

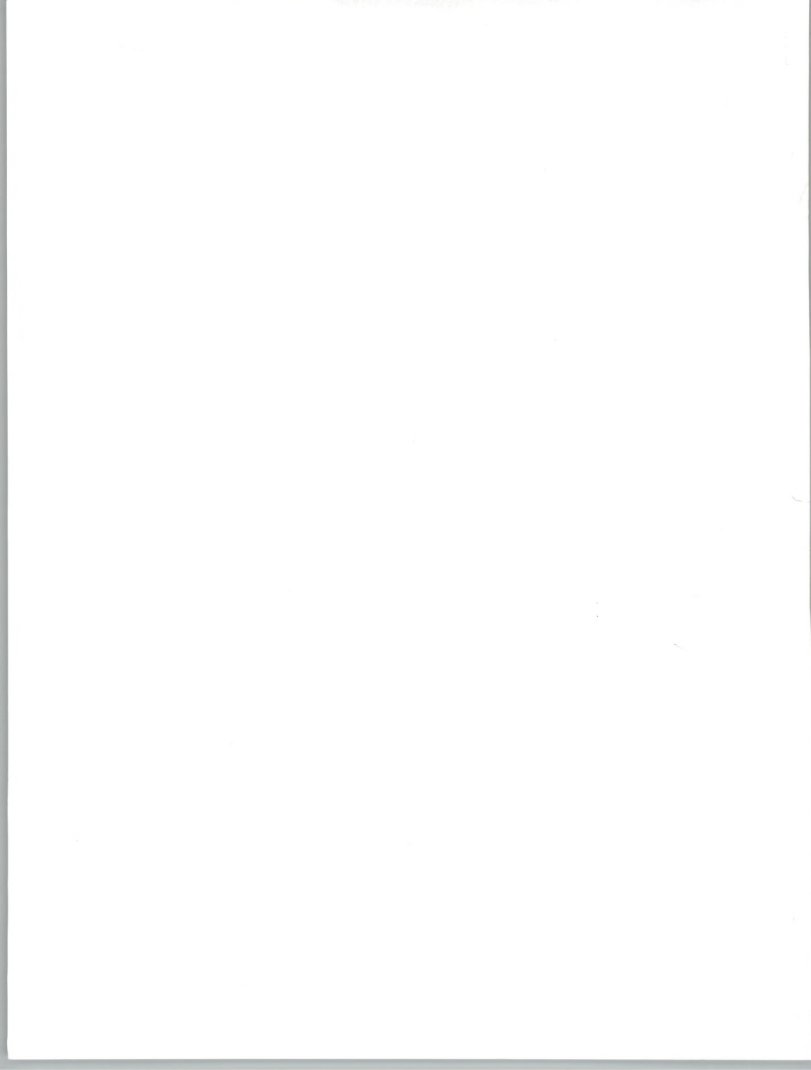
INPUT®

Information Services Industry

Network Management User Needs and Requirements



- Comprehensive Market Analysis
- User and Vendor Requirements
- Available Immediately



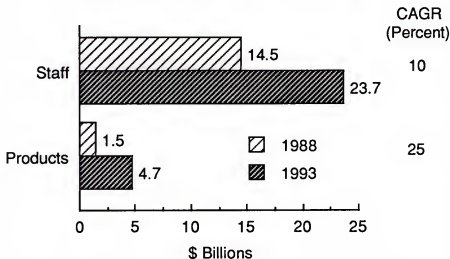
Projecting growth in network management products and services from \$14.5 billion in 1988 to \$23.7 billion in 1993, the Network Management report is part of INPUT's Market Analysis Program (MAP). The Market Analysis Program provides market intelligence and expert opinion on the developments and factors that affect your business in a dynamic, fragmented market.

For 1989, each MAP report forecasts markets by market component through 1994. Where appropriate, industry sector and cross-industry market forecasts are included, with corresponding trend analysis. Leading vendors are profiled and market shares presented. Market forces, trends, and issues are analyzed.

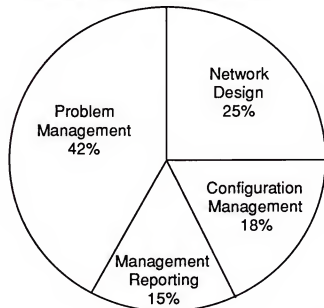
In additional reports, each of 15 industry sectors and 7 cross-industry functional areas are examined. Market-specific forecasts by type of service, market share data, and profiles of leading vendors are included in each report. Information services trends, industry demographics, market user issues, and expenditure patterns by customer size are presented.

In addition to numerous reports, the MAP Program provides access to INPUT consultants, "Hotline" inquiry service, on-site visits, and an annual client conference.

NETWORK MANAGEMENT EXPENDITURES PRODUCTS AND STAFF, 1988-1993



STAFF TIME USED FOR NETWORK MANAGEMENT





Network Management: User Needs and Requirements

A properly managed network can have clear strategic benefit to an organization, but network management is a complex and time-consuming task.

This report considers the needs and requirements of users for more effective tools and procedures to manage increasingly complex networks. The report draws a number of conclusions regarding product and service deficiency and makes recommendations for users to increase management effectiveness and for vendors to improve products and services.

The report identifies a number of deficiencies in network design, network configuration, and management products and services. Specific attention is given to the reasons for deficiency in a number of areas.

- The need for tools that provide integrated solutions are discussed. Users point out specific deficiencies along with recommendations for more-effective tools.
- Services provided by carriers are considered, along with what is necessary to ensure increased operating effectiveness. Major deficiencies are discussed along with the impact on the organization.
- Support from vendors of equipment and services is analyzed, with identification of areas of significant need in both product design and quality.
- The need for more-effective training is analyzed and specific recommendations made for increasing effectiveness of user staff.
- Needs to simplify equipment are discussed and recommendations made to ensure more-effective use of equipment.
- The relationship between telecommunications and MIS management is discussed, indicating the existence of a significant difference of opinion in the effectiveness of the existing network management process.

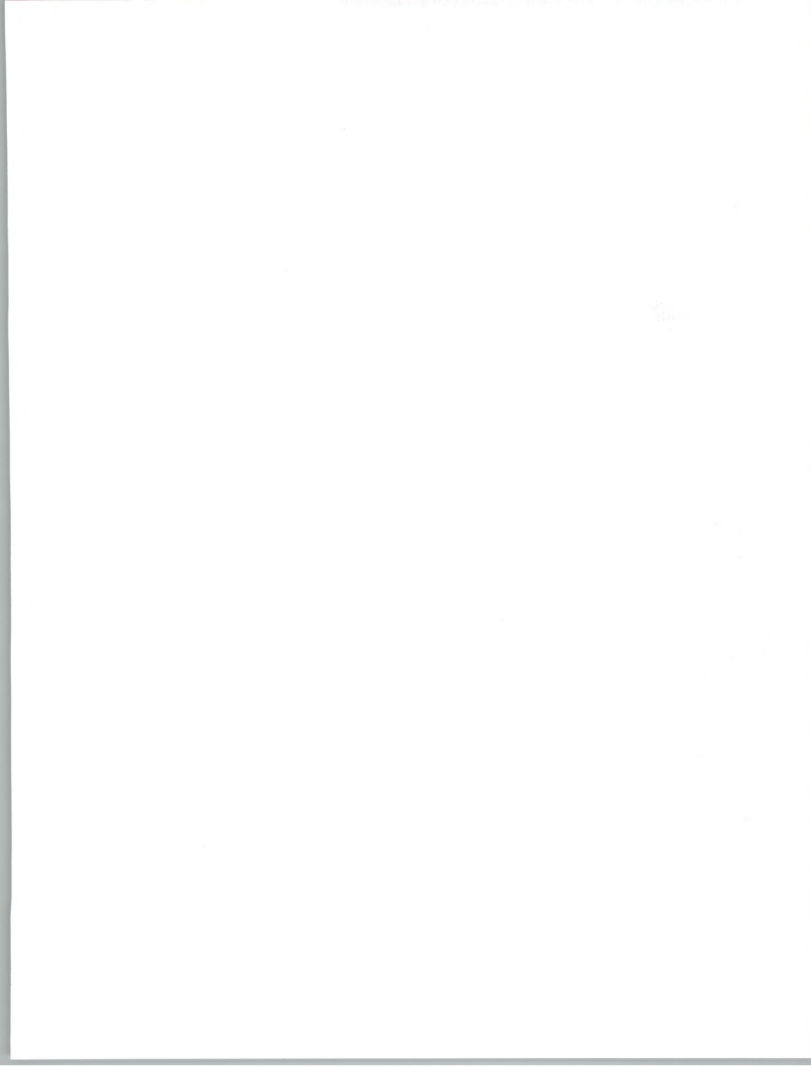
The report provides a number of specific recommendations to vendors and users of network products. It identifies specific management actions that enable existing tools to be used more effectively, and actions needed by vendors to provide more-effective tools and procedures.

NETWORK MANAGEMENT: USER NEEDS AND REQUIREMENTS

- Executive Overview
- Networks and Users
 - Network Management Organization
 - Network Management Function
 - User Issues
 - Products and Requirements
- User Service Projections
- Conclusions and Recommendations

KEY RECOMMENDATIONS FOR ...

- Network Users
- Providers of Network Tools
- Providers of Services and Equipment
- Providers of Managed Network Services
- Providers of Consulting Services
- Providers of Training Services



About INPUT

INPUT provides planning information, analysis, and recommendations to managers and executives in the information processing industries. Through market research, technology forecasting, and competitive analysis, INPUT supports client management in making informed decisions.

Continuous-information advisory services, proprietary research/consulting, merger/acquisition assistance, and multient studies are provided to users and vendors of information systems and services (software, processing services, turnkey systems, systems integration, professional services, communications, systems/software maintenance and support).

Many of INPUT's professional staff members have more than 20 years experience in their areas of specialization. Most have held senior management positions in operations, marketing, or planning. This expertise enables INPUT to supply practical solutions to complex business problems.

Formed as a privately held corporation in 1974, INPUT has become a leading international research and consulting firm. Clients include more than 100 of the world's largest and most technically advanced companies.

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Network Management—User Needs and Requirements

With the growing complexity of networks and the view of the network as a corporate strategic resource, there is a need for more effective network management. The need is generally not being met.

The accompanying brochure introduces a comprehensive report of the future of network management products and services. The report describes significant deficiencies in existing products and services and analyzes the need for more effective staff to meet existing and future needs.

For the vendor, the report identifies changes in products and marketing strategies necessary for success. For the user, the report identifies changes necessary to ensure that networks provide high quality service to the organization.

Both users and vendors will find this report a key to meeting an organization's current and future network issues.

Sincerely,



Robert L. Goodwin
Vice President, Research

P.S. Enclosed, for your information, is our research bulletin on professional services and systems integration opportunities in process and discrete manufacturing.

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