dimension data

accelerate your ambition

Cloud Surround: Consulting & Professional Services

Hybrid IT and transformational IT services

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Hybrid IT bridges the gap between traditional data centres and new cloud-based capabilities, providing previously unprecedented opportunities for leaders to leverage new technology to their advantage to accelerate their business, deliver better services and more value, and enhance profitability. Hybrid cloud addresses the three most pressing IT imperatives identified in a recent study conducted by the Business Performance Innovation Network. Its advantages correlate well with the most frequently cited benefits of data centre and cloud transformation cited by respondents.

Most pressing IT imperatives

- Improving responsiveness to ever-changing business requirements (36%)
- Focusing on the digital experience as a competitive advantage (30%)
- Delivering faster, better, and at a lower cost (28%)

Top three benefits of data centre and cloud transformation

- Increased agility and responsiveness to business changes (70%)
- Greater cost efficiencies (57%)
- Faster time-to-innovation for new applications (47%)

What is the difference between hybrid cloud and hybrid IT?

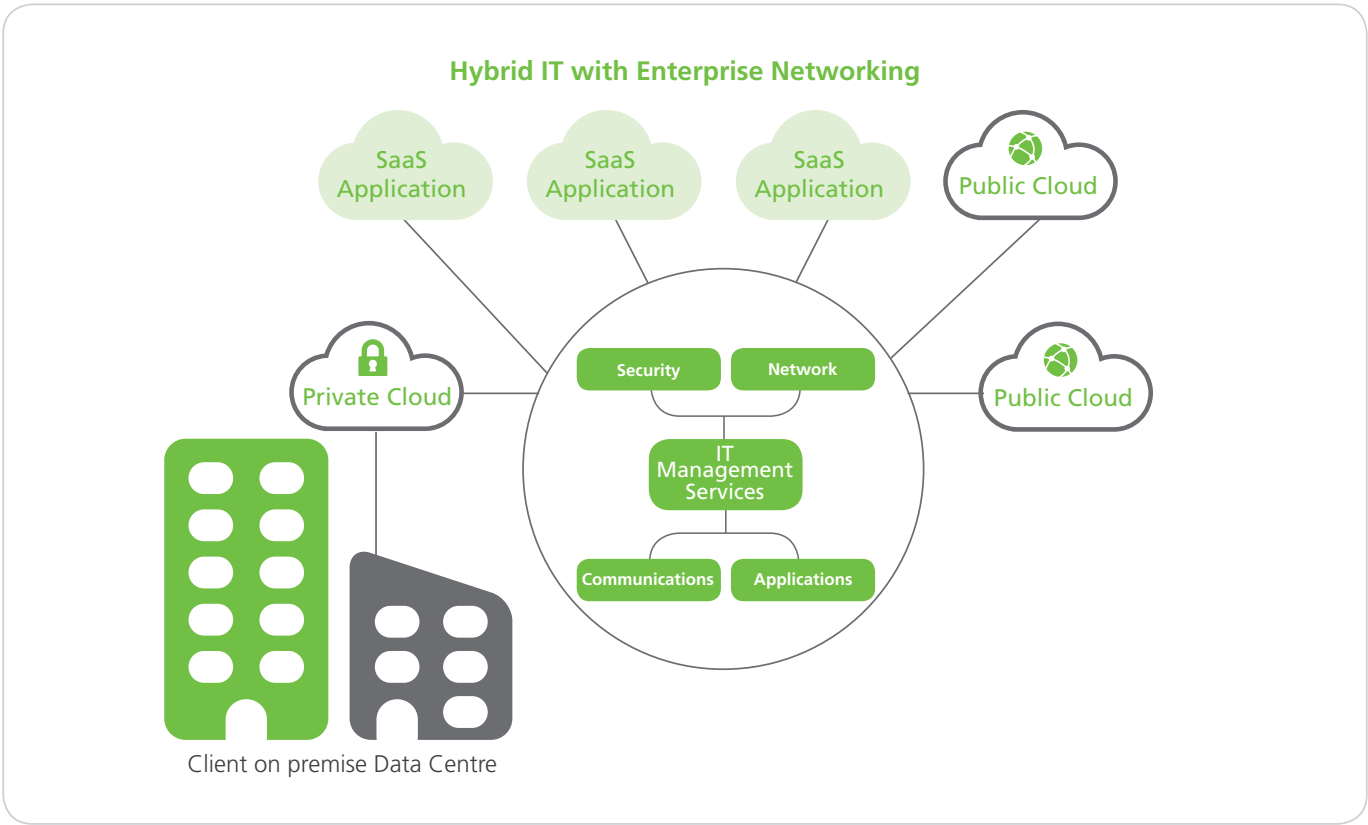
Hybrid cloud is the combination of multiple cloud environments. This may be a blend of multiple public clouds from different providers, or a combination of a private cloud environment on-premise or off-site, and one or more public cloud environment.

Dimension Data views hybrid IT as the tight integration - through a secure network - of dedicated infrastructure and cloud-based services both on- and off- premise, that allows an organisation to optimise its delivery of services. The most successful hybrid IT operating models are those that are tailored to meet the specific needs of the organisation.

Why is hybrid IT the right choice to meet your current needs and future requirements?

Moving from a traditional on-premise infrastructure to a fully integrated hybrid IT environment is a unique journey for each organisation, and will be based on its digital transformation strategy and current state. Across organisations, the greatest motivation for IT transformation is to consistently support the business with a more agile IT service delivery at a lower cost.

Cloud-based capabilities provide better performance, in many cases, at a much lower cost than traditional on-premise data centres.



The benefits of cloud services include:

- adding capacity on demand
- providing access to high-performance computing without capital investment
- testing new innovative ideas quickly without exposing the business to risk
- enabling much more cost effective disaster recovery environments
- delivering real-time access to production applications and core systems from anywhere, anytime, and on any device
- enabling the move to an opex IT delivery model
- reducing operating costs (acquisition, maintenance, energy costs) and eliminating the waste of underutilised resources
- scaling cost effectively to meet demand fluctuations without sacrificing performance
- reducing the burden of limited internal IT resources

Hybrid cloud adds additional benefits when you combine private cloud services with the public cloud.

Hybrid cloud advantages include:

- ability to deploy applications into the optimal IT environment based on cost, security, and performance considerations
- enabling a wider spectrum of workloads to be migrated to the cloud
- reducing opex and capex costs
- satisfying compliance and privacy requirements with a private cloud, either on-premise or hosted
- providing more efficient collaboration and accessibility of information across geographies and across the enterprise ecosystem (suppliers, distributors, partners)
- improving operational efficiency with multiple lines of business operating in a shared environment using the same infrastructure while keeping information such as HR profiles, finance records, and customer data isolated and secure

That said, there are many applications that will remain in a physical environment either on-premise or hosted on dedicated infrastructure by a managed service provider.

A few use cases that require the maintenance of a physical environment are provided below.

- An application and the infrastructure supporting it are stable and continue to provide value to the organisation. Any modification or change will not bring sufficient value to the organisation. Maintenance is minimal.
- Investment in software licenses and restrictions in the use of the license prevent a migration to a cloud-based infrastructure. Existing business functionality is being well served today; maintenance and support costs are reasonable.
- An application is nearing retirement; no change in the infrastructure will be made until the application is replaced or the functionality merged with another application.
- Migration to SaaS or movement of the application to a cloud-based infrastructure is on the roadmap but either additional effort is required prior to migration or the specific situation requires that the application be retained on legacy infrastructure for a period of time.
- Governance, regulatory, and risk requirements for a defined application set do not permit hosting, colocation, or resource pooling of the infrastructure.

Thanks to the benefits of cloud, hybrid IT is the foundation for the next-generation data centre. But despite these benefits, there's a disconnect between the need to adopt new technologies and actually achieving that goal.

The BPI study explored this and found that the top five barriers were:

1. gaining consensus and support for new technology investments: 44%
2. determining needs and optimal solution available: 41%
3. minimising information security risk, vulnerability, and threats: 34%
4. successfully implementing and gaining organisational adoption: 31%
5. ageing IT infrastructures that need updating and modernisation: 28%

Making informed decisions is important, particularly when the stakes are high and your competition isn't standing still. Seeking guidance from independent, trusted service providers could speed the process of defining the right solution for your organisation and the best way to capture new business value quickly. Dimension Data offers transformation consulting along with architecture consulting, and implementation and integration services to help you plan and build innovative solutions and optimise your hybrid IT environment.

Hybrid cloud adds additional benefits when you **combine private cloud services** with the public cloud.

Top 6 considerations for hybrid IT

1. Define an architecture for making hybrid IT a reality

The hybrid IT architecture will determine the connectivity within a heterogeneous environment, and impact network performance and security. A consistent architecture across your on- and off-premise, legacy, and cloud environments is critical to ensuring that your hybrid IT environment runs optimally.

2. Determine where your applications belong

Determining the best fit IT deployment for each application will ensure that they perform optimally and cost effectively. Scaling requirements, deployment location, compliance requirements, and level of service (including network latency) are some of the factors to consider when defining application placement.

3. It's about the data

Business value, residency, and retention periods need to be defined for different types and forms of data. Regulatory, legal, privacy, and corporate security requirements must all be clearly understood in making these decisions.

4. Implement automation and management using managed services

Policies are the foundation for automation and governance. Create sets of rules to govern your applications and data across on-premise assets, the cloud, and the network. Because management in a heterogeneous environment is complex, many organisations choose to engage with a service provider that's already invested in the relevant management and automation tools. However, be sure that your provider's portfolio spans everything from on-premise assets, to the cloud, through to the network.

5. Consider your consumption models and commercial constructs

Ideally, a hybrid IT environment will comprise a blend of services and infrastructure that are dedicated and available all the time and those that are delivered via a consumption-based model, on demand. Striking the right balance is important to ensure you minimise the total cost of ownership.

6. See to your security

Security within your hybrid IT infrastructure must be top of mind as cyberattacks are becoming more sophisticated and targeted. Additionally, new security risks are introduced with users accessing data from different location and devices. All this points to the need for a sharp focus on security and incident response.

Dimension Data's Consulting & Professional Services Portfolio

Strategic Discovery Workshop

This workshop brings together business and IT leaders to uncover gaps in alignment between business and IT strategies. Whether you're looking to streamline operations or undertake a major transformation, the Strategic Discovery Workshop gives you immediate access to our industy expertise and strategic consulting services in a collaborative, consisent, and clearly-defined engagement. The workshop helps you to:

- identify the environmental factors affecting your business
- close any gaps between your business and IT strategies
- bring business and IT leaders together to agree on a common goal and action plan
- develop a strategic roadmap to achieve this goal
- create the next steps and assign the right people to projects

At the conclusion of the workshop, both IT and business stakeholders will have a clear vision of the future, a defined roadmap, success measures, and ownership assignments.

Data Centre Development Model

The Data Centre Development Model is ideal for organisations that need to understand the requirements of building or transforming a next-generation data centre. The Model scrutinises the 11 critical domains in the data centre ('as-is' state) and what their future needs are ('to-be' state). The output of the workshop-style engagement is a roadmap, which provides practical implementation recommendations for the most valuable initiatives in your data centre. Recommendations include:

- identifying infrastructure gaps in your organisation
- determining the most efficient operating model for the data centre, including management and operations
- understanding the best ways to exploit public cloud, hosting, and colocation where it creates value for the business
- ensuring the network is geared to support the journey of transformation
- embedding security at every step of the journey

This engagement helps you define your ideal to-be-state and the IT infrastructure roadmap to get you there.

Cloud Readiness Workshop

The Cloud Readiness Workshop allows you to refine your vision for the cloud; qualify your cloud-related needs and requirements; and identify a high level roadmap and an action plan. During the workshop, we review your operation across four critical dimensions: business alignment, organisation, infrastructure, and applications to assess your organisational maturity level for cloud adoption. The workshop pinpoints gaps that exist between the current 'as-is' state and the desired 'to-be' state and defines a roadmap for key next steps, based on your business' specific requirements.

The deliverables of the workshop include an executive presentation and written report that identify:

- key findings and recommendations for each dimension and associated attributes
- charts and tables depicting and describing the cloud readiness of your business, from a dimension and attribute level
- comparisons between the 'as-is' state and the 'to-be' state
- key activities for the next 12-24 months

Application Placement and Cloud Readiness Assessment

The Application Placement and Cloud Readiness Assessment analyses the suitability of alternative delivery models including cloud, virtual, physical or hybrid options; defines the best fit deployment model for each application; and prioritises the applications for movement to the cloud. The assessment utilises business, technology, financial, as well as risk, compliance, and governance factors to assess 10-15 production applications. Suitable applications are then prioritised for cloud migration based on the readiness of the application for migration and the business drivers that motivate the decision to leverage cloud technology and managed services. Deliverables from the assessment include:

- a holistic cloud and managed services suitability assessment for each selected application
- description and mapping of the current 'as-is' state and the future 'to-be' scenario with identified gaps for each application
- prioritisation of applications for movement to the cloud within the portfolio of 15 applications
- best-fit application deployment (physical, virtual, cloud, or hybrid) recommendations for each application
- what-if' business scenarios that address financial and agility factors considered critical to the organisation

Architectural consulting services

We work with you to architect a holistic solution that integrates new technologies with the legacy environment, in line with your IT strategy. As part of any transformation, we identify the required changes to the ICT infrastructure – from network, communications, and security to the data centre, end-user computing, applications, and service management – to ensure that the new service delivers the desired return on investment and business outcomes. Our Architectural Consulting Services align the compute and storage landscape with the network and communication architecture to meet your digital transformation needs.

Implementation and integration services

Through our implementation and integration services, we provide extensive delivery, project, programme, and transition management expertise to help you build integrated solutions and prepare for managed, cloud, or IT outsourcing delivery models. Using proprietary frameworks, methodologies, and tools, we simplify and de-risk your transformation projects to ensure you realise the desired business benefits. With our Implementation and Integration Services, we can support you in migration, testing, deployment, and training requirements.

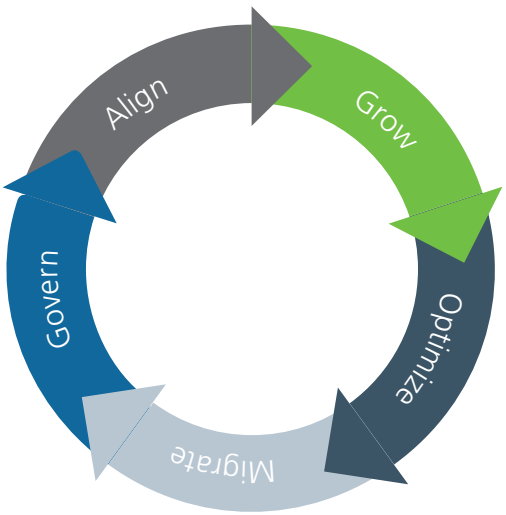
Hybrid wide-area network architecture design consulting

This helps you close the gap between the demand on your network and your capabilities to meet the quality of service required. Our hybrid WAN approach provides higher performance at a lower cost and results in a WAN that cost-effectively supports cloud applications. We review the applications that are running across your network and assist you in deciding which networks those applications should be travelling across. We discuss the performance requirements expected for your application and support you in achieving the quality of service that meets your business requirements. We're also able to route, prioritise, and reroute network traffic to meet your quality of service needs.

This consulting offering includes:

- analysis of current and future applications and traffic patterns
- determination of the type and amount of bandwidth required per location, to deliver the necessary quality of service for your application traffic
- configurations for premise-based routing equipment
- service provider recommendations to deliver bandwidth at the best price
- proposed changes to network security architecture based on the new hybrid WAN design
- operational support services to effectively manage the hybrid WAN
- proposed project plan and timeline for deployment

Transformation of IT Services Delivery



- align IT services to meet current and future business requirements
- accelerate innovation and application release cycles
- deliver the flexibility required to support dynamic systems of engagement demanded by the digital economy
- leverage managed services and consumption based infrastructure to improve oprerational efficiency and agility
- maintain governance, security and compliance by selecting the right infrastructure delivery model and service provider

Select and deploy production application and core systems to the best fit infrastructure (physical, virtual, cloud or hybrid) with appropriate managed services support

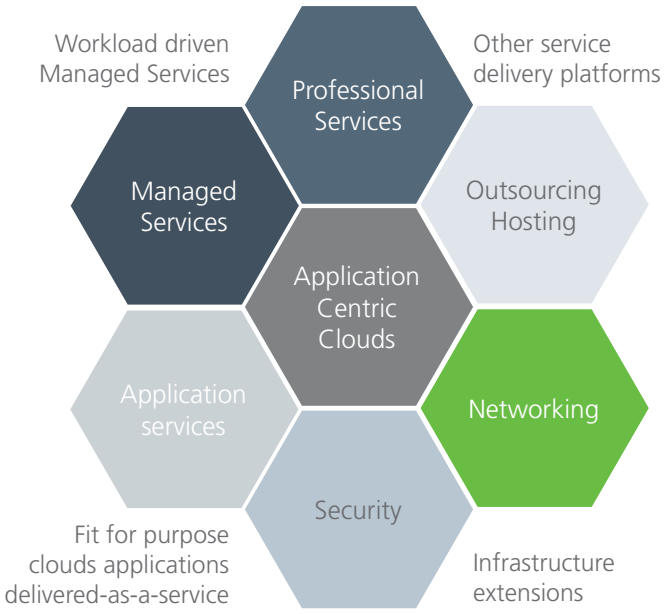
Why Dimension Data?

To keep pace with the fast-changing market dynamics of the new digital economy while controlling costs and mitigating business risks, IT leaders can no longer depend on the past as a guide to the future. Hybrid IT can accelerate your ambitions to transform, innovate, and optimise your business. Leverage our consulting experts to support you in creating and executing your strategy to unlock opportunities, optimise processes, and uncover cost savings.

Dimension Data has global industry expertise in transformation consulting, architecture consulting, and implementation and integration services. Our heritage in systems integration, mature managed services skills, and technical expertise in areas such as networking, data centre, security, and IT services positions us well to help clients determine the correct hybrid cloud strategy, migrate to new delivery models and manage their hybrid cloud infrastructure on an ongoing basis.

Our complete portfolio of Cloud Surround Services can support you in planning, integrating, implementing and managing a highly effective hybrid IT environment that's tailored to the needs of your organisation.

Dimension Data Cloud Surround®



- Tailor your cloud with Dimension Data Cloud Surround Services.
- Leverage a consistent CloudControl™ platform for Dimension Data private, public, hybrid clouds.
- Extend your cloud with Dimension Data application services for Cisco UC, Microsoft Productivity Applications SAP and Oracle.
- Gain agility, reduce operational costs and mitigate risk with flexible, extensible cloud delivery for more of your application estate.

To learn more about our Cloud, Cloud Surround and Networking Services, contact us today at www.dimensiondata.com/contactus

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