

↑ Poor apps performance costing millions ↓

By Robert Jaques [05-02-2004]

European firms pouring money down the drain, warns new research

The top 2,000 European enterprises are wasting three million working hours every year, equating to €250m, due to poor application performance, research has claimed.

A survey commissioned by BT found that most firms are not addressing application performance issues.

Some 60 per cent of the survey's respondents blamed lack of money, people or time, while 11 per cent cited a shortage of necessary skills and expertise. The remaining 29 per cent failed even to see the importance of addressing performance related problems.

According to the study, 25 per cent of IT directors and managers admitted to having little idea about how their corporate networks are being used.

Andy Green, chief executive at BT Global Services, said: "Our research shows that a huge amount of money and time is being wasted each year by European enterprises just trying to sort out application performance problems.

"And this figure increases dramatically when the impact of poor application performance on business productivity is factored in. Gartner, for example, estimates that on average a failed application costs an enterprise about \$100,000 per hour.

"Furthermore, poor application performance can severely impact the bottom line and divert resources from exploiting new business opportunities."

The research polled IT directors and managers from a sample of the top



Issue date: 5th February 2004
Circulation: N/a
Frequency: Online
Journalist: Robert Jaques
Web address: www.vnunet.com/News/1152541

200 companies in the UK, France, Germany, Benelux, Spain and the Nordics with 1,000 or more employees.

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