

## Survey: HP on Top in x86 Server Management

A major part of the **2010 GCG x86 Server Vendor Preference** survey is the Vendor Face-Off section. This is where we ask real-world data center personnel to rate the major x86 server vendors (Dell, HP, IBM, and Oracle) on a wide variety of technical, vendor support, and customer satisfaction criteria.

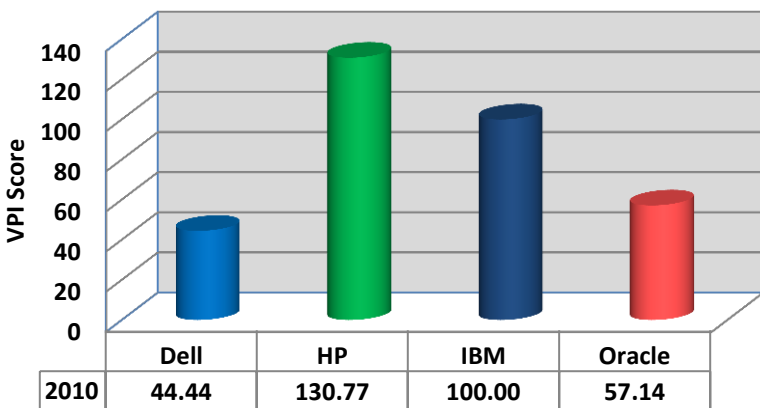
Vendors are rated in terms of their VPI score – a simple normalization technique we use to ensure that results aren't skewed. (For more details on the survey and methodology, [click here](#).) In simple terms, a VPI score of 100 is 'par'. Scores above 100 are good, and scores less than 100 – well, they're not so good.

It's also important to point out that there isn't an overall 'winner' or 'loser' in these surveys. We ask a lot of questions and cover a wide range of topics, some of which are more important to particular customers than to others. For example, some customers would value manageability more highly than performance, while others want high availability most of all. Are all x86 servers alike on these characteristics? According to the people who purchase, manage, and rely on them day-to-day, the answer is a resounding "No!"

In this set of survey results, we look at how our survey respondents rate and rank the leading vendors in terms of systems management and manageability. This is an important category, given that many customers are struggling with too many systems to manage while being perennially short on staff and financial resources.

In this first question, we ask customers which vendor provided the best systems management suite...

**System Management Suite**



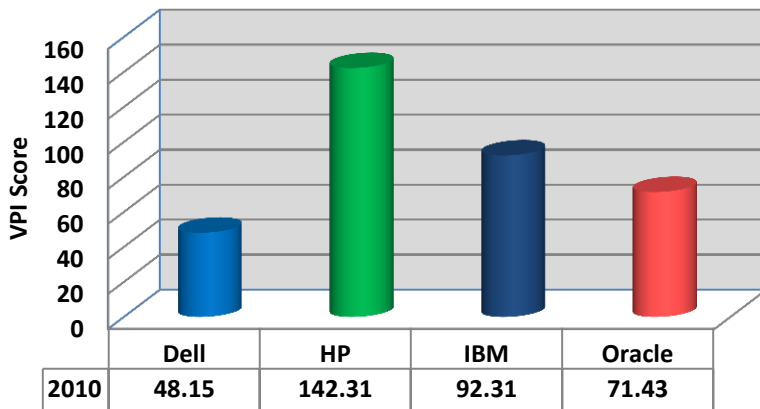
HP scores a big win in the system management suite category, topping IBM and the rest of their competitors by a wide margin. This isn't HP's first win – they've won this category three out of the last four years, but not by as much as in 2010.

HP's 'single pane of glass' management strategy has obviously resonated with customers and gives them a big leg up over their competitors.

IBM increased their 2010 score slightly vs. 2009, while scores for both Dell and Oracle dropped.

The next question asks which system brand offers the easiest and most efficient systems management in the respondents' data centers, running workloads in their unique infrastructure.

### Real World Manageability



Hewlett-Packard runs away with this category in 2010, posting scores well above the rest of the pack. This is another survey topic where HP has done well historically, winning in three of the past four years.

Once again, HP's unified systems management is paying off for them in the real world. HP is gaining strength on systems management - this margin of victory is greater than ever before.

IBM's scores dipped slightly from 2009, while scores for both Oracle and Dell fell off significantly.

All of the major vendors are focusing on heterogeneous systems and overall IT management as never before. It's an area that impacts directly on customer satisfaction and total cost of ownership. IBM and HP have made the most investments in this area, making several acquisitions and using that IP in conjunction with their own home-grown development efforts. Dell has relied mainly on partners to provide systems management in the past, but is moving toward their own management offerings – including cloud management aimed at the SMB market. Oracle has inherited systems management technology from Sun, but their suite doesn't provide nearly the range and function that IBM and HP bring to the table.

In our next installment, we take a look at how customers rate and rank the major x86 server vendors on another very important category: RAS – Reliability, Availability & Manageability. Which brands do customers believe provide the highest level of availability, or the most availability features? [Click here](#) to see the results.

If you're interested in finding out more about this survey (demographics, expanded results, detailed GCG analysis), [click here](#).

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