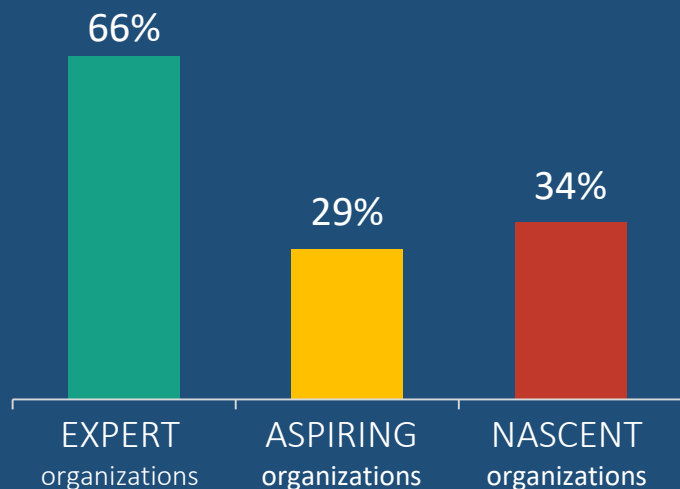


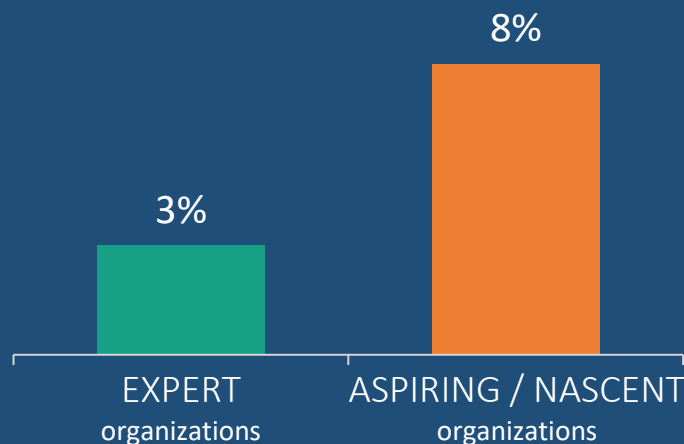
Performance Management Maturity = Fewer Application Outages



Percent of companies where only 5% (or less) of apps have unplanned outages in a typical month



Median percentage of apps with regular downtime/performance degradation in a typical month



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 experience far fewer outages or performance degradations among their business-critical applications. The ability to better manage performance helps these organizations ensure uptime.

[LEARN MORE](#)

Original survey question:

In a typical month, what percent of your organization's business-critical applications have unplanned outages or significant performance degradations that result in a negative end-user or customer experience?

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:

