



the 3 pillars of the  
world-class hybrid-cloud  
service provider





the 3 pillars of the  
world-class hybrid-cloud  
service provider





# contents

<b>It's a hectic, hybrid world</b>	3
<b>The challenges of operating the hybrid cloud environment</b>	4
Developing and driving high adoption of cloud best practices, including cloud security	4
Driving robust cloud incident response and resolution	5
Reducing overall costs and long-term TCO	5
Assuring a broad and varied set of in-house skills	5
<b>How to overcome the challenge</b>	5
<b>How Amdocs can help</b>	6
Center of Excellence for planning, strategy and cloud security	6
Multidisciplinary expertise and DevOps application lifecycle management	6
Cloud admin	6
Financial Operations (FinOps)	6
A unique automation platform	7
<b>Harness the power of hybrid cloud with Amdocs</b>	7

# it's a hectic, hybrid world

## **"Clearly, hybrid cloud is the new normal"**

Deloitte

The cloud computing megatrend is accelerating faster than ever. According to Deloitte, growth in 2021 was even faster than in 2010. And this is no surprise, considering all the business and operational benefits that cloud brings.

According to IDC, the top three benefits for communications and media service providers are:

- Delivering a better **customer experience**
- Driving **operational efficiency**
- Developing **new sources of revenue**

Moreover, cloud enables service providers to better cater to hyper-digital consumers and enterprises, who are demanding:

- **Whatever** services they want – individualized, user-centric, and identity-based
- **Whenever** they want them with 24/7 availability
- **Wherever** they are, on any channel and every device

As service providers embark upon (or accelerate) their cloud journey, most of these deployments entail a combination of public and private environments, because:

- Many **data center assets** can't be moved to the cloud
- There are **applications** that come with too much migration overhead
- **Customer data** may be subject to regulation, which precludes their residing in public clouds

The result is the prevalence of the hybrid cloud environment. Indeed, hybrid is the name of the game and will be for a while. It is even expected that more than **90% of global enterprises** will rely on hybrid cloud by 2022.

And according to a recent survey, 97% of IT leaders plan to distribute workloads across two or more clouds and even to put the same workloads at multiple cloud providers, in their effort to:

- Maximize **availability** and **reliability** (63%)
- Meet **compliance** requirements (47%)
- Leverage **best-of-breed services** from each provider (42%)

And while hybrid cloud brings advantages – such as scale and cost controls, it also brings with it many challenges.



# the challenges of operating the hybrid cloud environment

Managing a hybrid cloud environment, where some applications are on the cloud and others are still on-premise, is one of the key challenges service providers face in their cloud journey.

And the four main pillars of this challenge are:

- Developing and driving high adoption of **cloud best practices**, including for cloud **security**
- Driving robust cloud-centric **incident response and resolution**
- Reducing overall **costs** and long-term **TCO**
- Assuring a broad and varied set of **in-house skills**

*Let's take a look.*

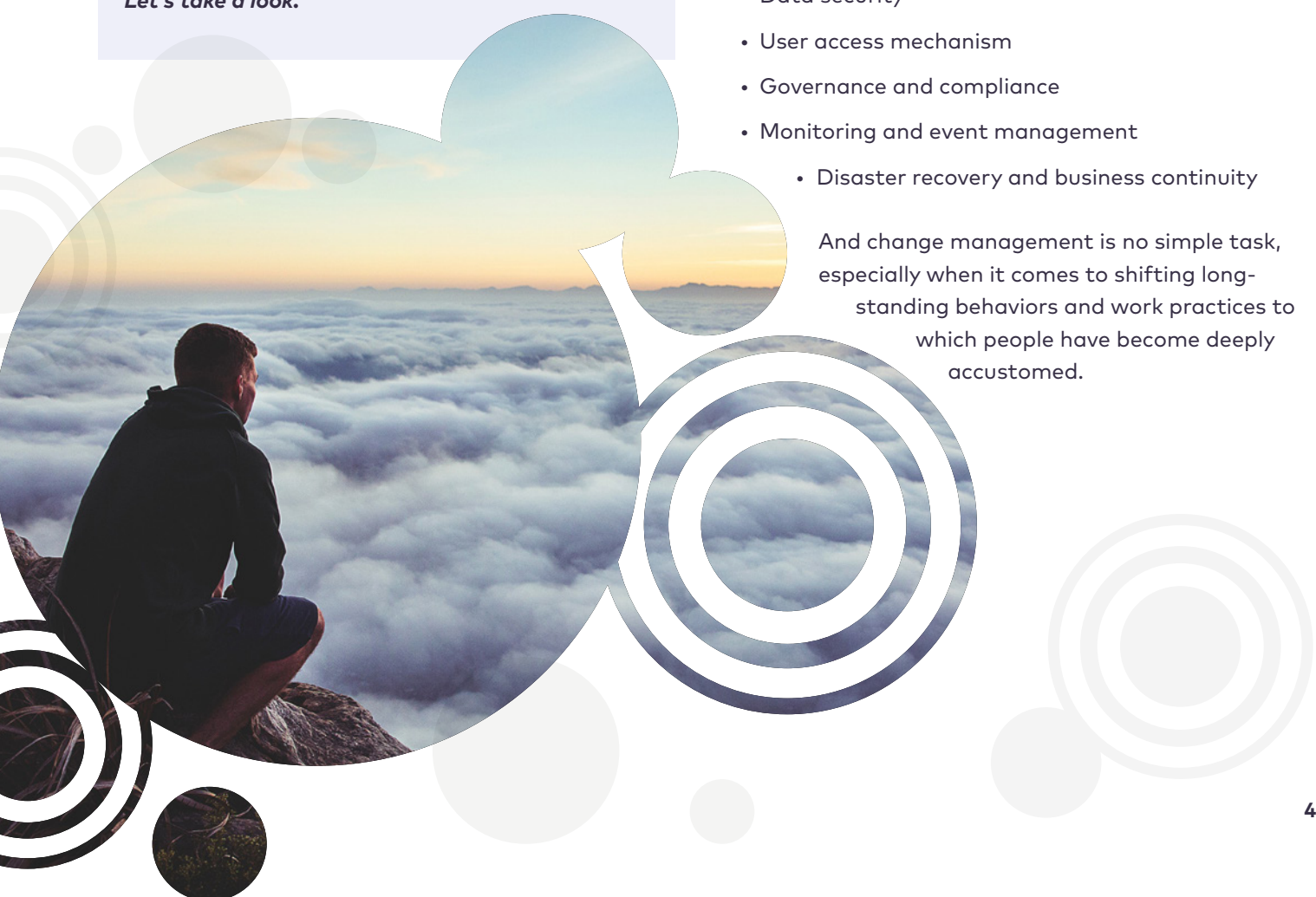
## Developing and driving high adoption of cloud best practices, including cloud security

Running a hybrid cloud environment mandates the broadscale adoption of a new mindset and practices. Processes, procedures, tools and systems all go through a major tectonic shift.

If we take a look at the security domain, for example, as many as six different disciplines must be adapted, including:

- Network security
- Data security
- User access mechanism
- Governance and compliance
- Monitoring and event management
- Disaster recovery and business continuity

And change management is no simple task, especially when it comes to shifting long-standing behaviors and work practices to which people have become deeply accustomed.



## Driving robust cloud incident response and resolution

According to a recent [report](#), **75% of organizations are concerned** about the implications of incidents impacting their cloud assets, data and systems.

This is because once an incident hits, the cost of one hour of downtime can come to as much as [\\$1 million](#).

And mitigating and resolving these incidents can be a complex, multi-disciplinary task that is very different to those involved with non-cloud incidents, and which requires the availability and actions of many different stakeholders within and outside the organization.

## Reducing overall costs and long-term TCO

Controlling costs of the hybrid environment also entails a challenging implementation of new types of controls and monitoring that span several separate but interconnected domains, including:

- Existing **legacy** applications
- **Modernized** legacy systems and applications
- The **new** digital stack

## Assuring a broad and varied set of in-house skills

Moving complex telecom systems to the cloud must be executed with multifaceted and interlinked knowledge and expertise across multiple disciplines, including new development methodologies and toolsets, legacy and cloud applications and infrastructure, as well as architecture design, security analysis and remediation, integration, and – of course – all the business and operations support systems (BSS/OSS) that drive the service provider's business.

Finding personnel who bring know-how in each, or even just some of these domains is nearly impossible.

# how to overcome the challenge

While the challenges are great, there is good news. Service providers can assure an efficient and high-performing hybrid-cloud environment that delivers on the promise of cloud by establishing three key practices:

- **A cloud center of excellence**, for developing best practices, driving adoption and change management, training all stakeholders and teams, and assuring cloud security
- **A cloud admin** for incident management and assuring that KPIs and SLAs are met
- **Optimizing FinOps** for reducing costs

# how amdocs can help

Amdocs Cloud Operation Services enable service providers to overcome the challenge and establish the three pillars of a world-class hybrid cloud organization.

We do this with our offering that includes:

## Center of Excellence for planning, strategy and cloud security

The Cloud Center of Excellence (CoE) service entails the support of a centralized team of cloud experts who:

- **Create** a standardized set of requirements for all cloud-related activity
- **Design** the initial cloud architecture
- **Develop** new product-agnostic processes and tools
- **Drive** adoption of the cloud mindset and best practices across the organization
- **Apply** a DevOps approach to cloud security and governance

## Multidisciplinary expertise and DevOps application lifecycle management

With Amdocs Cloud Operation Services, we bring a skilled team comprising experts in cloud architecture, cloud development, DevOps, and SRE engineering.

Furthermore, with the DevOps approach they bring, the service provider can improve application lifecycle management, accelerate time to market, and gain the ability to scale any infrastructure, including IaaS, PaaS, SaaS, private virtualized cloud, and on-prem.

## Cloud admin

The cloud admin owns cloud incident response resolution, including prioritizing and managing incidents from inception to resolution, and assigning incidents to the appropriate teams.

The cloud admin also performs ongoing monitoring of cloud platform services to ensure cloud vendor service-level agreements (SLAs) and KPIs are being met for engineering projects.

## Financial Operations (FinOps)

FinOps operations support entails:

- **Establishing** strong financial management
- **Driving reduction** of overall costs and long-term TCO
- **Providing tools** and a set of policies and procedures for tracking cloud spend, analyzing historical spending patterns and predicting future spending requirements
- **Orchestrating** contract arrangements with cloud providers
- **Making recommendations** for the optimal use of cloud resources
- **Driving budget requirements** to developers working on specific cloud projects
- **Alerting** when cloud costs being incurred are in danger of exceeding the budget



## A unique automation platform

Amdocs Hybrid Cloud Management Platform is driven by AI, machine learning, natural language processing and data mining.

Along with our patented implementation methodology, configuration and rules, the platform's built-in tools enable service providers to gain a comprehensive end-to-end view of the entire operation.

Amdocs Hybrid Cloud Management Platform enables:

- **Monitoring and intelligent analysis** with an end-to-end dashboard that includes business KPIs, aggregated application and infrastructure health data, critical services health data and operational results
- **Collaborative automation** that injects "mode 2" operations into a hybrid environment for improved operational reliability and efficiency
- **Auto-ticket resolution** by applying natural language processing to route tickets and service requests written as free-text, to either enable automatic resolution by the automation platform or if required, handover to human decision making and resolution
- **BPM360** for managing the post-deployment implementation lifecycle, driving collaboration on business parameter changes through a single workflow

Amdocs Cloud Operation Services also leverage CI/CD tool chains, technology extensions and add-ons, as well as containers and microservices to support faster development and deployment of new features.

# harness the power of hybrid cloud with amdocs

The promise of cloud is great. But so are the challenges in bringing that promise to life. With Amdocs Cloud Operation Services, service providers get access to a breadth of services that are designed to help them tame the complexities of the hybrid cloud and achieve the agility they need to outpace the competition and outperform customer expectations with innovative new services.

And with our unparalleled industry experience and track record of delivery excellence, we bring hybrid cloud excellence to your organization with:

- Zero-touch operations
- End-to-end accountability
- Total visibility of application performance
- Production efficiency with no need for development coding
- Finance operations efficiency
- Reduced long-term TCO

This way, service providers can have the confidence that they are accelerating not only the cloud journey but refining cloud mastery.

To learn how Amdocs can help you master the hybrid cloud, we invite you to contact us at [amdocsccloud@amdocs.com](mailto:amdocsccloud@amdocs.com)



# about amdocs

Amdocs' purpose is to enrich lives and progress society, using creativity and technology to build a better connected world. Amdocs and its 27,000 employees partner with the leading players in the communications and media industry, enabling next-generation experiences in 85 countries.

Our cloud-native, open and dynamic portfolio of digital solutions, platforms and services brings greater choice, faster time to market and flexibility, to better meet the evolving needs of our customers as they drive growth, transform and take their business to the cloud. Listed on the NASDAQ Global Select Market, Amdocs had revenue of \$4.2 billion in fiscal 2020. For more information, visit Amdocs at [www.amdocs.com](http://www.amdocs.com).

[www.amdocs.com](http://www.amdocs.com)

