

Network Barometer Report 2014

In this sixth annual edition, we present the aggregate data gathered from Dimension Data's Technology Lifecycle Management Assessments conducted for clients around the world in 2013. It also contains data relating to service incidents, logged at our Global Service Centres, for client networks that we support.

1

a larger sample size

2

more evenly spread across regions and industries

3

new support services data

Dimension Data compiles, analyses, compares, and interprets the data in order to **gauge the readiness of today's networks to accelerate business.**

Technology data gathered from:

288
technology assessments

74,000
devices

5
regions

32
countries

11
industries

Support services data gathered from:

4 Global Service Centres in



Boston



Frankfurt



Bangalore



Johannesburg

91,000
service incidents



How old are today's networks?



oldest
they've been in
6 years



more than **half**
of all devices are ageing or obsolete



11%
are obsolete



we recommend

sweating your assets is okay

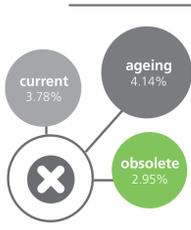
but

know your devices and their lifecycle stages
understand potential network impacts if devices fail

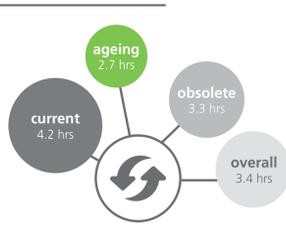


Do older networks cause more failures and require increased support?

No, failure rates and mean-time-to-repair (MTTR) are lower for obsolete equipment.

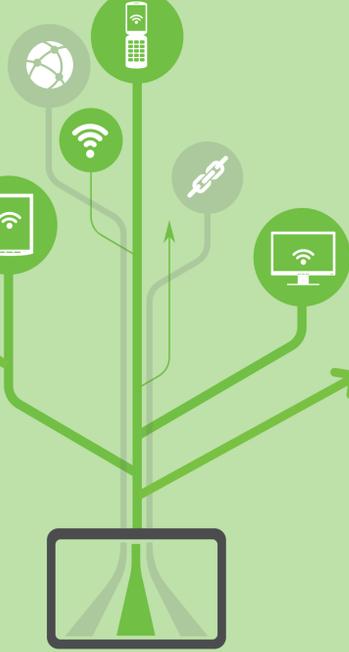


Failure rate by lifecycle status



Average MTTR by lifecycle status

only **16%**
of incidents = **device failures**



so **84%**
of incidents = **outside your maintenance supplier's remit**

we recommend

Conduct a thorough audit to understand the maturity and suitability of your support systems and processes.

Partner with a support services expert to fill any support gaps you may have.



Are today's networks prepared for trends such as enterprise mobility?

51%
of access switches support **power-over-Ethernet**



23%
of access switches support **10-gigabit uplinks**



45%
of access ports support **gigabit Ethernet**



we recommend



Have an accurate inventory of your network estate.



Regularly review your long-term network architecture requirements.



Understand your 'as-is' state, define your 'to-be' state, and plan the steps of your journey to get there.



The decision of whether or not to refresh your network depends equally on your technical and architectural requirements, and the maturity of your operational support systems and processes.

Step 1: Start with gaining a clear view of your infrastructure by creating and maintaining an accurate inventory of all your networking devices.

Step 2: Understand each device's lifecycle status, security vulnerabilities, and future-readiness.

Step 3: Define your organisation's capability and maturity in supporting and maintaining this crucial asset – your network – as the platform for your business.