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

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

Capitalizing on Big Data

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

55% of Big Data projects aren't completed

95% of data within organizations remains untapped and unused.

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

IT departments will be more valuable to management

Starategies outperforming companies are taking to deliver results

80% of leaders measure the impact of analytics investments

80% of leaders, by a wide margin, believe in the value of data-driven initiatives

85% of leaders have some form of shared analytics resources

60% of leaders have predictive analytics capabilities

5% of all IT jobs to be outsourced to India by 2020

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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.

Which Software Causes Integration Issues

Your employees are much more productive when software integrations are functioning. If reporting tools indicate that a particular software is causing issues, it may be time to build a fix or replace the software altogether.

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 Brands of Software Cause 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.

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