

5 Ways to Make the Shift from Reactive IT to Proactive IT

End-user computing doesn't have to be reactive. Instead of waiting for small issues to become large ones, IT teams need ways to monitor the health of devices, gain insight into user experiences, leverage data insights from AI to take early action, and automate some processes so they can continuously optimize devices and enhance the efficiency of support.



Reactive IT

Focuses on the functionality of hardware and software

Measures user experience through the network and data center

Manages IT assets without assessing and understanding what end users really need, leading to over- or under-provisioning

Relies heavily on Service Level Agreements (SLAs)

Waits for end users to report IT problems before beginning remediation



Proactive IT

Focuses on the impact hardware and software has on end-user experience

Measures user experience directly from endpoint device

Manages IT assets using data intelligence that identifies what users actually need, enabling more precise and cost-effective allocation

Creates Experience Level Agreements (XLAs)

Empowers the IT help desk with AIOps and automation to predict and even prevent IT issues

THE FUNDAMENTALS OF A PROACTIVE SUPPORT STRATEGY

A multi-level proactive IT support strategy can address many of the deficiencies of the reactive, break/fix model. Here are the fundamental elements:

1. MONITORING

The foundation of a proactive IT strategy is collecting a full range of data from endpoint devices to gain complete visibility across the IT estate.

2. INSIGHTS

Generating real-time insights into the health of devices and the experiences of users empowers IT to identify potential issues before they turn into large-scale problems.

3. ACTION

For proactive support to be successful, insights must be actionable (e.g., having context, relevance, and prioritization).

4. AUTOMATION

Proactive support should incorporate capabilities for automating key support processes – from identifying issues to addressing them – without manual intervention.

5. TRANSFORMATION

True transformation happens when IT is empowered with data, insights, and automation to "shift left" from the old-school reactive approach to proactive IT.

Ready to make the transformation to proactive IT? We can help.

