

**TOP 5 CONSIDERATIONS for CIOs**

# Monitoring tools: on-premise vs cloud infrastructure systems

## Visibility and Integration

### Integrate to innovate:

*Embrace tools that connect diverse data for top-down insights and bottom-up fixes*

### Monitor smarter

*Combine top-down observability with bottom-up data to pinpoint and resolve issues fast*

Look for tools that offer integrations with a wide range of platforms, APIs, and protocols to collect and correlate data from diverse sources, enabling holistic monitoring and troubleshooting across hybrid and multi-cloud environments.

**Bottom line:** Understand the difference between top-down (i.e. observability) and low-level bottom up (i.e. infrastructure based) they are not the same. While monitoring tells you when something is wrong, observability helps you understand why it's wrong and how to fix it. The ability to trace issues back to their root cause quickly is critical for maintaining high availability in complex environments.



## Scalability and Performance

### Who turned out the lights?

*Looks like we did!*

### Turning them back on means

*everything should be where we left it — or maybe not!*

Ensure that monitoring tools can scale elastically to meet shifts in workload demand, support large-scale deployments, and deliver real-time monitoring and analysis without impacting performance or introducing latency.

**Bottom line:** Data centres weren't turned on/off like cloud virtual environments. Network Computing found 65% of IT professionals reported unidentified and unmanaged devices as significant challenges in maintaining network security and performance. Recognising these devices is crucial for precise monitoring, helping prevent blind spots, security weaknesses and performance issues.



## Customisation and Flexibility

### When the going gets tough

*the tough get going*

### With tools that adapt

*quicker than your needs*

Consider whether monitoring tools support custom dashboards, alerts, metrics, and reporting capabilities, allowing organisations to tailor monitoring solutions to their specific needs and workflows.

**Bottom line:** If the tools come with prebuild, best-practice metrics with real-time AI and machine learning, hallelujah — get that credit card out! A 2021 survey by IDC reported organisations using cloud and on-premise monitoring tools with pre-built best practice metrics experienced a 25% reduction in mean time to resolution for IT incidents compared to those using custom-built metrics.



### After 30+ years of experience...

“ It is not the strongest of the species that survive, nor the most intelligent, but the one most responsive to change.

Change while maintaining your investment is the sweet spot that keeps you whole.

”



## Security and Compliance

### Indiana Jones

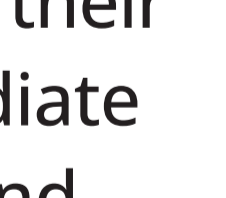
*and the single pane of glass: the ultimate IT quest*

### Still searching for

*the Holy Grail of IT, the tool of tools? Good luck*

Consider if monitoring tools offer built-in security features, audit trails and role-based access controls to protect sensitive monitoring data and ensure compliance with security policies and regulations.

**Bottom line:** The Ark of the Covenant is easier to find than the *tool of tools* or that magical *single pane of glass*. Gartner reports 75% of organisations using four or more monitoring tools to manage their IT environments effectively. Due diligence across your immediate needs with tools that come arms with best practice leading and lagging indicators get you closer to immortal glory.



## Cost and Licensing Model

### Monitor the churn

*or pay the price*

### Your revolving tool chain

*may cost you twice*

Consider whether monitoring tools offer flexible pricing options, such as pay-as-you-go or usage-based pricing, to align with the organisation's budgetary requirements and scalability needs. Evaluate the total cost of ownership and return on investment of monitoring tools, taking into account factors such as deployment size, feature set, and support services.

**Bottom line:** The R&D speaks for itself. Gartner magic quadrant doesn't equate to *buy*, it relates to capability. IT organisations need to trade off features and functionality versus expenditure to make savvy investments. A criterion is: how much R&D does your chosen vendor spend keeping their product relevant and investment secure? For example; Dynatrace spent 22% of its total 2023 revenue on R&D — notably higher than the average expenditure by the software industry.



*Like to delve into, dissect or draw on my experience over a coffee — let's set up a time...*

