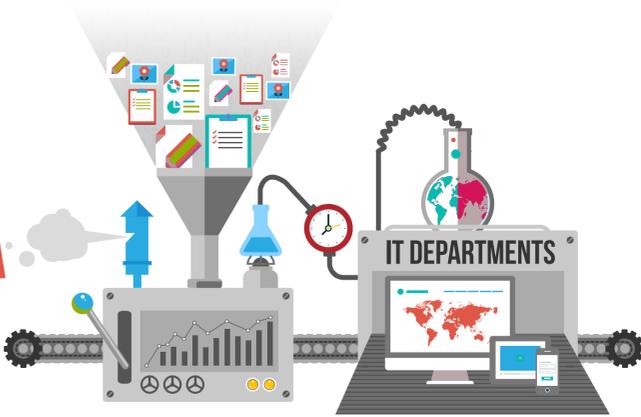


HOW BIG DATA Can Help



IT DEPARTMENTS

What is Big Data?

Big Data (noun) Data to reveal patterns, trends, and associations, especially relating to human behavior and interactions.



BIG DATA ON THE RISE



81% of companies include big data/advanced analytics projects among their **top five** IT priorities

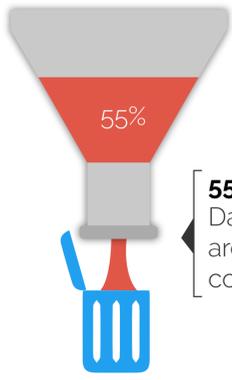


Big data is set to create **1.9M IT jobs** in U.S. by 2015

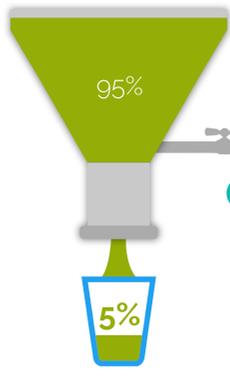


The business intelligence market is projected to grow to **\$114 B** by 2018

THE PROBLEM WITH BIG DATA



55% of Big Data projects aren't completed



95% of data within organizations remains untapped and unused.

WHY BIG DATA WILL HELP YOUR IT DEPARTMENT



Companies that use analytics are **five times more likely to make faster decisions.**



For every **\$1** spent on business intelligence, **\$10.66** is made in return



IT departments will be more valuable to management

CAPITALIZING ON BIG DATA

Strategies outperforming companies are taking to deliver results



Leaders are **166%** more likely to make most decisions based on data



And they are **2.2X** most likely to have formal career path for analytics



75% of leaders cite growth as the number one value from analytics



80% of leaders measure the impact of analytics investments



60% of leaders have predictive analytics capabilities



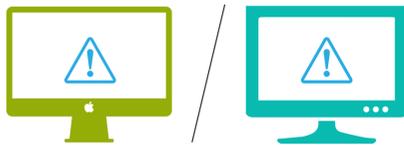
85% of leaders have some form of shared analytics resources



OBTAIN INFORMATION LIKE

What Machines Cause the Most Problems

Reports may reveal that a certain machine or model is more problematic than others. This will allow you to compile a help guide for that model or decide to replace it altogether.



Which Users Create the Most HelpDesk Tickets

Sometimes employees just need a little more training. Reporting tools can help to identify which users might need some additional attention, so that your IT specialists can utilize their talents elsewhere.



Which Tickets Take the Most Time to Resolve

Reporting tools can track which types of problems take the most time to solve. You can then create a guide to streamline the process or find a way to solve the problem altogether.



What Software Causes the Most Tickets

There may be specific software that continually causes issues. Reporting tools can easily spot offending software, allowing you to better train your employees or completely replace the software.



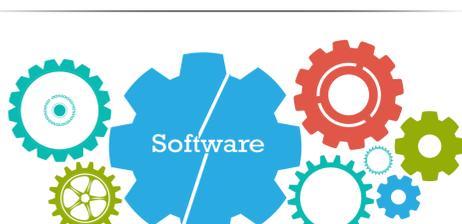
Which Brands of Hardware Fail Most Often

Reports can help indicate what hardware brands fail more than others. This will allow you to provide feedback to the manufacturers, and if issues aren't resolved, to switch to new hardware.



Which Software Causes Integration Issues

Your employees are much more productive when software integrations are functioning. If reporting tools indicate that a particular software isn't integrating smoothly, it may be time to build a fix or replace the software altogether.



SOURCES
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<http://www.bisoftwareinsight.com/business-intelligence-stats/>
http://www.cio.com/article/719484/Big_Data_to_Create_1.9M_IT_Jobs_in_U.S._By_2015?taxonomyId=3006

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