

Europe | Netherlands | Media and communications

Application Placement and Cloud Readiness (APCR) assessment helps CAIW prioritise applications for cloud migration and plan its IT transformation



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'The APCR assessment made us think in a different way about cloud and our applications. **We now have a better understanding of the various drivers around hardware, software, and operations and can make informed decisions about cloud.**'

John Wittekamp – COO, CAIW.



Challenge

- CAIW's strategic course impacting ICT infrastructure requirements
- wanted to explore alternatives to capital expenditure
- requirement to improve service levels and its ability to deal with potential contingency issues
- cost optimisation
- specific business challenges included:
 - increase agility to accelerate business
 - increase optimisation and be in control of costs
 - reduce risk
 - become more customer focused
 - buy versus build

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Solution

- a two-day Application Placement and Cloud Readiness (APCR) assessment workshop to assess the best deployment methods for 10 of CAIW's OSS and BSS applications
- applications suitable for cloud deployment prioritised for migration based on the readiness of the application for the migration and CAIW's business objectives

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Result

- a greater understanding of the benefits/potential of cloud deployment
- helped CAIW explore its cloud options
- the APCR assessment report presented to interested CAIW stakeholders
- helped establish business drivers for migration of applications
- helped identify suitable applications for migration to the cloud and which to prioritise to meet business objectives
- moving applications to the cloud: costs reduced

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 Challenge

To grow the organisation and remain competitive

CAIW Holdings B.V., known as CAIW, is the second largest cable operator in the Netherlands providing households with TV, Internet, and voice services. Founded in 1981, it's based in Naaldwijk, the Netherlands.

Today, the introduction of new technologies, devices, and content-delivery platforms provides a constant challenge for cable operators. This is a highly competitive industry as providers endeavour to grow their customer base while keeping pace with rapidly changing business dynamics. Additionally, today's generations want to consume content differently with the young drawn to the immediacy of the Internet rather than traditional cable packages.

To grow its organisation and remain competitive, CAIW set a strategic course to increase fibre penetration in its existing market, migrate coax customers to fibre, and acquire new customers to grow its market share in the Netherlands. This strategy required a higher capex spend and marketing investment in information and communications technology (ICT), and a continuous effort to contain costs and increase CAIW's growth plans and profitability. The organisation also wanted to improve its service levels and its ability to deal with potential contingency issues by increasing the resiliency of its systems architecture. Instead of automatically reinvesting in hardware as it had done previously, CAIW decided to explore other options that would address its business challenges and reduce costs.

The business transformation challenge

CAIW identified a number of business transformation challenges. To address these, the organisation's IT function had to improve its alignment with the business. The challenges included:

- Increase agility to accelerate business – the ability to match competitor's offerings quickly and provide a short, time-to-market response to gain new business.
- Increase optimisation and be in control of costs – a need to do more with less to remain competitive in the marketplace.
- Reduce risk – the need to improve the availability, security governance, and the compliance of business support system (BSS) and operational support system (OSS) applications, and standardise the IT infrastructure is vital to achieve efficiency.
- Become more customer focused – enable the business and IT to become more customer focused than a traditional, technology-focused organisation.
- Buy versus build – buy services rather than components that need to be built, which allows IT to focus on the organisation's core competencies and offerings of TV, the Internet, and communications services.

Additionally, with a focus on cost optimisation to support its future growth plans, CAIW recognised a potential requirement to transform how it delivers and operates BSS and OSS applications.

Having identified these challenges, CAIW needed guidance and technical expertise to help it determine its next steps to achieve its strategic business goals and reduce costs.

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 Solution

Existing relationship acts as a catalyst

The existing relationship between CAIW and Dimension Data was the catalyst for a discussion about how Dimension Data could help CAIW achieve its business goals.

Dimension Data offers a cost-effective, consulting workshop that performs a complete evaluation of the suitability of applications for placement in the cloud.

Dimension Data had detailed conversations with CAIW's business, technology, and operations stakeholders, and discussed a number of BSS and OSS applications that could help CAIW better align its future applications, operations, and business strategy.

An Application Placement and Cloud Readiness (APCR) assessment

Dimension Data recommended its Application Placement and Cloud Readiness (APCR) assessment, conducted as a two-day consulting workshop. The APCR assessment discovers which applications are best suited for the cloud; identifies the best deployment model for each application under consideration, which may not always be the cloud; and helps prioritise the next steps. It also identifies opportunities to maximise application availability and efficiency using managed services, and mitigates transformations risks. Following detailed discussions, ten BSS and OSS applications were selected for the APCR assessment.

The assessment utilised business, technology, financial, as well as risk, compliance, and governance factors to assess the production applications. These would help CAIW understand the motivation for its IT operations, and the readiness of its applications for placement in the cloud. The goal was to help CAIW conceptualise a rapid IT transformation strategy that delivers savings and an accelerated time-to-business value proposition.

An Application Placement and Cloud Readiness (APCR) assessment

A two-day consulting workshop was held between CAIW and Dimension Data. A complete APCR assessment was conducted and a report produced. Suitable applications were prioritised for cloud migration based on the readiness of the application for migration, and the business drivers that motivated the decision to leverage cloud technology and managed services.

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Result

Cloud migration explored and applications prioritised

The workshop was conducted over the course of two days, and the results were analysed and presented to CAIW. The report was reviewed in detail with business and IT executives, and application and operational subject matter experts (SMEs) to ensure that all relevant stakeholders were represented.

The assessment results provided CAIW with a complete cloud solution overview for the applications under consideration. It also detailed the suitable cloud deployment models for each of the 10 OSS and BSS applications in the portfolio. Recommendations for the prioritisation of the transformation effort were made, taking into account the present state of the infrastructure lifecycle for each application. Business and IT operations stakeholders were able to align and agree on the business value delivered by cloud for each application. Proof of concept initiatives were proposed based on Dimension Data recommendations.

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- next-generation data centre cloud technologies
- consulting services in a workshop format
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