

A Deep Dive into The Total Economic Impact™ Of Cutover Work Orchestration And Observability

*Get a Closer Look into the Cost Savings
and Business Benefits Enabled by Work
Orchestration And Observability*

cutover

Cutover's Work Orchestration and Observability platform reduces event planning time by 25% to 50% and event execution time by 50%. In addition to time and cost savings, Cutover reduces risk by mitigating 20% of incidents which in turn improves employee experience and job satisfaction. This commissioned Total Economic Impact™ study conducted by Forrester Consulting provides readers with a framework to evaluate the financial impact of Cutover on their organizations.





Methodology

To better understand the benefits, costs, and risks associated with the investment of Cutover, Forrester interviewed seven decision makers at four large global financial services organizations with experience of using Cutover. Prior to using this, the organizations were doing a lot of manual work using disparate tools and undertaking many meetings to ensure alignment. This approach lacked visibility into planned events, increased risk during event execution and hindered the auditing process.

The organizations struggled with common challenges including:

High risk associated with each event

The organizations were unable to do any testing and used multiple different tools to manage an event, therefore, there was a high risk of incidents negatively impacting the execution of the event. This caused reputational damage for the department and the company but also impacted the mental wellbeing of employees and the overall employee experience.

Lack of oversight and visibility

A key challenge for organizations interviewed was getting a clear picture of all the changes and events happening within their organizations and understanding how they impact one another. When running an event, they also struggled with a lack of insight into tracking and the process to keep stakeholders updated was labor intensive.

Lack of consistency

The organizations interviewed had no consistent standards for managing events and lacked standardization across all recovery plans. This resulted in excess time spent understanding and learning the various approaches being used.



A person stands on a rocky peak at night, shining a flashlight into a starry sky. The scene is silhouetted against a deep blue background filled with stars and a faint nebula. The person's beam of light illuminates the text to their right.

Findings Quantified benefits



Reduction in Planning Time

Leveraging Cutover reduces the amount of preparation meetings because the tool enables users to collaborate within a single platform. The dashboards provide clear oversight for all planned events with the right level of detail for executives to consume, resulting in less time spent updating leadership. As employees learn to use the tools and create more runbooks they can save time by repurposing existing runbooks.



Reduction in planning time

Implementation
25%
reduction in event
planning time

Year 2
50%
reduction in event
planning time during
following years

Year 3
50%

\$634,000
saved from recaptured
productivity over 3 years

“

Key is the reduced amount of rework. If we do it right the first time, plan it, rehearse it beforehand, that does away with any rework down the road or any failed implementations.

Director of Production Management, Financial Services

”



Event Execution Efficiency

The biggest benefit of using Cutover is the improvement in event execution efficiency. Organizations were able to test each event, identifying and fixing issues whilst in the planning stages. The whole team no longer needed to attend a call to orchestrate the event as they are notified when they need to work on an action item. Cutover allowed the teams to pivot quickly and readjust timings or address any critical needs when they arose. Also once a runbook had been used successfully, teams were confident that it would work for subsequent events, which led to simultaneous events and an increase of events running by 30%



Cutover gives you confidence to execute large scale events in a standardized way.

Head of Technology Resiliency, Financial Services



Mitigation of Incidents

By using Cutover, organizations identified and resolved incidents during the testing and planning stage, with no impact to the event execution or the business. In addition, it was recognized that the reduction of incidents had a positive impact on the organizations reputational risk.



Mitigation of incidents

Using Cutover as part of event planning gave customers the opportunity to perform more comprehensive testing.

**20% average
reduction in incidents**

**\$1.3
million**
in savings over
3 years

“

Since Cutover, we haven't had any failed migrations that we had to roll back. Everything we've committed to, we have done.

Director of Production Management, Financial Services

”



Audit Efficiency

The organizations highlighted that by using Cutover they could pull a detailed audit trail with time stamps of the event at the push of a button, which meant they no longer had to gather bits of information from disparate sources. Time spent with auditors explaining the data was reduced and time spent with auditors consisted of showing standardized plans, which were readily available.



Audit efficiency

Leveraging Cutover reduces
audit preparation time

by 60%



\$243,000

**in savings over
3 years**

“

Now we show the auditors the completed runbook from Cutover. They can see the timestamps, what our plan was, when it was completed and by whom.

Implementation and Live Proving Lead, Financial Services

”



A person stands on a dark, rocky outcrop at night, silhouetted against a deep blue sky filled with stars. The person holds a flashlight, which casts a bright beam of light upwards into the starry expanse. The overall mood is one of exploration and discovery.

Findings

Unquantified benefits



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Ability to react faster

Customers highlighted the value of being able to quickly pivot and orchestrate large scale change programs during the pandemic.



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CX [Customer Experience] is improved because we are more stable and we can roll out more releases each year, thus improving customers' experience with us. The more competitive we are, we are able to generate more revenue and do more innovation that provides better CX.

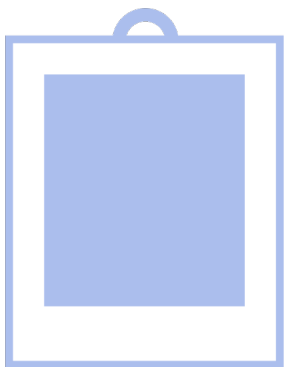
Head of Global Reliability and Production Management, Financial Services

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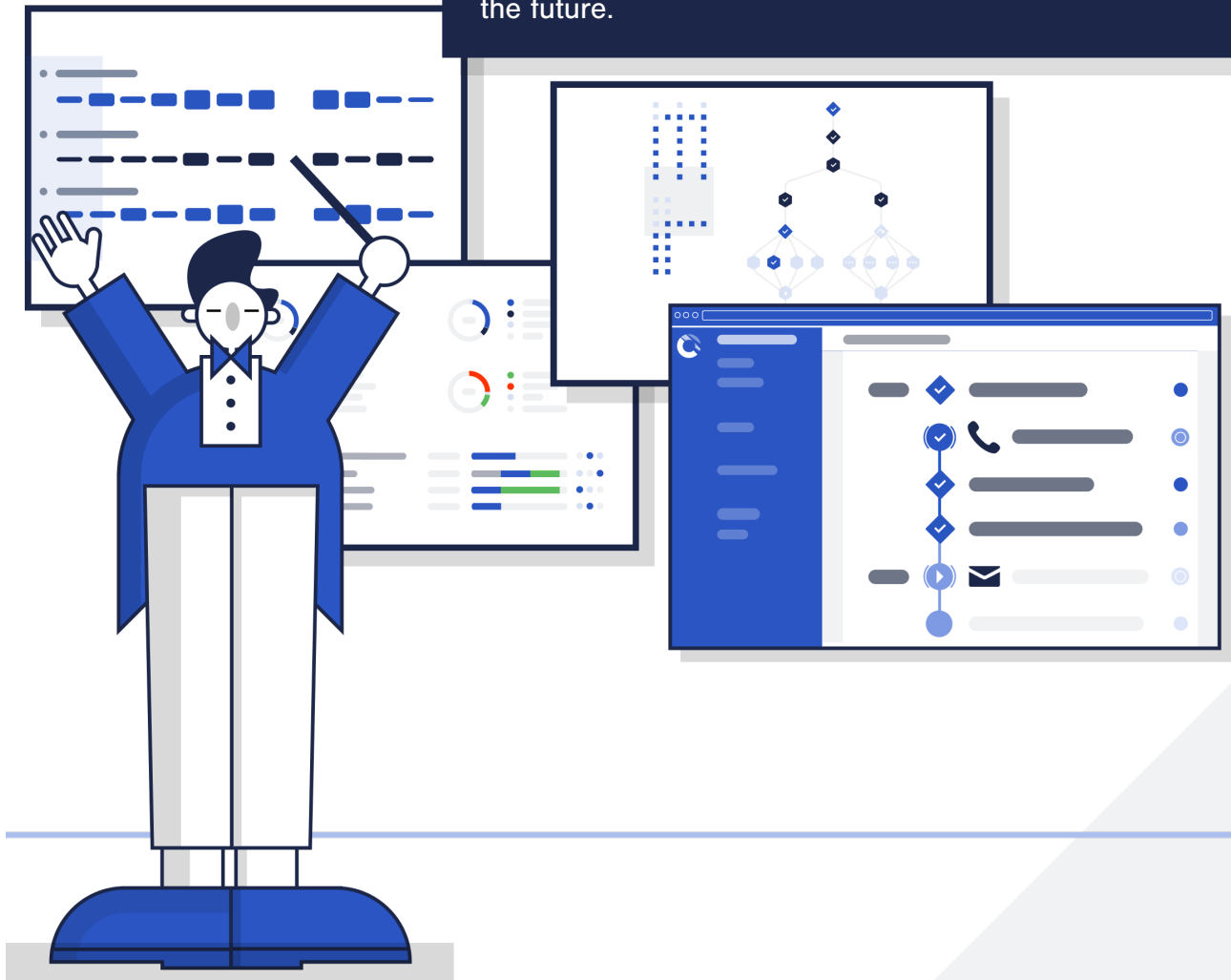
Improvement in employee experience

Employee satisfaction rose as users became more confident that events would be executed on time and without incidents. More efficient and predictable event orchestration also provided a better work/life balance for IT teams.



Improved transparency in decision making

The data provided by the tool enables users to more confidently make decisions and improve processes for the future.



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Now many more users are skilled resources to control the change, assess the readiness, raise issues, [and] raise problems before they happen. They're much more in control of their destiny, rather than being dictated to all the time.

Director of Production Management, Financial Services

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Customer experience improvement

Users were not only able to mitigate incidents and outages but also delivered more releases within a year, improving overall customer satisfaction.



After the investment of Cutover

The organizations interviewed have gained clearer oversight of all events, use a standardized approach to running events, have increased throughput, and can execute events with lower risk. Key results from the investment into Cutover include reduction in planning and event execution time, reduction in risk associated with the events, and audit related efficiencies.

The organizations interviewed as a whole, experienced benefits of \$8.98 million over three years versus costs of \$2.19 million, **adding up to a net present value (NPV) of \$6.78 million and a return on investment (ROI) of 309%.**

Source: The Total Economic Impact™ Of Cutover Work Orchestration And Observability, a commissioned study conducted by Forrester Consulting, September 2021



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