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The Pitfalls of IT Tool Sprawl in K-12

NinjaOne & K-12 IT Tool Consolidation Guide

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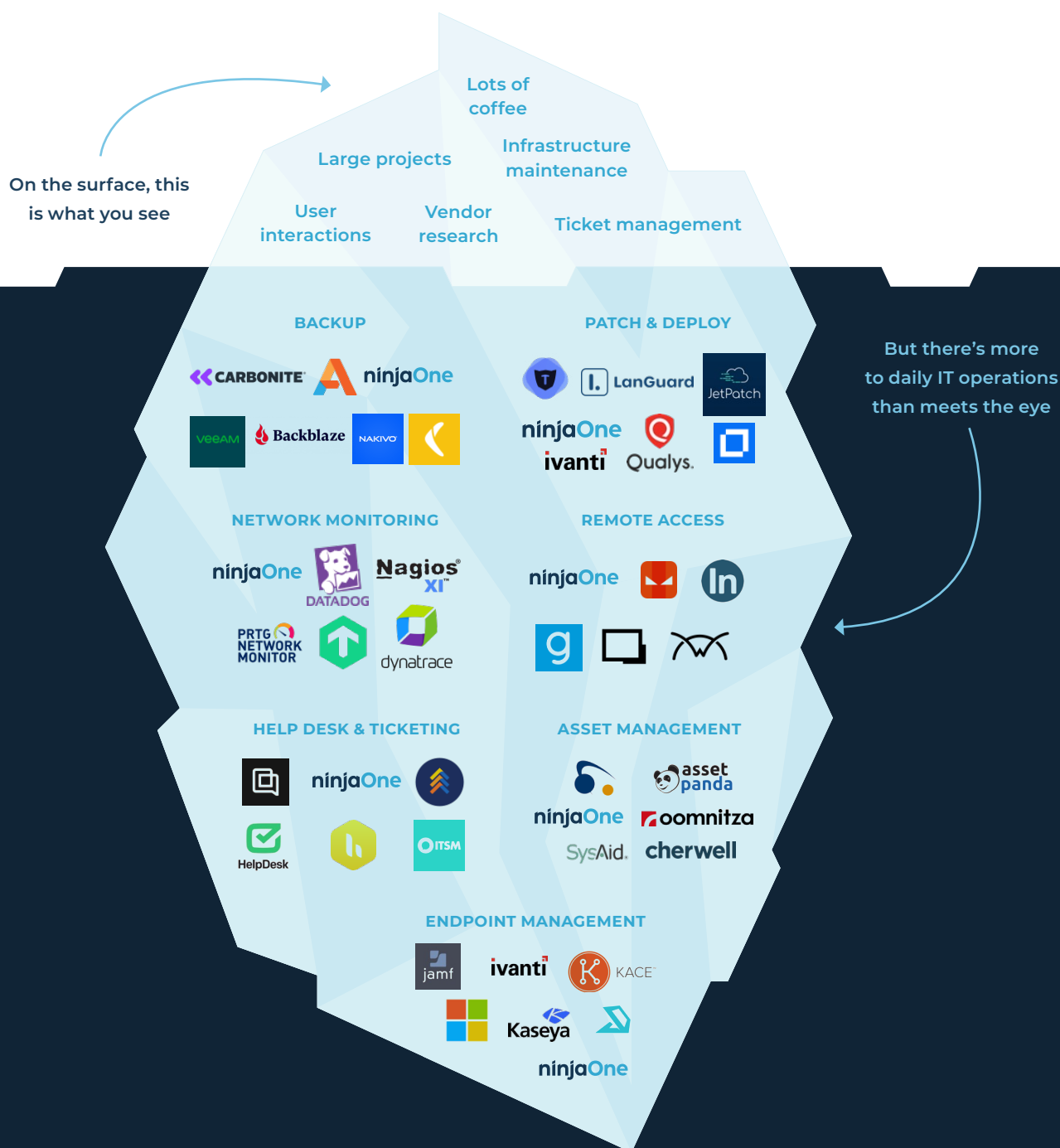**The Pitfalls of IT Tool Sprawl in K-12**

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The Pitfalls of
IT Tool Sprawl in K-12

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IT spend is expected to reach an astonishing $4.4 trillion in 2022, an increase of 4% from 2021, according to a Gartner report. Not only are IT organizations investing more in different categories of technology to support their networks, but Gartner reports that technology service providers are increasing their prices, leading to greater IT spend within these segments.

On software alone, it's projected that businesses will spend roughly $675 million in 2022. From cybersecurity to remote support, asset management to helpdesk operations, IT organizations find themselves in a challenging position – how to support every facet of IT without breaking the bank in the process.

To make matters more complicated, the IT operations landscape can be a challenging path to navigate.

On the surface, this is what you see

Lots of coffee

Large projects

Infrastructure maintenance

User interactions

Vendor research

Ticket management

But there's more to daily IT operations than meets the eye

BACKUP

CARBONITE · ninjaOne

veeAM · Backblaze · NAKIVO

PATCH & DEPLOY

LanGuard · JetPatch

ninjaOne · ivanti · Qualys.

NETWORK MONITORING

ninjaOne · DATADOG · Nagios XI

PRTG NETWORK MONITOR · dynatrace

REMOTE ACCESS

ninjaOne · ln

g

HELP DESK & TICKETING

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HelpDesk · ITSM

ASSET MANAGEMENT

asset panda

ninjaOne · oomnitza

SysAid. · cherwell

ENDPOINT MANAGEMENT

jamf · ivanti · KACE

Kaseya

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The Seen and Unseen Costs of Tool Sprawl

Unfortunately, direct licensing fees are not the only source of concern when considering the pitfalls of tool sprawl (you could say they're just the tip of the iceberg). The truth is the wide variety of tools used by today's K-12 IT departments are often not integrated well, with no particular tool acting as the single source of truth for IT.

This can have wide-ranging negative impacts on an organization, including:

Direct cost increases
There are a number of significant cost increases across the spectrum when investing into a large tool stack:

SOFTWARE LICENSE COSTS
Licensing each application for each user (technician or end-user) has a direct cost. The more applications that require user licenses, the more your organization will be paying.

TRAINING AND HIRING COSTS
Ensuring all technicians are trained to use disparate solutions in your technology stack requires hiring experts to cover all solutions or training technicians to use those applications directly. Hiring technicians with specialized tool knowledge limits the available talent pool. Training technicians on a varied tool set has an indirect cost through productivity loss and resource assignment.

EFFICIENCY COSTS
More tools – particularly unintegrated tools – has a direct impact on productivity. Constantly switching between applications, managing tool idiosyncrasies, and dealing with data mismatches adds friction that results in lost productivity.

IMPLEMENTATION AND INTEGRATION COSTS
Adding additional tools to your stack comes with implementation costs. Integrations between systems also have setup costs as well as ongoing maintenance costs.

REPORTING COSTS
For businesses that must regularly report on IT management and cybersecurity outcomes, highly decentralized management stacks have significant reporting costs. With such disparate systems, reports must often be pulled and consolidated manually, taking valuable time and resources.

Management complexity
Managing a diverse, heterogenous IT stack requires additional management oversight while simultaneously not providing an appropriate management view of technician, network, and device activities.

Security risk
IT management tools often have some level of elevated server, network, endpoint, or user-related permissions, meaning they are always a target for attack. Having more tools increases your attack surface, creating additional vectors for entrance and increasing your likelihood of a successful attack.

Unclear communication between systems
The information provided by disparate and unintegrated solutions will often not align or even directly conflict, making effective decision-making slow and difficult. This disparate information also obscures the root cause of problems and incidents, making it more difficult to solve business critical infrastructure and endpoint issues in a timely manner.

> **On average, people take 9.5 minutes to get back into a productive workflow after switching between digital apps.**
>
> Qatalog and Cornell University's Idea Lab

Fixing Sprawl with Unified IT Management

By consolidating tools and taking advantage of a smaller, more unified tool stack, K-12 IT organizations can become more effective, spend less money, and lower their overall security risk.

To learn about the reality of tool consolidation and how it can affect an organization's efficiency, we surveyed 700 NinjaOne customers to get their feedback on tool sprawl, how it impacts their organization, and how implementing a unified IT operations solution helped improve their organization's performance.

Customers who replaced current tools with NinjaOne were able to reduce their stack by 40%.

The average number of tools was reduced by 2.43

Prior to NinjaOne, respondents rated the cohesiveness of their stack 4/10.

With NinjaOne, that rating jumped to 7/10.

> The alerts are great. The reports are great. It's easy to stay on top of servers which haven't rebooted or have been modified and the alerts are sent to me as text msgs so I don't need to look for them manually.

Bob Hickey, Technology Director at RSU 14 Windham / Raymond School District

By consolidating tools, organizations can see a number of specific benefits, vastly improving the quality of life and effectiveness of IT organizations:

Single source of truth
Even without complete tool consolidation, consolidating into a single centralized IT management solution can act as the single source of truth for the IT team, driving better and more efficient decisions.

Reduced tool confusion
When minimizing your tool stack, conflict and confusion between tools is minimized or removed completely.

Cost reduction
By consolidating solutions under a single license, organizations can reduce or remove implementation and integration costs, streamline training, and minimize maintenance costs.

Improved technician efficiency
Having a centralized solution for managing IT can drive radical improvements to IT efficiency by improving workflows, making tools easily available, reducing context switching, and providing important and relevant information when the team needs it.

Automation of manual tasks
With many helpdesk tasks being manual, standardized, and repetitive, these functions can be easily made more efficient with automation. Consolidating into a centralized IT management platform enables a level of automation that is often impossible with unintegrated or custom-integrated solutions.
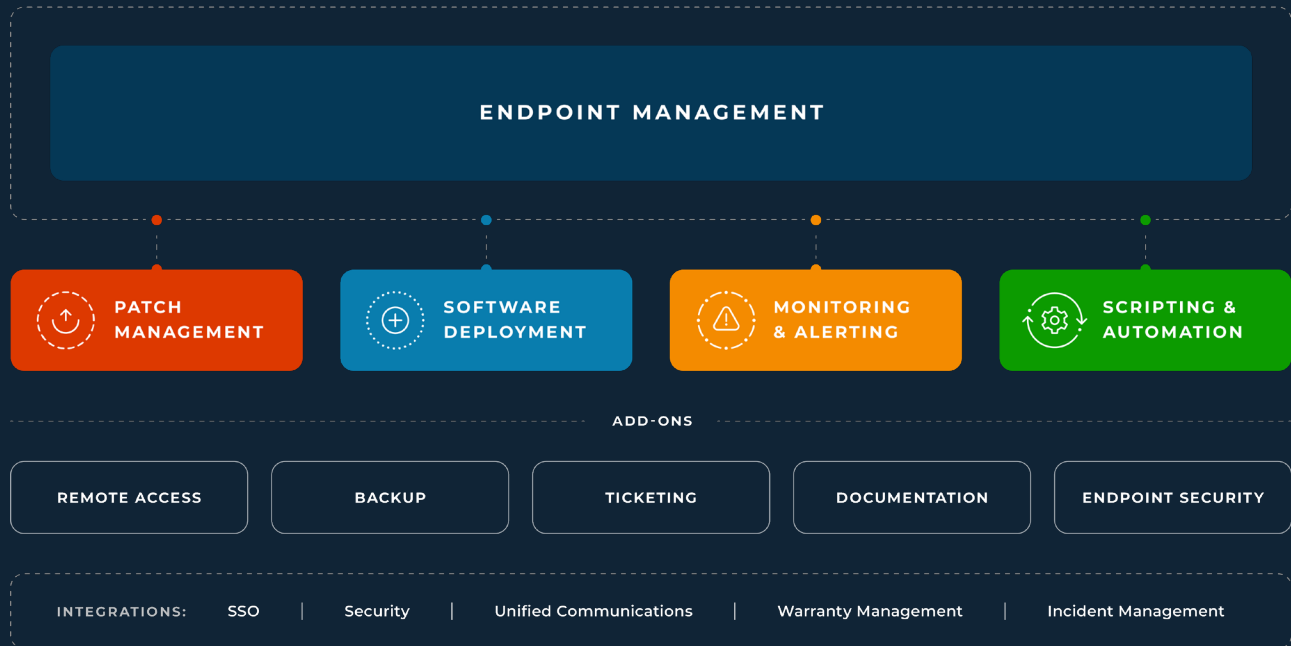
Reduced attack surface
Reducing the number of solutions that have access to your network reduces the number of entry points into your environment. This is particularly important for solutions with elevated administrator access, as IT solutions often do.

Better technician hiring, training, and satisfaction
Hiring and retaining talent is difficult, often made more difficult when hiring for experience with a specific technology stack. By minimizing the number of tools, it will be easier to find qualified candidates and train new hires.

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Unified IT Management Platform

ENDPOINT MANAGEMENT

| PATCH MANAGEMENT | SOFTWARE DEPLOYMENT | MONITORING & ALERTING | SCRIPTING & AUTOMATION |

ADD-ONS

| REMOTE ACCESS | BACKUP | TICKETING | DOCUMENTATION | ENDPOINT SECURITY |

INTEGRATIONS: SSO | Security | Unified Communications | Warranty Management | Incident Management

Top 50 IT Management Products BEST SOFTWARE AWARDS 2023

Most Implementable SUMMER 2023

Best Usability SUMMER 2023

Leader SUMMER 2023

Best Results SUMMER 2023

Highest User Adoption SUMMER 2023

Best Relationship SUMMER 2023

Why NinjaOne?

NinjaOne is a leading unified IT management solution that simplifies the way IT teams work. With Ninja-One, MSPs and IT departments can automate, manage, and remediate all their endpoint management tasks within one fast, modern, intuitive platform, improving technician efficiency and user satisfaction. NinjaOne is consistently ranked #1 for its world-class customer support and has been recognized as the best-rated software in its category on G2 and Gartner Digital Markets for the past three years.

For more information, or to start a free trial, visit www.ninjaone.com.

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Thank you for downloading this NinjaOne Guide! Carahsoft is the distributor for NinjaOne MultiCloud and Education Technology solutions.

To learn how to take the next step toward acquiring NinjaOne's solutions, please check out the following resources and information:

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carah.io/NinjaOneResources

For additional NinjaOne solutions:
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