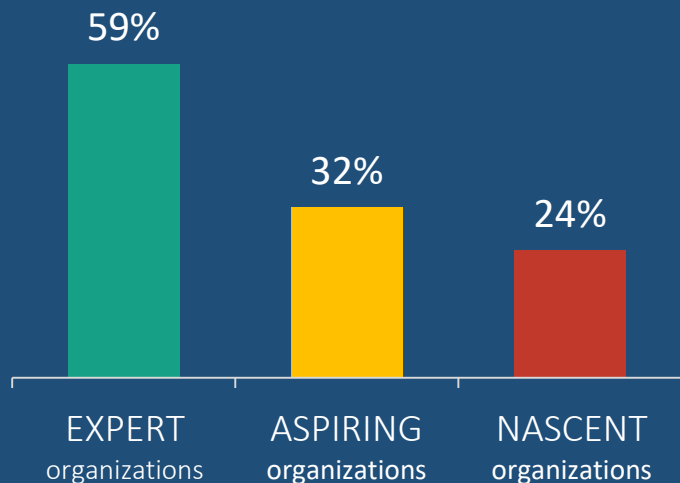


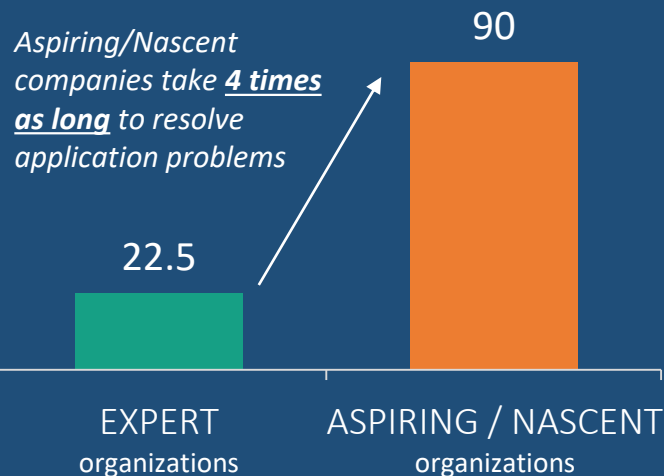
Performance Management Maturity = Faster Problem Resolution



Percent of organizations resolving application performance problems in 30 minutes or less



Mean time to resolution for application problems (in minutes)



Original survey question:

When a business-critical application suffers from an unplanned outage or significant performance degradation, what is the average time to resolution (meaning the time it takes to identify the root cause and take corrective action)?

Survey respondents:

N = 345; 32 classified as "Expert" performance management organizations, 217 classified as "Aspiring," and 96 classified as "Nascent"

This InstaGraphic is based on research conducted by ESG on behalf of:



ESG Insight

ESG recently conducted a quantitative research study to assess companies' performance management maturity.

Organizations were segmented into three categories of maturity – **Expert**, **Aspiring**, and **Nascent** – based on their performance management tools and processes.

ESG observed that Expert organizations were much more likely than others to report rapid resolution of application outages and degradations due to the fact that they have the tools, processes, and organizational characteristics which allow them to be more responsive and effective when issues arrive.

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