

# Open Source Automation Drives Innovation For Financial Services And Insurance Organizations

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# Executive Summary

**100%** of financial services/insurance decision makers report a variety of technology and business benefits from their automation software investments.



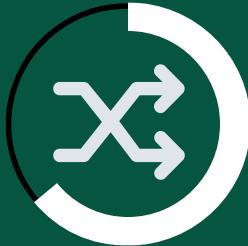
Automation is at the core of financial services and insurance (FSI) firms' technology strategies. These firms need technology that adapts and scales quickly, reliably, and economically; they typically turn to automation software to do so. Enterprise open source tools can provide a variety of benefits for FSI firms at a lower risk profile than their free counterparts.

In December 2019, Red Hat commissioned Forrester Consulting to evaluate infrastructure automation. To explore this topic, Forrester conducted an online survey with 378 total infrastructure automation decision makers, 55 in FSI, responsible for their organizations' open source automation strategies. This spotlight highlights those 55. For the full survey results of all respondents, [read the report](#).

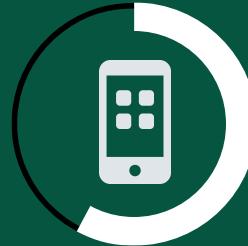
# Financial services/insurance firms automate key processes but still have room for improvement

FSI firms prioritize IT automation initiatives over an array of competing goals; 89% of respondents report automation as one of their top initiatives.

**The most commonly automated infrastructure management tasks include:**



**64%**  
Network automation



**58%**  
App development/  
deployment



**56%**  
Security

However, some key tasks remain largely manual:

**33%** Hardware troubleshooting and resolution

**29%** Issue diagnosis/remediation

**27%** Configuration compliance



These tasks are prime candidates for automation — and are well-suited for a paid solution to handle.

As so many automation priorities are ranked highly, automation platforms must be robust enough to meet multiple customer demands in a privacy-centric way.

Ideally, FSI firms will utilize a platform that works across the organization and helps meet the goals of all key stakeholders. Open source enterprise (paid) solutions are key to meeting those demands.

# Human-centric challenges drive automation investment and cause tension during infrastructure automation software implementation

FSI firms purchased automation software to:



**49%** Address time-consuming manual processes

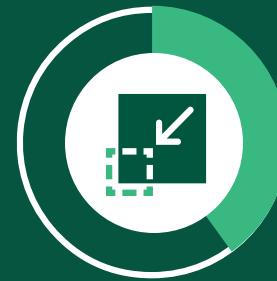


**49%** Address security incidents



**44%** Focus less on necessary operational tasks/have more time for innovation

FSI firms experience challenges with integration and skill gaps during implementation:



**40%** Integration issues



**40%** Costs associated with implementation/integration



**38%** Lack of necessary skill sets on internal teams

# And time spent on manual tasks prevents firms from maximizing their potential

FSI firms waste valuable time on manual tasks that could be automated; most decision makers say that automating these tasks would be valuable. Automating manual tasks frees up time for employees to focus more on innovative, revenue-driving initiatives.

**Huge time detriments exist for the tasks that FSI leaders most commonly report as manual.**

**When done manually, these tasks require\*:**

Hardware troubleshooting and resolution

10.8 hours per task

Issue diagnosis/remediation

7.7 hours per task

Configuration compliance

10.5 hours per task

\* Averages calculated based on total time per task

FSI firms experience myriad benefits when they adopt enterprise versions of open source automation software, including but not limited to:

### Technical benefits

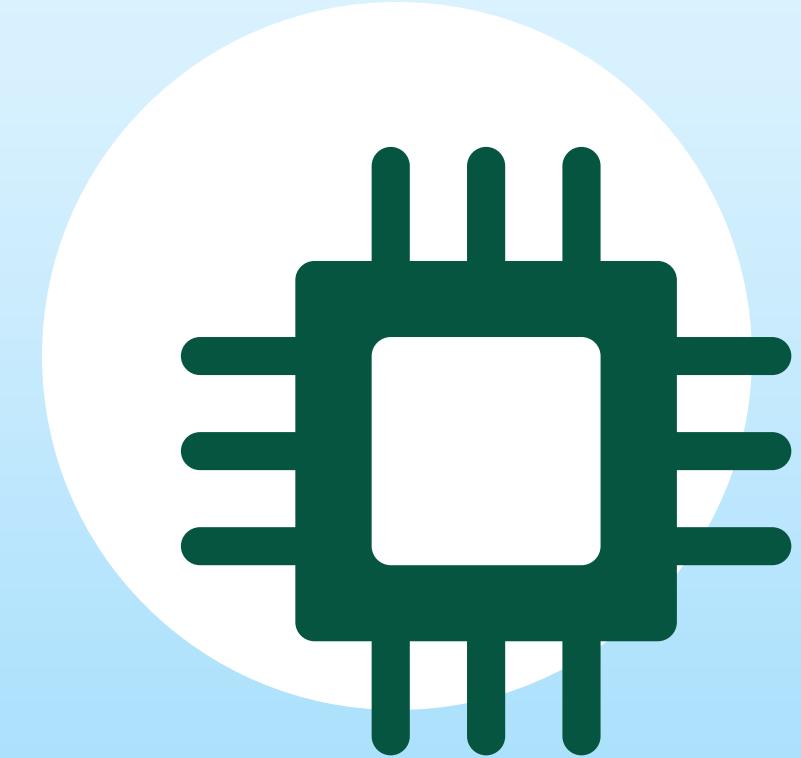
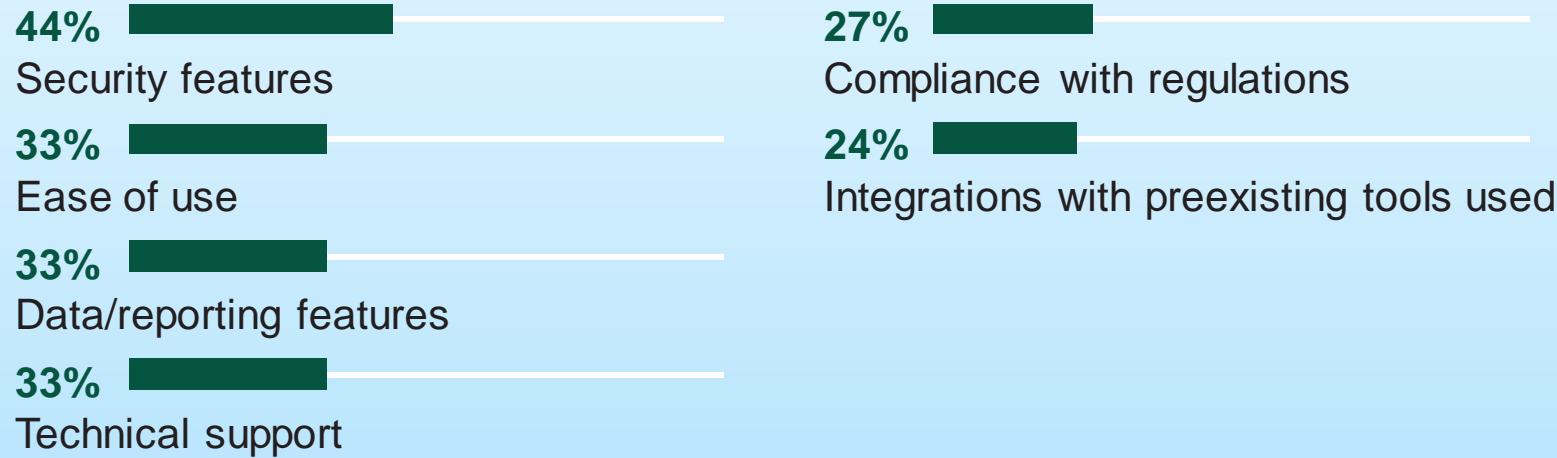
-  62% Improved consistency
-  51% Improved scalability
-  49% Better system performance
-  47% Better resiliency
-  47% Improved integration

### Business benefits

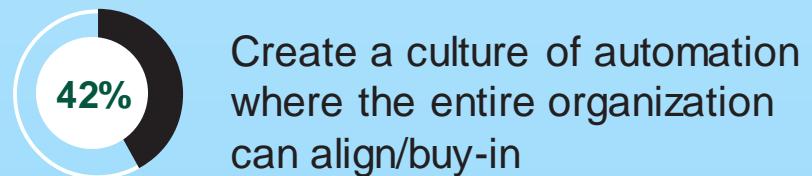
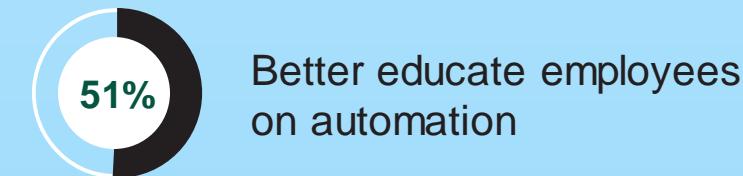
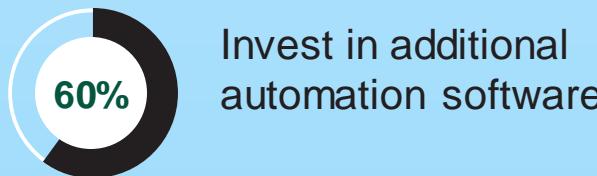
-  56% Reduced operational costs
-  55% Improved employee productivity
-  51% Improved/faster innovation
-  47% More employee time spent on higher-level strategic initiatives
-  46% Increased business efficiency

# Organizations have big plans for automation and seek key features from their tools to achieve these goals

## When evaluating automation software/tools, FSI firms look for:



## In the future, FSI firms plan to:



# Recommendations



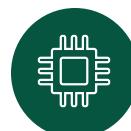
**Automate manual tasks to increase value.** While there are numerous benefits of infrastructure automation software solutions, firms can find immediate value by addressing the low-hanging fruit: manual tasks. Two of FSI firms' most common manual tasks take more than one business day. Having these hours back to devote to more innovative tasks can increase value.



**Focus on the intersection of security and infrastructure automation.** Many respondents cite automating and integrating security responses to threats as a key priority, alongside provisioning of infrastructure and software. As security operations shift left, holistic tools can address both needs.



**Keep both business benefits and technical benefits in mind.** Respondents cite better integration and system performance as key technical benefits. However, business benefits, such as faster innovation and increased product revenue, are just as critical. A proper automation strategy should address business deliverables directly, not just infrastructure.



**Ensure the automation platform is robust enough to meet all key priorities.** Across the board, FSI decision makers rank numerous functionalities and automation initiatives as key priorities. Firms shouldn't have to pick and choose between those that are most important; the right platform should address most, if not all, of these needs in one fell swoop.

# Methodology

In this study, Forrester conducted an online survey of 55 infrastructure automation strategy decision makers at financial services/insurance firms to evaluate firms' automation initiatives and use of open source technology. Respondents were offered an incentive as a thank you for time spent on the survey. The study began in and was completed in December 2019.

The data in this deliverable is a subset of a larger study with a custom survey of 378 professionals in healthcare, finance, technology, telecommunications, utilities, and government. Click [here](#) to access the full study.

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