

# Operational Paralysis

## Issue: Expertise & the Unknown

IT teams face substantial challenges in managing their existing heterogeneous infrastructure with a wide variety of applications and hardware. Many companies are running technology that is no longer understood by IT and are hesitant to make any changes that might lead to failure. In fact, it is common to have 1 person in IT that has the necessary knowledge to keep particular services

operational and there is no transfer of knowledge planned or anticipated.

To further complicate this issue, new employees joining IT teams have experience in working on the latest state of the art infrastructure and are not interested in “going backwards” to manage the past. An analogy to this issue is found in development where millions of lines of COBOL are still running and there are very few COBOL developers around.

## Impact: Left Behind

Having IT teams unwilling to “touch” technology prevents the company from moving forward with new technology, achieving efficient usage of infrastructure, and properly securing their services as old technology was not built to handle today’s security attacks. Additionally, IT teams become stuck as keeping services available becomes more important than ensuring that technology meets the business need.

IT employees who remain solely focused on aging services also prevent themselves and the company from taking advantage of new opportunities that are more efficient, cost effective and secure. Thus, parts of your team are left behind which may cause an exodus of quality employees who don’t see a future for themselves in the organization.

## RackN Solution: Stagnation to Action

RackN allows Enterprises to quickly transform their current physical data centers from basic workflows to cloud-like integrated processes. We turned decades of infrastructure experience into data center provisioning so simple it only takes 5 minutes to install and provides a progressive path to full autonomy. Our critical insight was to deliver automation in a layered way that allows operations teams to quickly adopt the platform

into their current processes and incrementally add autonomous and self-service features.

This new layered-automation process ensures your operations team can overcome their upgrade challenges with a single platform capable of supporting existing solutions, newly arriving technologies as well as prepare for future innovation down the road.