IDC Survey Spotlight

HPE takes top spot when IDC asked, how proactive is your vendors storage support?”

To what extent is services vendor proactive in its ability to provide support services for storage Infrastructure (scale 1-5, 5 being excellent)?

- HPE: 4.24
- [Other vendors data]

IDC’s Take

It has become very important to invest in proactive capabilities! Enterprises rank it in the top features needed to provide excellent support.

- Vendors should continue to investment in proactive and predictive capabilities and make them available in all support offers. The benefits of which are for both the vendor and enterprise.
- Proactive and predictive abilities are highly beneficial, but you need to show what you are doing for your enterprise customers. Most of the time the customer doesn’t see the benefit of these predictive capabilities and are beginning to feel they are not getting what they pay for in a support contract.
- We live in a software defined world, make investments today to train your support staff on how to answer software issues, and invest in the technology to proactively predict and cognitively solve.