

Performance Management Maturity Means Business Insight

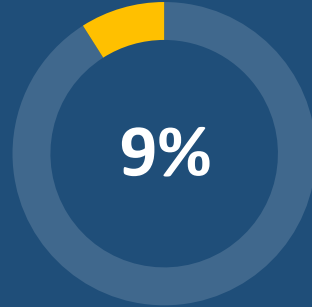


Percentage of organizations with management tools that can translate performance data into financial impact

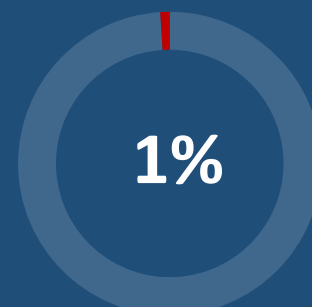
EXPERT
organizations



ASPIRING
organizations



NASCENT
organizations



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.

A large part of performance management maturity is having the tools in place that can measure both technology and business performance. Expert organizations tend to have more sophisticated tools which can analyze and communicate the financial impact of an application outage to the business.

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Original survey question:

Can your organization's current performance management tools analyze and display the financial impact of infrastructure and/or application performance issues? (e.g., number of transactions abandoned/delayed/lost and the monetary value of those transactions)?

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:

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