

∴∴ *Mobile Computing Infrastructure  
Management Trends*

Summary Results - August 2009

***Confidential***



# Observations and Conclusions

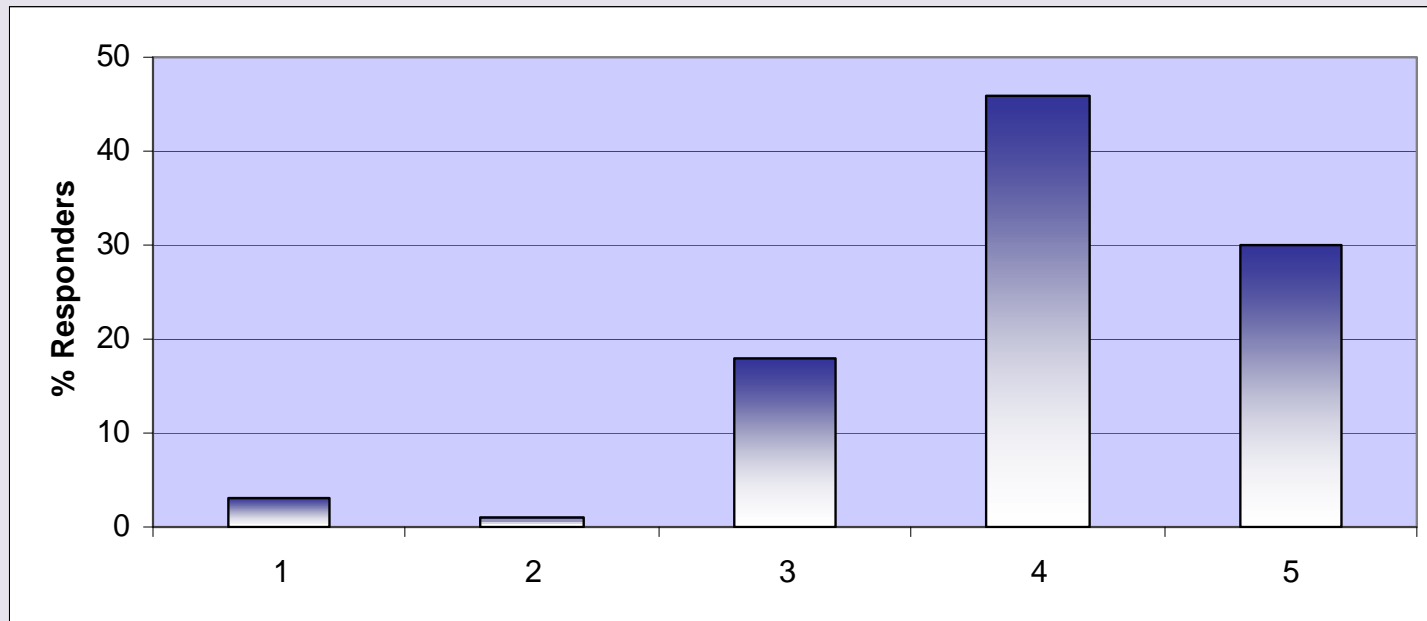
- **Over 80% of responders depend significantly on IT for corporate compliance, asset license auditing, customer satisfaction, and cost reduction.**
- **59% of responders work with more than 1000 computers or endpoints and 50% of responders indicate they are working with at least 5 systems security and management tools.**
- **More than 59% of responders cited identifying security concerns such as rogue assets and non-compliant computers accessing internal networks as crucial to their companies' operations.**
- **75% of responders indicated that preventing non-compliant computers from accessing their networks is exceptionally important to their organizations.**



# Program Overview

- Between July and August 2009, Gatepoint Research invited 2766 selected marketing executives to participate in a survey. 130 executives have participated to date.
- Candidates were invited via email to participate in a survey themed *Mobile Computing Infrastructure Management Trends*.
- 100% of respondents participated voluntarily; *none were engaged using telemarketing*. Net response rate is 4.7%.

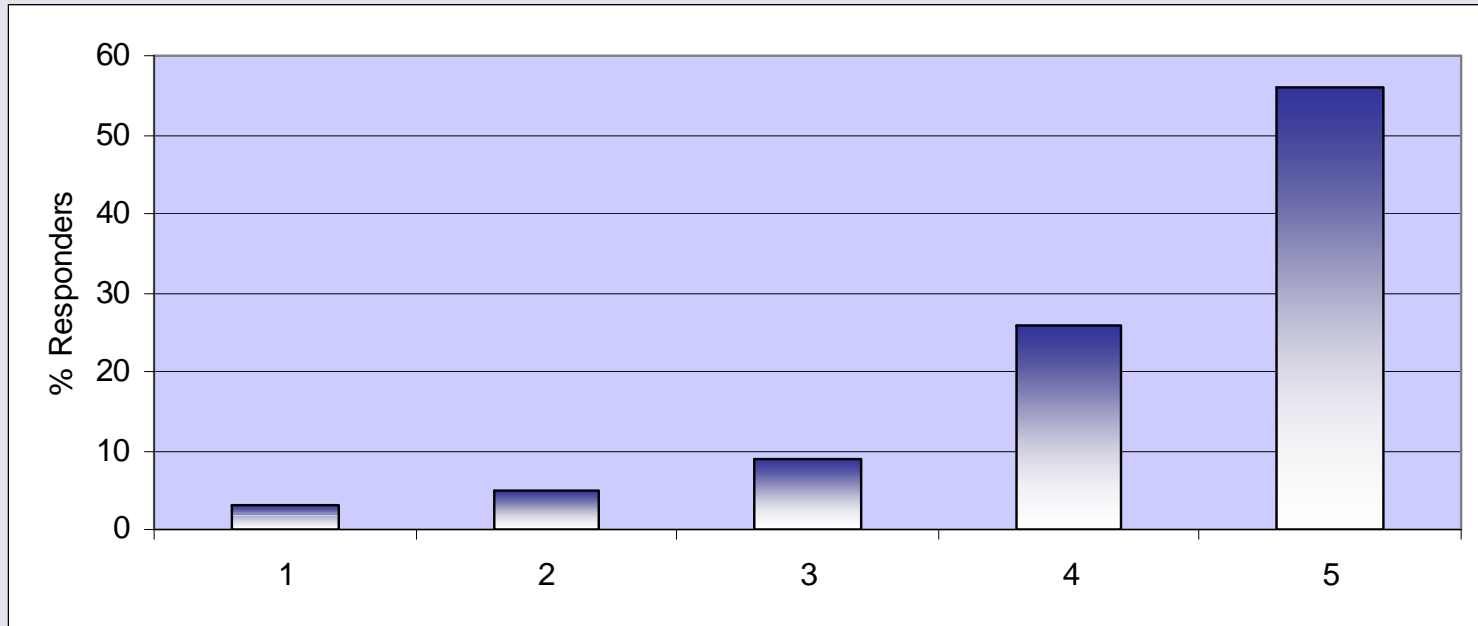
# ∴∴ To what extent does your organization depend on IT for corporate compliance?



1 = IT is marginally involved to 5 = IT is centrally involved

***94% of survey responders indicate that IT is significantly involved in corporate compliance.***

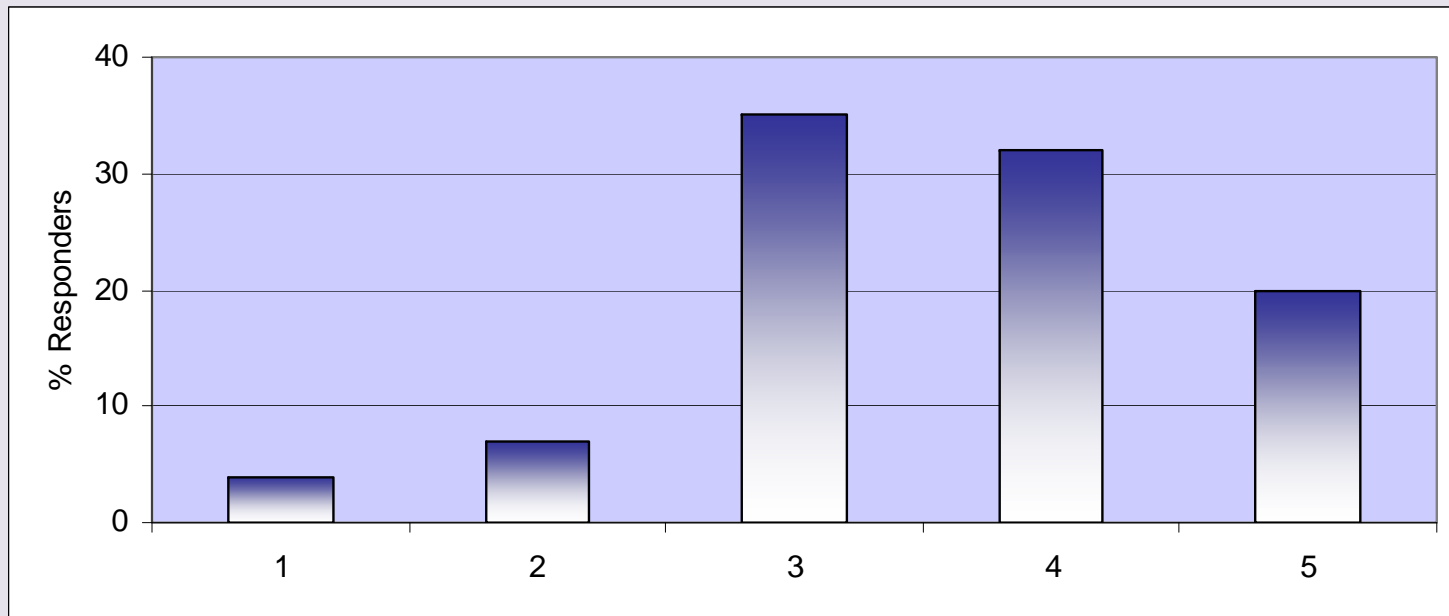
# ∴∴∴ To what extent does your organization depend on IT for asset license auditing?



1 = IT is marginally involved to 5 = IT is centrally involved

***91% of survey responders indicate that IT is significantly involved in asset license auditing.***

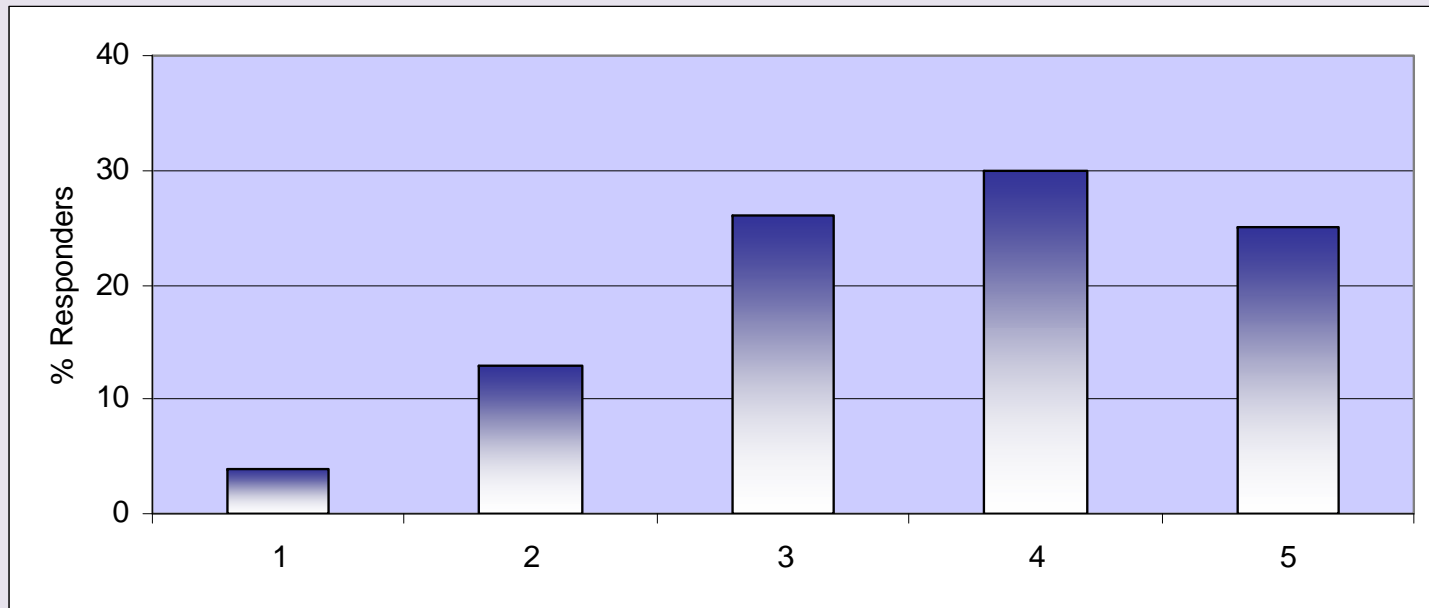
# ∴∴ To what extent does your organization depend on IT for cost reduction?



1 = IT is marginally involved to 5 = IT is centrally involved

**87% of survey responders indicate that IT is significantly involved in cost reduction.**

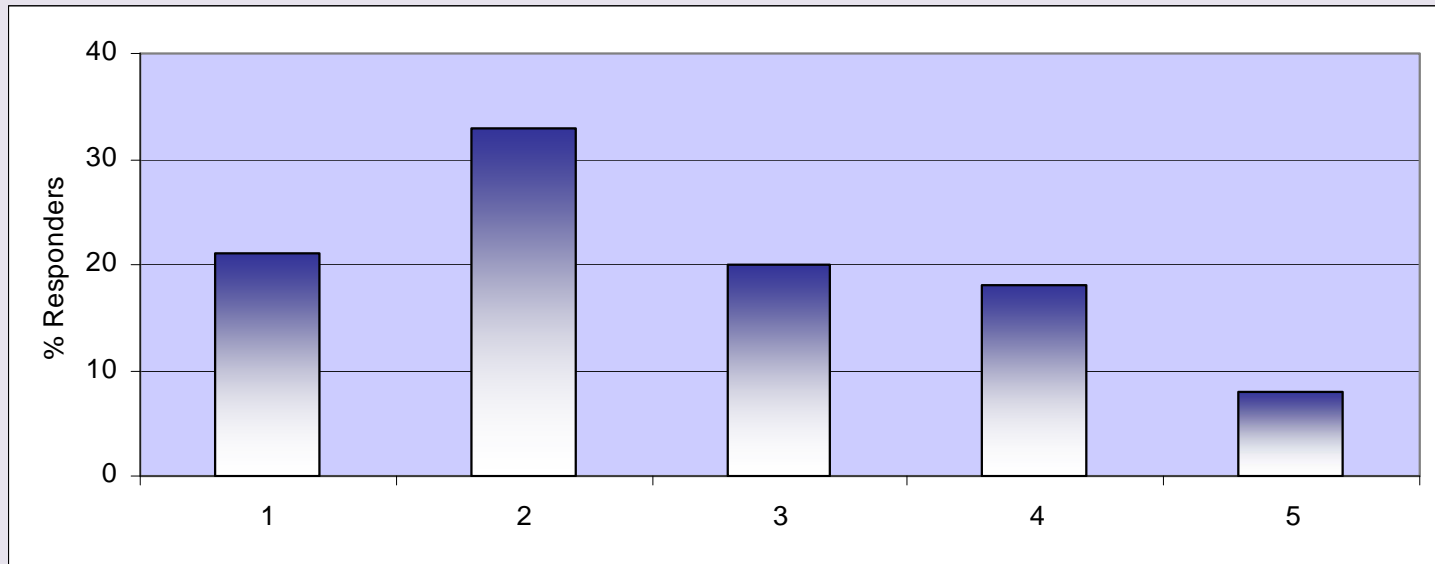
# ∴∴ To what extent does your organization depend on IT for customer satisfaction?



1 = IT is marginally involved to 5 = IT is centrally involved

**81% of survey responders indicate that IT is significantly involved in customer satisfaction.**

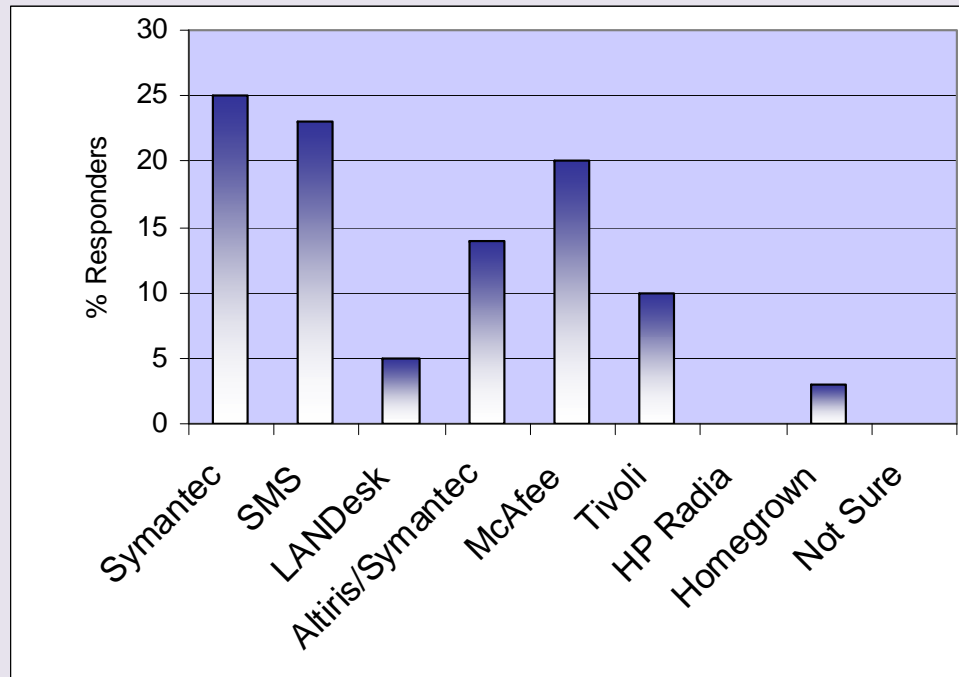
# ∴∴ To what extent does your organization depend on IT for “green” initiatives?



1 = IT is marginally involved to 5 = IT is centrally involved

**43% of survey responders indicate that IT is significantly involved in “green” initiatives.**

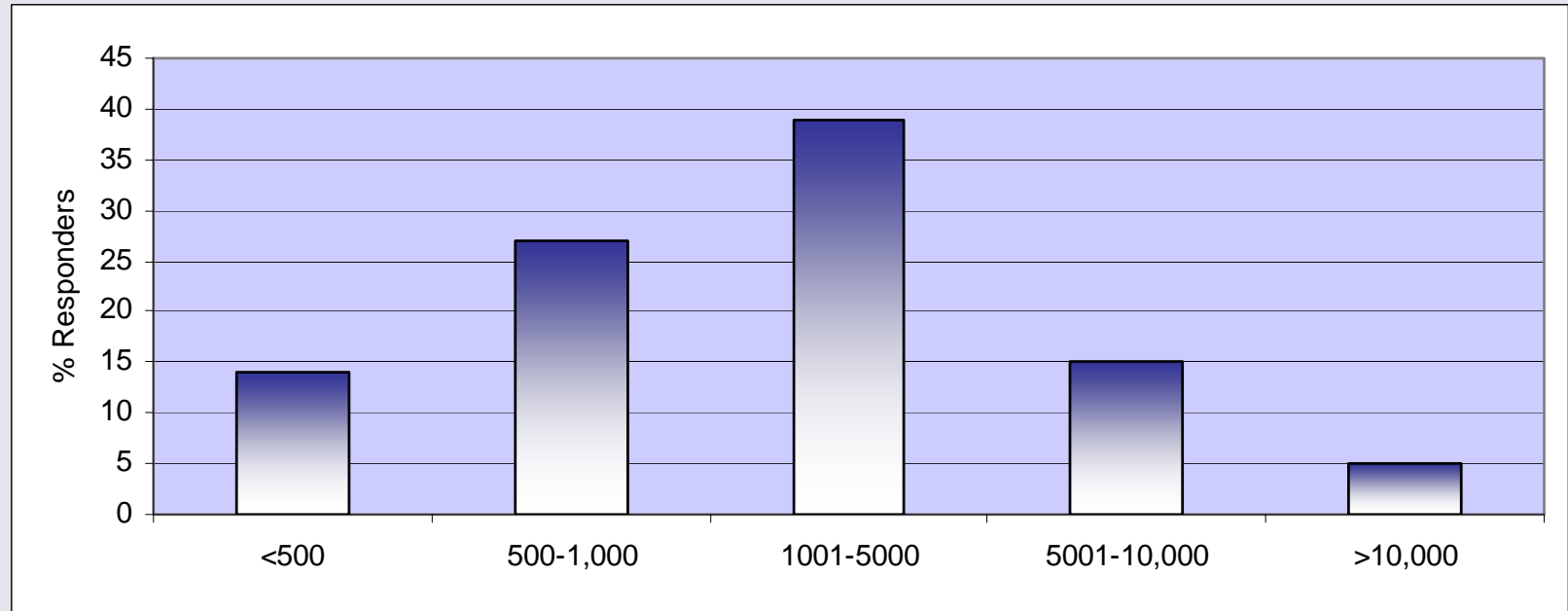
# Which tools are you using to manage security and configuration?



**Note: 87% of responders indicate they also use other tools.**

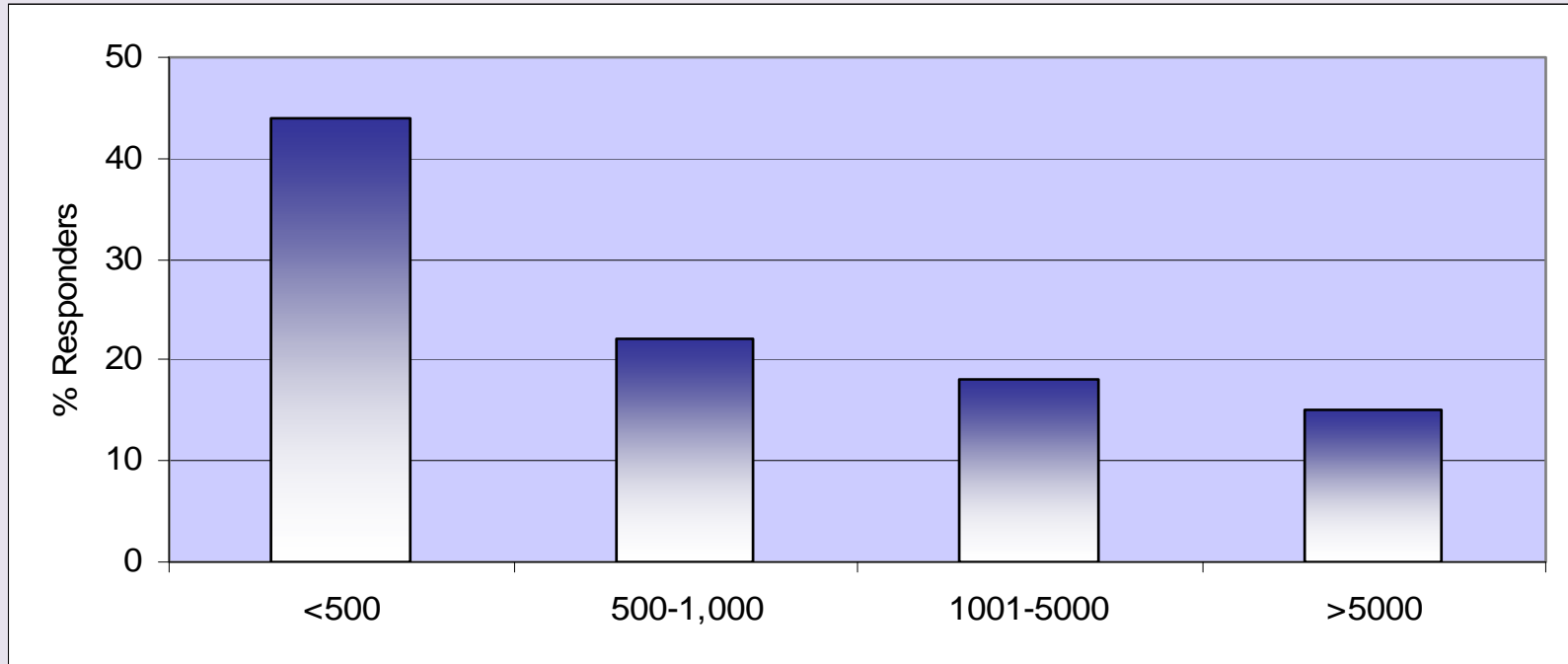
***A variety of tools are used by responders to manage security and configuration.***

# How many computers or endpoints do you currently manage?



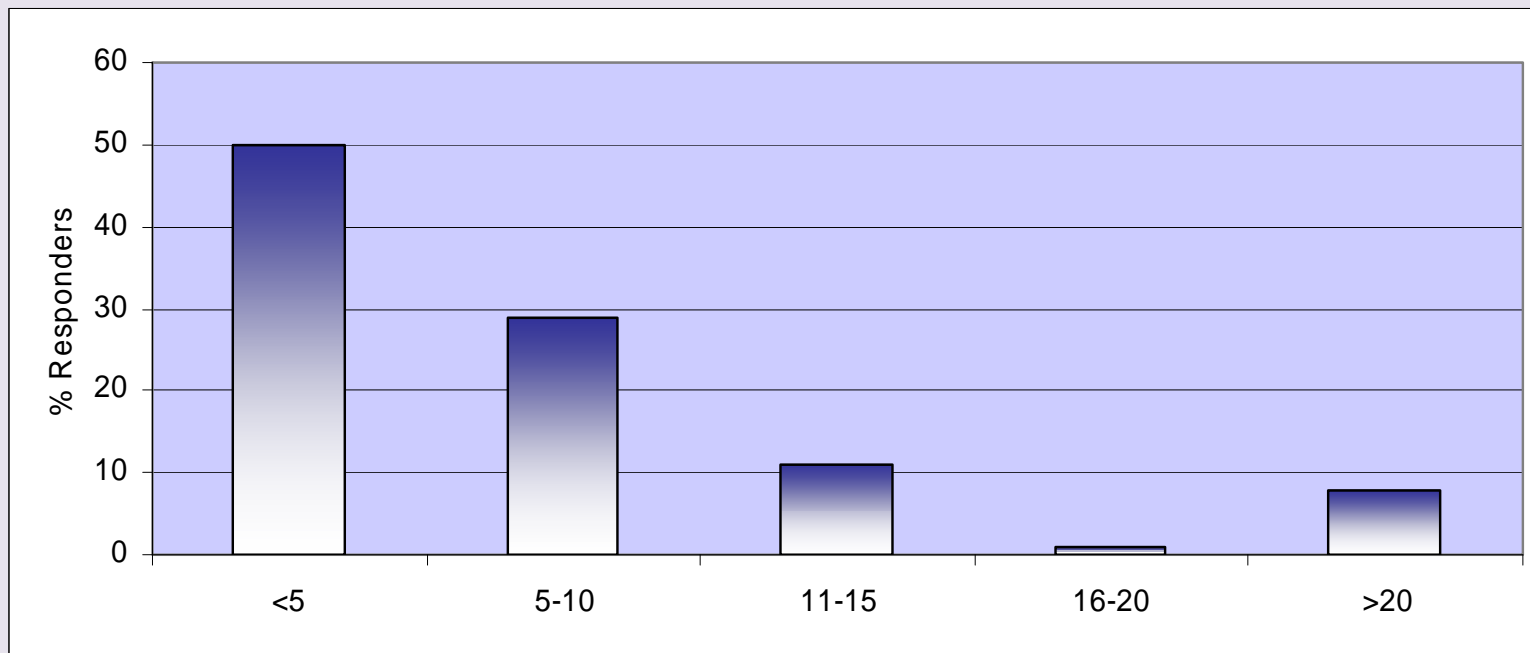
**59% of responders work with more than 1000 computers or endpoints.**

# ::: How many of these computers or endpoints are mobile?



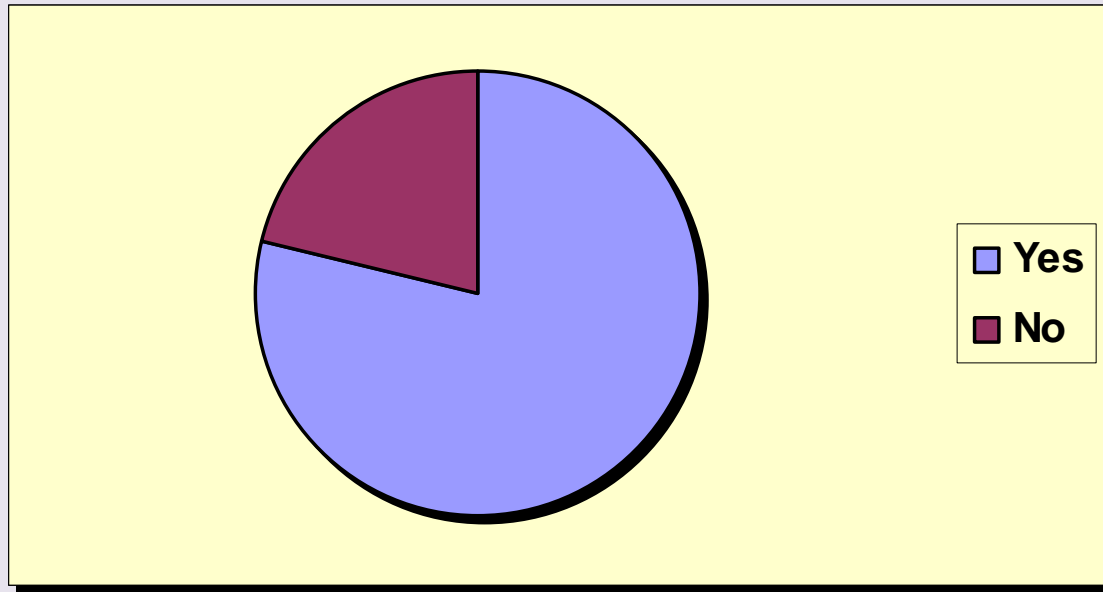
***56% of responders indicate that at least 500 of these computers or endpoints are mobile.***

# How many security and systems management tools are you currently running?



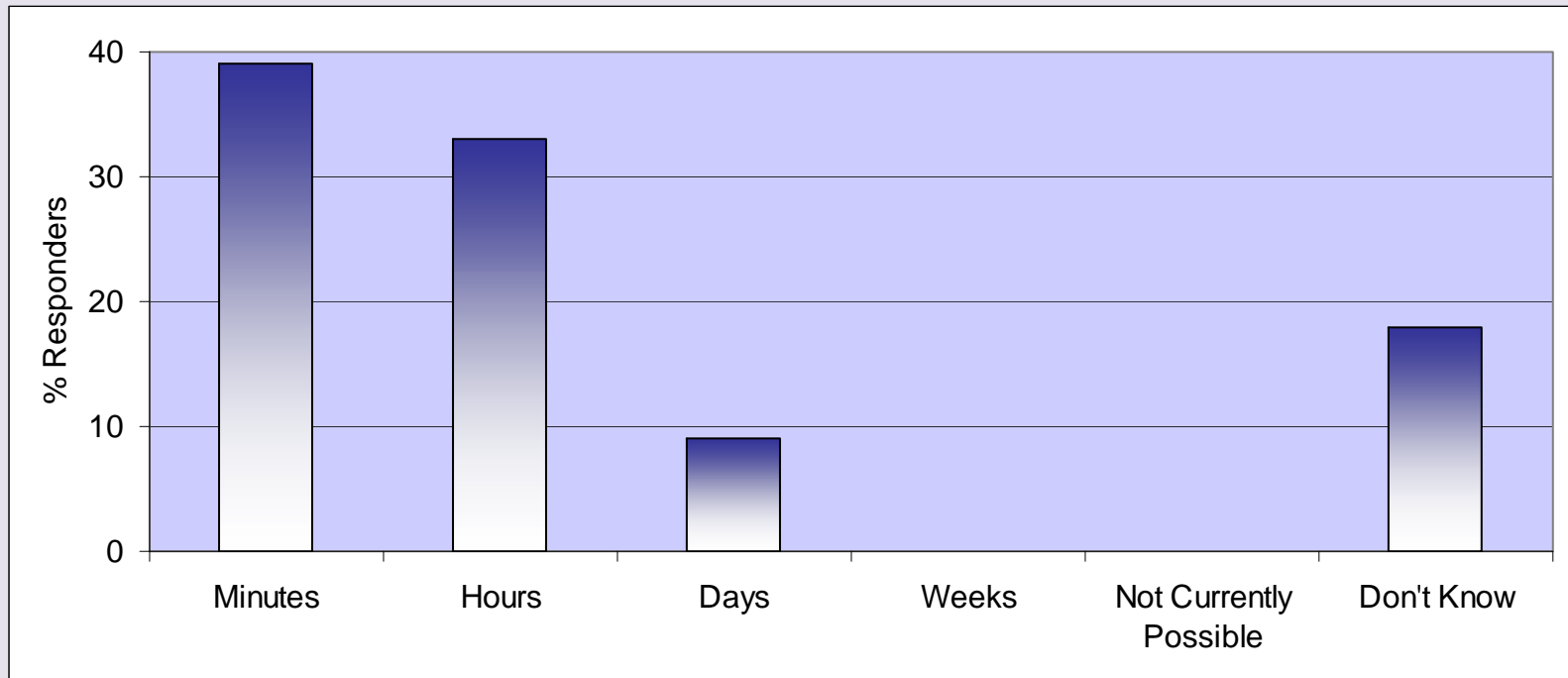
***50% of responders indicate they are running at least 5 security and systems management tools.***

# ::: Do you feel you have accurate license counts and usage data for all your installed software?



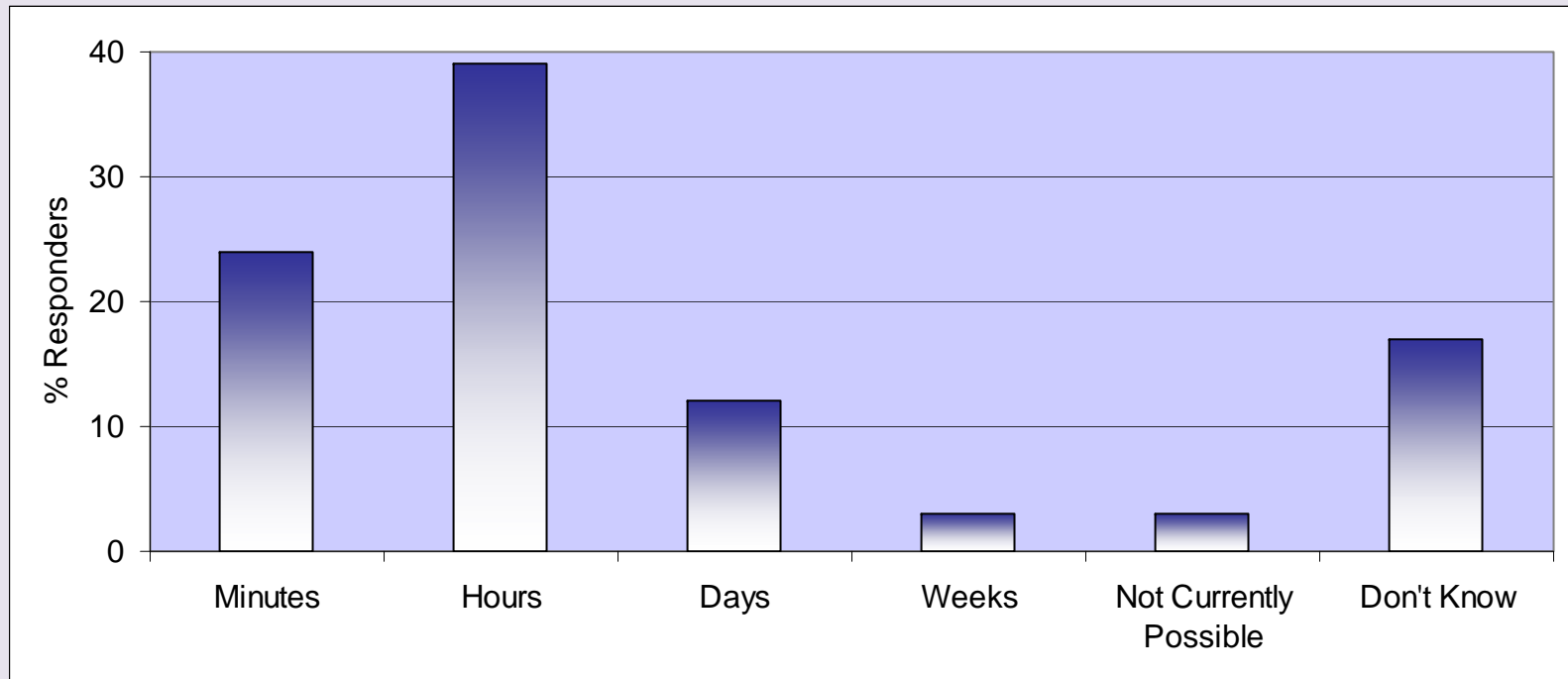
***80% of responders have accurate license counts and usage data.***

# ∴∴ How long does it take you to identify the source of a worm or virus attack and remediate it?



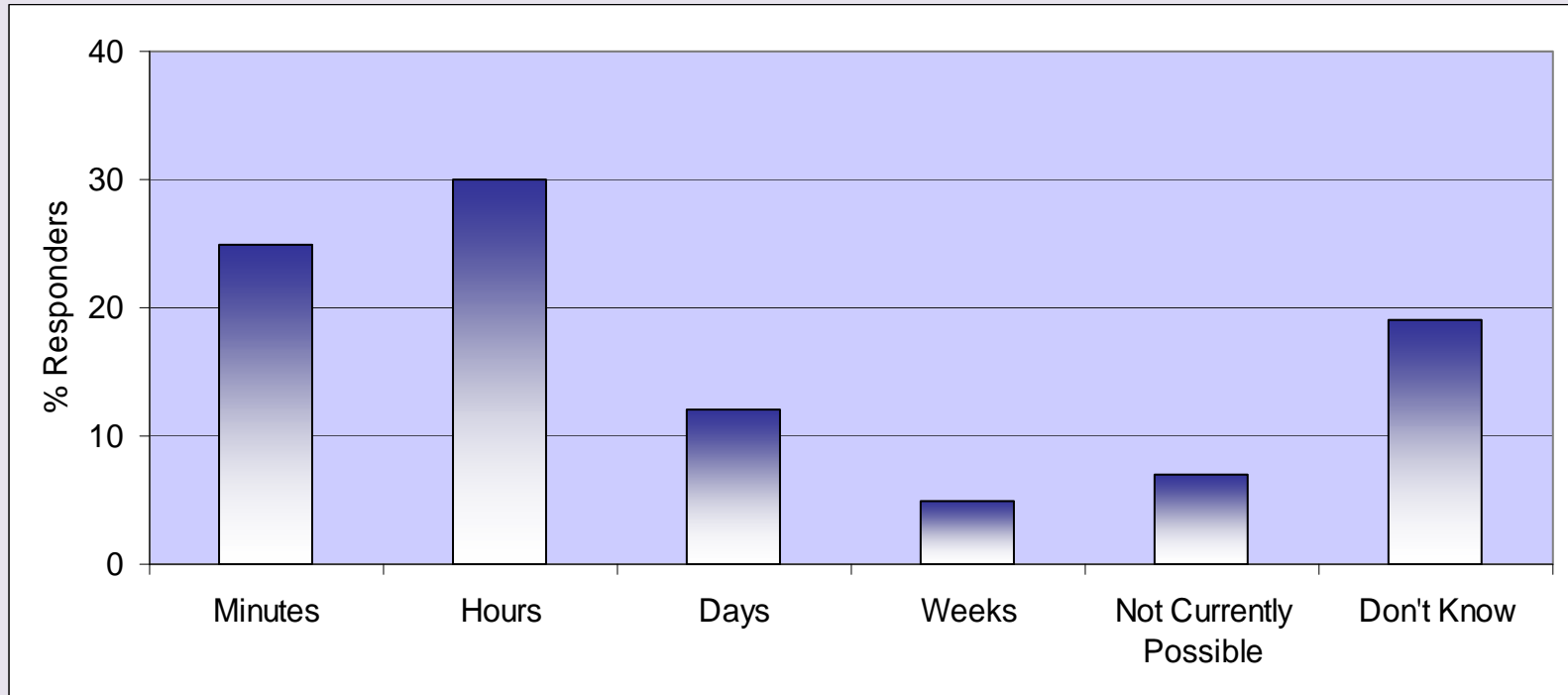
***At least 40% of responders required hours to days to identify and remediate worm or virus attacks.***

# ∴∴ How long does it take you to identify illegal or dangerous software in your company?



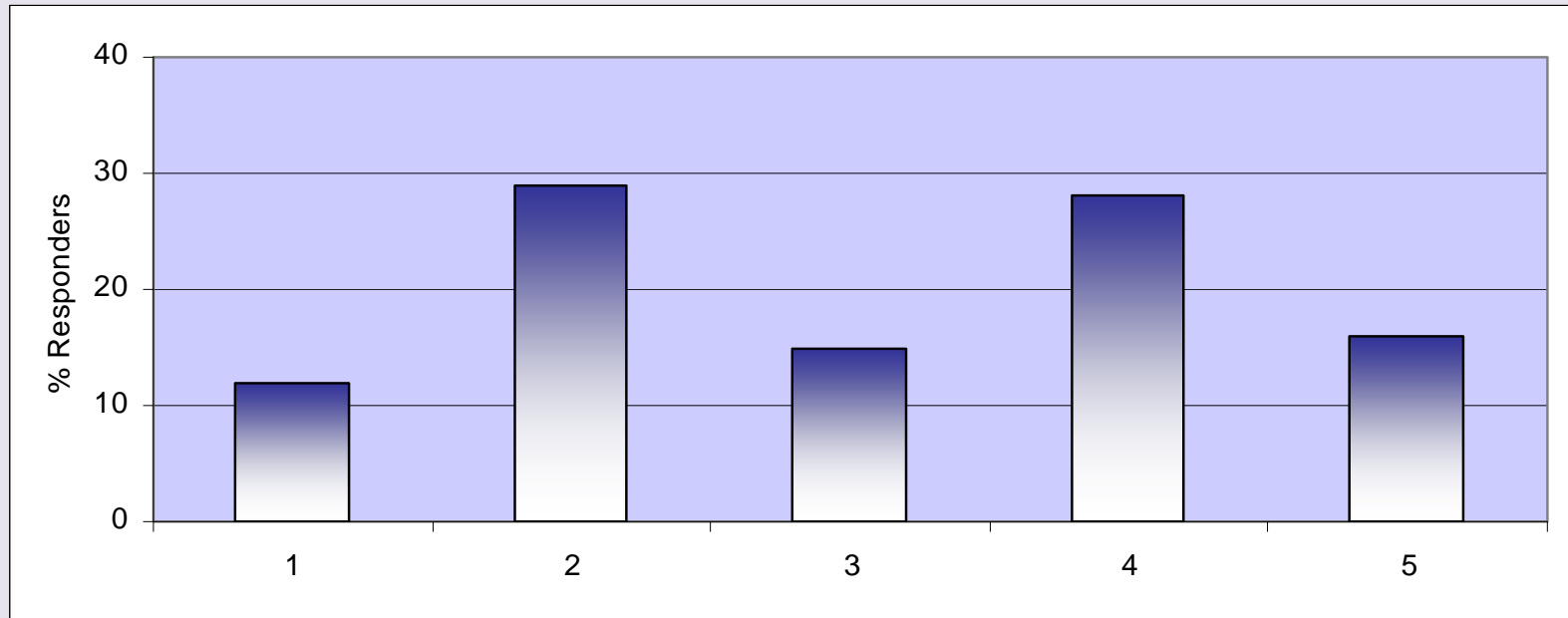
***At least 57% of responders required hours to weeks, if possible at all, to identify illegal or dangerous software.***

# ∴∴ How long does it take you to identify computers not complying with your security policies?



***At least 47% of responders required hours to weeks, if possible at all, to identify computers not complying with security policies.***

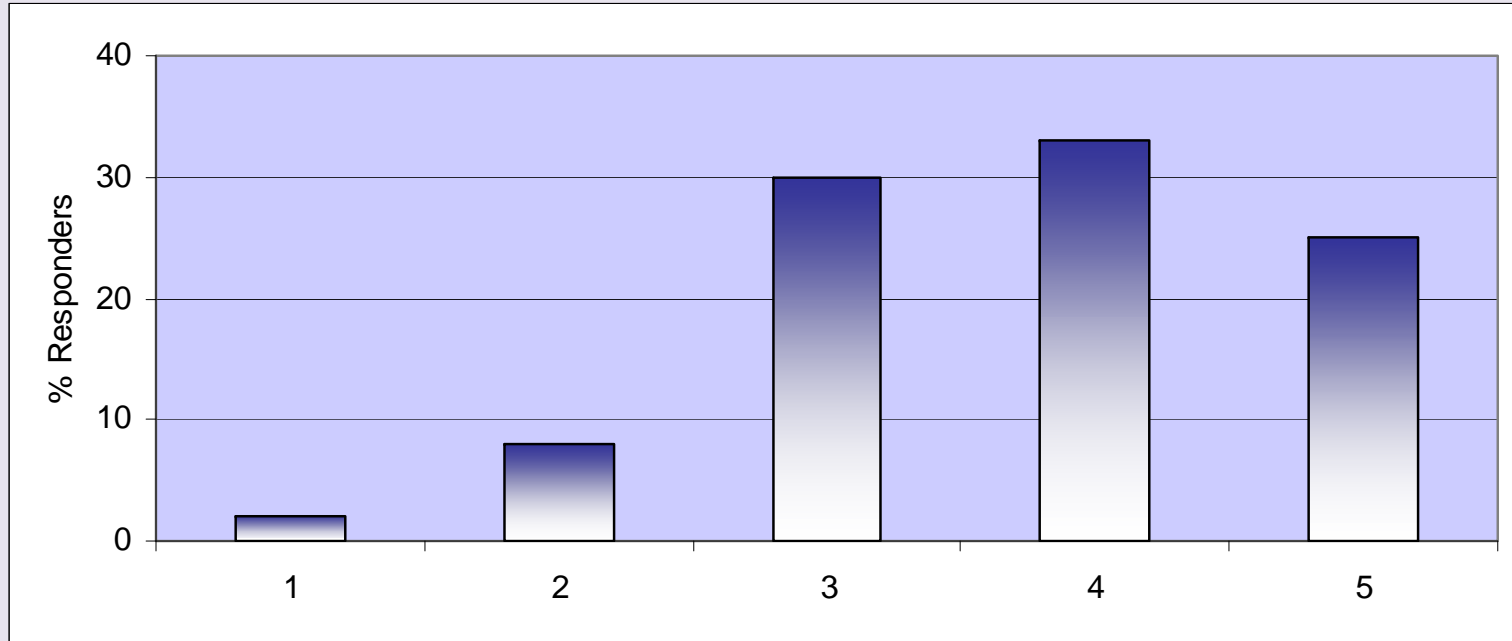
# ∴∴ What is the importance of faster and better discovery of "rogue" assets?



1 = not important to 5 = critically important

***59% of responders indicated that faster and better discovery of rogue assets is exceptionally important to their organizations.***

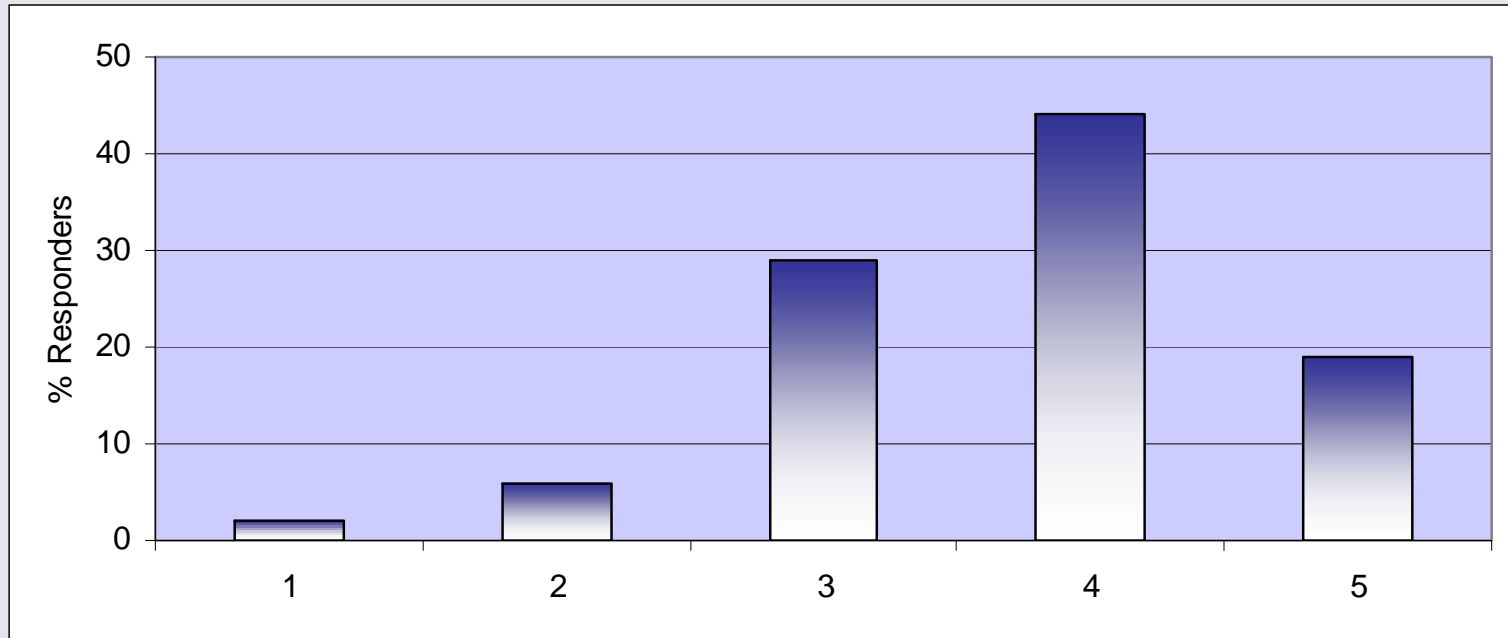
# ::: What is the importance of hardware/software asset and inventory reporting?



1 = not important to 5 = critically important

***58% of responders indicated that hardware/software asset and inventory reporting is exceptionally important to their organizations.***

# ∴∴ What is the importance of monitoring and resolving non-patch related issues?

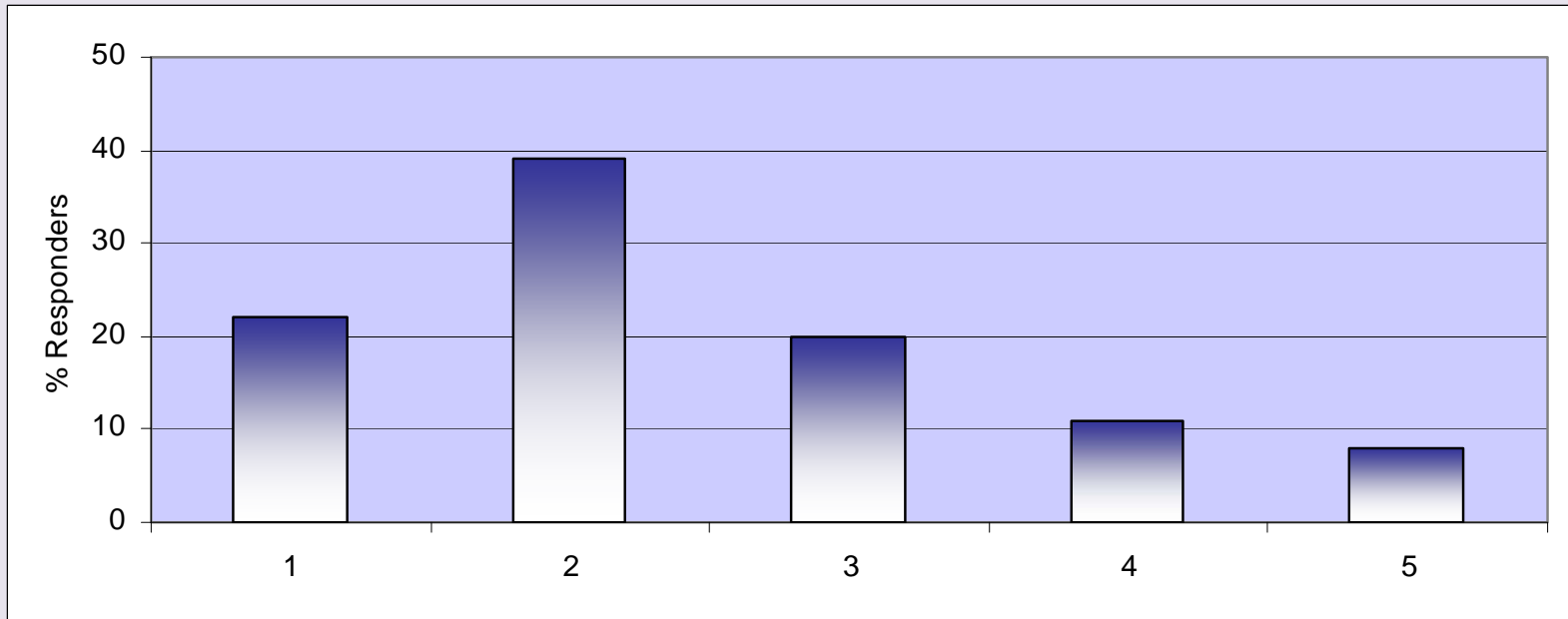


1 = not important to 5 = critically important

***63% of responders indicated that monitoring and resolving non-patch issues is exceptionally important to their organizations.***



# What is the importance of monitoring and managing mobile or intermittently connected computers?

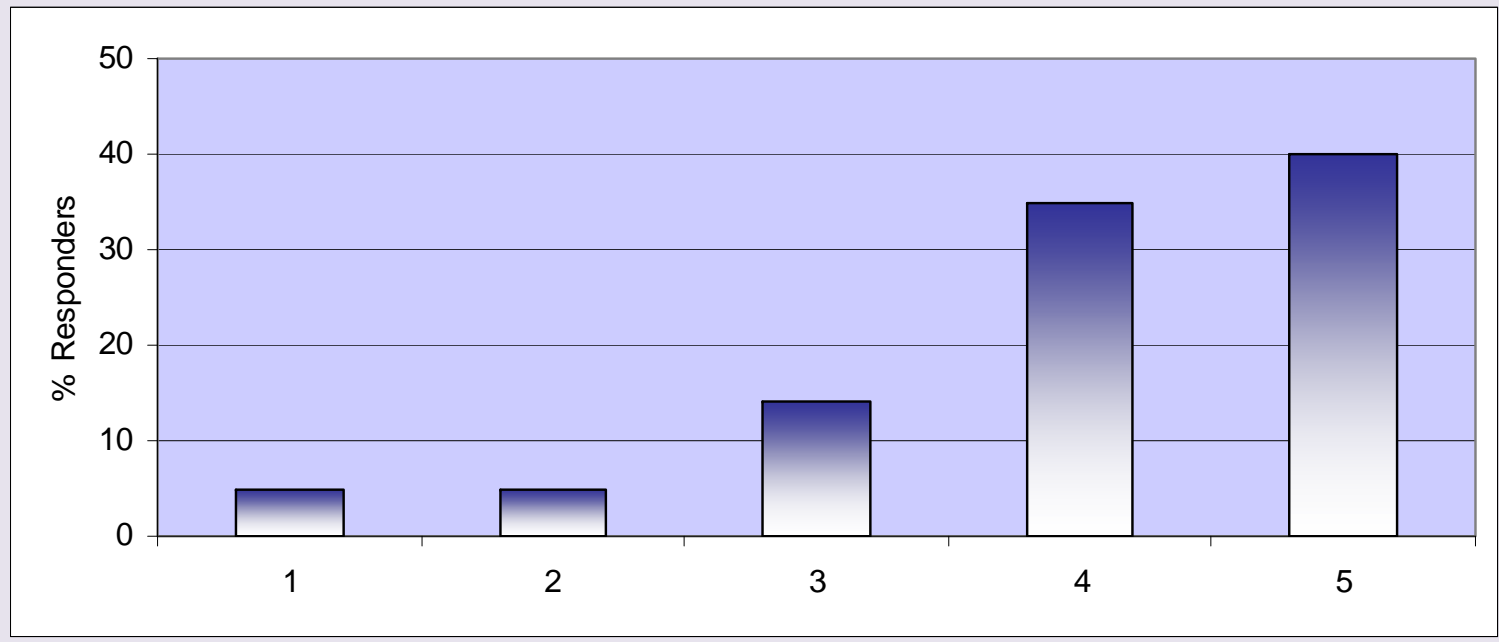


1 = not important to 5 = critically important

***37% of responders indicated that monitoring and managing mobile or intermittently connected computers is exceptionally important to their organizations.***



# What is the importance of preventing non-compliant computers from joining the LAN or accessing network resources ?

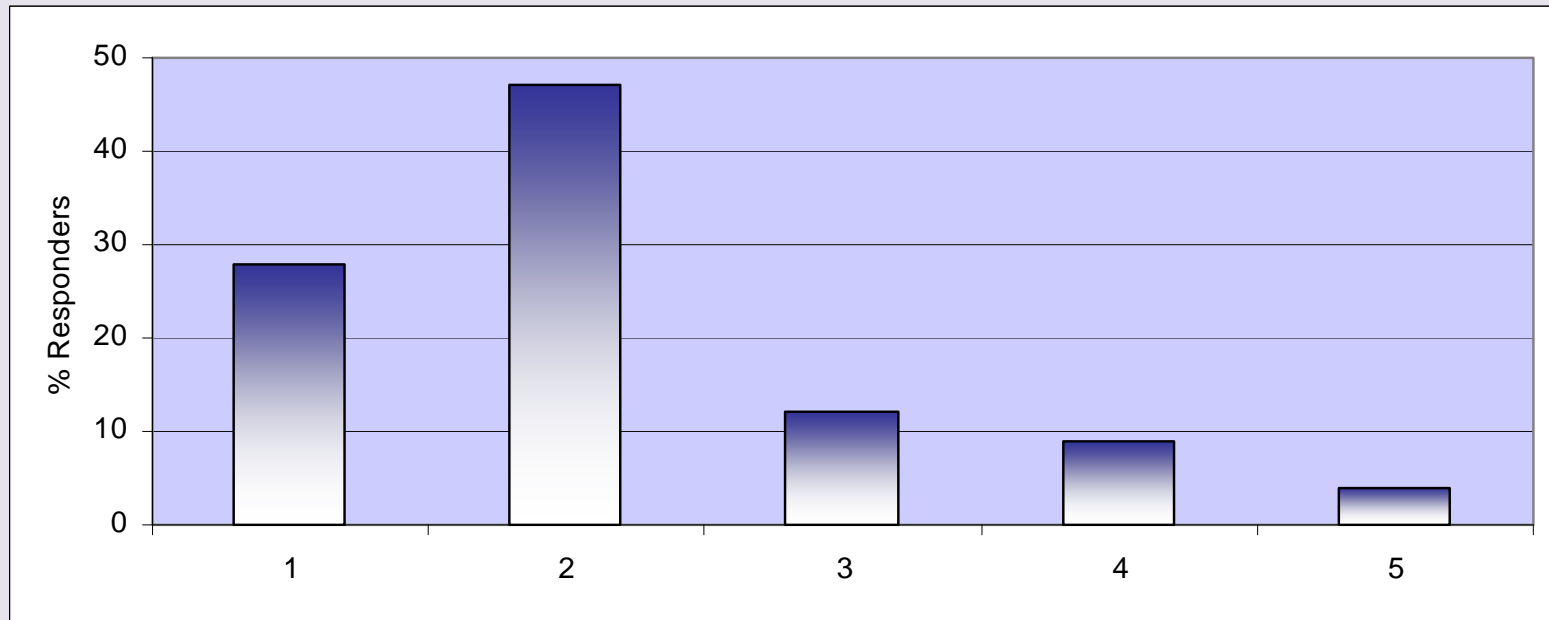


1 = not important to 5 = critically important

**75% of responders indicated that preventing non-compliant computers from accessing their networks is exceptionally important to their organizations.**



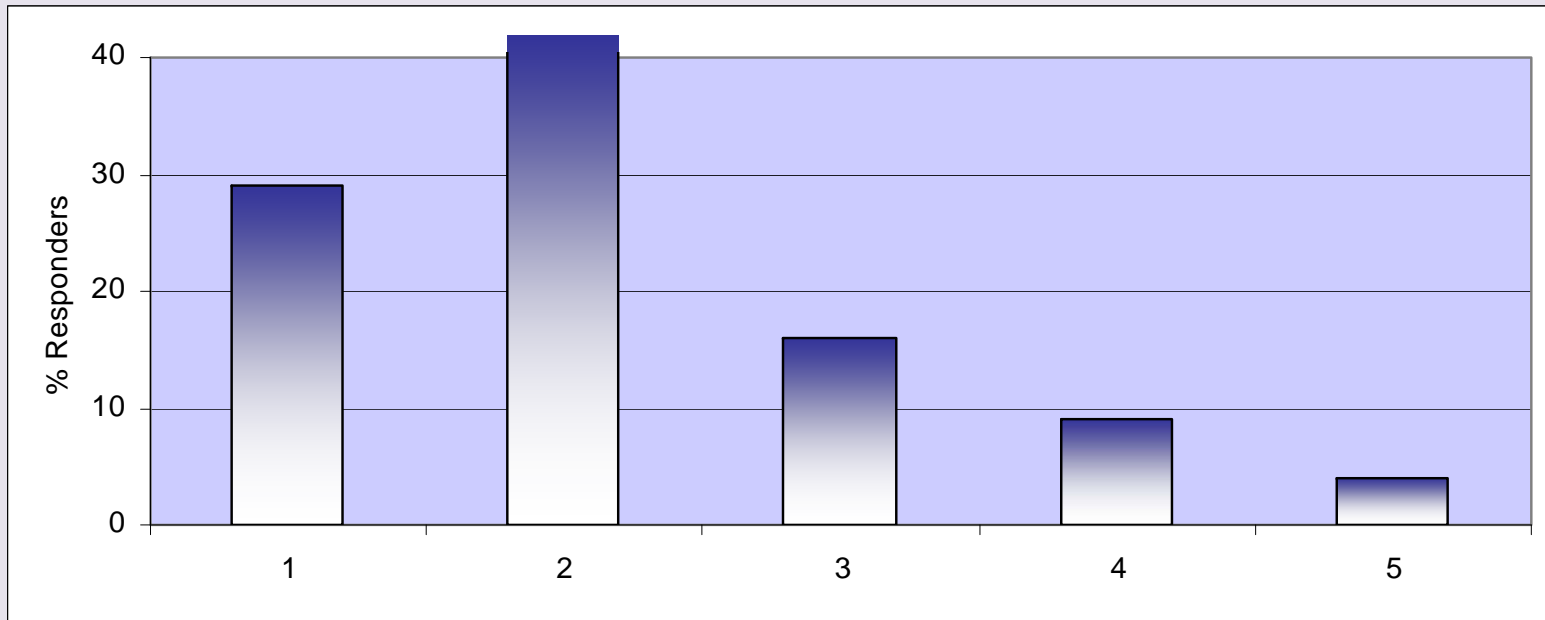
# What is the importance of performing multiple functions through a single management console?



1 = not important to 5 = critically important

***24% of responders indicated performing multiple functions through a single management console is exceptionally important to their organizations.***

# What is the importance of consolidating multiple tools into a single infrastructure covering multiple operating systems?

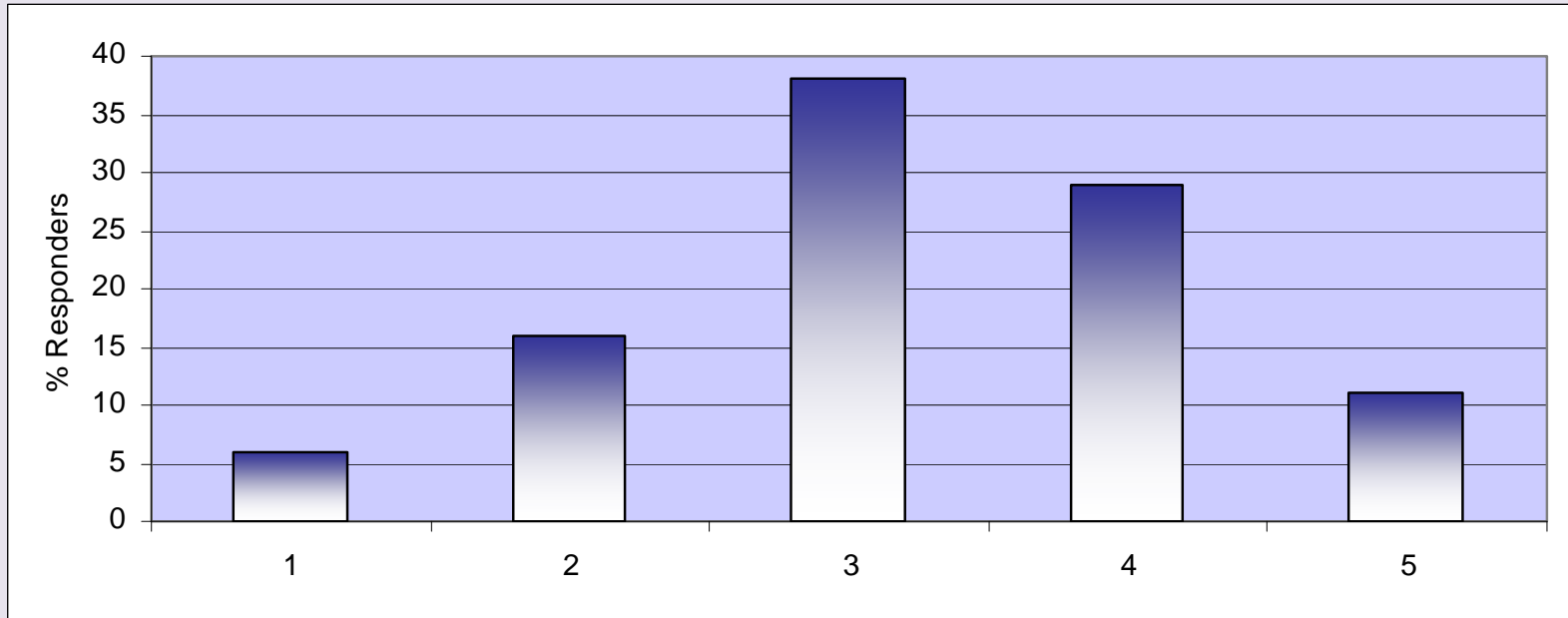


1 = not important to 5 = critically important

***28% of responders indicated that consolidation of multiple tools into a single platform is exceptionally important to their organizations.***



# How satisfied are you with your current systems management solution?

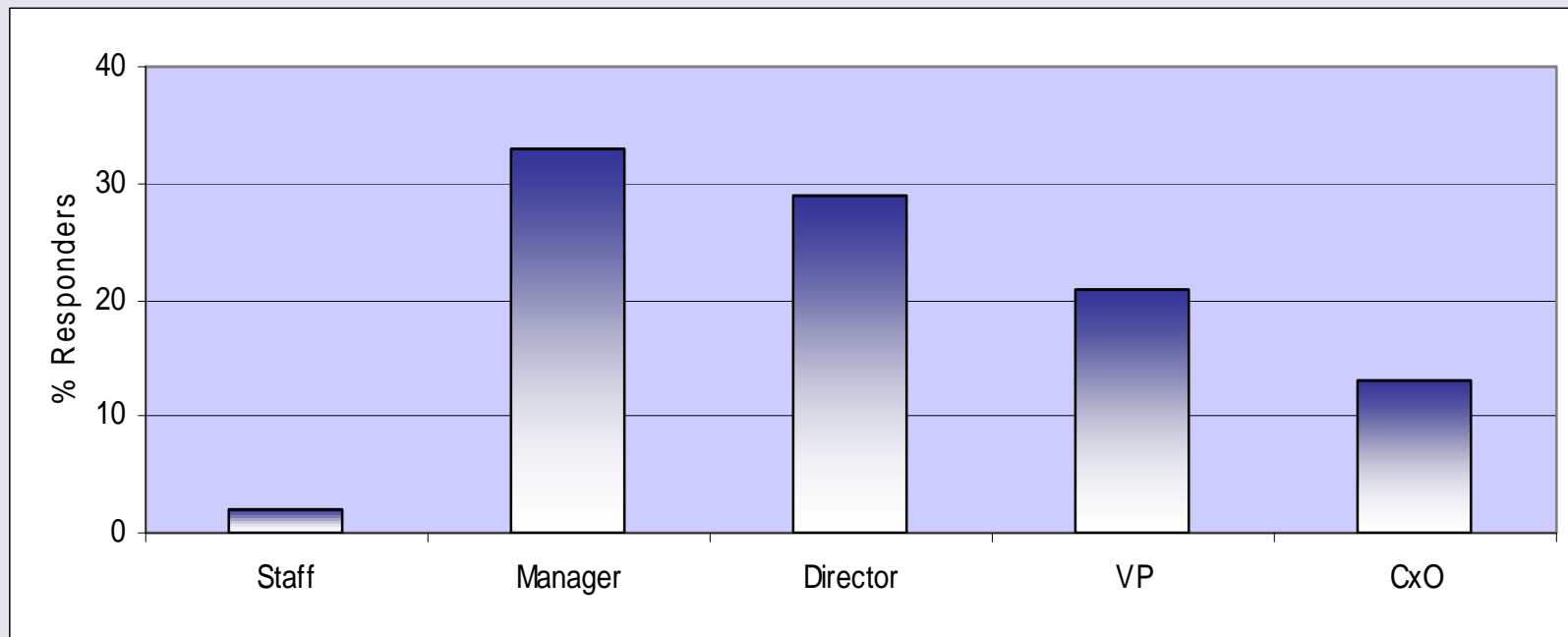


1 = falls well below expectations to 5 = greatly exceeds expectations

**60% of responders indicated limited satisfaction with their current systems management solution.**



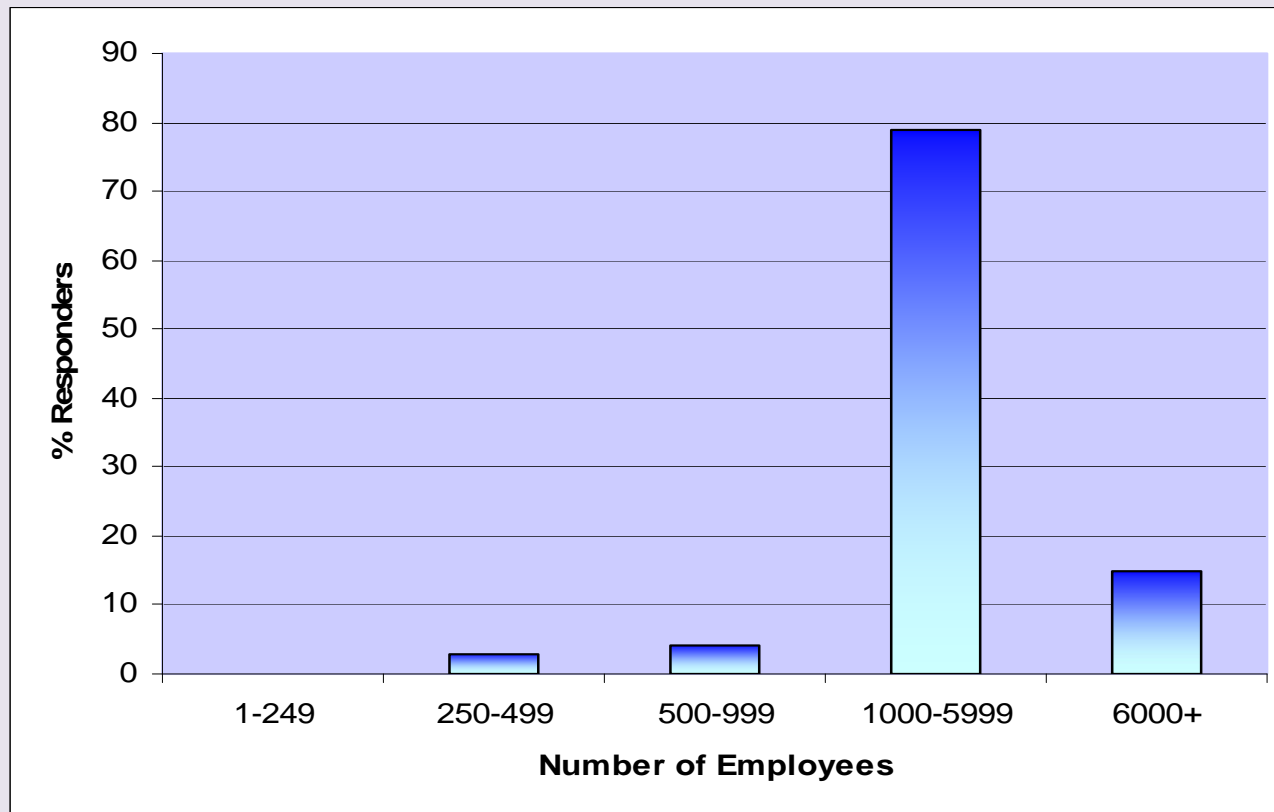
# Profile of Responders: Job Level



***63% of responders worked at the director level or above.***

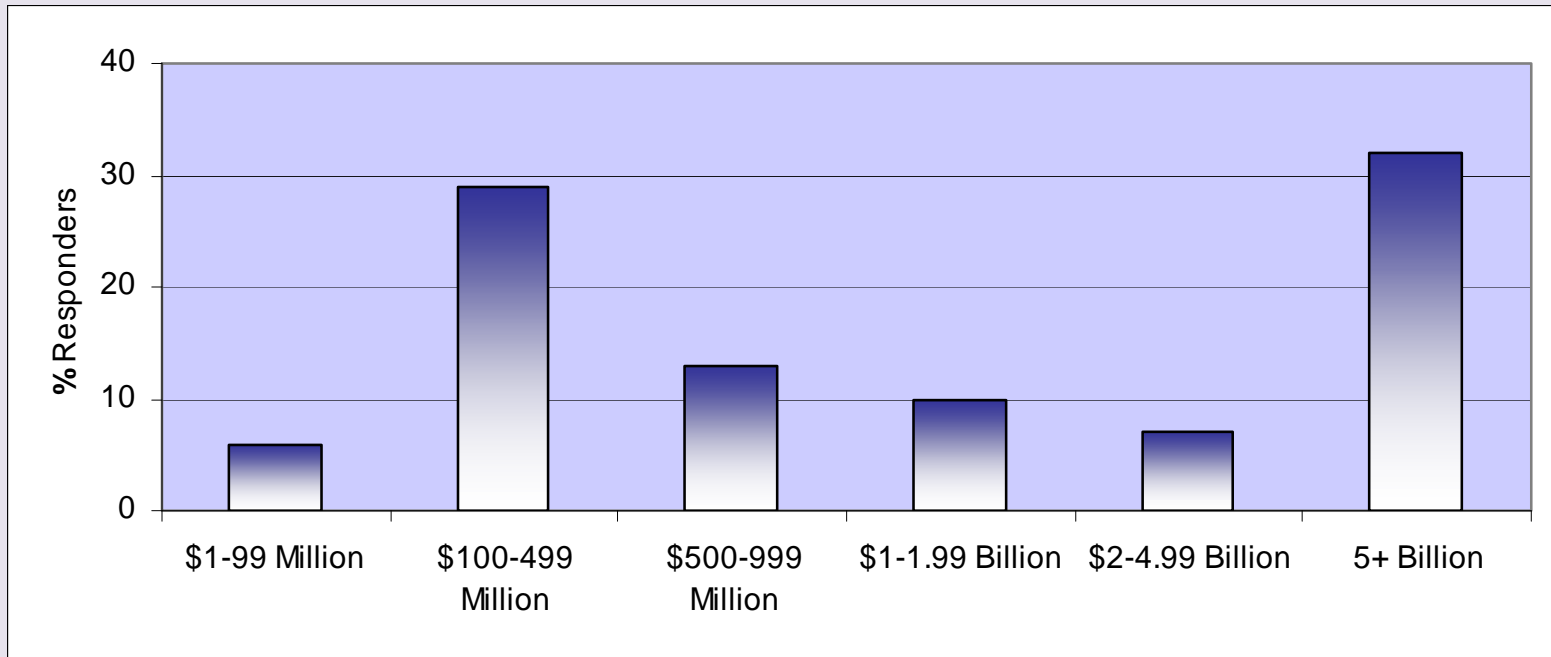


# Profile of Responders: Company Size



***94% of responders belong to companies with 1,000-7,500 employees.***

# Profile of Responders: Company Revenues



***49% of responding companies had revenues above \$1 billion.***



# About



## ***A Unified Platform for Systems and Security Management***

*Founded in 1997, BigFix®. Inc. is a leading provider of high-performance enterprise systems and security management solutions that revolutionizes the way IT organizations manage and secure their computing infrastructures. Based on a unique architecture that distributes management intelligence directly to the computing devices themselves, BigFix is radically faster, scalable, more accurate and adaptive than legacy management software. From Systems Lifecycle Management, Security & Vulnerability Management to Endpoint Protection, BigFix solutions automate the most labor-intensive IT tasks across the most complex global networks saving organizations significant amounts of time, labor, and expense. BigFix provides real-time visibility and control for millions of globally distributed computing devices. The BigFix customer list counts many of the world's largest and most prestigious organizations in every industry including financial services, retail, education, manufacturing, and public sector agencies.*

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