extremely satisfied.

Overall, 89% of respondents were satisfied with resident engineering services

80% would recommend resident engineering services to a colleague

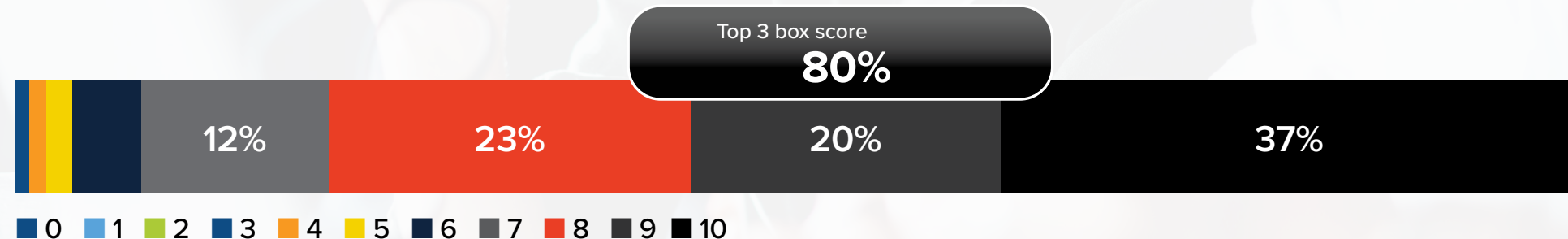
Q. Overall, how satisfied are you/were you with your resident engineer services experience?

Where 1 is not at all satisfied and 5 is extremely satisfied. Top 2 Box score indicates those respondents that selected 4 or 5.



Q. How likely are you to recommend resident engineering services to colleagues?

Where 0 is definitely would not recommend and 10 is definitely would recommend. Top 3 Box score refers to the respondents that selected 8, 9 or 10.



Essential guidance for choosing a resident engineer

- Consider the needs of your IT organization across specific technologies, both in terms of individual product deployments and overall technology suite solutions.
- Be selective when considering a resident engineer. Look for providers who can make sure the resident engineer is a good fit with your organization. Consider resources with expertise in your specific technology needs.
- When examining credentials, ask the IT vendor about their resident engineers' experience and qualifications to ensure their certifications are current if you require them.
- Have a plan for the primary projects and issues the resident engineer will address during their time on site.
- Set clear metrics and objectives regarding the desired technology and business performance outcomes for the resident engineer and communicate them throughout the project.
- Prioritize the resident engineer's time while on site. If the engagement is for a limited time, focus either on help with new technologies or help with existing infrastructure. It is challenging to do both over a shorter period of time.
- If knowledge transfer is a key initiative, outline a progress plan with the resident engineer and your IT staff. Make sure that all levels of the IT organization are involved to ensure maximum performance.

Methodology

- IDC recently completed an online global survey across all regions of 1,047 CIOs and IT professionals for insight into how IT organizations are currently using resident engineers.
- Key questions focused on why respondents selected resident engineers, the value delivered through a resident engineer, and satisfaction with resident engineering services.

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