



Study Reveals IT Consumerisation, Mobility and Cloud Computing Increase Business Risk and Impact IT Maturity

Compuware Survey Shows How Business Demand for New Applications and Services Causes Application Performance Blind Spots for IT Management

Sydney - December 13, 2011-- Compuware Corporation <<http://www.compuware.com/>> (NASDAQ: CPWR), the technology performance company, today announced the findings of an international study examining the impact of new technology trends and models driven by business and end-user demands. Download the International CIO Study on Impact of IT Consumerisation <<http://offers.compuware.com/register?cid=7017000000gWsY>> survey at www.compuware.com/ciosurvey <<http://www.compuware.com/ciosurvey>> .

The survey, which was conducted by Vanson Bourne <<http://www.vansonbourne.com/>> and included 520 CIOs, reveals how applications and services delivered through models such as cloud computing and SaaS, as well as trends like the consumerisation of IT, social media and mobility, are exposing new performance blind spots in IT management. One key finding indicates that an overwhelming 77 percent of CIOs in Australia surveyed worry that further consumerisation of IT will lead to greatly increased business risks.

Other key survey findings include:

87 percent of CIOs say deeper insight into the end users experience <<http://www.compuware.com/application-performance-management/>> of applications helps improve IT maturity.

A lack of transparency into the performance of cloud and SaaS providers is currently reversing IT maturity across 67 percent of enterprises.

83 percent of CIOs indicate that the consumerisation of IT will be restricted by the maturity of their application performance management capabilities <<http://www.compuware.com/application-performance-management/>> .

67 percent of CIOs say support for employee mobility is almost impossible due to reliance on external networks, making it much harder to control performance and the end-user experience.

The consumerisation of IT trend is already driving unrealistic expectations around role of IT in 77 percent of enterprises.

60 percent of CIOs say that enterprise mobility projects forging ahead without the full involvement of IT.

77 percent of IT departments are currently prevented from supporting SaaS and Social Media applications because they cannot provide associated SLAs to the business.

This research shows that the age-old disconnect between business and IT is at risk of widening, said Rafi Katanasho, Application Performance Management Director for Compuware Australia and New Zealand. Employees are clearly hungry to use the same technologies in their business environments that they are already using in their personal lives. This is creating more challenges for those responsible to keep these technologies up and running. To adapt to this changing dynamic, its critical for organisations to extend best practice management beyond the firewall by first understanding the end user experience <<http://www.compuware.com/application-performance-management/end-user-experience-synthetic-monitoring.html>> of new technologies and services. This is the only way to support end users as they look to take advantage of trends such as cloud <<http://www.compuware.com/application-performance-management/cloud-computing-solutions.html>> and mobility <<http://www.compuware.com/application-performance-management/mobile-initiatives.html>> , which can be tremendously beneficial to the business if managed well.

Download the survey whitepaper at www.compuware.com/ciosurvey.

Methodology: Compuware commissioned Vanson Bourne, an independent research company, to conduct a study looking at the impact of new IT trends and models on the application environment. In September 2011, the Vanson Bourne interviewed 520 Chief Information Officers (CIOs) from large enterprises from a range of industries across the U.S., Europe and Asia-Pacific. The firm spoke with 100 CIOs each in the U.S., UK, France and Germany, alongside 30 CIOs each in Italy, Benelux, Japan and Australia.

Compuware Corporation

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