Cloud Efficiency with PeakPlus™

Successfully navigating the ever-changing needs for visibility, security/governance, cost, and performance in the cloud.

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Overview

To compete in today's changing business environment, companies must innovate "on the fly." The ability to rapidly execute on ideas is key, and new software applications enable ideas to morph into successful business products and strategies, bringing innovation to levels that haven't been seen before. The cloud facilitates the rapid delivery of new applications—far beyond "traditional IT's" capabilities to do so. Cloud computing also allows applications to scale up or down as needed, and requires fewer human resources to manage.

But the many benefits of the cloud also come with a unique set of challenges.

IT departments are now tasked with managing environments that they have no experience managing. At every stage of cloud adoption, IT is called upon to do things they've never done before.

There are five areas, particularly, in which Pinnacle Technology Partners (PTP) is routinely called to solve the challenges of cloud adoption:

- Migration
- Visibility
- Security/Governance
- Cost
- Performance

In order to solve these challenges, we leverage our core capabilities:

- Migration consulting and cloud architecture services
- Top-tier engineering and implementation talent
- Our **PeakPlus™** suite of managed services, which provides unparalleled visibility, desktop-to-application security, compliance-focused governance, cost containment, and real-time performance monitoring, 24x7x365 to our clients

The following pages examine cloud challenges and PTP's solutions in more detail.

SOLUTIONS OVERVIEW

Successfully navigating the ever-changing needs for visibility, security/governance, cost, and performance in the cloud environment.

Migration Challenge

According to Frost & Sullivan's 2017 *Cloud User Survey*, migration is among the top-ranked challenges that constrain IT from moving workloads to the cloud, cited by 57% of IT decision-makers.

Most businesses need cloud consulting experts to assess which workloads and applications should be moved into the cloud, and what cost efficiencies can be achieved—primarily because many IT professionals do not have experience performing these tasks.

PTP's Solution

PTP helps businesses validate and create a strategy for transitioning current applications to the most cost-effective cloud environments; helps them execute the transition; and then manages and monitors those applications and environments in the most efficient way. PTP's cloud consulting services help organizations achieve the most cost-effective, secure, and agile cloud model via three focused offerings:

- *Strategic Advisory Service*
  Rapidly assesses the current state of a business, and identifies applications and services that would provide cost and operational efficiencies and increased agility by transitioning to the cloud. The service delivers a strategy for getting to a desired state that supports business goals and objectives, and provides recommendations on the target operating models and supporting processes.

- *Migration Service*
  Assists with transitioning applications to the ideal cloud environment. In most engagements, this service implements the recommendations created in the Strategic Advisory Service.

- *Cloud Governance Consulting*
  Validates the value associated with the transition to the cloud and creates a set of post-transition checkpoints to provide visibility into value and benefit realization to key customer stakeholders.

Visibility Challenge

The lack of visibility into cloud instances is a top concern following a business-impacting migration. IT cannot pinpoint and prioritize application issues, audit applications, and provide asset management of cloud instances across the business. Without effective visibility into cloud instances, IT is often exposed for not having any control over the resources supporting the business's critical application assets.

PTP's Solution

Our FinOps services provides the visibility needed to effectively manage cloud assets. Our management platform, paired with ITIL-compliant process and experienced staff, continually monitors and generates essential information across all cloud services—performance, capacity, and availability—and provides the foundation for efficient cloud operations on a consistent basis.

Security/Governance Challenge

The narrative around data protection and security services is consistent and is everywhere we turn: more advisories, more complex and covert attacks, increasing demands on internal IT, lack of skilled people, applications in the cloud and legacy apps on-prem, often an incomplete set of protection tools, and many other difficult scenarios. It's a tough world out there for a Chief Information Security Officer (CISO), and not a surprise that the average tenure of a CISO within a company is 4.5 years, according to Forrester. The stark reality is that both IT Security and IT Operations departments are outmanned, despite the number of tools available to alert on the constant threats of data loss, data theft, and data corruption. These tools generate a prolific amount of data and number of logs, such that threat prioritization and remediation become almost insurmountable tasks. A large part of this problem is that the logs and data do not have business context, and, therefore, make it very difficult to decide on what should be done.

PTP's Solution

PTP's SecOps services provides IT Operations and Security teams the data they need to prioritize and remediate threats based on potential impact to the business. Its native integration into popular security tools, such as Fluency and McAfee, enables our SOC to quickly consume scans and automatically tie vulnerabilities to known remediations. Furthermore, PTP SecOps embeds compliance and security testing into the service delivery process by providing continuous verification, analytics, and governance.

Cost Challenge

IT and business owners are often surprised and unprepared for the large monthly or annual expenses of using cloud services. With buyers of public cloud services throughout the organization, it is challenging to control cloud costs and utilization. Based on a ZDnet Survey from May 2018, containing cloud costs and avoiding cloud "sticker shock" is a top initiative for all cloud users.

PTP's Solution

PTP's FinOps services continuously monitors and analyzes instance cost and utilization through its always available, user-friendly dashboard. This service allows businesses to identify wasted spend, as well as accurately forecast future costs. The service also has the ability to simulate instance costs from competitive cloud providers like AWS, Azure, and Google Cloud Platform.

An added PTP service compares on-premise infrastructure costs to public cloud infrastructure costs. This additional service provides visibility into the entire IT infrastructure—physical, virtual, and cloud—so IT and DevOps can easily add, remove, or adjust compute, storage, network, and other IT infrastructure resources to changing application and service demands. Additionally, forecasting, modeling, reservation capabilities, insight into future resource needs, and the ability to control the timing and cost of new capital and operating expenditures, all come as part of this advanced service.

Performance Challenge

IT Operations needs to ensure that applications perform as expected. With more and more applications being delivered via the cloud, any noticeable difference in application performance will almost certainly stop a cloud migration from moving forward. The scale at which IT needs to monitor data and identify problems cannot be effectively managed by humans alone. They must leverage artificial intelligence and machine learning to get the job done. 84% of multi-cloud users surveyed cites application performance management as a priority, according to an IDC survey.

PTP's Solution

PTP's NetOps services provides 24x7x365 monitoring of a client's environment, ensuring that applications are performing as expected.

PTP's NetOps allows IT to manage performance across application silos—shifting focus from managing individual service components to delivering an exceptional customer experience. PTP's NetOps also uses artificial intelligence, machine learning, and real-time monitoring and alerting to watch streaming metrics from web-scale applications, and the underlying cloud and on-premises infrastructure, to deliver unparalleled agility and scalability.

Conclusion

Businesses are moving to the cloud at an accelerated pace for the agility, scale, and operating flexibility that is needed to stay competitive in today's ever-changing marketplace. The best-run companies are always focused on enabling innovation across their business.

Not all businesses transition to the cloud for the same reasons. Some are looking to lower costs; others to increase business agility; others hope to accelerate DevOps. No matter what the reason, delivering cloud services in an organization brings with it a common set of challenges.

PTP's expertise and **PeakPlus™** services improve the overall operation of a business' cloud environment. Every day, we help customers face and overcome the top five challenges.

We welcome the opportunity to learn more about your challenges, and how we can help you solve them.