

SEIZE THE OPPORTUNITY TO TRANSFORM



We have come a long way from the early days of cloud computing to where the market is at today. The typical Enterprise customer is going through a particularly disruptive period as new innovations and ways of working disrupt any recently established approaches and best practices.

PAUL CASEY
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These endless waves of technology innovation and new methods of enabling the business to leverage cloud services and functions, means change really is a constant feature of modern IT. This is all of course driven by the pursuit of operational efficiency, increased agility and ultimately, enabling business growth and expansion.

Looking back, while it did not seem like it at the time, things were relatively simple when cloud was either just an on-premises 'thing' or simply using a single public cloud provider. For the Enterprise scale customer, now it's inevitably about that and way more, with two or more of AWS, Azure & GCP typically in use, multiple SaaS Services in use and previously perpetual based Software ISVs shifting to cloud based consumption of their tools and products.

For those organisations who have already established a functioning Cloud Operating Model and Cloud Centre of Excellence, the challenge is to further adapt and evolve to cope with the latest new demands;

- Evolve from Cloud Cost management to FinOps
- Adapt to the shift from perpetual to consumption-based Software licensing models
- Interface and adapt to the shift from DevOps to DevSecOps
- Embedding security into the platform and into the application code
- Move from delivering IT Monitoring to delivering Full stack Observability
- Drive out cost further through the use of Serverless and Functions as a Service
- Adapt to Advances in the Cloud Native space
- Adapt to Multi-Cloud and enable an appropriate and consistent operating model

Individually, these are all complex and quite challenging capabilities to bring to life and build into the operating models and delivery capabilities. Collectively, they do require road mapped into sequence as they are all in one form or another, connected to one another and linked. You can't implement FinOps without creating policies and controls that will impact the DevOps toolchain. You can't Implement Full-Stack Observability without

impacting the DevOps function and ITOps toolsets, while working out how you also introduce the ability to deliver and measure, a hopefully 'great' user experience. Something, that probably wasn't even in scope of your Cloud Centre of Excellence or cloud function previously. Likewise, you can't evolve your Cloud COE function without incorporating all of the above as tools, processes and people and ensure they are all adapting to deliver something we at Computacenter refer to as a Modern Cloud Platform capability – the bringing together of all of bullets above to deliver a platform for application transformation, that is well governed, well managed that leverages multiple cloud providers and solutions.

While our customers may not use or be familiar with the name we use to describe this capability, they will recognise some or all of the efforts going on that are causing various levels of disruption that are either tightly coupled or at a minimum loosely tied. They will also likely have an appreciation of the challenges this is putting on functions, teams and the individual to adapt. Even customers who have been delivering and evolving their cloud capabilities for close to a decade are challenged with these new demands to further adapt and upskill. We have seen long established Cloud COE leads be replaced as they cannot adapt and align the COE to match the mindset of the modern App Development needs. In other cases, we have seen global brands with deep hyperscaler technical skills and experience, reach out to us for to help re-imagine their CCOE, in order to meet the new level of capabilities and expectations the business has on them.

These are challenging times in delivering a fully featured cloud function, but there is very clear evidence that the gap between what IT are delivering and what the business needs is closing, and at the same time a reduction in the 'them and us' mentality between the teams. This is a result of having more of a joined-up focus on common and aligned goals. From teams and functions being in silos, to being in-sync.

At Computacenter, we are supporting our customers to overcome the challenges of enabling a Modern Cloud Platform by breaking down some of our own internal silos and focussing on the customer problems, not our structure, sales cycles, or propositions. We are in this with them for the long haul to help bring the concept of the Modern Cloud Platform to life.