

EXECUTIVE SUMMARY

Dell APEX Insights from Users: Simplicity that Frees IT to Do More

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The Rise of As-a-service IT On-premises

Recent ESG research has provided yet another proof point that organizations today are massive when it comes to their IT infrastructures. Nearly half of the respondents to an ESG survey report that their organizations currently manage at least 1PB of active data storage across their environments.¹

Unfortunately, not only are these environments large, but they also have become highly complex. As a result, accelerating IT initiatives has become harder. Nearly two-thirds (64%) of surveyed IT decision makers agree that the complexity of their IT infrastructure is slowing down both ongoing operations and specific projects related to spearheading digital-centric IT initiatives.

The scale and complexity issues are two big reasons why IT decision makers are increasingly turning to consumption-based payment models for on-premises IT. According to recent ESG research, 51% of IT decision makers prefer a pay-per-use payment model for data center infrastructure over a traditional CapEx-based model. This is a considerable nine-percent jump from just 2019, when the percentage of IT organizations favoring a pay-per-use approach was 42%. Leveraging a pay-per-use model delivers numerous benefits to operational acceleration, including:

- Accelerating IT initiatives by moving costs out into future quarters and increasing the amount of infrastructure that can be deployed today (cited by 51%).
- Accelerating IT initiatives by freeing up personnel from infrastructure and systems to do other tasks (47%).
- Accelerating deployment of new infrastructure capabilities (41%).

Acceleration of initiatives is clearly a priority. But in addition to the acceleration-related benefits, adoption of as-a-service IT on-premises reduces IT and business risk. For example, if businesses can reduce the amount of budget that they must have on hand to obtain resources through CapEx, they therefore have more freedom to adapt when their needs change.

Dell Technologies APEX—Insights from the CTO of a U.S.-based Healthcare Organization

[Dell Technologies](#), a leader in both technology and customer support, designed its APEX portfolio of technology services to deliver the benefits of as-a-service consumption-based IT to data center and hybrid cloud environments. This ever-expanding portfolio of offerings provides IT organizations with new ways to manage, access, and consume technology.

¹ Source: ESG Research Report, [Data Infrastructure Trends](#), November 2021. All ESG research references in this executive summary are from this report.

To validate the benefits of APEX, ESG was given the opportunity to speak with the CTO of a U.S.-based healthcare organization that is leveraging a Dell Technologies APEX solution for backup and related data protection—including leveraging Dell APEX to back up cloud instances. Overall, the feedback was incredibly positive in regard to substantial benefits in cost control, ease of use, and IT operational efficiency.

Benefits of Dell APEX

The CTO described the strategic driver behind the organization's decision to adopt APEX: They wanted a single pane of glass for both on-premises backups and cloud-based backups. The CTO complimented the usability of the Dell APEX solution, saying, "It was very easy to install. That was one of the main benefits of APEX—ease of installation and ease of use by our technicians, systems administrators, and backup administrators."

Freeing Up IT Resources for Higher-value Tasks

The CTO reinforced a consistent theme among APEX users: benefits tied to reducing operational burdens on IT personnel. With APEX in place, the organization is able to focus its resources on an application consolidation project. The CTO said, "[APEX] allows them to actually work with the business owners to more quickly enhance and consolidate those applications ... the same staff that works on these projects also does the operational work. By decreasing that operational work, they focus more on the projects that are really going to enhance our consolidation of two hospitals, which, in turn, saves the organization money."

A Simplified Solution with Accelerated Training

On the topic of IT staffing and the benefits that staff is experiencing thanks to Dell APEX, the CTO mentioned that, in addition to improved operational efficiency, the overall experience is now better for employees. "[Considering] the amount of operational work the staff has, like any other healthcare organization, we have had some staffing challenges," he said. "It is hard to find good talent. But we have been able to reduce the amount of work required of my existing staff. And as we bring on new staff, they are able to come up to speed quickly."

"In the long run, I expect [APEX] will be much cheaper."

—CTO, healthcare organization

An Optimized, Cost-effective Infrastructure

With regard to the cost of the APEX solution, the CTO described it as reasonable, highlighting that the solution offers them the ability "to increase or decrease our requirements for backup. If a solution is decommissioned, and I therefore don't need as much backup, I can easily make an adjustment." The CTO emphasized the increased control that Dell APEX offers relative to public cloud services, saying, "With APEX, you help control your own costs. With cloud IT, you need to be very careful. There really is a lot of consideration [that needs to happen]. In the long run, I expect [APEX] will be much cheaper."

The Bigger Truth

With Dell APEX, organizations can significantly reduce the burden of hybrid cloud operations on their IT personnel while simplifying the overall experience. With additional controls to costs, Dell APEX helps reduce the cost risk as environments scale and evolve over time. Overall, APEX delivered a better experience and freed resources to deliver more value to this organization.




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