The Peak 10
Hybrid IT Study
A SOLID BUSINESS CASE FOR MIXED INFRASTRUCTURE
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Executive Summary

Introduction

The definition of hybrid IT: Utilizing a combination of on-premise IT services and cloud or colocation.

Hybrid information technology is an “I choose this” story. A prevailing assumption among many professionals throughout the IT industry is that “hybrid” is a word to describe a transitional state—organizations are on a journey to the cloud, and eventually, 100% of their systems will live there. This hypothesis does not align with what the data tells us: organizations choose hybrid IT because it makes business sense. Hybrid IT workloads, reasons businesses are using them, future hybrid plans, and cost savings data are analyzed in The Peak 10 Hybrid IT Study: A Solid Business Case for Mixed Infrastructure.

"Organizations choose hybrid IT because it makes business sense."

- Survey respondent

Trends in Hybrid IT

• The infrastructure tide is rising.

On-premise, colocation, and cloud services are all growing, most likely as a result of mass digitalization and greater reliance on technology functions that simply come with greater resource demands. Business growth also influences the need for a hybrid environment, as reported by Microsoft™.¹

Most organizations surveyed plan to increase their cloud infrastructure. Over 80% plan to maintain or increase their colocated environment, and over 50% plan to maintain or increase their on-premise environments.

• The infrastructure tide is also shifting.

The infrastructure tide is also shifting, though gradually. Over the next five years, on-premise environments will reduce, while cloud will double. Few ITDMs feel that they’ll ever be 100% cloud, nor entirely rid of their on-premise environment.

• Hybrid IT is “the best of both worlds,” and it’s a deliberate choice.

“The best of both worlds” was used more often than any other phrase throughout the survey to describe the reasons why ITDMs chose a hybrid environment. While some incentives are based on downsizing or eradicating data centers, the hybrid approach is not solely a path to the cloud. Decision makers are choosing hybrid configurations because of flexibility, cost savings, site control reliability, and compliance.

Organizations choose hybrid IT because it makes business sense. A hybrid IT strategy is better viewed as a serious, calculated business decision, and not an awkward transitional phase toward something better.
A Message From Peak 10 CTO

Mike Fuhrman, Chief Technology Officer

Hybrid IT is not a new concept, but incentives for its implementation and benefits must be made clear in the age of digital transformation. Growth is a keyword for every industry when it comes to IT. Workloads are larger and more demanding, and IT environments and infrastructure of all kinds are growing as a result. Some businesses believe they need to keep more workloads on-premise due to security and compliance constraints or latency and network capacity demands; others will place greater emphasis on the cloud for SaaS use cases. Colocation is preferred when support needs are high. There is justifiable logic for any configuration of hybrid IT, and every business’ needs are different—it is critical to respect this dynamic as technology adoption continues to rapidly evolve.

While digital transformation influences business initiatives, it’s also influencing technology, and how services are delivered from top to bottom. More and more, IT is about software. Dependence on the details of hardware is waning, and the spotlight is on the power that greater emphasis on software can bring. Software-enabled IT teams are being armed with the power to achieve objectives that used to be impossible in the absence of hardware. The world is beginning to allow software to define the IT capabilities of the future, and it’s calling for a more diverse, flexible approach to IT.

It’s also important to recognize why organizations are choosing hybrid IT. It’s a calculated, influential business decision, implemented to support the widespread technology objectives of the modern business. Today, it is preferred to select the environments that will best support and enhance the functionality and accessibility of applications and data storage.

At Peak 10, it is of critical importance to respect the strategic motivations behind hybrid information technology, and work closely with our customers to implement the very best solutions for their unique IT assets, while continually evaluating efficiency. We consider it mission-critical to deliver exceptional hybrid IT services that work well for all customers in search of an effective, flexible strategy for IT. One of our primary objectives is research and development—we are committed to adding to our collective IT knowledge, while consistently delivering both products and services that empower hybrid initiatives.

The survey results within this report detail the insights of IT decision makers who use a hybrid environment. We focused on gaining information around how IT infrastructures are evolving, how businesses are using hybrid IT, and the influence of technology partners.

As was made clear by the data generated through the survey, hybrid IT is certainly becoming the go-to strategy for supporting a wider range of technology undertakings. Knowing this, businesses should be prepared to potentially add to or optimize their current hybrid IT practices, or spend time with a partner who can help decision makers get the most out of the flexibility available to them.

It is our wish for our readers that the data and feedback in this paper will bring new perspective to your organization, ultimately helping your team make impactful technology decisions that support both business and IT growth.

Mike joined Peak 10 in 2015 as the Chief Technology Officer. He is broadly responsible for the company’s product and service strategy, research and development, and internal IT initiatives, positioning Peak 10 to continue its growth trajectory and delivery of innovative solutions to customers.

Mike Fuhrman CTO, Peak 10
Study Findings
Infrastructure Usage

Hybrid IT is a flexible method for accommodating the diverse technology goals of businesses of all sizes, and it reinforces the multifaceted objectives of digital transformation that all decision makers are grappling with, as reported by Microsoft. Innovation is a primary focus, and generating business value through new ideas and continuous delivery of services are critical for achieving a competitive edge. Overall, hybrid IT is about calculated choice, and it delivers a wide range of options for IT decision makers who are trying to support the accelerating pace of innovation, while also delivering stability and security.

There are a number of challenges commonly associated with hybrid IT that organizations are grappling with. Security and compliance and managing more systems are primary concerns, but rest assured there are solutions. Looking to reputable hybrid IT providers is a viable solution for mitigating some of the potential difficulties which may arise in pursuit of maintaining a hybrid infrastructure.

Usage of on-premise, colocated, and public cloud environments will expand, which speaks to the notable rate of growth for both business, and consequently, IT systems.

<table>
<thead>
<tr>
<th>Key Trends</th>
</tr>
</thead>
<tbody>
<tr>
<td>• There are many reasons organizations choose hybrid environments. Some of the more popular ones include cost control; resilience and reliability; security and compliance; and scalability and flexibility.</td>
</tr>
<tr>
<td>• Only 16% of respondents said they are using hybrid IT because they’re in the process of moving everything to the cloud, which is a testament to the concept of “hybrid IT as a preferred choice,” and not a transitional phase.</td>
</tr>
<tr>
<td>• Almost half of organizations keep workloads on-premise due to access, security, and/or control issues, which comes as no surprise, since most businesses possess some level of sensitive data which is preferred to be kept close within reach of the CIO.</td>
</tr>
</tbody>
</table>
Reasons for Having Hybrid IT

The number one overall reason that businesses have a hybrid environment is simply because they choose to; the particulars are less relevant than the fact that a hybrid environment makes justifiable business sense. They likely have particular workloads which are required to remain on premise, yet other workloads which fit best within the cloud, or perhaps some that make the most sense in a collocated environment. ITDMs want the best of both worlds, so they use hybrid IT; no more, no less.

In terms of specifics, the top four decision-making factors for having a hybrid environment are: cost control (21%), resilience/reliability (19%), security/compliance (17%), and scalability/flexibility (17%) (Figure 1).

"One size does not fit all, from an infrastructure management perspective nor from a PaaS or SaaS perspective. Hybrid allows us to choose when it is appropriate to host resources in-house, verses farm it out to our cloud platform... or to allow the software vendor to be the service provider (SaaS)."

- Survey respondent

Figure 1. Reasoning for Having a Hybrid Environment

<table>
<thead>
<tr>
<th>Reason</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cost Control</td>
<td>21%</td>
</tr>
<tr>
<td>Resilience/Reliability</td>
<td>19%</td>
</tr>
<tr>
<td>Security/Compliance</td>
<td>17%</td>
</tr>
<tr>
<td>Scalability/Flexibility</td>
<td>17%</td>
</tr>
<tr>
<td>Transitioning state</td>
<td>16%</td>
</tr>
<tr>
<td>Easier/efficient</td>
<td>16%</td>
</tr>
<tr>
<td>Better to have some on-prem</td>
<td>13%</td>
</tr>
<tr>
<td>Better Services</td>
<td>12%</td>
</tr>
<tr>
<td>Best of Both Worlds</td>
<td>11%</td>
</tr>
<tr>
<td>Innovative</td>
<td>4%</td>
</tr>
<tr>
<td>Legacy Systems</td>
<td>4%</td>
</tr>
</tbody>
</table>

Biggest Hybrid Challenges

The most cited challenges in having a hybrid environment are security and compliance (31%) and managing more systems (30%) (Figure 2), which introduces multiple additional layers of complexity. It’s not that a hybrid environment on its own that decreases security; the fear is probably rooted in the fact that a hybrid environment widens the organizational security surface, as explained by TechTarget. When an infrastructure lives within a single data center, it’s reasonably achievable to secure it. However, an entirely hybrid infrastructure involves utilizing public networks for potentially critical data and applications. It can also entail leaning on third-party providers for certain aspects of security, which can understandably cause wariness, particularly if a given provider is not specialized in security.
“Consistently applying security, patches and upgrades, group policy, etc., across the entire environment is challenging. Also, containing the rogue proliferation of on-premise servers. On the other hand, we find there are still some applications, like CAD, that are very latency-sensitive and not well suited to a cloud or hosted environment.”

- Survey respondent

Figure 2. Biggest Challenges of Having a Hybrid IT Environment

<table>
<thead>
<tr>
<th>Challenge</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Security/Compliance</td>
<td>31%</td>
</tr>
<tr>
<td>Managing More Systems</td>
<td>30%</td>
</tr>
<tr>
<td>Budget/Cost</td>
<td>26%</td>
</tr>
<tr>
<td>Other</td>
<td>13%</td>
</tr>
<tr>
<td>Access</td>
<td>11%</td>
</tr>
<tr>
<td>Training</td>
<td>9%</td>
</tr>
<tr>
<td>Support</td>
<td>7%</td>
</tr>
<tr>
<td>None</td>
<td>7%</td>
</tr>
<tr>
<td>Complexity</td>
<td>6%</td>
</tr>
<tr>
<td>Migration</td>
<td>6%</td>
</tr>
<tr>
<td>Planning</td>
<td>4%</td>
</tr>
</tbody>
</table>

On-premises, Colocation, and Public Cloud Usage

"Certain systems do not perform well unless they are local to the process or system that generate the data activities."

- Survey respondent

Over half of organizations will maintain or increase their on-premise infrastructure (Figure 3). Supporting on-premise IT for the long haul is viable, but it’s not a growth-centric initiative in comparison to the cloud so much as a necessary agency for systems that need to stay within reach of the CIO. 86% of respondents utilizing colocation plan to either maintain or increase usage (Figure 4).
70% of ITDMs plan to increase their public cloud or hyperscale cloud environment usage (Figure 5). The cloud is often considered an area of a hybrid strategy in which the most innovation can take place; resources can be scaled nearly instantaneously. Here are the main drivers for utilizing cloud services, as listed by Red Hat™ and 451 Research™:

1. **Enhancing availability and shifting from CapEx to OpEx.**

   Resource optimization is key when it comes to making use of the cloud. OpEx versus CapEx is often easier to manage from a budget perspective, particularly where metered or subscription-based purchase models are concerned, which is typically much preferred to the massive upfront investment of building a new data center.
2. Improved agility and decreased risk and coding disruption.

IT organizations are definitely looking to improve software development. Speed needs to increase. Risk needs to decrease. Legacy approaches to release engineering are being eclipsed by continuous integration and continuous delivery, rolling deployments, and microservices, and the cloud makes these processes significantly easier and more efficient given its responsiveness and agility.

3. Smoother running workloads and less disruptions overall.

IT is under constant increasing pressure to deliver high service quality, so it’s no surprise that a more seamless experience interacting with technology is highly desired.

Figure 5. How public cloud usage is expected to be allocated over the next 2 and 4 years

<table>
<thead>
<tr>
<th># of employees</th>
<th>Decrease Usage</th>
<th>Maintain Usage</th>
<th>Increase Usage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1000-2499</td>
<td>5%</td>
<td>24%</td>
<td>71%</td>
</tr>
<tr>
<td>500-999</td>
<td>5%</td>
<td>27%</td>
<td>69%</td>
</tr>
<tr>
<td>150-499</td>
<td>3%</td>
<td>28%</td>
<td>69%</td>
</tr>
<tr>
<td>Total</td>
<td>5%</td>
<td>26%</td>
<td>70%</td>
</tr>
</tbody>
</table>

Current and Future Workloads

Email, collaboration, and web hosting have the most penetration into the cloud (Figure 6). On-premise investments are strong across a diverse range of workloads.

For the most part, data storage, databases, line of business applications, and security are most often kept on premise (Figure 6). These types of IT initiatives are not generally cloud-driven, and probably won’t be anytime soon unless the technology features of the cloud drastically change.

In terms of future workload growth overall, databases will be the biggest drivers, with line of business applications and testing and development following closely behind (Figure 7).
**Why Keep Some Workloads On Premise?**

It is crucial to give credence to the need to keep certain workloads on premise; almost 50% of organizations keep workloads on-premise for access, security, and/or control reasons (44%) (Figure 8). On premise environments will stand strong, and not likely ever disappear, regardless of cloud growth or the use of colocation. It goes back to business sense; some workloads make great sense in the cloud. Others make great sense on company grounds.

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*Only participants who indicated that server allocation would grow contributed to these data points.*
It’s common to find data related to the benefits of opting for cloud services, but rare to see thought leaders commenting on legitimate use cases for more traditional on-premise environments. There are a number of viable reasons to keep particular systems on-premise rather than the cloud, listed by *InformationWeek*TM:

1. **Security**

It’s important to note the context in which security is being used when it comes to keeping particular workloads on premise. IT decision makers are typically using the term “security” one of two ways: to describe the actual security tools and systems being used to safeguard data and networks, or the comfort level of those shouldering the risk.

It can be argued that cloud security may supersede that which can be achieved within an on-premise environment, however, it’s always possible that a particular business is handling data which is more sensitive than a cloud provider can secure—it might need advanced security tools.

Otherwise, a CIO may simply prefer to be able to work within physical reach of their data, which is understandable when it comes to safely storing critical data and applications.

2. **Compliance**

Most businesses are subject to some level of compliance requirements, which typically stipulate guidelines for utilizing and storing sensitive data. Oftentimes, keeping sensitive data on-premise is the easiest way to ensure regulators that data has been secured.

3. **Accessibility and Latency**

When it comes to geographic disparateness, accessibility and latency can be tricky. WAN connections to internal data centers are sometimes perceived as more accessible or consistent than public cloud offerings, subsequently relying on the internet as a primary method of access.

4. **Visibility**

There’s not always a way to actually see where data resides within a public cloud (although this is changing), making an on-premise environment preferred.

**Figure 8. Reasons to Host Some Workloads On-premise**

- Access/Security: 44%
- Cost Savings: 6%
- Legacy: 14%
- Volume/latency: 14%
- Ease: 14%
- Some things can’t be cloud: 8%
- Staffing: 5%
- Transitioning: 3%
- Consistency: 2%
- Spreading resources: 1%
SaaS Usage

81% of respondents plan to invest moderately to heavily in Software as a Service (SaaS) over the next two years (Figure 9). It’s no surprise—SaaS has become a major component of the way forward for information technology. Salesforce\textsuperscript{TM} noted that in the past, companies had to purchase, build, and maintain an IT infrastructure in spite of high costs in order to support software (aside from other IT initiatives). Today, it’s all about plugging in and enjoying the benefits of applications via a convenient subscription model, with services built on shared infrastructure and delivered over the Internet. Benefits that drives businesses to SaaS solutions are:

- Low, upfront costs
- Easy, efficient upgrades
- High user adoption rate
- Unified integration process

Also noteworthy is the meaning of SaaS versus cloud. Some IT decision makers actually mean SaaS when using the term cloud because SaaS applications are cloud native; they’re built in, and offered through, a third-party cloud.

“When I say cloud, what I probably really mean is SaaS. We don’t take software and put it in someone else’s environment.”

- Survey respondent

Figure 9: Investment Plans with Software as a Service Over the Next 2 Years

<table>
<thead>
<tr>
<th># of employees</th>
<th>1000-2499</th>
<th>500-999</th>
<th>150-499</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>We plan to invest moderately in SaaS</td>
<td>51%</td>
<td>33%</td>
<td>56%</td>
<td>52%</td>
</tr>
<tr>
<td>We plan to invest heavily in SaaS wherever possible</td>
<td>31%</td>
<td>21%</td>
<td>29%</td>
<td>29%</td>
</tr>
</tbody>
</table>

Infrastructure Conceptions

Budget is a major focus area for decision makers. IT is expected to better the bottom line quickly, measurably, and within budget, so it’s no surprise that opportunities for cost savings are often scrutinized. In the past, public cloud was stereotypically thought of as the A1 way to save technology dollars, but that’s not necessarily always the case. Today, IT departments can look to unique solutions for meeting budget demands that emphasize addressing their specific needs and achieve cost savings.
Favored infrastructures come back to the consideration of business sense. CIOs and CTOs are looking for the solutions that address the unique needs of their organizations, and which most often includes a combination of cloud, colocation, and on-premise environments. In fact, when asked how they’d plan their IT infrastructure from scratch if they could do so without restrictions, the vast majority of decision makers said they’d choose a hybrid environment.

**Key Trends**

- Although some ITDMs associate a hybrid infrastructure with cost uncertainties, most feel that a hybrid IT infrastructure contributes to cost savings in their organizations.
- If given the chance to start over, most IT leaders would build a hybrid infrastructure.
- “The best of both worlds” and overall flexibility are considered the greatest incentives for using hybrid IT.

**Cost Savings**

65% of organizations feel that a hybrid IT infrastructure contributes to cost savings in their organizations (Figure 10). Conversely, according to IBM™, a recent analysis of how businesses are using both virtualization and public cloud revealed that some ITDMs are actually dissuaded from hybrid IT due to cost hesitation. These kind of hesitations are misguided, though; a properly designed hybrid infrastructure can generate return on an upfront investment expeditiously.

**Figure 10: Does Hybrid IT Infrastructure Contribute to Cost Savings in Your Organization?**

- **# of employees:**
  - 1000-2499: 19% Yes, 20% No, 61% Don’t Know
  - 500-999: 16% Yes, 19% No, 66% Don’t Know
  - 150-499: 13% Yes, 18% No, 69% Don’t Know
  - Total: 16% Yes, 19% No, 65% Don’t Know
48% of ITDMs think that public cloud is the best infrastructure choice for saving money. 29% believe that an on-premise environment is best. (Figure 11). Ultimately, cloud, on-premise, or collocated environments could theoretically bring cost savings. Budgetary end results are dependent on the requirements of a given organization, and their emphasis on achieving their specific technology goals versus meeting savings requirements.

Figure 11. Infrastructure Options Ranked By Cost Savings

Favored Infrastructure

61% of organizations would intentionally choose a hybrid environment if starting from scratch (Figure 12). An average of 24% would opt for 100% cloud environment, while an average of 11% would choose 100% on premise.

“Hybrid makes [the] most sense for us. In hybrid, I have a primary compute facility, alternate compute facilities, and can set up a resilient active environment or active passive environment.”

- Survey respondent
Why Choose Hybrid if Starting Over?

When asked why they would choose hybrid over 100% on-premise, the most common answer was that hybrid IT delivers the best of both worlds (28%) (Figure 13). Microsoft reported that flexibility is a crucial consideration factor as businesses continue to move toward a hybrid environment. Most businesses rank flexibility and portability as their top key benefits, closely followed by performance and scalability. 21% noted that some workloads are simply preferred on premise, while 20% reported that hybrid allows for a more secure, compliant infrastructure.

Dell EMC also noted greater flexibility as a major benefit to hybrid, often traced back to scalability and fast deployment capabilities of the cloud, which supports growth and innovation goals by enhancing agility. Better agility can also contribute to cost control, particularly for applications with variable usage. Paying solely for actual usage is more economical than trying to scale to capacity for most businesses.

Figure 13. Why Businesses Would Choose Hybrid if Starting From Scratch
**IT Partners**

For businesses seeking to maximize their investments in digital initiatives, embracing a more flexible infrastructure could be a positive move. However, not all organizations who would benefit from a hybrid strategy have the internal resources to support the increase in complexity.

Choosing a dependable provider who offers cloud and colocation services can be a good place to start—it is possible to offload certain infrastructure responsibilities so that IT specialists can place their focus on initiatives that will contribute to business.

As hybrid IT continues to spread, the significance of working with IT partners who have extensive hybrid expertise and a consultative approach increases greatly. When making a change toward hybrid IT, the process is multifaceted. Applications and workloads have to be evaluated, as well as performance optimization, security and compliance requirements, and the best migration processes to employ during any moves that may need to be made.

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**Key Trends**

- Nearly 100% of businesses feel that hybrid expertise is essential in an IT partner.
- Organizations want IT providers who recognize and respect their deliberate choice to use a hybrid IT strategy.
- Most IT decision makers say their IT partners have a high level of influence when it comes to their IT decisions.

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**Hybrid Expertise and Influence of IT Partners**

91% of organizations feel that hybrid expertise in IT partners is somewhat or very important (Figure 14), and 86% report that partners are somewhat or very influential in their IT decisions (Figure 15). Businesses want their chosen IT providers to recognize their informed decision to use a hybrid strategy and benefit from the additional expertise of having an objective, expert partner. Interestingly, larger organizations are 13.5% more likely than small and medium organizations to view IT partners as “very” influential.

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"When you have 100+ systems, the necessity of integration and connectivity, it’s important to have a partner. Anything more than 5 systems and you’ll need a partner."

- Survey respondent
Figure 14. Importance of Hybrid Expertise When Selecting an IT Partner

<table>
<thead>
<tr>
<th># of employees:</th>
<th>Somewhat Important</th>
<th>Very Important</th>
</tr>
</thead>
<tbody>
<tr>
<td>1000-2499</td>
<td>33%</td>
<td>59%</td>
</tr>
<tr>
<td>500-999</td>
<td>38%</td>
<td>52%</td>
</tr>
<tr>
<td>150-499</td>
<td>39%</td>
<td>51%</td>
</tr>
<tr>
<td>Total</td>
<td>37%</td>
<td>54%</td>
</tr>
</tbody>
</table>

Figure 15. Level of IT Partners’ Influence on IT Infrastructure Decisions

<table>
<thead>
<tr>
<th># of employees:</th>
<th>Not Very Influential</th>
<th>Somewhat Influential</th>
<th>Very Influential</th>
</tr>
</thead>
<tbody>
<tr>
<td>1000-2499</td>
<td>8%</td>
<td>44%</td>
<td>47%</td>
</tr>
<tr>
<td>500-999</td>
<td>20%</td>
<td>31%</td>
<td>47%</td>
</tr>
<tr>
<td>150-499</td>
<td>15%</td>
<td>30%</td>
<td>66%</td>
</tr>
<tr>
<td>Total</td>
<td>14%</td>
<td>36%</td>
<td>50%</td>
</tr>
</tbody>
</table>
Conclusion and Appendices

Final Thoughts

The key drivers of hybrid IT, as Peak 10’s study indicated, are first and foremost, benefitting from “the best of both worlds.” Secondly, hybrid users are looking to control costs, take advantage of reliability and flexibility, and achieve better security and compliance. As the data indicates, hybrid IT is very much a story of thoughtful choice.

Information technology is swimming in a software-dominated, anything as-a-service (XaaS)-oriented civilization. Businesses are evolving and adopting more open-minded, flexible IT strategies designed to accommodate for every initiative specifically and effectively. Those who wish to adapt must take stock of their assets, and determine if there is greater value in a new model.

Using hybrid IT can greatly accelerate business success when designed and implemented appropriately. The goal is to make technology far more than an enabler of daily operational functions—it should be the force that powers the whole of business using innovation and a service-oriented approach.

Working with a reliable, expert hybrid IT services provider can greatly alleviate the pressures your internal IT resources bear. The technology initiatives driven by digital transformation can often be simplified with the help of the right expert.

In conclusion, the results of this survey produced a significant amount of information, not all of which could be detailed in this report. In order to make all of our findings available to the IT community, Peak 10’s Research and Analytics team has created content additional content that details the stories told in our research. You’re invited to visit the Peak 10 Spotlight: Hybrid IT website. There you will find a wide range of content based on this research study.

For assistance with your hybrid IT needs, contact us at www.peak10.com/contact-us or 866.473.2510.
Methodology and Demographics

In May 2017, Peak 10 conducted a two-phased research project to analyze trends in hybrid information technology.

The resulting report comprised an aggregation of two separate research project phases. First, an online survey was taken by over 200 IT Decision Makers (ITDMs) across the country. Only ITDMs with hybrid environments, or plans to use a hybrid environment, were included. This study does not include organizations who are cloud or on-premise only with no intention to move to the cloud.

Following the survey, a third-party research firm conducted a series of in-depth 1:1 qualitative phone interviews with ITDMs from the survey. The interviews lasted 30-45 minutes each. The results of both phases were then tabulated and analyzed.

It should be noted that in the analyses where percentages are cited, not all may add up to 100% as many of the questions in both studies involved multiple choice questions. The report provides an insightful look at some of the significant issues and challenges for IT professionals facing hybrid IT challenges.

For inquiries or more information about this research, please visit [www.peak10.com/contact-us](http://www.peak10.com/contact-us).
References


