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Cloud Operating Model Solution Offering

Solution Overview

The Cloud Operating Model (COM) solution offering provides the blueprint and the path to achieve a state-of-the-art Cloud Enablement Team who acts as the central engine to accelerate consistent cloud adoption at enterprise scale with best practices and clarity of responsibilities to achieve business goals.

14x
Reduction in time to market with consistent operations.

What does the Cloud Operating Model engagement typically look like?

The Amdocs COM solution offering is a flexible client engagement with a set of phases and deliverables (workshops, guidance, documentation, and training) for each phase to define and start an enterprise Cloud Operating Model and an accelerated cloud adoption plan. The client leadership will be able to continue to adopt the cloud at pace, with highly skilled internal staff who can promote and advocate the cloud.
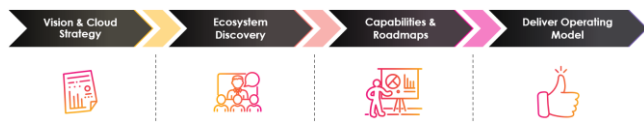

Figure 1. (COM Engagement) illustration of a typical structure

In the **Vision & Strategy** phase, our SMEs will run a series of workshops with key client stakeholders to establish and document the client's vision, cloud strategy, cloud adoption plan and choose the suitable operating model strategy for the enterprise.

In the **Ecosystem Discovery** phase, our SMEs will assess, map and document the relevant stakeholders, team structure, processes and technologies. The typical output includes an organizational structure document, a RACI matrix and initial plans for the implementation of the operating model and cloud adoption at scale.

In the **Capabilities & Roadmaps** phase, our SMEs will collaborate with the client to build the overall cloud blueprint, a platform product and capabilities roadmap, document the required organizational changes as well as provide the expert guidance. We will make any adjustments to the Cloud Operating Model for delivery in the final phase.

In the final phase, **Deliver Operating Model** our SMEs will collaborate closely with the client to operationalize the pods for Platform Engineering and Application Enablement functions. We will deliver a roadmap with prioritized workloads and applications to migrate to the cloud, provide training plans and guidance that will serve for years to come as the client mature their cloud operating models.

Motivation

- **Slow Cloud Adoption**
  Multiple initiatives in flight with minimal cohesion impacts decision-making, increases waste and slows down the adoption significantly.

- **Inconsistent Tooling Approach**
  Ambiguous availability and performance metrics, ad-hoc monitoring and alerting with confusion around incident response leading to poor service.

- **Unexpected Cloud Spends**
  Challenges around consumption model, controls and tooling leads to increased costs, poor visibility and the ability to adopt chargeback models.

- **Lack of Cloud Knowledge**
  Challenges around skills-gaps required to realize the full benefits of cloud-native development. I.e., IaaS versus PaaS/SaaS.

A Proven, Flexible Blueprint for Enterprises

Amdocs COM blueprint is a building block that helps enterprises map and document a clear organizational structure with teams that have specific areas of concern, goals and responsibilities. The COM blueprint is a way to visualize the domains for each party involved in the cloud adoption journey and operating model.
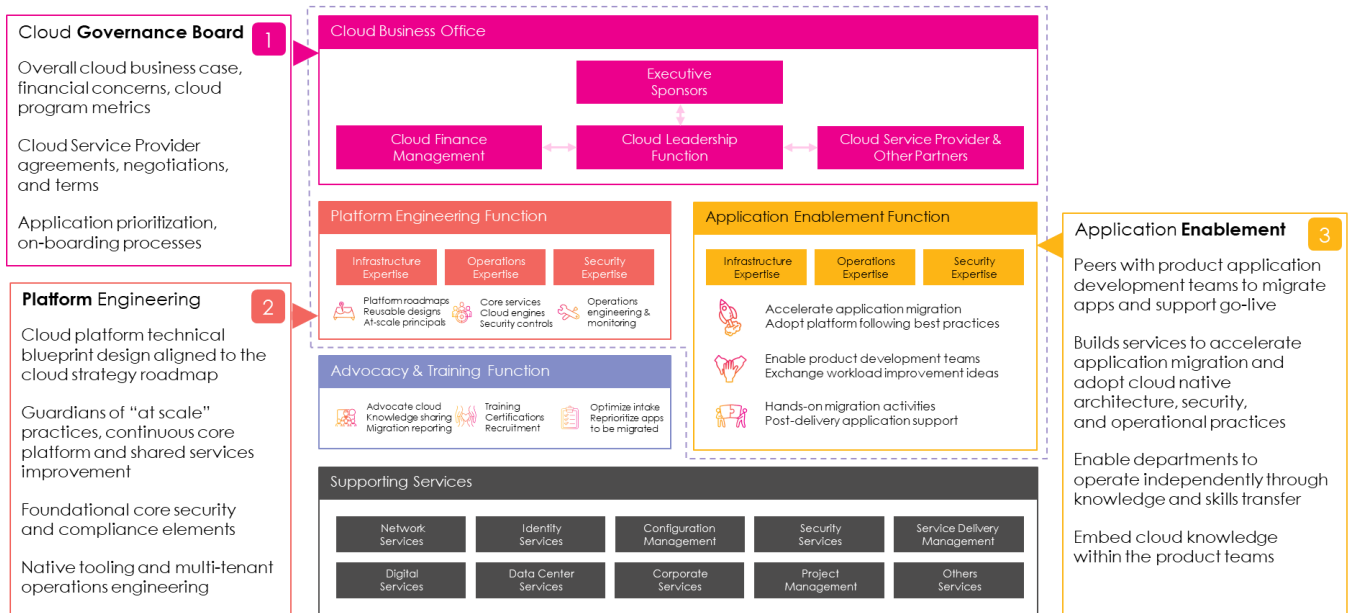

Figure 2. (COM Cloud Enablement Team) illustration of the Reference Cloud Operating Model

Why Build a Cloud Operating Model?

While consulting with clients embarking on their cloud adoption journey, Amdocs saw examples of value generation when building a Cloud Operating Model such as:

- Fourteen times reduction in time to deliver
- Sixty percent reduction in downtime
- Over fifty percent efficiency savings
- Over forty percent reduction in operational costs

We identified four common events when organizations solely focus on the technology of the cloud and not on the strategy including:

- Significantly higher cloud costs than anticipated
- Operational outages and a timely struggle to recover
- Challenges with security controls and data management
- Stalled projects caused by an everlasting desire to build the perfect cloud footprint with no return in value

Organizations that successfully establish a Cloud Operating Model have much to gain. Even though the focus is mostly on cost savings, there are other benefits such as reduced downtime, faster delivery of new services and capabilities, productivity improvements and higher staff morale.

Accelerate Your Cloud Journey

A Cloud Operating Model is critical to accelerate an organization's successful cloud adoption at scale and improve business agility, reducing costs and incidents.

Executed with experts, adopting the cloud can provide a higher level of availability, durability, scalability, and security previously unseen. A successfully implemented operating model will speed up the time-to-market for application development teams building products to run in the cloud.

With our COM solution, we build a state-of-the-art Cloud Enablement Team that acts as the engine to accelerate cloud adoption at scale across the entire business. We achieve this through the development of a robust cloud strategy, self-service platform products and standard cloud consumption models, new security capabilities, strong cost transparency as well as scalable compliance and governance processes. This helps organizations maximize the benefits afforded through cloud-native operations.

Customer Benefits

- **Best-In-Class Methodology**
  Resolute and experienced Cloud consultants to assess your current maturity. A friendly and approachable team who are there to support your organization.

- **Consistent Governance, Security and Compliance Controls**
  The Cloud Enablement Team establishes the standards and practices for adopting cloud at scale successfully and enables consistency across the organization.

- **Accelerate and Scale**
  Safely, securely, and sustainably accelerate your cloud journey through the creation of a Cloud Enablement Team driving security-in-depth, managing undifferentiated heavy-lifting platform capability, and maximizing cloud uptake.

Case Studies

Canadian Bank

Canadian Bank Empowers Teams to Adopt the Public Cloud at Scale, Faster with Secure Self-Service

Motivation

The FSI client wanted to achieve the following:

- Migrate applications to the cloud
- Insource 75% of capabilities by 2025
- Reduce deviations from the bank's standards
- Reduce the number of incidents
- Increase automation
- Improve system availability
- Reduce on-premises spending

Solution

The Amdocs team collaborated with the client to plan and provide:

- A cloud acceleration program that could deliver the bank's objectives
- End-to-end guidance and a sound platform engineering roadmap
- A blueprint and training path for developers to achieve cloud maturity and confidence

Impact

The solution delivered the following added value:

- Maximized cloud adoption
- Highly skilled internal staff through the knowledge shared by amdocs consultants
- Clear financial projection of the cloud program and estimation of application enablement and migration
- Full clarity of responsibilities for each role and teams building software in the bank's cloud ecosystem

Large Telco

Large Telco Provider Migrates Apps to the Cloud Through Amdocs Subject Matter Experts

Motivation

The large Telco client required the following:

- Expert guidance
- Plans to adopt the cloud
- Migrate existing applications
- A cloud platform with best practices
- Self-service and self-support solutions

Solution

Amdocs deployed a team of SMEs to provide the following:

- Guidance and training for cloud architecture, app migration and modernization
- Collaboration with client teams to evaluate application states, hardware requirements and compatible technology stacks
- A high-quality cloud adoption plan covering multiple deliverables

Impact

The solution delivered the following added value:

- Empowered internal staff to promote cloud transformation within established guardrails
- A clearly defined implementation roadmap for the cloud platform and the owning platform engineering team
- Plans for cloud adoption at scale
- Training paths, technical and process changes roadmaps
- Detailed reports for application migrations leveraging a more secure, faster and flexible platform

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