PENGUIN SOLUTIONS

NEWS RELEASE

Three Quarters of IT Applications Cannot Tolerate a Typical Unplanned Downtime Incident, According to New Research from Stratus Technologies

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IT Decision Makers Looking to Fault Tolerant Solutions to Avoid Millions of Dollars in Losses Due to Unplanned Downtime

MAYNARD, Mass., December 13, 2016 – **Stratus Technologies, Inc.**, the leading provider of continuous availability solutions, today revealed the results of its Highly-Available and Fault-Tolerant Infrastructure Considerations Survey. Commissioned by Stratus and conducted by industry research firm Enterprise Strategy Group (ESG), the study examined the viewpoints of more than 250 IT decision makers in North America and Western Europe on topics such as application downtime, recovery time objectives and use of virtualization, high availability and fault tolerant availability solutions.

The research revealed that the vast majority of production servers and services are not intended to tolerate the length of an average unplanned downtime incident, which was reported at 87 minutes. For organizations with critical business applications, each minute of unplanned downtime can have severe repercussions on the company, from lost revenue to not meeting service level agreements (SLAs) to brand reputation damage. This becomes even more concerning when 53 percent of applications cannot handle more than 15 minutes of downtime, and yet 80 percent of downtime incidents are reported to last more than 15 minutes.

Furthermore, 71 percent of respondents admitted that their company is not tracking downtime with any quantified metric related to its cost to the company. This means the majority of companies do not know the cost of downtime until an incident actually occurs, but by that time it is too late to prepare. This exposure to risk is a continual

concern to CIOs and COOs, and is a key reason why more IT decision makers are looking to implement fault-tolerant or high availability solutions. In fact, 38 percent of respondents noted that they plan to increase the number of production platforms protected by always-on infrastructure in the next 24 months.

“Unplanned downtime continues to be a huge vulnerability in today’s IT systems and alarmingly, the vast majority of companies are not even tracking downtime with a quantified measure of cost. This means these companies can’t plan for how an unplanned downtime incident can affect their business until its damage is already done,” said Jason Andersen, Vice President of Business Line Management at Stratus Technologies. “High availability and fault-tolerant infrastructure is something we have seen definitively eliminate this risk from the equation. We believe that with the increasing adoption of edge based systems, including Industrial Internet of Things technologies, the costs and risks associated with downtime will continue to trend upward.”

KEY FINDINGS

The vast majority of IT applications cannot tolerate the average downtime incident

- 72% of applications are not intended to experience more than 60 minutes of downtime, well below the average downtime length of 87 minutes
- 53% of applications are not intended to have more than 15 minutes of downtime, but 80% of downtime incidents last more than 15 minutes

IT decision makers do not know the cost of downtime until it is too late to prepare, but the cost is also causing more companies to consider fault-tolerant infrastructure

- 71% of respondents are not tracking downtime with a quantified measure of its cost to the organization
- 47% say the business impact of downtime is the primary cost justification when considering the adoption of fault tolerant or high availability solutions
- 38% of respondents expect the percentage of their production platforms covered by fault-tolerant infrastructure to increase in the next 24 months

Ensuring application availability in a virtualized environment is still rife with challenges

- 84% of respondents experience one or more challenges with ensuring the availability of their applications in a virtualized environment
- About 50% of IT decision makers do not anticipate increasing the number of virtual machines covered by availability technologies in the next two years

Survey scope & demographics

- Online survey responses from 250 IT decision makers involved in purchasing or managing high availability solutions for IT or OT platforms in North America and Western Europe
- In-depth phone interviews with seven IT decision makers in North America, including two Stratus customers
- Respondents spanned industries including financial, manufacturing, government, healthcare, retail and more
- Respondents identified themselves according to job responsibility, company size, industry, and familiarity with their company's business continuity and virtualization environment
- The survey was conducted from June to September 2016 by Enterprise Strategy Group

Additional Resources

Read a blog post highlighting Stratus' perceptions from the survey findings

About Stratus Technologies

Stratus Technologies is the leading provider of infrastructure-based solutions that keep applications running continuously in today's always-on world. Stratus enables rapid deployment of always-on infrastructures, from enterprise servers to clouds, without any changes to applications. Stratus' flexible solutions – software, platform and services – prevent downtime before it occurs and ensure uninterrupted performance of essential business operations. For more information, please visit **www.stratus.com** or follow on Twitter **@StratusAlwaysOn**.

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Media Contact

Sally Bate
Director, Corporate & Marketing Communications
+1 978-461-7518
sally.bate@stratus.com