

Business downtime: the key culprits and the business impact

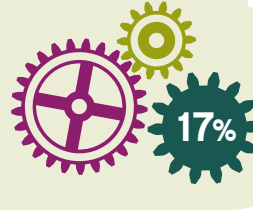
See the real impact of downtime at a glance

Downtime is one of the biggest expenses that an organisation can face. An outage of even just a few hours will mean that manual processes just can't keep up with workload and you risk failing staff and disappointing customers.

Have we all just accepted that 'these things happen' in every sector; from manufacturing to professional services and everywhere in-between? In today's challenging economic climate downtime is costly in terms of productivity, affected processes and staff efficiency and motivation, so is it possible to change these typical working practises and switch off the passive mindset?

Use the downtime statistics in this infographic as evidence for your communications improvements business case.

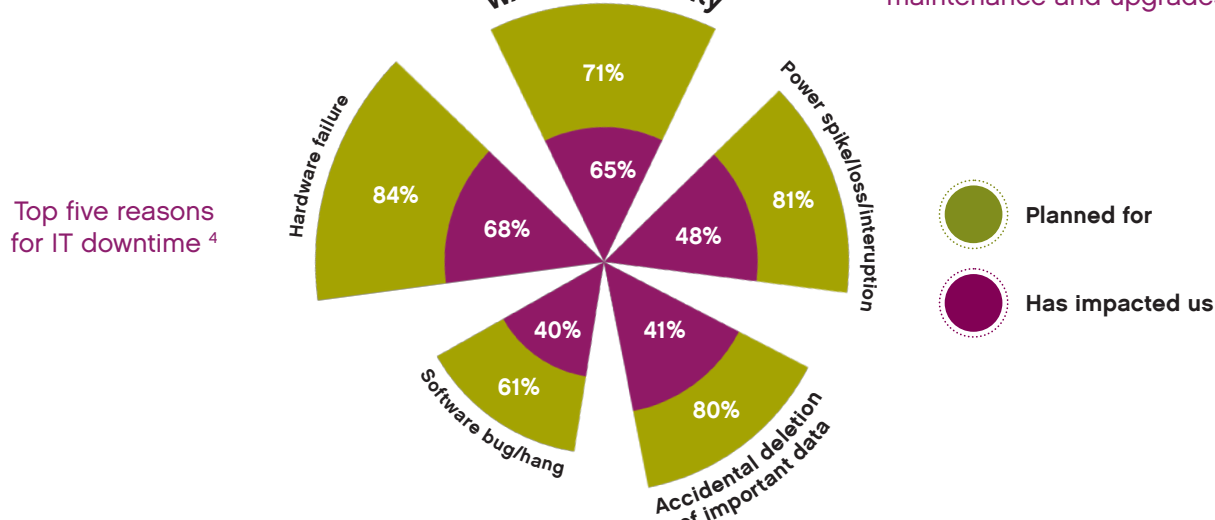
The main culprits



Configuration problems drive 17% of downtime incidents.¹



As much as 90% of downtime results from planned or predictable actions such as system backups, maintenance and upgrades.²



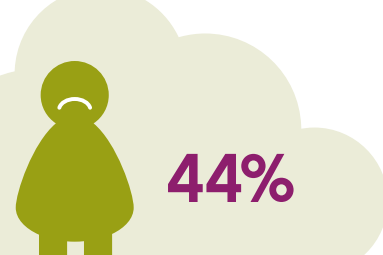
Impact: People



Businesses collectively lose more than 127 million person-hours annually – or an average of 545 person-hours per company – due to IT downtime.³



This loss is the equivalent to 63,500 people being unable to work for an entire year.³

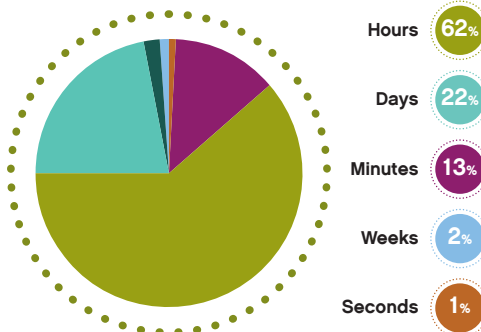


44% of those surveyed said they believe that IT downtime damages staff morale.³

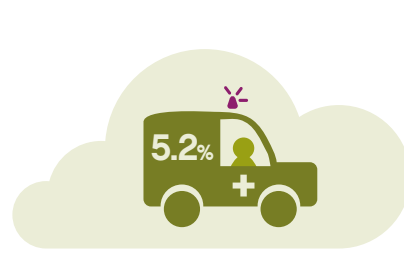
Impact: Processes



After systems are up and running again, companies still lose an average of 9 additional hours per year for the time it takes to recover data, so the impact still exists after the event.³

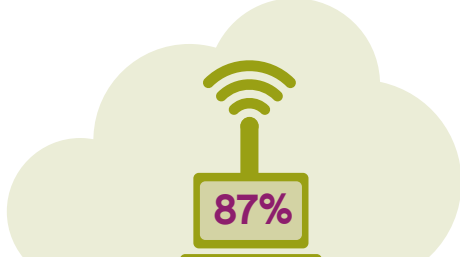


In the event of a disaster how quickly do you think you can recover lost data? ⁴



5.2% of businesses will be making improvements to incident management processes in 2014.⁵

Impact: Revenue



87% of businesses indicated that failure to recover data would be damaging to the business.⁶



50% of organisations surveyed said that IT outages damage their reputation.⁶



18% described the impact on their reputation as "very damaging."⁶



35% said downtime could adversely impact customer loyalty.⁶



40% of companies suffering a major business disruption go out of business within two years as they are unable to recover from the long-term impact.⁷

The true impact of downtime – regardless of sector or size of business – can be incredibly damaging. In the challenging business environment of today downtime should no longer be classed as the acceptable norm.

Use these facts and figures and take proactive measures to minimise downtime for your organisation. Work with colleagues and industry experts to identify current and future risks, alongside solutions to maintain business continuity, revenue and customer service excellence.

References

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7. KPMG

