

REGION FOCUS: WORLDWIDE

Managed Services Underpin a Successful Edge Deployment Journey



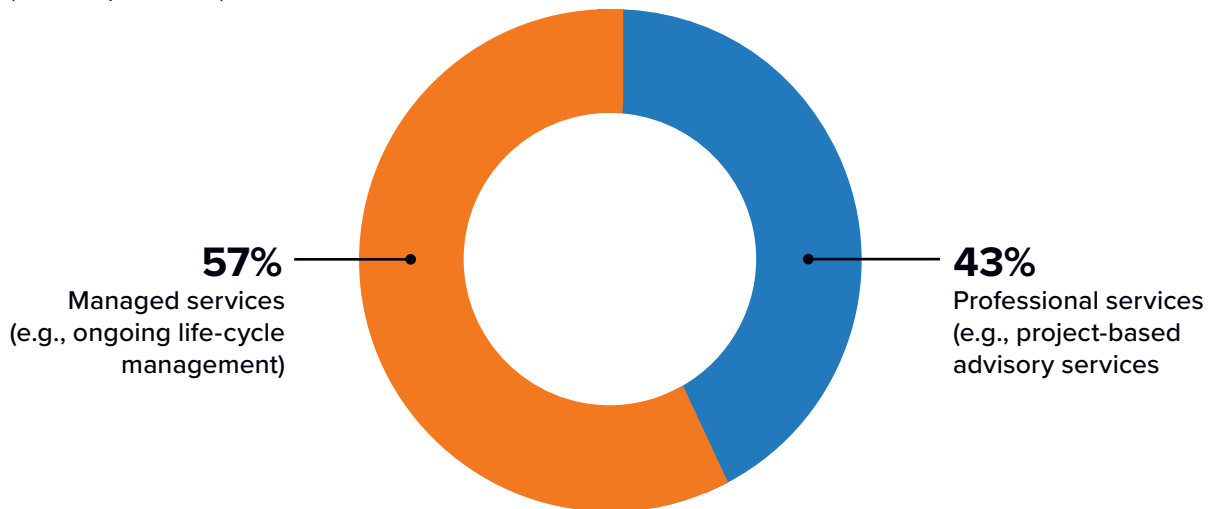
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Q. What type of assistance did you require from partners or external providers in your organization’s deployment of edge solutions?

(% of respondents)



n = 735; Source: Lumen Edge Solutions Thought Leadership Survey, IDC, November 2022

The adoption of new technologies such as edge computing brings several risks to enterprises as they navigate many milestones to ensure successful deployment and operation of these new edge use cases. These milestones span design, implementation, deployment, and operation. Enterprises can either manage deployment themselves or rely on strategic partners and service providers to navigate through these milestones.

From a design perspective, enterprises need to ensure that the edge computing infrastructure meets their current performance needs and can scale as the service matures. Edge computing also may need to integrate with legacy systems, further adding complexity to the design phase. The implementation and deployment processes bring risks associated with ensuring proper operation, availability, and security. Most implementations will require a proof of concept phase to verify the operation in a live environment.

Once operational, the edge computing service needs to be monitored to optimize operation and actively manage service disruptions, including remediation.

IDC surveyed both IT professionals and those in operational roles to understand their perspective on strategic partnerships. 61% of enterprises said they rely on existing infrastructure providers as a primary source of edge computing infrastructure. In addition, 38% rely on managed service providers (MSPs) as the primary source. Partner ecosystems rank highest in importance for financial services and media & entertainment companies; 54% of all respondents leveraged external resources, with manufacturing requiring the most assistance.

When asked what type of assistance they required to deploy their edge solution, 43% of respondents relied on professional services for advisory consulting and 57% considered co-managed or fully managed solutions. Small and medium size companies were more likely to use managed services, and large enterprises had a higher percentage of project-based engagements.

Reducing risk in the deployment journey of edge services is a key motivation for enterprises to seek the support of a managed service provider. Technology transitions require a service provider with the relevant expertise, competent technical resources, and proven operational experience. These are the key ingredients of a successful journey toward edge services.

Closing

Edge computing can drive significant business benefits to enterprises in terms of modernizing legacy processes and deploying new services that improve customer experience. Enterprises nonetheless must navigate a complex journey to achieve these benefits.

IDC recommends the following steps to get started:

- Determine which project stages companies want to own versus where they want to work with partners.
- Identify a strategic partner that can provide the right edge infrastructure to meet operational, performance, security, and future proof requirements.
- Partner with a professional services provider to design and specify the technical and operational requirements of the edge solution.
- Seek a managed service provider to fully outsource or co-manage the deployment and operation of the edge services project.

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