THE HYBRID IT JOURNEY
- PERSPECTIVES FROM
THE ENTERPRISE

451 Research

dimension data

THIS EXECUTIVE BRIEF IS A SUMMARY OF THE WEBINAR:
Hybrid IT: How to Simplify & Manage Multiple Enterprise Cloud Environments

CLICK TO ACCESS
THE WEBINAR

Share this
document

INTRODUCTION

- 451 Research surveyed respondents from 1503 enterprises on their cloud adoption and hybrid cloud strategy. Located in 14 countries, covering various industries, 60% were IT decision makers with the remaining 40% involved in influencing decisions.

- The webinar uses the survey results as a basis for discussion with an experienced practitioner from Dimension Data, a provider of ICT solutions, who shares valuable insights into the cloud journey that organizations are undertaking and the lessons that can be learned from their experiences.

KEY POINTS

- Hybrid IT is becoming the norm. Over the next two years, SaaS, IaaS, on-premise & hosted cloud are expected to increase the share of where organisations run their applications and workloads, from 63% to 68%. The move to the cloud continues, but on-premise non-cloud IT will remain significant at 32%.

- Enterprises are entering a phase where strategic decisions are being made as to which cloud has the best capability for the right workloads. This has come about as the use cases discovered for the cloud are more numerous than at first envisioned.

- Moving workloads between cloud providers is a lot more straightforward than moving the data. But using a data center with cross connects to, for example, Google, Amazon and Azure will provide the best of both worlds - a private instance of your data with a choice of clouds for running different workloads.

- Enterprises are optimising their spending to get more leverage out of the cloud, ideally by spending less. One example is by using basic automation policies to turn off the cloud when they don't need it and instead take advantage of their on-premise resources.

- Deploying hybrid IT, 73% of firms use management & automation tools. But over the next few years, the conversation will not be around the details of the tools per se, but instead about optimizing cloud services for the unique environments of specific workloads.

- As the cloud matures, the classic discipline that sits inside the data centre is starting to be applied to the cloud (questions around cost, capacity and refresh cycles). Enterprise decisions, whilst mindful of this governance, are usually most driven by speed - not slowing the business down.

- As enterprise cloud consumption increases, firms are seeking outside help with improving operational management. This is not to relinquish control, but keen to have someone else ensure operations are consistent with the correct policies. This frees up resources to focus on DevOps and what IT should be doing for the business.

KEY POINTS (Cont.)

- The cloud is increasing its presence in most enterprises' hybrid IT environments. The next questions being asked by IT leaders are:

  1. Which workloads?
  2. Private or public hosted?
  3. On-premise or 3rd party?
  4. Where and how to migrate to?
  5. Backup and disaster recovery in place?

- Security capabilities of cloud service providers are increasingly becoming the business enabler rather than an inhibitor. The questions around compliance become the real issue - where is my data, who controls it, where are my business processes running and are these compliant with local laws and industry practice?

IMPORTANT FINDINGS

- Migrating applications to the cloud is 'manual and labor intensive' for 22% of respondents, as opposed to 38% that use 'automation to accelerate migration'. This is explained by 'easy workloads' that are first to be migrated (using automation), followed by enterprise apps, often highly customized, that present harder challenges, requiring manual processes to migrate.

- The four top reasons enterprises buy managed services:

  1. Cost-effectiveness - 43%
  2. Frees up internal IT staff to focus on other projects - 41%
  3. Improved security - 33%
  4. Access to specialized technical experts - 30%

- In the next two years, 60% of firms plan to use multiple cloud environments (on-premise/off-premise), with half of these expecting little or no interoperability between them. 16% of firms plan on having a seamless delivery of a single business function across multiple cloud deployments.

- End user demand for new features and faster provisioning are the #1 & #2 drivers for off-premise cloud, but running out of data centre space or power is close behind at #3.

CHALLENGES

- Cloud decision making in an enterprise is not unilateral. Non-IT staff typically make decisions about Software-as-a-Service (eg. Salesforce, Workday). But when exploiting specific environments unique to a single cloud, it is the developers/IT shop that decides. The challenge to the enterprise is integrating all these pieces into its hybrid environment.

- Conversations about hybrid cloud quickly establish the struggle many enterprises are having to get their private clouds to operate at the same level of effectiveness and efficiency as a public cloud. Integrating all the pieces presents a major challenge.

CLICK TO ACCESS THE WEBINAR

Share this document

CHALLENGES (Cont.)

- In hybrid cloud environments, a significant pain point that firms often seek external help with is in answering the question 'which workloads belong in which clouds from a compliance and security perspective?'

- Is cloud a cheaper option? This is rarely a simple answer. Moving to the cloud and leveraging it in an appropriate manner can drive down the cost. Simply turning on things that are consumptive is not the cheapest option. Understand usage demands/workloads and, for example, compare against a steady state VM environment.

DIMENSION DATA'S OFFERING
(Key points on company offering made by Dimension Data in the webinar)

- Hybrid IT migration concerns are cited by 50% of firms considering hosted services. Dimension Data's professional programme managers with proven processes embedded in their systems will mitigate the risks.

- 35% of firms admit to a lack of hybrid IT skills and this is holding them back from using hosted services. Dimension Data's approach leverages a global skills base supported by an 'automate first' strategy, allowing the client to focus on DevOps.

- 55% of firms cite security and compliance concerns for holding back from using hosted services. Dimension Data's approach mitigates these concerns through its focus on application placement and managed hybrid security services.

- Managing the cloud is unlike managing VMs within the enterprise data center. The levels of investment required to automate cloud backup and disaster recovery are where cloud service providers invariably win hands down compared to the enterprise's internal resources.

TAKEAWAYS

- As cloud adoption grows and more business-critical workloads are within a hybrid IT environment, cost becomes a larger factor, but it's important to recognize that cost is driven more by the operational efficiency and automation than it is by the commodity itself.

- Understanding cloud consumption options are key to managing the cost of cloud. Align the models (capex or dedicated) to the business. Most businesses opt for some flexible capacity on top of dedicated use, rarely opting for 100% consumptive.

- The answer to the question, is cloud a cheaper or more expensive option, can be highly dependent upon knowing whether to use the public internet or private network connections to run the enterprise's network traffic. Don't leave this issue as an afterthought.

- In order to realize the flexibility that hybrid cloud promises, flexible planning and good visibility are key. This way you will know your usage, how much you're spending and how to utilize hybrid IT in the most efficient way.

- Hybrid IT is about speed of execution and cost savings, but the initial starting point should be from a governance, risk and compliance perspective.

CLICK TO ACCESS THE WEBINAR

Share this document

TAKEAWAYS (cont.)

- Two years ago, security was the reason not to embrace the cloud. With increasing digital transformation of the enterprise, risk exposure increases dramatically and CIOs are now comparing cloud service providers' security capabilities to their own. Today, security is often the reason enterprises are moving more of their business to the cloud.

- 60% of firms prefer to have one managed IT services provider as opposed to multiple vendors. External providers help firms focus on business outcomes whilst the partner(s) align the infrastructure, applications and level of integration needed to serve the marketplace.

DEFINITIONS

- **Hybrid cloud** is a cloud computing environment which uses a mix of on-premises, private cloud and third-party, public cloud services with orchestration between the two platforms. By allowing workloads to move between private and public clouds as computing needs and costs change, hybrid cloud gives businesses greater flexibility and more data deployment options.
(Source: techtarget.com)

- **Hybrid IT** is an approach to enterprise computing in which an organization provides and manages some information technology (IT) resources in-house but uses cloud-based services for others. (Source: techtarget.com)

- **Workload** In computing, the workload is the amount of processing that the computer has been given to do at a given time. The workload consists of some amount of application programming running in the computer and usually some number of users connected to and interacting with the computer's applications.
(Source: techtarget.com)

Click or scan to access the webinar:

CLICK TO ACCESS THE WEBINAR

ABOUT DIMENSION DATA

Dimension Data uses the power of technology to help organisations achieve great things. As a member of the NTT Group, we accelerate our clients' ambitions through digital infrastructure, hybrid cloud, workspaces for tomorrow, and cybersecurity. With a turnover of USD 7.4 billion, offices in 49 countries, and over 30,000 employees, we deliver wherever our clients are, at every stage of their technology journey. We're proud to be the Official Technology Partner of Amaury Sport Organisation, organiser of the Tour de France, and the title partner of the cycling team, Team Dimension Data for Qhubeka.

www.dimensiondata.com

The objective content from 451 Research is brought to you through the lens of InsightBrief, a publisher of technology and business information.

ABOUT 451 RESEARCH

With a core focus on technology innovation and market disruption, 451 Research provides essential insight for leaders of the digital economy. More than 100 analysts and consultants deliver that insight via syndicated research, advisory services and live events to over 1,000 client organizations in North America, Europe and around the world. 451 Research and its customers benefit from the combined assets and talent of The 451 Group and its two divisions: 451 Research and Uptime Institute.

www.451research.com

ABOUT INSIGHTBRIEF

InsightBrief is dedicated to simplifying access to knowledge in a wide range of technology and business related topics, by developing, publishing and amplifying short-format content that helps busy professionals get key information, faster. The team vet and qualify the source content for relevancy and value to its intended audience before creating an InsightBrief asset. The editorial team is independent from the originator of the source material, ensuring that the insights exclude sales or vendor centric messaging, thereby creating real value for time-poor professionals.

www.insightbrief.net

CLICK TO ACCESS THE WEBINAR

Share this document