The Business Case for Nolio

Nolio reduces application downtime and cuts the cost of servicing data center applications, through automation.

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Nolio Application Service Automation lets data center teams centrally execute and control the tasks needed to deploy and service applications, eliminating complexity and errors while streamlining operations for heightened application uptime, accelerated time-to-release and immediate productivity gains.

This document was developed to help you quantify the current costs of application downtime including time spent and error rate of manual data center application deployment and servicing. It will also present the cost reduction and productivity gains afforded by automating and centrally managing these processes with Nolio.

Evaluating the cost of application deployment, maintenance and configuration errors and downtime

Key Challenges:
Up to 60%[1] of application downtime is caused by mis-configurations and application service errors, with the average cost of a single hour of downtime estimated at $45,000[2] for mid- sized organizations.

Factors that can effect application failure rate and downtime include:

Before Nolio	After Nolio
Faulty hand-over across application silos (Development, QA and Operations).	Error-free and streamlined handover, bridging the gap between application silos and users.
The complexity of applications being deployed, including tiers, dependencies and their requisite configurations	Eliminate application complexity and mis-configuration errors through simple modeling of multi-tier, distributed application workflows, including application logic and dependencies.
The volume and frequency of application changes (e.g: version and feature releases, updates, changes) creating bottlenecks delays and increasing serice window and forced downtime.	Leverage automation to execute an unlimited volume of reliable, repeatable application changes, reducing the time spent on managing application servicies from hours to minutes.
The number of data center environments being managed including physical, virtual and cloud servers.	Seamless execution of application service operations across ANY heterogeneous data center environment

1. Forrestor Associates 2008

2. Enterprise Management Associates, 2009

Nolio ROI factors:
- **Reduce maintenance window by up to 50%**
- **Eliminate manual mis-configuration and change errors.**
- **Shorten remediation time by up to 70%**

Nolio heightens application uptime by automating tested application deployment and service operations, eliminating errors and replacing manual tasks with reliable, repeatable processes to mitigate the risk of application change.
In addition, by bridging between application silos and streamlining ongoing application service tasks, Nolio cuts forced maintenance windows eliminating the cost of 'end user minutes lost'. The automation of troubleshooting and recovery processes further contains downtime costs, reducing both remediation time and failure duration.

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Example 1: Reduced maintenance window

Customer environment: 6 Application silos (including members from across development, QA and production responsible for application hand-over and production)

400+ Servers

Cost of an Hour of Downtime: $120K USD
Before Nolio: 180 minutes of maintenance/forced downtime X 8 times a year
After Nolio: 98 minutes of maintenance/forced downtime X 8 times a year

Savings with Nolio: $164K USD X 8 = $1,312K USD (109K Monthly)
Initial Investment in Nolio = $425K
ROI: 4 Months

Example 2: Eliminated errors and downtime

Customer environment: 12 Application silos, (including members from across development, QA and production responsible for application hand-over and production)

300+ Servers

Cost of an Hour of Downtime: $45K USD
Before Nolio: 25% error rate of weekly application releases
Average time to remediation of application errors: 0.75 hrs X 72 wks = 54 Hrs
With Nolio: Eliminate configuration related errors at 32.4 Hrs = 21.6 Hrs

Savings with Nolio: $1,458K USD
Initial Investment in Nolio = $325
ROI: 3 Months

Measurable operational productivity gains

Key Challenges:
Up to 75%[3] of operation teams' time is spent on managing applications with costs growing at up to 20%[4] annually. All the while IT and data center operations are being challenged more than ever to control costs and quickly achieve returns on technology investments.

With data center's shift from monolithic applications to distributed, multi-tier applications the sheer complexity, volume and frequency of application change is introducing heavy workloads translating into costly delays in time to release. Over 90%[5] of application releases are late.

Factors that can undermine operational productivity include:

Before Nolio	After Nolio
Knowledge gaps between application and operation silos	Centralized knowledge base, eliminating scripting, retaining and transferring knowledge between skilled and unskilled personnel.
The volume, complexity and frequency of non-repeatable, routine and emergency manual application changes and ongoing service tasks.	Automation of both routine and emergency application service operations, regardless of the number or complexity, reducing operating expenses and enabling economical scalability

3. IDC 2008
4. Gartner, 2008
5. Standish Group, 2008

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Nolio Benefits:

- **Cut the cost of servicing applications by up to 85% (direct & indirect costs).**
- **Scale workload capacity of application operation teams by 3-6X**
- **Accelerate application release time – from days to minutes.**
- **Enable knowledge retention and transfer across operation teams**

Nolio automates both routine and emergency application service operations simplifying complex and repetitive tasks to cut the time and cost of servicing applications. By extending repeatability, Nolio scales the workload capacity of operation teams, enabling growth, without increasing overhead. Similarly, with Nolio operation teams can streamline application processes, accelerating release time, for operational agility.

Example 3: Cut the cost of servicing applications and scale workloads

Number of operation team members: 6
Before Nolio % time spent on:
Application Deployment 40%
Application Maintenance/Changes 30%
Application Troubleshooting 20%
Other 10% Development, New & Unplanned Tasks

After Nolio % time spent on:
Application Deployment 8%
Application Maintenance/Changes 6%
Application Troubleshooting 4%
Other 82% Development, New & Unplanned Tasks

Savings with Nolio: 72% productivity gains across operation teams, cutting application management overhead, increasing capacity and enabling scalability without incurring additional costs.