



Executive Summary

The Business Value of Dell Technologies APEX as-a-Service Solutions

RESEARCH BY:



[Rob Brothers](#)



[Susan G. Middleton](#)



[Matthew Marden](#)

IDC's research demonstrates that enterprise organizations are prioritizing digital infrastructure resiliency as a foundational element of their IT strategy. Customers are looking for richer levels of visibility, cross-platform control, advanced data management, and protection that spans the entire edge-to-core continuum. The pandemic has shown that organizations that prioritize adaptability and resiliency are much better equipped to adapt and meet changing market demands. Because of this realization, organizations are now focused on managing outcomes instead of IT infrastructure and looking to vendors and partners to help reach this goal. Recent IDC surveys demonstrate the customer interest and market momentum. In a February 2021 survey, IDC observed that 61% of organizations worldwide were interested in shifting to consumption-based models for IT investments. This interest is being driven by an explosion of interconnected applications and data across multiple locations that stretch from edge to core. All of this serves to demonstrate a clear market opportunity and the need for new operating models like APEX. [continued next page...](#)

BUSINESS VALUE HIGHLIGHTS

39% lower
three-year cost of operations

37% more
efficient IT infrastructure teams

54% more
efficient help desk

39% lower
annual infrastructure costs

34% reduction
in buffer capacity required

33% faster
to prepare IT for business
extensions

12% faster
development life cycles

\$7.66 million
in higher revenue per
year per organization

IDC interviewed organizations that have deployed significant workloads on Dell Technologies APEX as-a-service hyperconverged, storage, and data protection solutions that are powered by Intel hardware (Dell Technologies APEX) about their experiences. Technologies customers reported using APEX to not only establish more efficient and cost-effective IT environments but also ensure that they can adjust to and match changing business needs.

Based on interviews with Dell Technologies APEX customers, IDC's analysis shows that they are capturing significant value by:

- ▶ **Keeping workloads on premises in a cloud operating model** by enabling a cloud operating model on premises with flexible pay-per-use pricing and improved scalability, thereby easing concerns of moving data and applications off premises while ensuring a cloudlike experience, including confidence in compliance, security, and data migration
- ▶ **Establishing more efficient and effective IT operations** by creating streamlined IT environments with strong functionality and Dell Technologies support and managed services, thereby freeing valuable IT team time to focus on other activities and initiatives
- ▶ **Running more cost-effective IT environments** by matching infrastructure capacity to actual business requirements, which limits the need for over-provisioning and maintaining buffer capacity and allows for streamlined use of compute, storage, and data protection capacity
- ▶ **Increasing agility and improving business results** by having the ability to more quickly introduce innovative technologies, extend IT capacity quickly, and deliver IT resources as business/development requirements change — improving IT organizations' ability to serve as a partner to business operations and results in business gains in the form of higher revenue and better services.

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