



## **Why externally shared statistics are better than IT internal statistics**

The concept of IT organizations sharing statistics through an industry wide database was pioneered by RPI to great success in a measurement facility known as Reliability Plus (R+) from 1970 to 1999. For all of its success, R+ remains until today the only example of this kind of consistent long term data sharing among large numbers of data centers. R+ gathered statistics monthly from approximately 2,000 large data centers throughout the industry and provided each participating organization with monthly reports on the reliability of all mainframe hardware. What R+ proved in 1970 thru 1999 was that shared statistics, particularly in the area of hardware reliability, achieved the significant power necessary to force vendors to accelerate the growth of reliability far beyond what they would have done otherwise. The following are the reasons why data sharing is far more effective than internal statistics in maximizing hardware reliability and minimizing maintenance expense:

**Shared statistics are available sooner.** Hundreds of IT organizations can monitor in one month what it would take one organization hundreds of months to monitor. Timing is important. These statistics are most effective early in the product's life cycle, not at the end.

**Shared statistics report on all IT hardware.** One organization can only monitor the hardware it has. Shared monitoring allows each IT organization to see the reliability of all IT hardware, or at least all the hardware that is used by hundreds of IT organizations from across the industry.

**Shared statistics are not easily dismissed by the vendors.** Vendors can easily dismiss the data collected by a single IT organization, regardless of its size, as being atypical of the industry as a whole. Shared statistics will be collected from hundreds of mid to large size organizations throughout the industry and therefore will be representative of the industry as a whole.

**Shared statistics have more impact in the marketplace.** If the purpose of computing these statistics is to get the vendors to aggressively compete in the area of hardware reliability, then it is reasonable to assume that hundreds of organizations collecting and using the same statistics will have significantly more impact than will just one.

**Shared statistics send a loud message.** That message is reliability of hardware matters. Vendors who cut corners in order to increase profit margins at the expense of product reliability will run the very real risk of having no buyers. Vendors who are tempted to ignore this message should first consider why Telex, CDC and Memorex, which were once major IT hardware vendors in the 70's and 80's, no longer sell IT hardware today. They couldn't compete in the area of reliability when faced with an industry wide measurement facility known as R+.