



# **ITAM GAPS ARE PUTTING THE DISTRIBUTED ENTERPRISE AT RISK**

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**Insights from 600 IT leaders expose a costly disconnect between rising ITAM investments and persistent asset visibility gaps.**

# Executive Summary

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In 2024, the global IT Asset Management (ITAM) market was valued at approximately \$2.54 billion and is projected to reach \$2.69 billion in 2025, further growing to \$4.22 billion by 2033 .

Enterprises are channeling significant investments into ITAM solutions to manage increasingly complex and distributed IT environments. IT assets form the foundation of modern business operations, supporting everything from cloud workloads and remote collaboration to cybersecurity and compliance. Yet, despite this steady rise in ITAM investment—including both legacy platforms and modern solutions—organizations continue to face a troubling paradox: spending is increasing, but clear visibility into assets remains out of reach.

Our new survey of 600 IT and operations leaders across distributed enterprises reveals the core reason for this disconnect: ITAM platforms have not kept pace with the complexity of today's environments. Built for an era when infrastructure lived inside the four walls of the office, many tools fall short in managing modern realities like remote workforces, hybrid infrastructure, and shadow IT.

Real-time asset visibility is no longer optional. It's foundational to operational resilience, security, and return on investment. This report unpacks why solving the ITAM visibility gap is the only way forward for distributed organizations looking to regain control and unlock the true value of their IT investments.

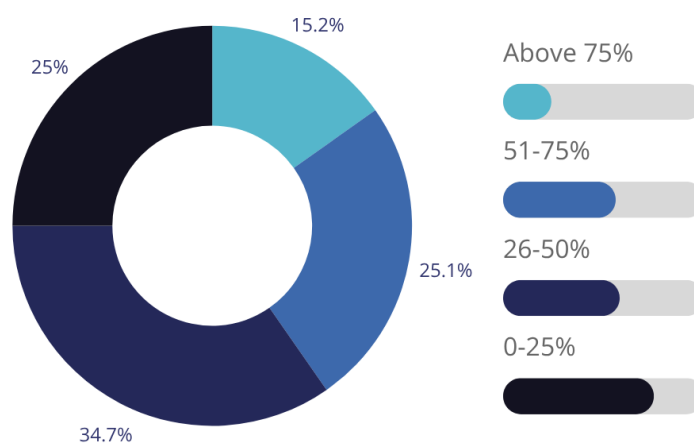
# Persistent Investment, Stubborn Visibility Gaps

Over the past two years, 53% of surveyed organizations reported increasing their investment in IT Asset Management (ITAM) tools, with nearly 1 in 6 indicating a significant boost in spending of more than 15%. These rising investment levels reflect growing awareness of ITAM's role in managing today's sprawling, complex infrastructures.

But despite this heightened focus and funding, IT leaders continue to face the same foundational problem: poor asset visibility. A staggering 57.5% of respondents said they have discovered undocumented assets during incidents, audits, or outages—often at the worst possible time. In other words, the tools meant to deliver control are frequently failing to provide a complete picture.

When asked what percentage of their assets are currently accounted for within their ITAM systems, only 15.2% reported coverage above 75%. The largest segment (34.7%) could only account for between 26% and 50% of assets, leaving major portions of their environments untracked, unmanaged, and exposed.

## Asset Coverage in ITAM Systems



**Insights:** The findings reveal a significant disconnect between rising ITAM investments and their real-world effectiveness. Despite increased budgets, most organizations still face critical visibility gaps, with the majority unable to account for even half of their IT assets. This incomplete coverage is more than a technical shortfall—it's a structural issue rooted in legacy ITAM architectures that were never designed to manage today's sprawling, hybrid, and cloud-based environments. As a result, even well-funded ITAM efforts are falling short, leaving organizations exposed to operational risk, inefficiencies, and diminished returns on investment.

*"The data confirms what we've been hearing in the field: organizations are spending more than ever on ITAM, but still flying blind. The problem isn't effort. It's architecture. Legacy platforms weren't built for today's decentralized reality, and it shows."*

— Jeff Collins, CEO of WanAware

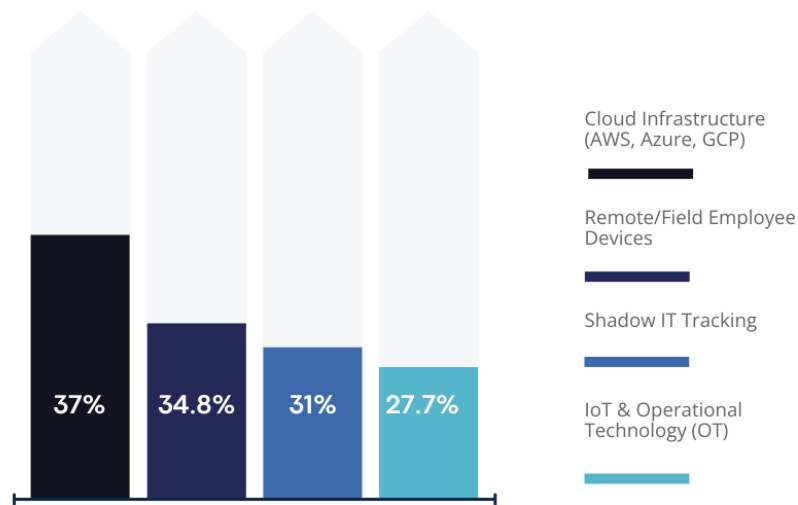
## Legacy Solutions Struggle with Modern IT Realities

A major contributor to today's IT asset visibility challenges is the simple fact that many ITAM platforms have not kept pace with modern infrastructure demands. Today's enterprise environments stretch across cloud, hybrid, remote, and distributed environments, a far cry from the centralized office networks for which most ITAM systems were originally designed.

Survey respondents pointed to specific blind spots: 37% reported inadequate support for cloud infrastructure (AWS, Azure, GCP), 34.8% struggled

to manage remote or field-deployed employee devices, and 31% cited gaps in tracking shadow IT. An additional 27.7% flagged IoT and operational technology (OT) devices as under-supported. These are not edge cases. They're the core assets powering modern enterprise operations. That they remain poorly covered by existing tools speaks to a fundamental mismatch between ITAM capabilities and enterprise needs.

## ITAM Platform Blind Spots



**Insights:** These findings highlight a critical design flaw in the ITAM landscape: while enterprise infrastructure has evolved rapidly, the tools meant to manage it have not. IT teams are now responsible for assets that live in the cloud, move across geographies, and operate beyond the traditional perimeter. Yet many of the tools they rely on were built for static, on-prem environments. This gap leaves vital asset classes—especially cloud resources, mobile endpoints, and IoT devices—untracked and unprotected, eroding the value of ITAM investments and creating hidden risk across the enterprise.

*“We realized our ITAM platform was great, if everything stayed inside four walls. But as soon as we shifted to a more remote and cloud-first setup, it just couldn’t keep up. That’s when the asset gaps started showing up in audits and outages.”*

— XXX, — IT Operations Director, Fortune 500 Manufacturing Company

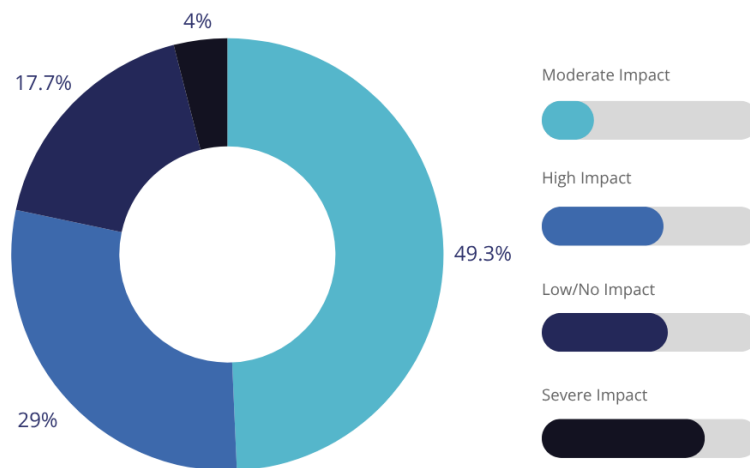
# ROI: Expectations vs. Reality

While 73% of survey respondents reported at least modest positive returns from their ITAM platforms, this perception stands in stark contrast to the persistent visibility and inventory issues they face. Many organizations continue to struggle with core tasks like identifying missing assets or responding to incidents effectively—challenges that call into question how meaningful those perceived returns truly are.

Nearly half (49.3%) of respondents said that discovering undocumented assets during incidents or audits resulted in moderate added cost and complexity.

Alarming, 29% said the impact was high, causing significant operational or financial disruption, and 4% experienced severe outcomes, such as major outages, security breaches, or compliance failures. These consequences reveal that ROI, as measured by users, may be masking deeper, ongoing inefficiencies and risk exposure.

## Impact of Discovering Undocumented Assets



**Insights:** There's a clear disconnect between how organizations assess ROI and the actual performance of their ITAM systems. While respondents may feel their investments are paying off, the frequent discovery of undocumented assets during critical moments tells a different story. True ROI should be measured not just in perceived value, but in day-to-day operational resilience.

These findings suggest many organizations are basing their ROI judgments on surface-level metrics, while the underlying visibility issues continue to compromise performance, increase risk, and erode long-term value.

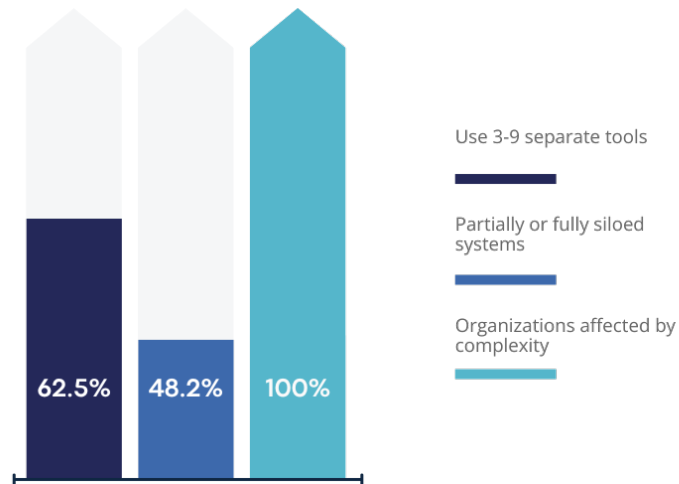
## Fragmentation and Complexity Undermine Effectiveness

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Beyond visibility gaps, organizations are also battling the sheer complexity of managing IT assets across fragmented systems. The majority of respondents (62.5%) reported using between three and nine separate tools to track IT assets, creating an environment riddled with redundant processes, overlapping features, and manual workarounds. Nearly half (48.2%) said their ITAM systems are only partially integrated or remain fully siloed, an architectural flaw that directly contributes to inefficiencies and unreliable asset data.

These structural issues don't stop at visibility. More than half of organizations reported that ITAM implementation took longer than four months, and nearly one in five needed more than a year. Once deployed, the maintenance burden remains high: almost 30% said their systems require significant staff time or third-party support to maintain. In short, fragmentation and complexity are eroding the practical value of ITAM investments, often forcing organizations to manage the tools meant to simplify management.

## IT Asset Management Complexity



**Insights:** ITAM platforms are meant to streamline asset tracking and control, but for many organizations, they've become yet another source of complexity. Relying on multiple disconnected tools creates a fragile ecosystem that's difficult to maintain, hard to scale, and slow to adapt. Fragmentation drives up costs, extends implementation timelines, and forces teams to spend more time managing systems than managing assets. For enterprises to fully realize the value of ITAM, consolidation and integration must become priorities, not afterthoughts.

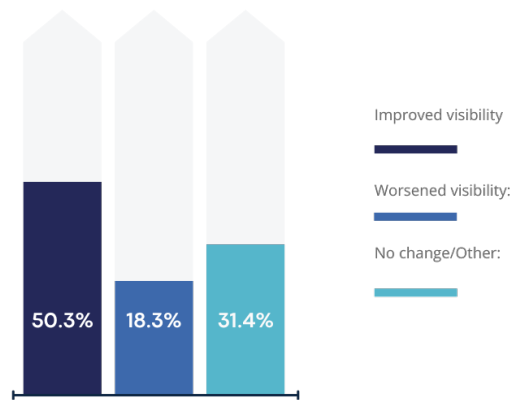
# Shift to Distributed Work: A Mixed Blessing

The widespread shift to distributed work has had a complex impact on IT asset visibility. Just over half of respondents (50.3%) reported that visibility improved in remote or hybrid environments, likely driven by accelerated digital transformation, the adoption of cloud-based tools, and modernization initiatives. However, for a significant portion (18.3%), visibility worsened during this transition, highlighting the uneven performance of ITAM

platforms in adapting to the realities of a decentralized workforce.

These mixed results suggest that while some organizations have successfully evolved their ITAM practices to accommodate remote work, many others are still relying on legacy systems not built for dynamic, location-agnostic infrastructures.

## Impact of Distributed Work on IT Asset Visibility



**Insights:** The pivot to distributed work exposed a deep divide in ITAM readiness. Organizations that had already embraced cloud-native tools or agile platforms were likely able to improve asset visibility despite the physical dispersion of devices and users. But for those anchored to outdated or rigid ITAM systems, the shift introduced new blind spots and operational headaches. The lesson is clear: adaptability matters. As remote and hybrid work become long-term norms, ITAM platforms must be able to track, update, and secure assets in real time regardless of where those assets reside.

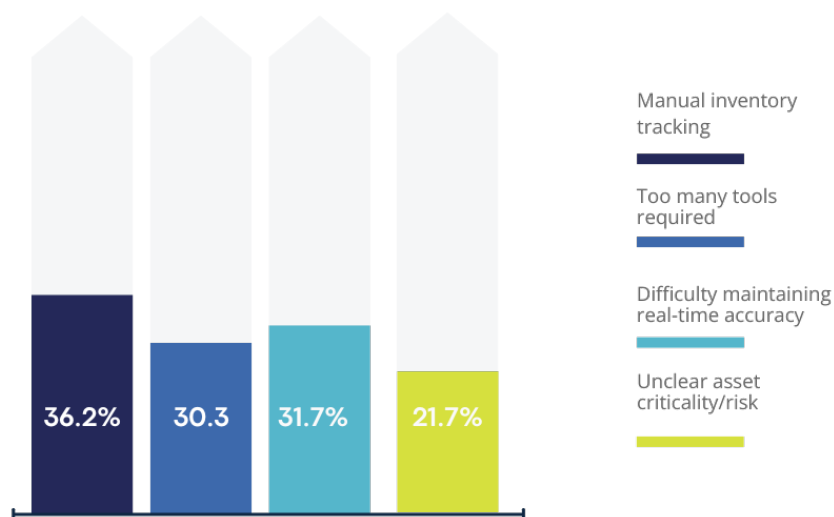
# Modern Demands Reveal Legacy Shortcomings

When asked to identify the biggest challenges in IT asset management today, respondents pointed to several persistent issues: 36.2% struggle with manual inventory tracking, 31.7% cite difficulty maintaining real-time accuracy, and 30.3% are overwhelmed by the number of tools required to keep their inventory current. Adding to the complexity, 21.7% said it remains unclear which assets are most critical or at risk, hindering prioritization during incidents or audits.

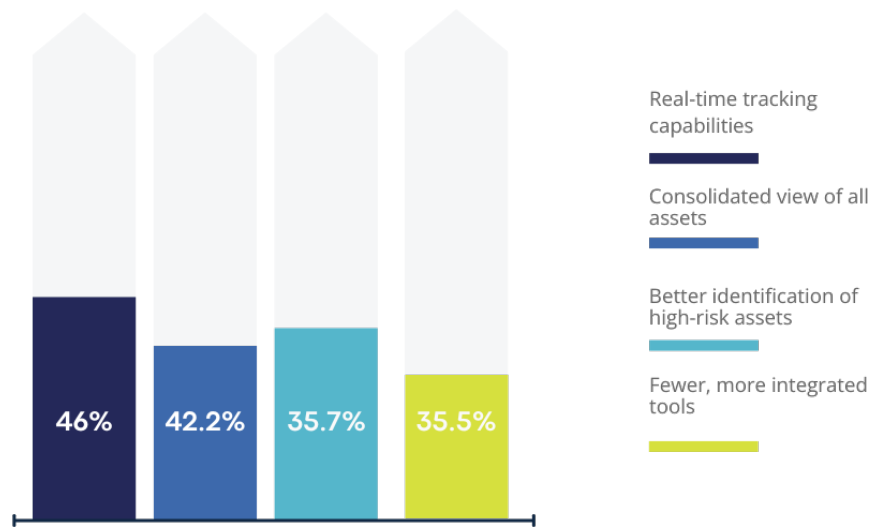
These frustrations align directly with the improvements respondents want most. Nearly half (46%) called for real-time tracking capabilities.

Others prioritized a consolidated view of all assets (42.2%), better identification of high-risk assets (35.7%), and using fewer, more integrated tools (35.5%). Together, these responses paint a clear picture: current ITAM systems are not equipped for the speed, sprawl, and stakes of modern IT operations.

## Biggest Challenges in IT Asset Management



## Most Wanted ITAM Improvements



**Insights:** The call for change is loud and consistent. IT leaders don't just want better tools; they want smarter, more unified, and more responsive platforms that reduce complexity instead of adding to it. The prevalence of manual processes, outdated tracking methods, and fragmented systems underscores how far legacy ITAM platforms lag behind the needs of today's enterprises. To meet these demands, future-ready ITAM must offer automation, real-time intelligence, and a holistic view across all environments, from cloud to edge.

# Visibility Must Match the Scale of the Distributed Enterprise

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The data is clear: ITAM is failing to keep pace with the realities of the modern, distributed enterprise. Despite rising financial investments, organizations continue to face hidden asset gaps, fragmented tools, and high-stakes blind spots.

**This disconnect between spend and performance validates our core belief: legacy ITAM platforms were designed for a different era, one where infrastructure lived inside four walls and change happened slowly. That world is gone.**

Today's enterprises span geographies, networks, clouds, and devices. They rely on hybrid infrastructure, remote teams, IoT deployments, and cloud-native applications, all of which introduce complexity that outdated ITAM systems can't handle. Fragmentation, manual processes, and delayed visibility are no longer just operational hurdles; they are strategic liabilities that put compliance, security, and performance at risk. Solving this problem requires more than incremental upgrades. It demands a modern ITAM approach built specifically for distributed environments—one that delivers real-time asset intelligence, unified control across locations, and the automation needed to act before issues escalate.

Visibility is no longer optional. For distributed enterprises, it is the foundation of operational resilience and return on investment. Until ITAM solutions evolve to match the scale and sprawl of today's enterprise, organizations will continue to invest without control, and spend without certainty.

# Report Fast Facts:

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- 53% of organizations increased ITAM investment over the past two years
- 57.5% discovered undocumented assets during an incident, audit, or outage
- Only 15.2% of organizations have ITAM coverage exceeding 75% of their assets
- 37% said current tools don't support cloud infrastructure, while 34.8% struggle with remote devices
- 73% reported positive ROI, but nearly one-third still face high or severe disruption due to asset gaps
- 62.5% use 3–9 tools for asset management, and nearly half operate in siloed or partially integrated environments
- Implementation takes 4+ months for the majority, with nearly 1 in 5 requiring over a year
- Only half saw improved visibility from distributed work; others experienced new blind spots
- Top pain points include manual tracking (36.2%), data accuracy (31.7%), and tool overload (30.3%)
- Most requested improvements include real-time tracking (46%), unified asset views (42.2%), and smarter prioritization of high-risk assets (35.7%)

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