

# Technology Professional Insights

Volume 2

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Life Is On

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IN FOCUS

# Resiliency is Key.

Technology is the driving force behind business continuity. No matter the operational context, the most resilient companies build a strategic plan that ultimately helps them identify and protect vital processes within their organization.

At the center of these plans are digital tools and cloud-based applications—cutting-edge platforms that can mitigate the impact of disruption by harnessing analytics and AI to give stakeholders access to more accurate data, help them monitor their IT infrastructure, and enable better planning. This digitalization is a key driver in ensuring businesses are resilient in times of crisis.

Having these mechanisms and procedures in place is crucial because stakeholders expect the best, most up-to-date information about how an organization is responding to an emergency. They also need assurance that they can work quickly to understand what needs to be done next if there's ever another disaster at hand.

For many organizations, this entails being adaptable to change, and meeting evolving needs with new technology that increases visibility, improves operational resiliency, and most importantly, future-proofs the underlying infrastructure to reduce the risk of unexpected downtime.

We have compiled the key insights and trends that IT professionals are evaluating today to help boost the resiliency of their infrastructure.

INSIGHT 1

# Rethinking the metrics to rate resiliency

The old saying "you can't manage what you don't measure" has never been more relevant. The hybrid nature of business demands high availability and performance, making it necessary for IT professionals to reconsider the way they measure the criticality and redundancy of their IT environment.

Schneider Electric recognizes the need to rethink resiliency and shift the paradigm on how we identify IT infrastructure failures. Currently, failure is defined as disruption to any IT equipment, but there is more that needs to be considered:

Old paradigm

New paradigm

Focused on the centralized data center

Focused on the hybrid environment

Failure is when IT equipment in a rack is impacted

Failure is when user experience is impacted

Doesn't comprehend remote sites or people/functions

Criticality is measured by number of employees impacted and job functions



New tools and metrics need to consider the depth of dependence on multiple data centers, the number of users impacted by failure, the criticality of business functions, and application (software) failures.

These metrics must also adapt to the shift in employees' expectations. The wave of Gen Zs entering the workforce were raised with an "always on, always connected mentality." IT devices and systems are expected to work at all times. Therefore, data center resiliency and uninterrupted uptime is more important than ever.

[Read this report on how IT professionals can look at more holistic ways of reporting the resilience of their infrastructure.](#)

INSIGHT 2

# How digitization can allow business critical resiliency in times of crisis

Many small and medium-sized businesses must grapple with a grim reality. A survey from CPA Australia revealed that 31.3% of Asia-Pacific small businesses shrank or closed in 2021.

What separates the organizations that do not recover, and those that do is the fact that the latter proactively plans to overcome the consequences of uncertainty — by equipping the critical infrastructure before disaster strikes. In this regard, digital tools are leading the way to better outcomes.

Apps and mobile crisis platforms can activate key staff immediately and give them direct access to essential information that helps them quickly

coordinate business continuity efforts. Cloud-based connected services can also ensure operational data is up-to-date, centralized and stored in a secure, readily available digital vault.

Today's stakeholders expect prompt, real-time updates of a company's response procedures, mitigation scenarios and best practices that state-of-the-art digital easily allow. Resilience and a rapid response demonstrate a state of preparedness that will ensure the continued confidence in an organization's brand.

[Learn how digitization powers business resiliency here.](#)



# Reconciling the gap between resilience and sustainability

In our private and professional lives, we rely on technology more than ever before. Businesses now have an intense dependency on their IT infrastructure — relying heavily on video conferencing, remote monitoring and management access, and streaming content for day-to-day operations.

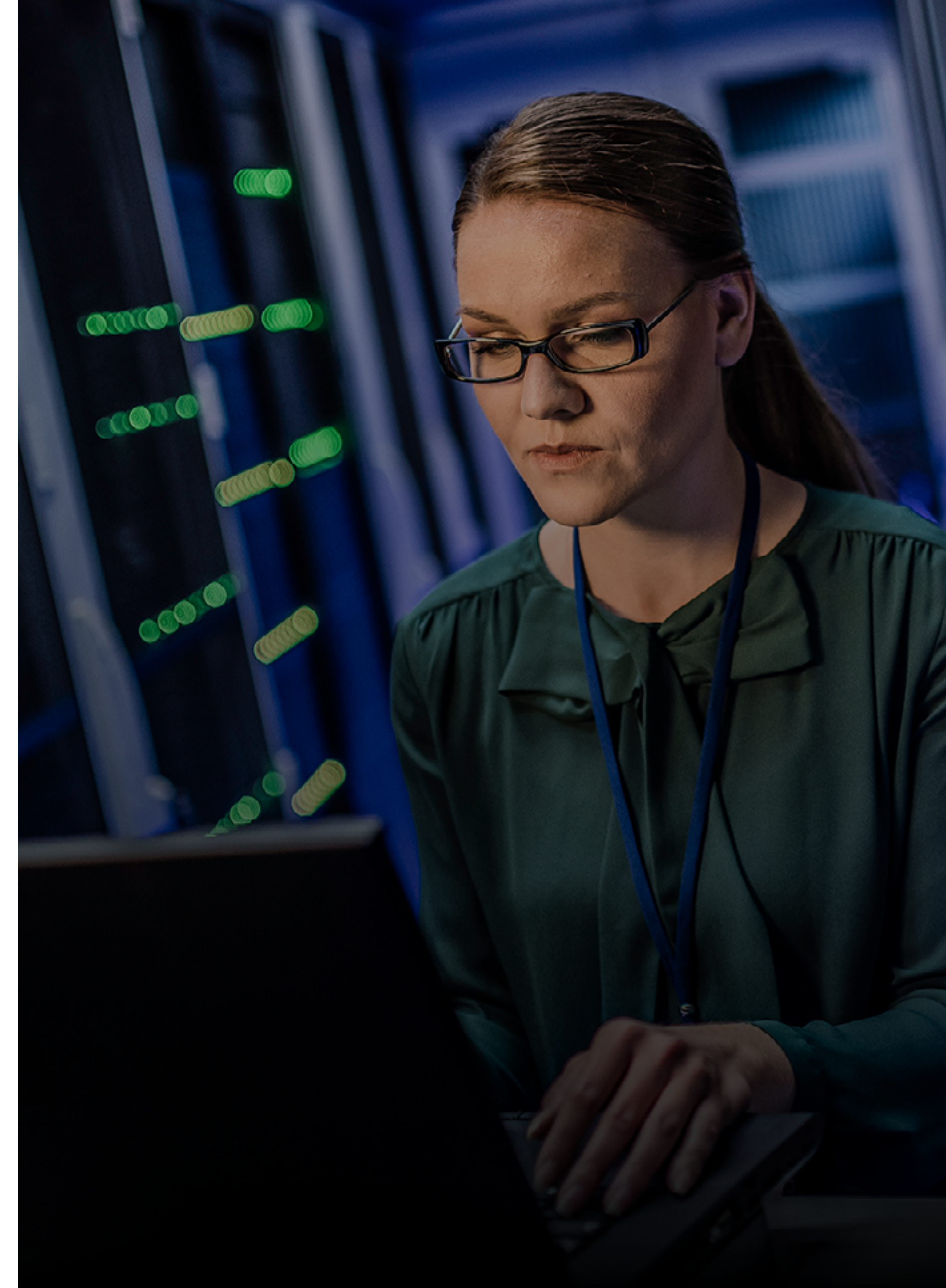
Growing demands on data centers have brought resilience to the forefront as any downtime or outages can be disastrous for teams everywhere. At the same time, efforts to ensure greater resilience have historically come at the cost of sustainability.

Organizations are squeezing as much performance and uptime out of their IT infrastructure as possible, and this must be matched by efforts to ensure that it is resilient, and can operate sustainably. The question is: is this possible?

[Read more insights into why data centers need to ensure greater resilience without compromising their sustainability.](#)

**The challenge for IT professionals is ensuring that their organization can effectively balance these four pillars:**

- **Resilient** – Reduce vulnerability to unplanned downtime
- **Sustainable** – Responsibly meeting business needs without compromising our shared future
- **Efficient** – Optimize cost, speed, and capital to increase return on investment
- **Adaptive** – Future-ready designs to accommodate new technologies



INSIGHT 4

# Why modular data centers are a resilient and flexible choice for digital and virtual learning

Virtually overnight, the hodge-podge of network and server rooms that evolved over the years at many schools suddenly have to meet the hefty demands of remote learning. Districts everywhere are now challenged with providing an educational IT infrastructure that can support the digital classroom without disruption as students return to in-person learning.

During this period, prefabricated modular data centers quickly emerged as a solution because it presents an opportunity for districts to consolidate their distributed compute resources.

Capable of providing edge computing for mission critical cloud-based applications as part of a hybrid IT environment, being 50% quicker to deploy than traditional builds, and addressing both physical security and cybersecurity concerns—modular data centers deliver efficiency, security, resilience, and flexibility in one neat package.

These are the same reasons why the Moreno Valley Unified School District in California chose a prefabricated EcoStruxure Modular Data Center unit. Moving to modular data centers has helped the district to meet its technology demands and ensure that digital resources were available all the time.

**"We were able to provide stability and functionality to our students and staff when the COVID-19 pandemic closed in-person learning."**

**Tim Kelly**

System Administrator for the Moreno Valley Unified School District

[Find out how modular data centers help to provide educational continuity, and how the decision is paying off for the Moreno Valley Unified School District.](#)



INSIGHT 5

# Data center resiliency in the retail industry

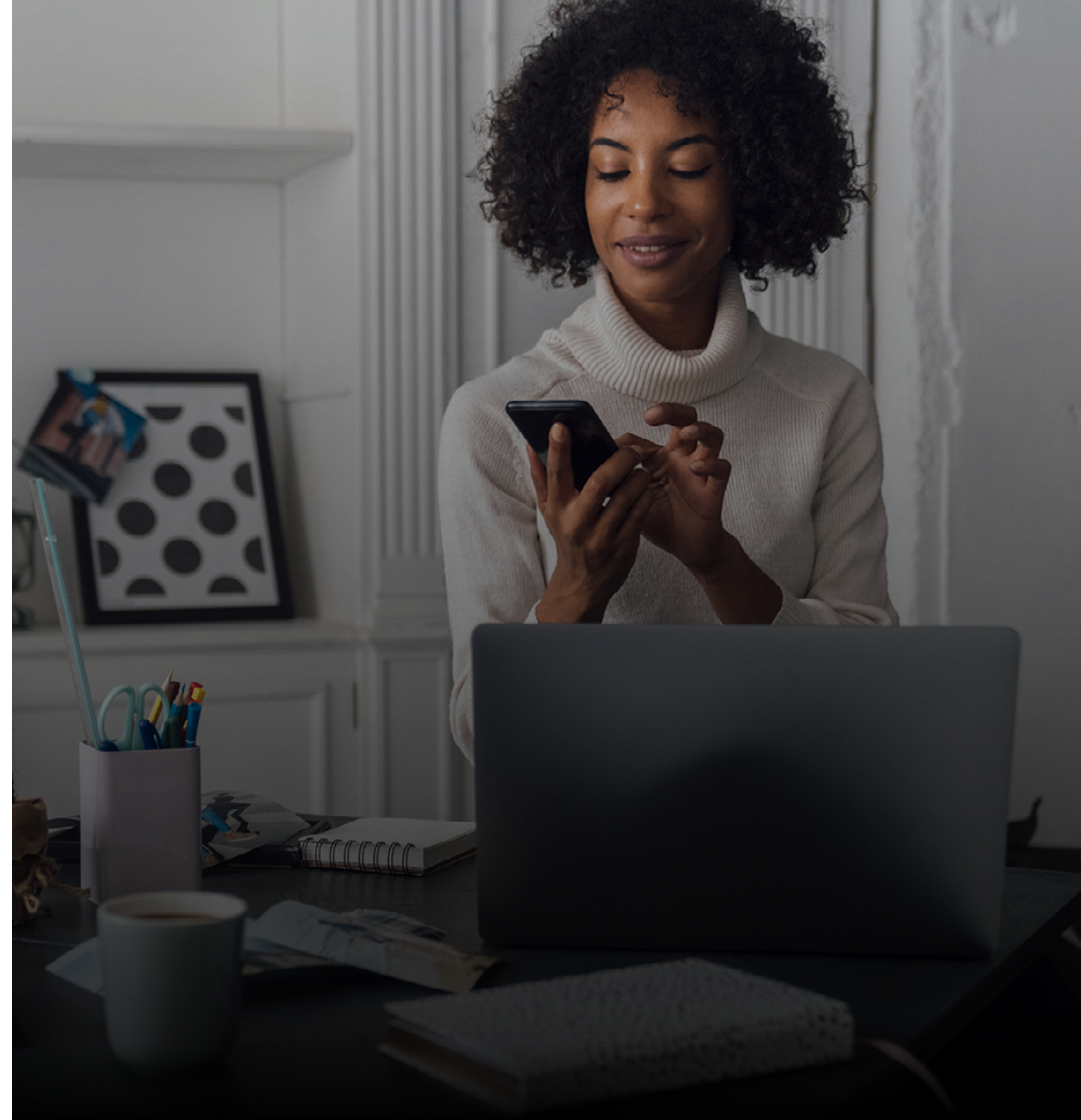
In response to the global pandemic, the retail industry accelerated the digital transformation by years. Immediately, retailers started to integrate cloud computing and, more critically, in-store edge infrastructure.

Virtually overnight retailers, who once completely relied on brick-and-mortar sales, quickly adapted to emerging digital tools and solutions. With newly localized edge infrastructure, retailers can host applications to improve the in-store customer experience— where digital and physical components are interconnected. Beyond happy customers, these digital tools help boost the efficiency of IT staff:

**"Hosting these applications at the edge can improve logistics, inventory and supply chain management to reduce costs."**

By choosing connected edge infrastructure, retailers are helping their IT support staff easily manage multiple sites through remote software. Another benefit is that the edge technology is more resilient. Retail businesses can't afford to frustrate their customers with malfunctioning software and a delayed purchasing process.

[Discover how Schneider Electric is helping evolve the IT infrastructure for retail and helping retailers stay up and running.](#)



## INSIGHT 6

# Cloud, the last mile of connection, and the future of work

Remote workforces everywhere had to quickly address connectivity and bandwidth complexities following the onset of the global pandemic, with organizations turning to cloud-based applications to keep things moving.

In this video, Julia White, CVP Azure at Microsoft, speaks with Kevin Brown, SVP of EcoStruxure & CMO of Secure Power at Schneider Electric. During the discussion, Julia notes that the pandemic has helped to eliminate cultural resistance to digital transformation and cloud adoption, citing the role of Microsoft Teams in facilitating remote work and learning for organizations and universities alike.

**"People always ask, 'What's stopping cloud adoption from going faster? And I say, the number one issue is human beings and culture – our willingness to adopt technology and change.'"**

**Julia White**

CVP Azure at Microsoft

According to Julia, this is where the last-mile of connection is most crucial. Many modern applications have the need for edge compute, and this underscores the importance of having resilient networking infrastructure and distributed compute.

[Learn how how Microsoft navigated these challenges, and thoughtfully managed the degradation of last mile connectivity in Teams in a way that had minimal impact on users.](#)



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#### About Schneider Electric

Schneider's purpose is to empower all to make the most of our energy and resources, bridging progress and sustainability for all. We call this Life Is On.

Our mission is to be your digital partner for Sustainability and Efficiency.

We drive digital transformation by integrating world-leading process and energy technologies, end-point to cloud connecting products, controls, software and services, across the entire lifecycle, enabling integrated company management, for homes, buildings, data centers, infrastructure and industries.

We are the most local of global companies. We are advocates of open standards and partnership ecosystems that are passionate about our shared Meaningful Purpose, Inclusive and Empowered values.

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