

Tangled web of IT



Once upon a time, computers were the sole preserve of the geek. Massive mainframes ruled the roost and to work in 'IT' meant it was pretty much obligatory to wear a shirt pocket protector to house your biros.

But then PCs became mainstream, the internet was invented and Apple became synonymous with more than just fruit. And voila, geek was chic.



As IT took evolutionary steps forward, so came a proliferation of software. Software to manage your accounts, orders, HR, customers, prospects, holidays, vehicles, stock. Software for pretty much anything...

But although incredible choice is largely a positive, it's not all plain sailing. IT goes wrong, and when it does it's often caused by something intended to improve the situation. Without a true understanding of what you want to achieve and what you need to do to achieve it, it's easy to come unstuck.

Here's our guide to a few things that cause sleepless nights...

SAAS UPDATES **BREAK** INTEGRATIONS

Cloud based software offers incredibly tempting benefits - no Cap-ex, fixed license fees and always up to date software. But if your SaaS updates and that causes a conflict with another piece of software then your users are stuck and it's up to you to handle the fallout. Office 2016 - we're talking about you here...

When your users are presented with a tempting 'UPGRADE NOW' button and have the freedom to click yes. Suddenly they're faced with an application interface they no longer recognise and can't use.

AUTOMATIC UPDATES

DEPARTMENT DRIVEN SYSTEMS CHOICE

Your HR/Warehouse/Fleet department choose a system to help them, but lo and behold it won't talk to your other systems and the support offered is next to none. Over to you then.

EASY ACCESS TO SHADOW IT

While shadow IT might sound a bit 007, the term refers to software like Dropbox, Skype and Google Docs. These offer great functionality but without proper governance in how these are accessed and used there are genuine security risks.

For example, Skype calls routed through US Networks mean your conversations are fair game for spy agencies to collect. Equally so for data collected and held in data centres where UK laws may not apply.



TOO MANY APPLICATIONS

48%

of IT decision makers* believe they have too many applications.

Keeping on top of what you've got, what you need, who uses it and how many licenses you've got, costs time and money and yet we keep adding to it!

TOO MUCH TECHNOLOGY

60% of IT departments* believe introducing new technology is their core function. Potentially that's a lot for users, departments and IT support to keep up with when the key question must be, is it really necessary?



57%

of IT decision makers* believe

20%

of their systems should be retired or replaced.

That's a lot of stuff nobody wants!

It means more to look after and more to deal with if it breaks; costing time, money and risking the ability of your business to trade.



IT really is a tangled web.

Take a holistic view of your business to understand exactly what IT you really need.

At Sentis Managed Solutions we'll help you avoid the tangle.