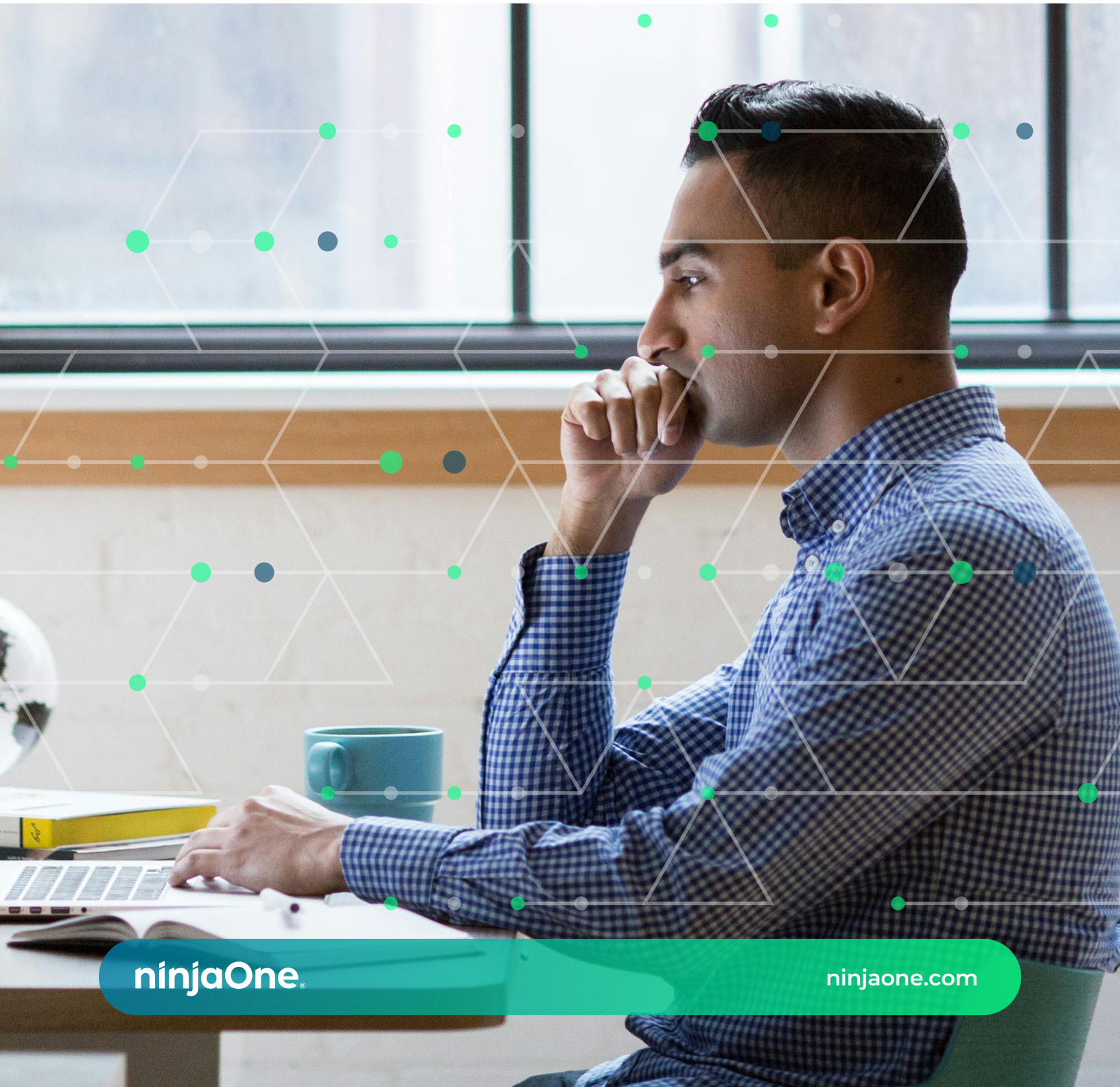


The Pitfalls of IT Tool Sprawl



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The pitfalls of IT tool sprawl

IT spend is expected to reach an astonishing **\$5.06 trillion in 2024, an increase of 8% from 2023**, according to a Gartner report. Not only are IT organizations investing more in different categories of technology to support their networks, but technology service providers are increasing their prices, leading to greater IT spend within these segments.

By the end of 2024, \$1.5 trillion will have been spent on IT services, an increase of 8.7%. This is mostly because companies are spending money on projects to make their organizations more efficient and effective. From cybersecurity to remote support, asset management to helpdesk operations, IT organizations find themselves in a challenging position – how to support every facet of IT without breaking the bank in the process.

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To make matters more complicated, the IT operations landscape can be a challenging path to navigate.

On the surface, this is what you see



But there's more to daily IT operations than meets the eye

03

The seen and unseen costs of tool sprawl

Unfortunately, direct licensing fees are not the only source of concern when considering the pitfalls of tool sprawl (you could say they're just the tip of the iceberg). The truth is the wide variety of tools used by today's IT departments are often not integrated well, with no particular tool acting as the single source for IT.

“On average, people take 9.5 minutes to get back into a productive workflow after switching between digital apps.”

— Qatalog and Cornell University's Idea Lab

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The seen and unseen costs of tool sprawl

This can have wide-ranging negative impacts on an organization, including:

Direct cost increases

There are a number of significant cost increases across the spectrum when investing into a large tool stack:

Software license costs

Licensing each application for each user (technician or end user) has a direct cost. The more applications that require user licenses, the more your organization will be paying.

Training and hiring costs

Ensuring all technicians are trained to use the range of solutions in your technology stack requires hiring experts to cover all solutions or training technicians to use those applications directly. Hiring technicians with specialized tool knowledge limits the available talent pool. Training technicians on a varied tool set has an indirect cost through productivity loss and resource assignment.

Efficiency costs

More tools – particularly unintegrated tools – has a direct impact on productivity. Constantly switching between applications, managing tool idiosyncrasies, and dealing with data mismatches adds friction that results in lost productivity.

Implementation and integration costs

Adding additional tools to your stack comes with implementation costs. Integrations between systems also have setup costs as well as ongoing maintenance costs.

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The seen and unseen costs of tool sprawl

Reporting costs

For businesses that must regularly report on IT management and cybersecurity outcomes, highly decentralized management stacks have significant reporting costs. With such disparate systems, reports must often be pulled and consolidated manually, taking valuable time and resources.

Management complexity

Managing a diverse, heterogenous IT stack requires additional management oversight while simultaneously not providing an appropriate management view of technician, network, and device activities.

Security risk

IT management tools often have some level of elevated server, network, endpoint, or user-related permissions, meaning they are always a target for attack. Having more tools increases your attack surface, creating additional vectors for entrance and increasing your likelihood of a successful attack.

Unclear communication between systems

The information provided by disparate and unintegrated solutions will often not align or even directly conflict, making effective decision-making slow and difficult. This disparate information also obscures the root cause of problems and incidents, making it more difficult to solve business critical infrastructure and endpoint issues in a timely manner.

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Fixing sprawl with automated endpoint management

By consolidating tools and taking advantage of a smaller, more unified tool stack, organizations can become more effective, spend less money, and lower their overall security risk.

We surveyed 700 NinjaOne customers to get their feedback on tool sprawl, how it impacts their organization's efficiency, and how implementing an automated endpoint management solution helped improve their organization's performance.

Customers who replaced current tools with NinjaOne were able to **reduce their stack by 40%**.

The average number of tools was **reduced by 2.43**

Prior to NinjaOne, respondents rated the cohesiveness of their stack **4/10. With NinjaOne, that rating jumped to 7/10.**

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Fixing sprawl with automated endpoint management

By consolidating tools, organizations realize a number of specific benefits, vastly improving the quality of life and effectiveness of their IT infrastructure.

Single source of truth

Consolidating your tools into a centralized IT management solution can provide your IT team with a single frame of reference for all the tools in your stack. This, in turn, can drive better and more efficient decisions.

Reduced tool confusion

Minimize your tool stack to reduce or eliminate conflict and confusion between tools.

Cost reduction

By consolidating solutions under a single license, organizations can reduce or remove implementation and integration costs, streamline training, and minimizing maintenance costs.

“Ninja saves us at least one minute per remote access session. With ten thousand remote connections per year, that’s over 150 hours saved per year on just that interaction.”

— Zachary Neu, Senior TechnicalSupport Specialist, Park University

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Fixing sprawl with automated endpoint management

(Consolidating tools continued)

Improved technician efficiency

Having a centralized solution for managing IT can drive radical improvements to IT efficiency by improving workflows, making tools easily available, reducing context switching, and providing important and relevant information when the team needs it.

Automation of manual tasks

Many helpdesk tasks are manual, standardized, and repetitive. Automating these these functions can make them more efficient with automation. Consolidating into a centralized IT management platform enables a level of automation that is often impossible with unintegrated or custom-integrated solutions.

Reduced attack surface

Reducing the number of solutions that have access to your network reduces the number of entry points into your environment. This is particularly important for solutions with elevated administrator access.

Better technician hiring, training, and satisfaction

Hiring and retaining talent is difficult. It is often made more difficult when hiring for experience with a specific technology stack. By minimizing the number of tools, it will be easier to find qualified candidates and train new hires.

NinjaOne is here to help

See how much lost time you can win back with automated endpoint management using our [ROI calculator](#).

To learn more about how NinjaOne can help you consolidate your tool stack, check out our [Endpoint Management solution](#) sign up for a free trial today!

Free Trial

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