

TOO BIG TO WORK.

HOW TO RIGHT SIZE YOUR
ITSM PLATFORM IN 2025.

Properly aligning tools to your organisation's needs is critical, not just to reduce costs, but to improve performance, reduce risk, and realise the full value of IT investments. In the age of AI, organisations can leverage AIOps to supercharge observability, automate service delivery and strengthen security, generating measurable ROI across operations, performance, compliance and cost-containment.

INFRASTRUCTURE & OPERATIONS (I&O) TEAMS REGULARLY OVERPAY BY \$600 MILLION GLOBALLY FOR ITSM TOOLS PACKED WITH UNUSED OR UNNECESSARY FEATURES.

GARTNER

Organisations often lock into expensive enterprise suites and never activate core modules, wasting half their investment. Businesses find themselves paying for licenses they don't use, or dedicating internal resources to manage them, and all of it adds invisible, recurring costs. After locking themselves into long term contracts, **the business impact can be felt for years.**



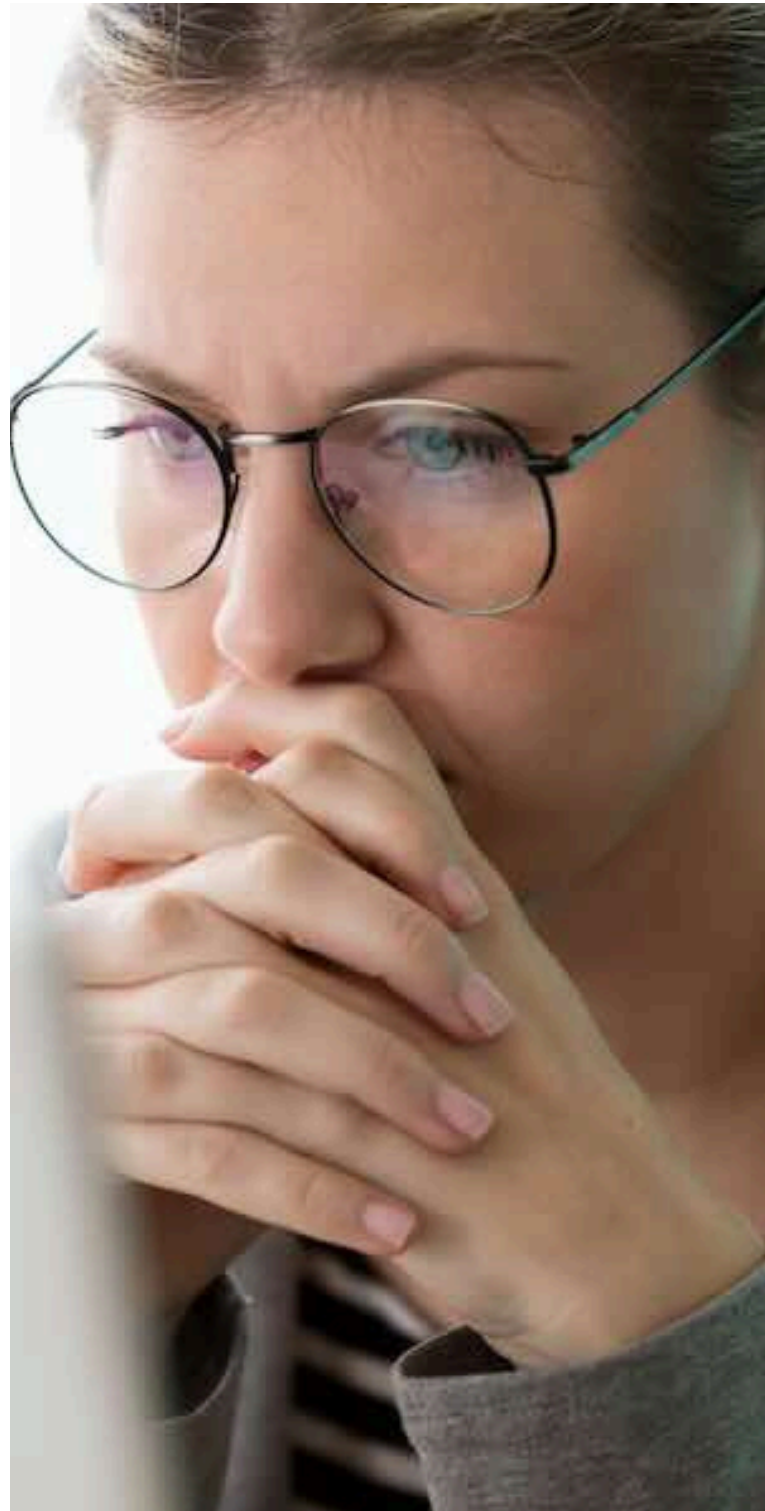
THE MID-MARKET COMPLEXITY RISK.

When organisations over-buy ITSM platforms for a shopping list of advanced features they lack the maturity to implement effectively, it leads to costly, ineffective deployments.

The most common mistakes include, adopting enterprise-grade platforms with modular pricing, yet lacking the governance, skills, or process maturity to effectively drive ROI.

Business impact:

Feature-rich platforms only deliver if organisations are mature enough to use them. Otherwise, they become “shelf-ware” with ongoing license fees, and the impact is felt for years.



GARTNER'S 2025 MARKET GUIDE REPORTS THAT 8 OUT OF 10 IT ORGANISATIONS OVERSPEND BY AT LEAST 50% ON ITSM, OFTEN DUE TO LICENSING FEATURES THEY NEVER UTILISE.

GARTNER

Why? Because businesses buy tools that are too big, too early, or not aligned to real needs. Right-sizing isn't about limiting a businesses ambition, it's about maximising ROI and operational efficiency at every stage of your growth.



GET YOUR ITSM BACK IN SHAPE

CONDUCT A TOOL FIT AUDIT:

Map your ITSM needs against core modules you will use today. Avoid licensing suites with features you can neither deploy nor govern.

ALIGN PLATFORM TO IT MATURITY

If your service desk isn't structured for advanced workflow management or automation yet, a powerful but underused ITSM tool is a sunk cost.

PRIORITISE BUSINESS & IT ALIGNMENT

Work to define true service needs and expected outcomes. A tool is only valuable if it improves service delivery, not just looks shiny on paper.

ITSM IN THE AGE OF AI

THE OBSERVABILITY EVOLUTION OFFERS CHALLENGES & OPPORTUNITIES IN THE AGE OF AI.

Consolidated, AI-augmented observability avoids blind spots, reduces Mean Time to Detect/Resolve, and supports evidence-based cloud and resource scaling delivering optimal ROI on infrastructure investment.



Navigating Complexity

Modern observability aims to monitor metrics, logs, traces and user experience across distributed systems. But fragmentation, tool sprawl and lack of architectural clarity present key challenges.

AI-Driven Observability

AI addresses these challenges by offering:

- Anomaly detection and automatic root-cause analysis.
- Predictive alerts before failures occur.
- Intelligent correlation across disconnected data sources.

Mid-sized businesses leveraging observability tools combined with AI can:

- Reduce incident volume and MTTR by up to 30-50%.
- Uncover hidden interdependencies and performance degradation before end-users are affected.
- Make cost-informed scale-up/down decisions preventing waste and justifying investment.



ROADMAP TO RIGHT-SIZING ITSM

CONDUCT A BASELINE ASSESSMENT

Inventory current tools, shadow IT, unused licenses, average MTTR, incident volumes, and unpatched systems.

SEEK CONSULTATION ON YOUR ITSM PLATFORM

Leverage Gartner's 2025 Magic Quadrant, seek vendor agnostic advice and choose a solution aligned with the mid-market scale or relevant to the stage of your growth.

INTEGRATE OBSERVABILITY & AIOPS

Avoid siloed metrics/tools. Opt for platforms offering smart telemetry ingestion, anomaly detection and ticket auto-creation.

PILOT + SCALE

Kick off with high-impact domains: e.g. support centre automation, license optimisation, auto-patching.

MEASURE AND ITERATE

Track KPI uplifts: cost savings per license, SLA/XLA performance, incident volume, MTTR, security posture.

Map improvements to business metrics: reduced operational cost, improved employee experience, breach avoidance.

GOVERNANCE, TRAINING & CULTURE

Build cross-functional teams with IT, finance, security and business owners.

Roll out user education, especially for AI-empowered self-help, patch protocols, and tool rationalisation.

KEY METRICS TO TRACK ROI

EXECUTING WITH RIGOR: GOVERNANCE & SUCCESS METRICS

Practice Area	KPI	Insight
ITAM	% wasted software spend; license renew/reassignment costs saved	Direct cost recovery
ITSM	AI ticket resolution rate; MTTR; SLA/XLA compliance	Productivity & experience
Observability	Mean Time To Detect/Resolve; incidents avoided; cost savings via auto-scaling	Uptime & cost efficiency
Security	Patch compliance rate; breach risk score; time-to-contain	Reduced cyber risk

USE SIMPLE DASHBOARDS TO SHOW FINANCIAL & OPERATIONAL IMPACT MONTHLY.

LINK IT SAVINGS TO BUDGET REALLOCATION OR REVENUE GOALS.

NEXT STEPS FOR CIOs & CTOS

By aligning purpose-built, AI-enriched ITAM and ITSM systems with strong observability, mid-market firms can right-size investments, fortify resilience, and power a transformative cycle of improved performance, cost optimisation, and innovation.



Right-sizing ITAM, ITSM and observability tools and augmenting them with AI is no longer a "nice to have," it's a must-have for mid-market tech organisations.

By eliminating waste, boosting automation, reducing downtime and fortifying security, IT becomes a value engine, not just a cost centre.

Organisations that move fast with this holistic, AI-enabled approach stand to gain:

- 25–200%+ ROI through software efficiency and support automation
- Millions in breach-avoidance and compliance savings
- 4× ROI on cloud ITSM and smarter, proactive incident handling
- Stronger organisational agility and experience through AI-driven observability

Next Steps:

- **Short Term (3 months):** Complete an ITAM/ITSM/observability inventory and license audit.
- **Medium Term (6 months):** Scheme a pilot targeting 14% agent efficiency boost and \$1M/year in service automation.
- **Long Term (12 months):** Scale AI-powered platforms, tie metrics to P&L, and reinvest squandered IT budget into innovation and growth.

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THANK
YOU
